Idox OnSite
Licensing Enforcement App (LI)

Designed specifically to help Licensing Enforcement officers carry out inspections

OnSite is the new, innovative suite of role-based applications developed and released by Idox. As the first of its kind on the market, the new family of apps has been designed exclusively to deliver real efficiencies for those working remotely.

This app has been designed specifically to help Licensing Enforcement officers carry out inspections, providing them with the information and tools they need whenever and wherever they need it, even when offline.

Idox is a leading software, technology and outsourced services provider to the public sector, providing government and local authorities with the tools and services they need to achieve their digital transformation goals. Idox's digital platform is integral to ensuring the cost-effective and efficient management of core services across planning, licensing, elections, regulatory services, traffic management, building control, education, healthcare, document management and much more. Our end-to-end software allows citizens to communicate easily with their councils and enables local authorities to understand and manage their data in order to meet their customer needs.
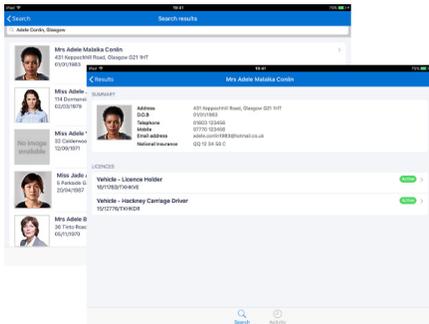
How will the OnSite LI app support you?

We all know that remote working can create issues in accessing and documenting information and increase demands on travel and administration.

The new OnSite LI app provides Licensing Enforcement officers with the ability to see today's Licence information for Vehicles, People and Premises in a matter of seconds. Users can search, view and carry out inspections on anything that happens to come their way, wherever they are.
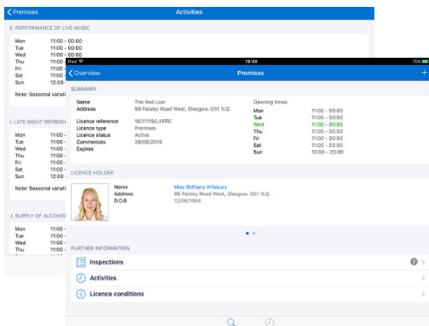
Why would you want to use Idox OnSite Licensing app?

The app provides a simple, convenient and resourceful solution, specifically designed for your role as a Licensing Enforcement officer. Just some of the features, advantages and benefits are included below:

Intuitive simple searching - find Licence information for

» People

» Vehicles

» Premises

Have all the information you need at your fingertips, like:

» Contact details

» Licence statuses

» Opening times

» Activities

» Conditions

» Photos

Feature	Advantage	Benefit
Simple and easy to use.	No training required. If you can use a Windows Tablet/iPad then you can use the LI app.	Low cost of implementation.
Retrieves data from Uniform and sends updates back anywhere with an internet connection.	Officers can get updates from, and submit inspection information back to, Uniform anywhere there is an internet connection.	More time spent doing inspections and less time spent travelling back and forth to the office. Lower mileage and therefore lower fuel costs. Environmental benefits.
Officers can access active licence details whilst in the field.	Officers can check any person, vehicle or premise licence without having to plan ahead. Officers can carry out random inspections without the need for administrative support from the office.	As the officer in the field can now get all the information, colleagues in the office can be focused on other areas.
Upload photos to your Idox DMS case file.	Provide photo evidence to the case file with no more than a few clicks.	Time savings – no complicated processes or need to go to the office to attach evidence.
Offline working.	Access data and documents on the device, and update inspections with or without an internet connection.	Will work anywhere – the app can still be used in areas where there is no internet connection.

How does it work?

The Idox OnSite apps have been built using the Idox digital platform technology. This means we are using the same tried and tested (compliant and secure) methods that are used for other Idox products such as iApply.
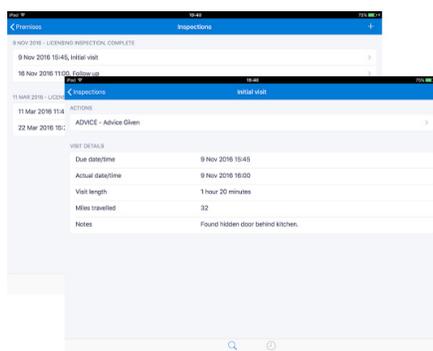
Prerequisites

The minimum system requirements are:

- **Uniform Licensing Module -** (Version 10.1, 10.2, 10.3).
- **The Idox Cloud Connector Adapter.**
- **Apple iPads (iOS 8 and above), Windows 10 or Android (4.3 and above) tablets.**

Optional:

- **Idox DMS** – Document features

- Edit, create and complete inspections with only a few clicks (or view historic inspections)
- Create and customise actions such as letters in minutes with our incredibly intuitive interface
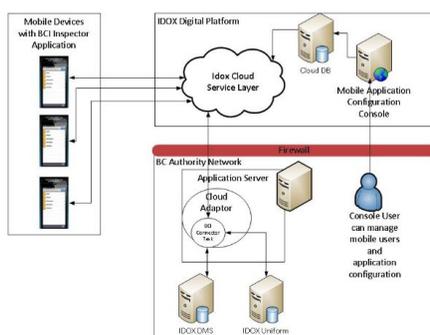- Take photos and upload directly to your Idox DMS case file

Three Step Setup

1. Idox configures your app task in the cloud and sends invites to your officers to become a user of the Authentication system.
2. You link the online user to your Uniform officer.
3. **Download the app and go!**

How do cases get transferred between Uniform and the app?

Here is a diagram of the app infrastructure and a high-level explanation of the process.

- Uniform checks what inspections are due (based on your preferences).
- It then sends all of this case information including document details to the Idox digital platform and checks for updates.
- This information is sent using the secure cloud adapter (in the same way as is done with iApply).
- The app user logs into the app (using the Idox Authentication service).
- The app user presses 'sync' which then pulls all cases in the platform linked to them.
- The next time the app user syncs their app, the information is sent to the platform.
- The next time the cloud adapter runs, it will send any changes to the back office whilst also updating the platform with any updates received from Uniform.

Frequently asked questions

Question	Answer
We are worried about all these mobile devices connecting to our site.	The mobile devices will not connect directly into a customer network. The mobile devices will connect to the Idox digital platform to send and receive updates. This is a secure platform that will ensure a secure transmission of information.
How many people can use the app simultaneously?	The whole team! We do not limit the number of users that can use the solution. You can even have a mixture of different device types (Apple and Windows).
Is the app secure?	The app has been designed so that all traffic between devices and your secure network is processed by the Idox App services. This means that there is no need to open up your network to anything other than the Idox digital platform (which you may already be using for other services). The Idox OnSite apps also utilise the latest purpose-built Idox authentication system, which communicates with your back office. We have also added a new Pin system which allows officers to access the app using a personal Pin number for up to 24 hours after login (especially useful when offline). This means the app can be accessed quickly and securely without having to compromise on security by storing passwords within the app. The mechanisms for data transfer are comparable to existing solutions in Local Government such as NLIS, iApply, NLPG, etc.
Can the tablet be used for non-Idox purposes?	The customer will not require a dedicated device. The Idox app will work like any other app on a tablet and can work alongside other useful mobile tools including email, web and other apps such as the Microsoft Office suite.

Availability

Once you have your Uniform system set up, just download the app as many times as you need free from the App stores.

For more information or to arrange a demonstration
please contact your Account Manager or email marketing@idoxgroup.com

idoxgroup.com