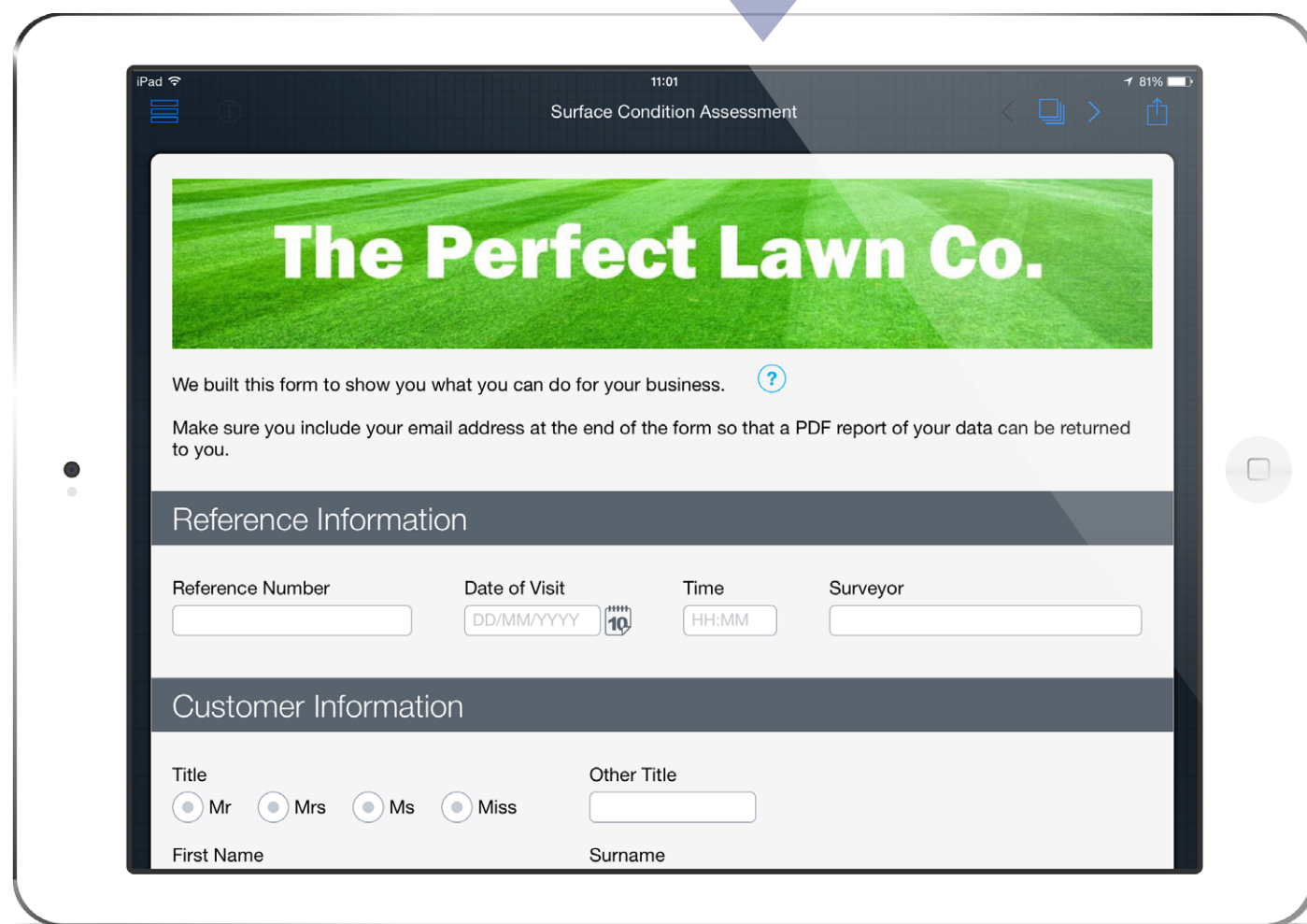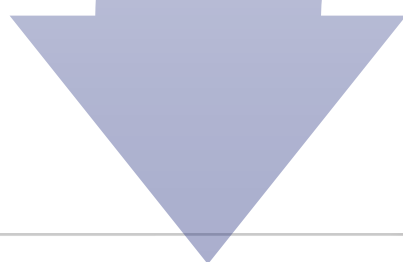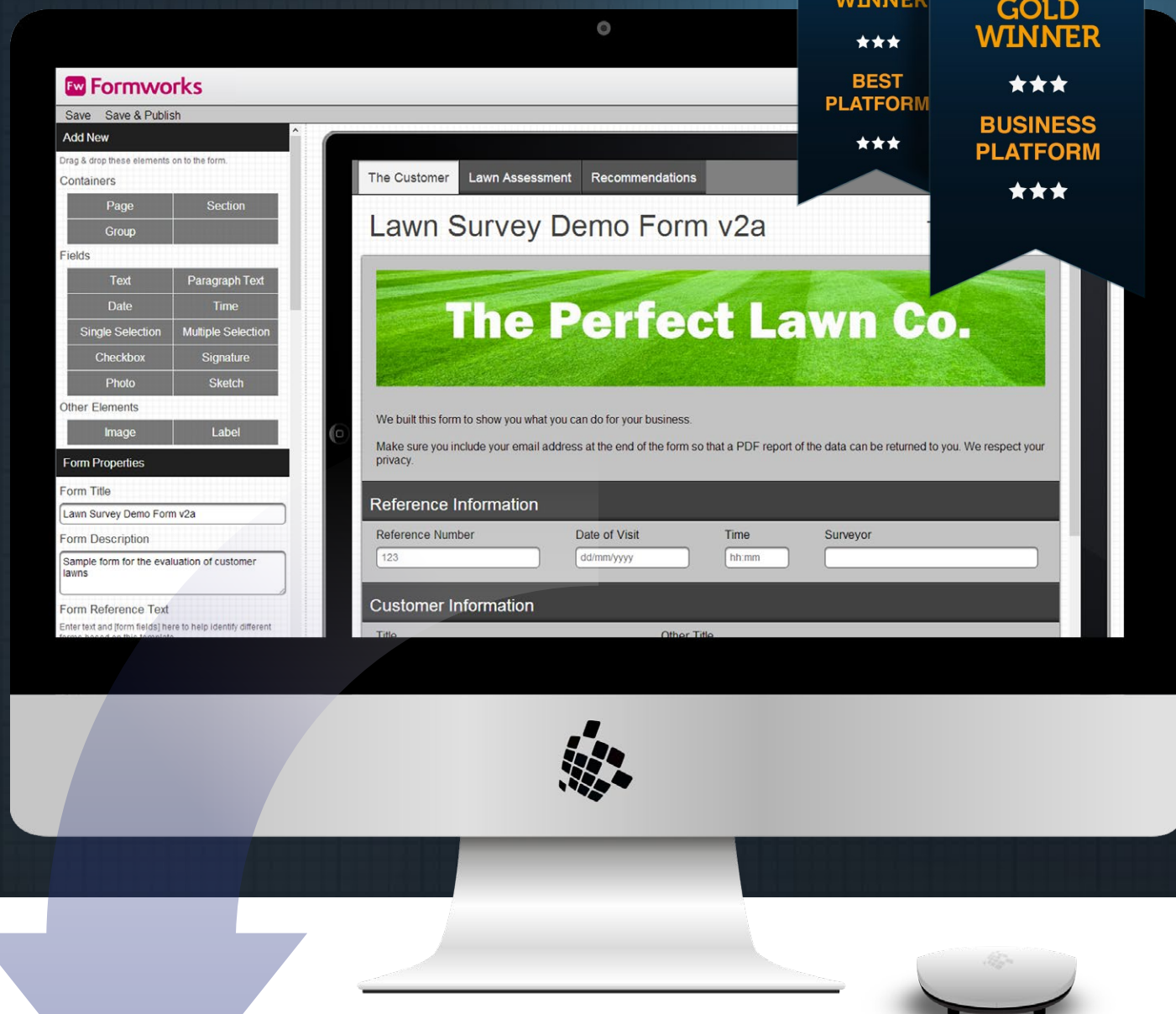# Formworks

Digital Field Solutions have over 20 years' experience in business process engineering and the implementation of form-based data capture solutions. Helping businesses – large and small, national and international – use mobile technology and apps to improve service and productivity, grow revenue and boost profitability.

Fw

2014 APP DESIGN AWARDS GOLD WINNER BEST PLATFORM ★★★

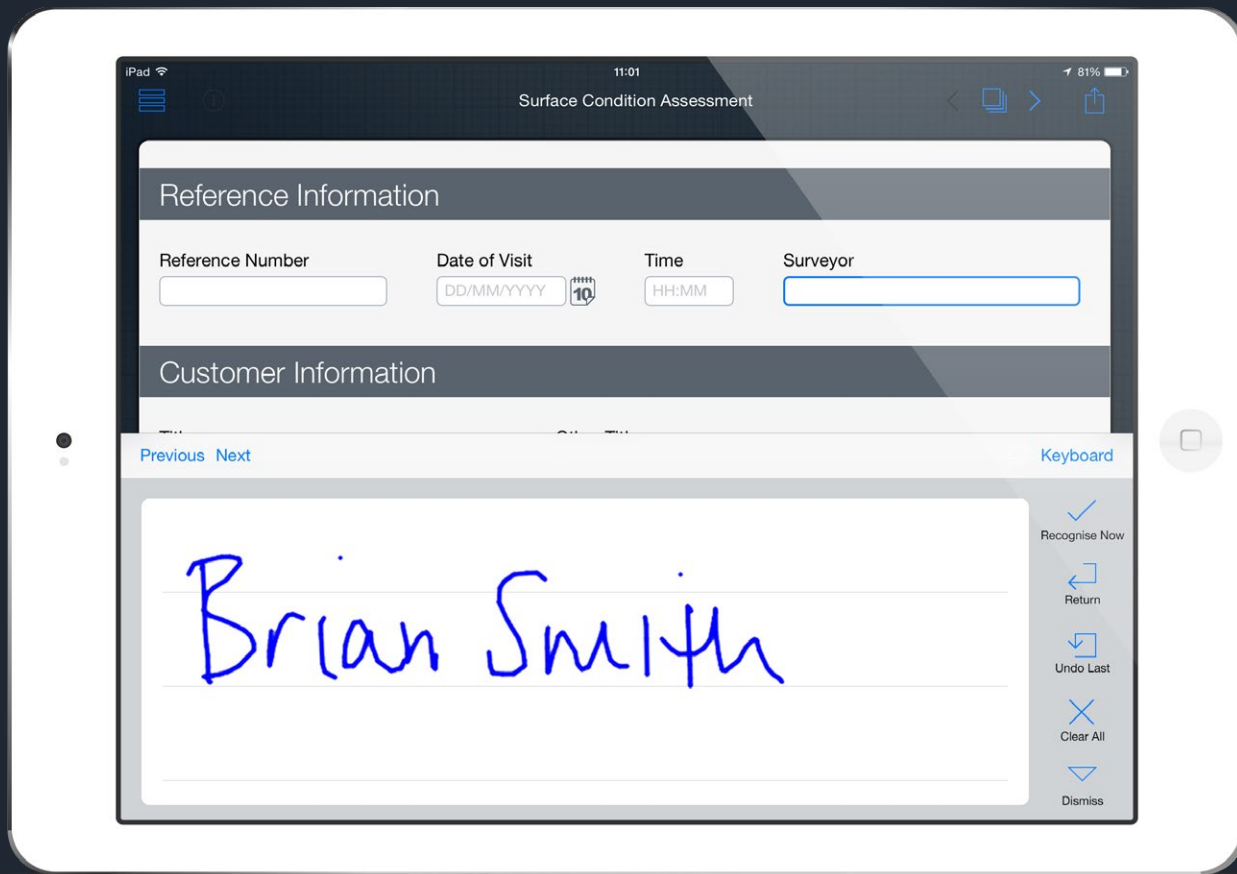2015 APP DESIGN AWARDS GOLD WINNER BUSINESS PLATFORM ★★★

Objective

Almost every business uses forms - sales forms, application forms, surveys, inspections, audits, job sheets – the list goes on.

Whilst paper forms are easy to use, they present real issues for organisations with mobile workers:

- The cost of producing, managing, printing and distributing the forms
- The cost and delays of posting or scanning completed forms
- The cost and delays from re-keying data
- Issues with handwriting legibility

These issues affect service and profitability, not to mention the environmental impact of so much paper.

While there are DIY forms solutions on the market, these lack the flexibility, usability or scalability to meet the needs of many businesses.

The original brief was therefore to create an enterprise class forms platform for iPad including:

- An easy to use, web-based form creation, management and deployment platform

- iPad forms that are easier and faster to use than pen and paper

- Data capture controls to ensure data quality at point of entry

- A secure app that can be used on or offline to maximise productivity

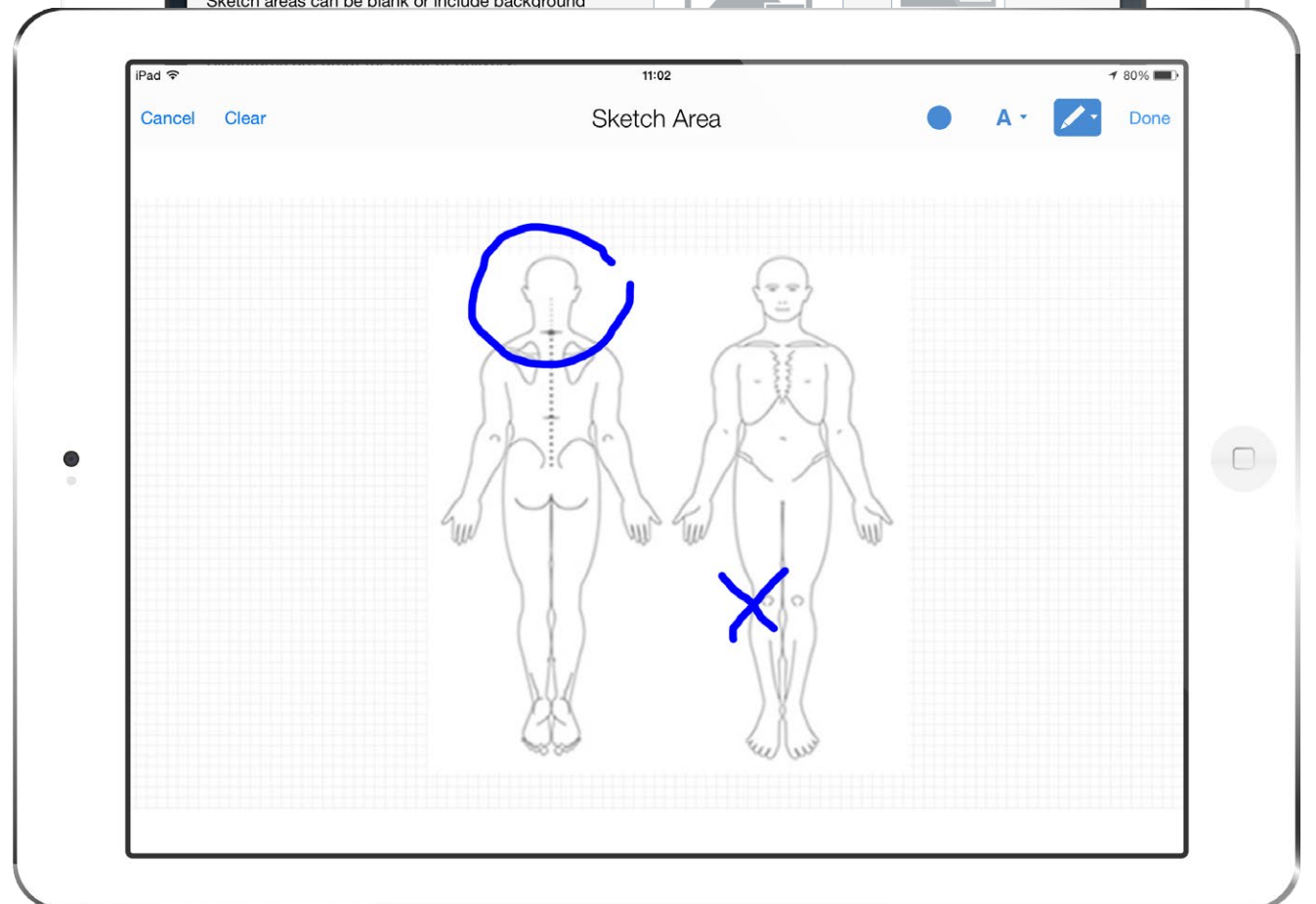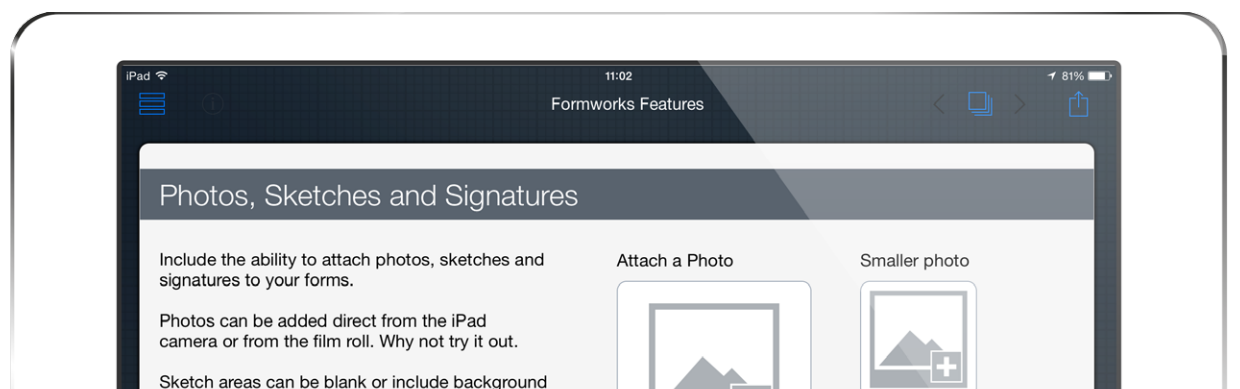- Flexible data export options for integration with existing systems

Incorporates handwriting recognition for those preferring not to type

Solution

Key to the ethos of Formworks is the ability to create, amend and deploy forms quickly and easily. Formworks therefore incorporates the industry's first genuinely flexible and intuitive web-based form builder, with easy to use drag-and-drop elements.

Forms can be multi-page and include an exhaustive list of field types such as text, checkboxes, photo capture, signatures, sketch areas, labels and lines. And for more advanced users, there is a flexible scripting language to enable inclusion of logic, data controls and calculations. Once created, forms are deployed to groups of users at the tap of a button. Forms can also be pre-filled – allowing administrators to assign specific jobs to field users.

The Formworks iPad app features intuitive navigation, both between and within forms. All data is downloaded to the iPad so forms can be used whether on or offline. Forms can be saved for later completion and, when submitted, are queued for sending; if there's no network connection, the app will wait until there is and then submit the data. The app is architected to ensure background tasks don't affect performance, so the user can continue to fill in forms while others are uploading. Formworks also incorporates handwriting recognition for those preferring not to type.

Easier and faster to use than pen and paper

Benefits/Results

Formworks for business eliminates the need for paper forms and cuts data processing time in half. The Formworks platform enables companies to easily create their own forms via a web GUI. Field based staff – for example salespeople, surveyors, facilities managers or auditors – then complete the forms on their iPad during a meeting or inspection.
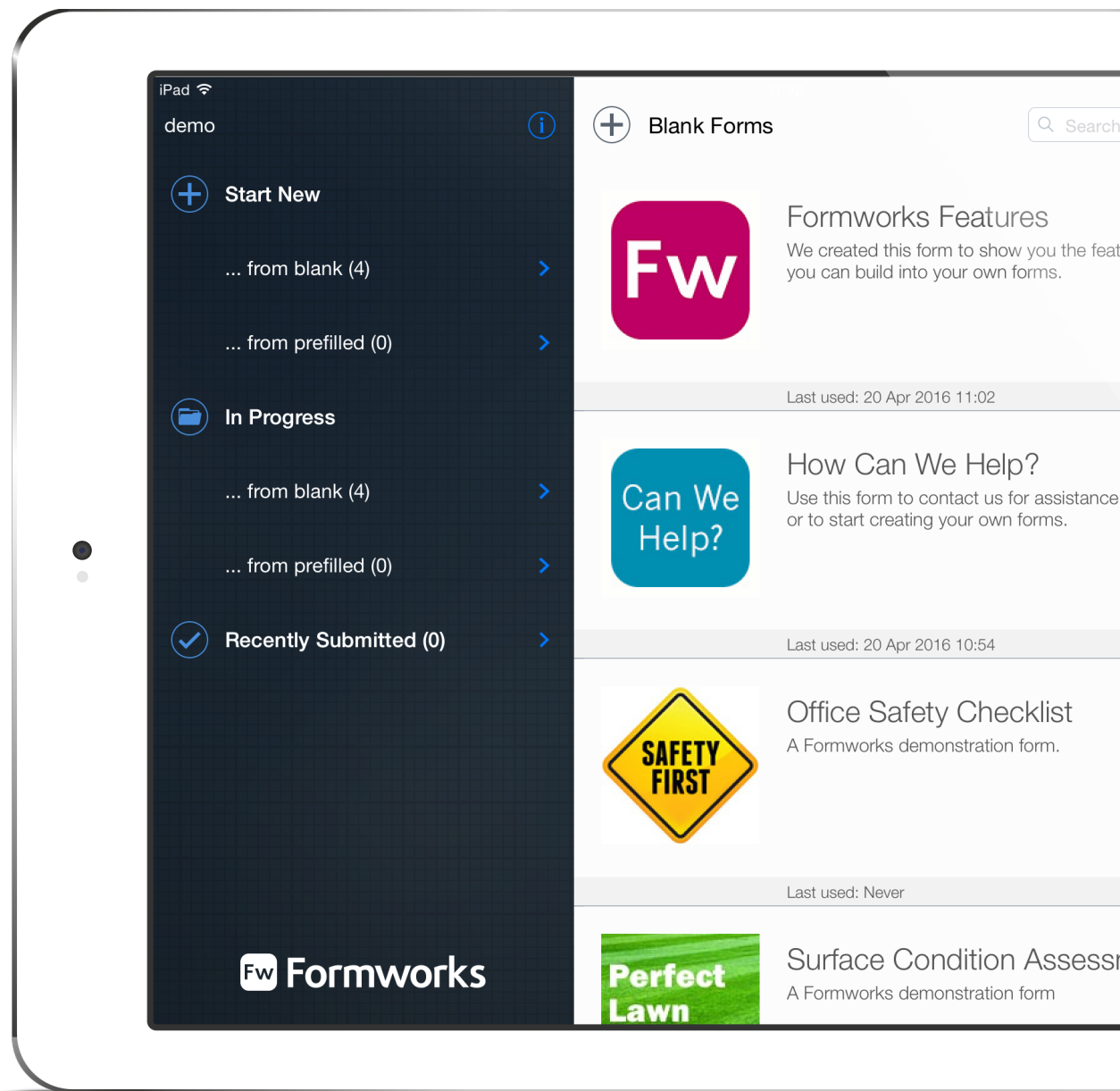
Data is sent instantly back to the office - reducing paperwork and potential for data errors, while enabling faster data processing.

In the past year Formworks has been redesigned and undergone substantial development, including:

- "Shared Dynamic Databases" allow users to lookup data from within forms; saving time, improving data quality and enhancing UX

- Improved refresh of form templates and streamlined data synchronisation

- Help Elements can be added, giving users detailed instructions

- Forms can access device geo-location data

But that's not where Formworks ends – the data, once captured, needs to be made available within the business. So we've made integration with back-end systems straightforward and configurable, and created a comprehensive cloud hub where forms can be stored and tracked, and statistics analysed.

Eliminates the need for paper forms and cuts data processing time in half

In delivering a tablet based form solution, we wanted to ensure that every aspect of the data capture process was at least as fast and efficient as pen and paper - field staff are often an organisation's most expensive and valuable resource, so what value an hour a day saved on admin?
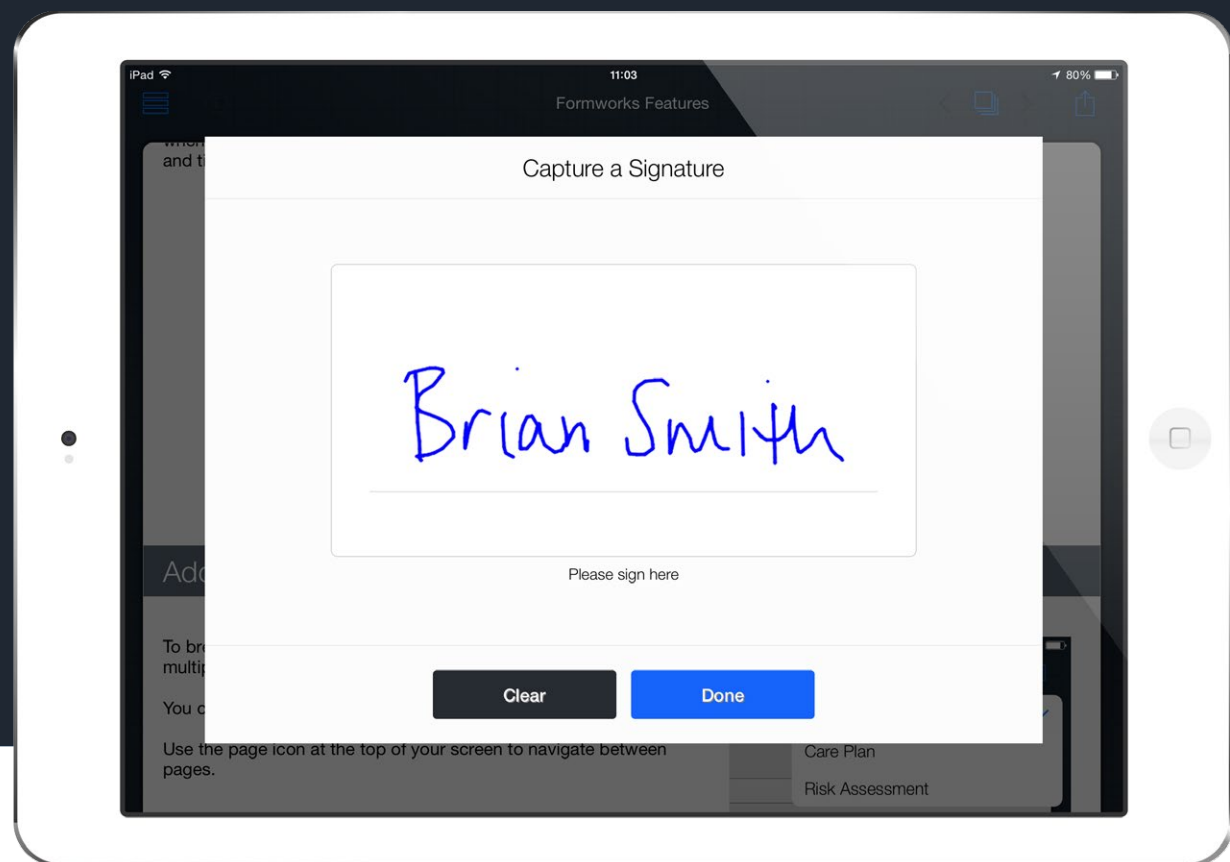
The Formworks app is navigated by a simple menu system, allowing the user to access any number of form templates or to edit previously saved forms. Furthermore, to ease users' transition to tablet technology, Formworks forms are designed to look and behave like paper forms, while making use of iPad app features like photo capture and drop-down lists that can't be replicated on paper. And, because work discussions aren't linear, it's easy to navigate between form sections and pages.

The intuitive UX means that training requirements are minimal to non-existent.

As well as making it easy to complete forms, Formworks enables administrators to quickly and easily create form templates via a powerful, intuitive web-based form builder. The GUI uses drag and drop elements to simplify the form building process, so it can be used by non-technical users with no need for specific training.

Whilst small and large businesses benefit from the Formworks platform and App, our target market is larger businesses and enterprises looking to improve the productivity and performance of their field teams.

Formworks is typically sold as a Software as a Service (SaaS) solution however it is also available as an enterprise deployment. The Formworks SaaS infrastructure is hosted on the Amazon Enterprise Cloud Computing (EC2) infrastructure ensuring industry leading scalability, reliability and security.

www.compsoft.co.uk
03333 44 23 28

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