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City of Kingston finds form with EzeScan!

City of **KINGSTON**

Challenges

- Forms for customers were PDF attachments on the website which customers had to print off, handwrite information and then resubmit.

- There was issues with quality of handwriting, where forms were being returned to, and the time to manually input data into the system were concerning.

- Due to variations in forms and lack of control requirements, the Council could not realise any second value usage from the data.

Solution

- A solution was needed to standardise forms and have them delivered through a single inbox process to ensure all information was captured and recorded.

- EzeScan implemented a code identifier into their web forms which allowed the council to manage how data was saved, the workflow process and correctly title the data into Content Manager.

Results

- Better customer service and increased accuracy of data.

With the help of an EzeScan Automated Web Form Capture Solution, the local government authority has eliminated time-consuming data entry and data transposing to enable them to focus their expertise on more valuable areas.

The City of Kingston is based in the South Eastern suburbs of Melbourne, with a population of about 165,000, and about 85,000 properties that are serviced every day.

Chris Vincent, Team Leader Corporate Information at City of Kingston, has worked both in top tier corporates and local government in information management for the past 20 years.

"There were a lot of PDF attachments on our website that required our users to print them off and hand-write, and then resubmit," said Vincent.

"There was also a lot of inconsistency between how the fields were titled across many different forms and where they were delivered. Some would come straight to the internal department that issued the form and others through the corporate information team. There was no consistency or uniformity."

"There was also a large duplication of effort as we would basically recreate that form into OpenText Content Manager (formerly Micro Focus Content Manager) ourselves."

"Because of the variations and lack of control requirements we also couldn't realise any second value usage from the data. We would have the customer give us their name, address or their phone number and it just wasn't being captured or recognized anywhere because there was no consistent approach and no mandatory requirements for specific data or information either."

To deal with the issue, the LGA formed a project team to examine ways to standardise forms and have them delivered through a single info@kingston.vic.gov.au inbox.

"We wanted everything to come through there so we had oversight and could put our records management approach over the top of the information and ensure we're capturing and recording all the information required," said Vincent.

Upon the implementation of EzeScan Software, it was suggested that the existing webform email output also included a code identifier to simplify the classification of the record. This then allowed the council to manage a mapping table of where to save, workflow and correctly title the webform data into Content Manager.

- Record staff are now able to focus on their area of expertise rather than transposing names and addresses from a form into a content management system.

This was done in addition to ensuring all field names were consistent and uniform across each form.

> **"We worked really closely with EzeScan's support team who have a wealth of knowledge and expertise in this area. Any question we had, they were able to respond and ensure that we were doing the right thing from a system point of view when we were making changes and also what the system needs to push the right data to the form."**
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> **Chris Vincent, Team Leader Corporate Information at City of Kingston**

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"It's now a simple, repeatable process. When a department or a team say they want to submit an online form on the website, the hardest part is actually creating the form. Setting up EzeScan to capture it automatically we can do in minutes now, thanks to the initial work that was done by the EzeScan team."

The City of Kingston is now exploring the use of EzeScan to automatically process many standardised emails that arrive from other government agencies as notifications. For emails that typically have standardised content in the body of the email, it is investigating the use of EzeScan to recognise and automatically scrape unique data to initiate a workflow.

> **It's been a really successful program for us. We've now got over 40 online forms live and automated and that's growing all the time. The beauty of all this is that it happens behind the scenes.**
>
> **Chris Vincent, Team Leader Corporate Information at City of Kingston**

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"We've got better customer service now. As soon as the customer hits submit on the web form within seconds, it's immediately hitting the responsible council officer. That frees up my record staff to be able to use their expertise in areas of more value, rather than simply transposing names and addresses from one form into a Content Manager form to send it to somebody else," explained Vincent.

"I would encourage everybody to think about how they're operating with their online forms. Can they, automate it? Can they do it better?"

About EzeScan

EzeScan provides fast, cost effective business process automation solutions including simplified document back scanning, accounts payable, data robotic process automation, forms data extraction, mailroom/correspondence automation and highly integrated EDRMS capture. With thousands of installations in Australasia, North America and the UK, EzeScan is your ideal digital transformation provider.

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