

Case Study: Chester County, PA



Chester County, PA Government Delivers Improved Citizen Service with Formatta

Quick Facts

Organization

Chester County, PA is the seventh largest county in Pennsylvania and serves nearly half a million citizens

Challenge

Cost-effectively deploy a county-wide forms design and processing package

Why Formatta

Chester County chose Formatta because of its affordability and capability to serve as a standard platform for forms that could be routed for review and approval and shared across multiple business systems and departments

Benefits

Chester County converted over 100 existing forms, enabled all 10 County departments to do form design and deployed the solution to over 2,500 users



Chester County Government is headquartered in West Chester, Pennsylvania which is approximately thirty miles west of Philadelphia. The County was created by William Penn in 1682 as one of the three original counties of Pennsylvania. As the seventh most populated county in Pennsylvania, the population of Chester County in 2008 was 491,489 people.

Chester County chose Formatta to provide a forms-driven business process optimization solution after conducting an extensive review of alternative marketplace solutions. The County was searching for a solution to allow them to cost-effectively deploy a county-wide forms design and processing package.

County officials evaluated multiple vendors, seeking a solution to quickly and efficiently convert paper forms to electronic forms on a standard platform, routable for electronic review and approvals, and sharable across multiple county business systems and departments.

The County was seeking a vendor that provided the right mix of features and value to help optimize processes built around paper forms developed in multiple tools. Additionally, information technology department colleagues were burdened with creating all forms and they had over 100 active forms in use in addition to non-standard ad-hoc forms.

"Formatta provided the right mix of features and value to help optimize processes built around forms."

Many of the County's paper forms had to be printed out and submitted to paper review processes because they couldn't be e-mailed. Even forms that could be emailed lacked the ability to easily track approvals.

A number of the County forms were being re-keyed to transfer data between systems. The Formatta solution enabled existing paper forms to be easily converted to an electronic form, support for e-mail approval processes and the ability to integrate with other technology and systems to eliminate the time, cost and errors of re-keying data on forms.

Results

Reduced Costs

Significant reduction in re-keying forms to facilitate data transfer between business critical systems

Enhanced Citizen Service

Processes optimized by Formatta result in faster cycle times to respond to citizen requests

Improved Accuracy

Reduction in errors from re-keying data from handwritten forms

County-Wide Deployment

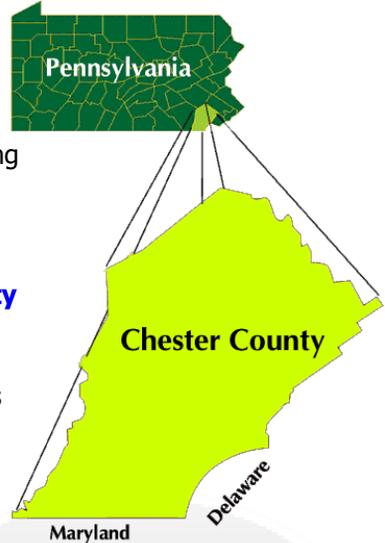
Formatta deployed to over 2,500 users and 10 County departments

About Formatta

More than just an electronic version of a paper form, Formatta's solution quickly captures, verifies, approves and integrates data used in enterprise processes with the business critical enterprise systems used to run organizations.

Pilot Implementation Delivers Rapid Results

After Formatta was selected by Chester County, the initial implementation via a six-week pilot program focused on optimizing the forms and processes for Vendor Action and Employment Application forms. After the pilot success, Chester County went live to all department users, quickly converting over 100 existing forms.



Chester County Expands Formatta Usage to 2,500 County Employee and Citizen Users

The County continues to expand its usage of the Formatta solution.

Forms design is now done not just in the information technology department but across 10

different departments in the County and is deployed to over 2,500 County employee and citizen users.

Formatta's forms-driven business process optimization and data integration solution now used in Chester County departments allows employees and citizen users to design, access, sign, submit and capture electronic forms critical to a wide array of government processes.

Formatta's Forms-Driven Business Process Optimization Solution Deploys in Days not Weeks with Rapid ROI

