



Fast and accurate data capture supporting the technology refresh programme for 680 UK outlets

FACTS

Customer: Capita Managed IT Solutions

Challenge: Provide a fast and accurate data capture system to support a technology refresh programme to over 680 UK outlets.

Solution: inphoActive created electronic forms using the Formidable digital writing platform and installed Naturalforms on the iPad to sync with Formidable and present digital visual representations of the paper forms.

This allowed auditors to collect data, validate it, and then upload it via a 3G connection to the back office processing system.

Benefits: The major benefit is the speed that forms can be completed and relayed back to head office. This, coupled with a detailed audit trail, and proof of service delivery enables better planning for the major rollout.

inphoActive's forms processing technology has given us the means to collect our audit data accurately and efficiently. This feeds into the planning and delivery process supporting the major rollout to our customer.

Marion O'Reilly
Project Manager
Capita Managed IT Solutions

Background

Capita Managed IT Solutions is a leading IT services company that provides cloud based and infrastructure services as well as specialist managed IT services.

This project provided a technology refresh programme across 680 retail outlets in the UK.

Objectives

The key objectives of the project were:-

- Provide an efficient data collection system
- Ensure the information collected is accurate
- Relay the information collected back to head office quickly
- Provide a customer sign off and approval process
- Integrate the data collected with the planning system without any rekeying of data
- Provide feedback on progress to the customer

Solution

Auditors were given an iPad tablet with the Naturalforms app synchronized to specially designed digital forms created in Formidable, the digital writing platform.

- The auditors record the site details onto the electronic forms.
- The iPads do not have to be connected to the back office system. They can work offline.
- When the job is complete they can make a secure connection via a 3G link to the Internet.
- The audit information is uploaded to inphoActive's forms processing system.
- The results are automatically routed to Capita's back office planning database.

inphoActive delivered the mobile data solution via their cloud hosted service.

Business Benefits

Audit forms are uploaded as soon as they have been completed and signed off.

The information can be fed in straight away to the technology refresh planning programme without any holdups or delays waiting on forms to come in. In the past these could have taken weeks to come in.

Collecting an exact image of the form, including signatures, has also reduced the possibility of any dispute. Electronic signatures ensure that the customer is in total agreement with the audit results and recommendations.



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