



Idox OnSite Service Requests App

Designed specifically to help Local Authority Officers deal with service requests in the field

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.

The OnSite Service Requests app (SR) has been designed specifically to help local authority officers deal with service requests in the field, 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 business services across core business areas. 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 SR app support you?

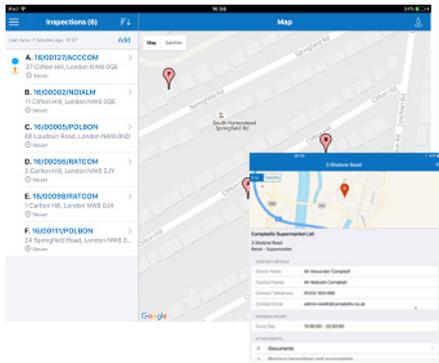
In an increasingly mobilised world, having access to information anytime, anywhere is key to ensuring efficiency. We know that remote working can create issues in accessing and documenting information and increase demands on administration.

The new OnSite SR app responds to these problems, providing local authority officers with the resources to deal with service requests in the field via a single application. Users are able to create new cases and update and upload anything they need to complete a request, wherever they are. In addition, users can capture evidence through cameras and microphones which can then be synced to the back office system once online.

Why should you use the service?

According to the 2016 Socitm-CommonTime Survey on the mobile future of the UK, pest control is one of the three top service areas currently being prioritised for 'mobilisation'. The OnSite SR app supports this mobile agenda, supporting requests from pest control and waste collection to noise complaints and street cleaning.

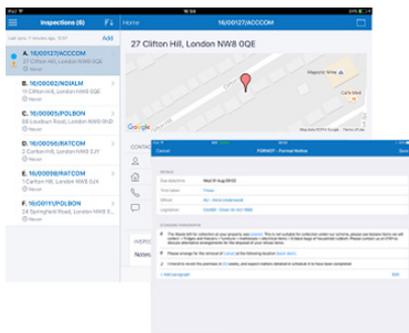
The app provides a simple, convenient and resourceful solution, specifically designed for your role as an Environmental Health Officer. Just some of the features, advantages and benefits including the following:



Download cases and view any information

such as:

- » Case Information
- » Contact Details
- » Documents
- » Previous History



- » Records visits and actions with only a few clicks
- » Create and customise actions such as letters in minutes with our incredibly intuitive interface
- » Create new Service Requests and schedule future visits while in the field

Feature	Advantage	Benefit
Simple and easy to use.	No training required. If you can use a Windows Tablet or iPad then you can use the SR app.	Low cost of implementation.
Displays a list of service requests on a map.	Officer can see, at a glance, where they need to go that day and can plan their route.	More efficient use of officer time. Lower mileage and therefore fuel costs. Environmental benefits.
Retrieve data and send updates back to Uniform anywhere with an internet connection.	Officers can pick up or update their workload from home, a coffee shop, a library or in fact anywhere they can connect to the internet. No need to travel to the office to pick up the day's jobs.	More time spent dealing with service requests and less time spent travelling back and forth to the office. Lower mileage and therefore fuel costs. Environmental benefits.
Officers can sync data at any time.	Can pick up new jobs assigned to them during the day.	Can change plans during the day if required.
All required data and documents about an inspection can be downloaded to the device.	No need to carry paper case files out on site.	Improved data security.
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 as are used for other Idox products such as iApply.

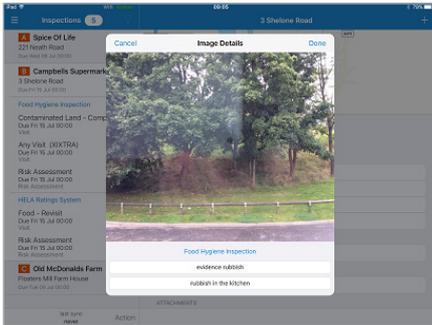
Prerequisites

The minimum system requirements are:

- » **Uniform Service Requests for Environmental Health, Housing and Licensing** – (Version 10.1, 10.2 and 10.3).
- » **The Idox Cloud Connector Adapter.**
- » **Apple iPads (IOS 8 and above) or Windows 10 tablets.**

Optional:

- » **Idox DMS** – Document features.



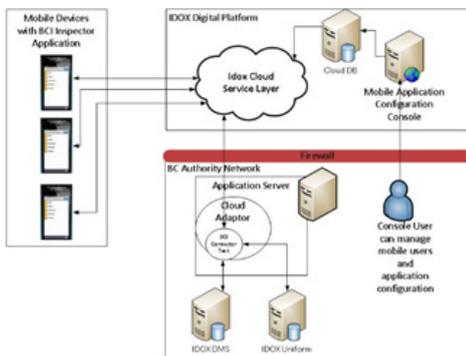
- » Organise your day by sorting and filtering cases
- » Dictate your notes whenever you have an internet connection
- » Take photos and upload them directly to your Idox DMS case file
- » Download and view existing documents and photos for your cases to have them available when offline

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 get started.**

How do cases get transferred between Uniform and the app?

- » 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).
- » This can be done every 5 minutes (or can be set differently depending on your needs).
- » 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 app user then organises and updates their cases as they need to.
- » 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.	<p>The mobile devices will not connect directly into a customer network.</p> <p>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.</p>
How many people can use the app simultaneously?	<p>The whole team!</p> <p>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).</p>
Can the tablet be used for non-Idox purposes?	<p>The customer will not require a dedicated device.</p> <p>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.</p>
Is the app secure?	<p>The app has been designed so that all traffic between devices and your secure network is processed by the Idox app service meaning no need to open up your network to anything other than the Idox digital platform (that 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 security by storing passwords within the app.</p> <p>The mechanisms for data transfer are comparable to existing solutions in Local Government such as NLIS, iApply, NLPG, etc.</p>

Availability

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

