

DC FIRE

Success Story

How can you digitize internal workflows
in order to save time and money?



Customer: DC FIRE

Segment: Government

Vertical: Public Administration

Target: B2B / B2Gov

Project: Digitizing internal processes

Benefits & Results: Save time & Optimize Flows

123ContactForm Solution: Enterprise Edition



Summary

The District of Columbia Fire and Emergency Medical Services Department also known as DC Fire provides emergency medical service and fire protection to Washington D.C.

With over 150.000 calls per year they receive a large volume of data and information. All emergency calls and interventions need to be documented. In order to manage all the processes all employees need to have optimal internal communication and clear responsibilities.

Issue

Employees need real-time reports based on building and filling out forms that can be linked to a database for their daily responsibilities. As this is a time-consuming task, they require an easily accessible web solution to digitize the workflows, generate reports and provide an easily accessible way to manage data.

Objectives

- Automating daily reporting tasks
- Digitize paper forms and internal workflows
- Improve external communications for HR purposes
- Securely manage large volumes of information

Solution

Jyoti Agrawal, Project Manager at DC Fire started researching different tools online. Her research led to testing 123ContactForm solution which provided both a simple and intuitive form builder as well as powerful functionalities that helped multiple types of use.

“The first thing I would say is that it’s very easy to use. I’m an IT person, and understand the usage of most tools but usually look for ways to simplify my work. Customization work was one of the things that DC Fire was looking for and the development team from 123ContactForm managed to achieve that by communicating constantly and efficiently”, said Jyoti Agrawal, Project Manager at DC Fire.

Overall Payoff

Optimized recruitment process

One of DC Fire's plans was to create and use forms for hiring new people. With the help of forms for recruitment, they managed to hire 80 firefighters and paramedics. It was an easy task due to the user-friendly interface and drag and drop interface.

A more effective workflow

As a public institution, DC Fire has an increased number of employees and huge responsibility, so data correlation among departments is a must. Custom email notifications could be implemented so that the right people were notified of new applications instantly. Automatic replies were set up so that candidates automatically receive information about next steps.

All information collected through the online forms was encrypted and SSL certificates were set up.

Digitize paper forms

As DC Fire's employees are used to paper forms, 123ContactForm team implemented a print functionality in order to digitize paper forms and thus, it adapted the product to DC Fire's needs.

Data security

As for any other public institution, data security requires rigorous attention. The SSL encrypted forms maintained all interactions and data secure.

Jyoti Agrawal

DC Fire

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As a general impression, the product is easy to use, has advanced functionality, while the dedicated team communicated constantly with us and made all the necessary tweaks to meet our needs, mentioned Jyoti Agrawal.

Conclusions

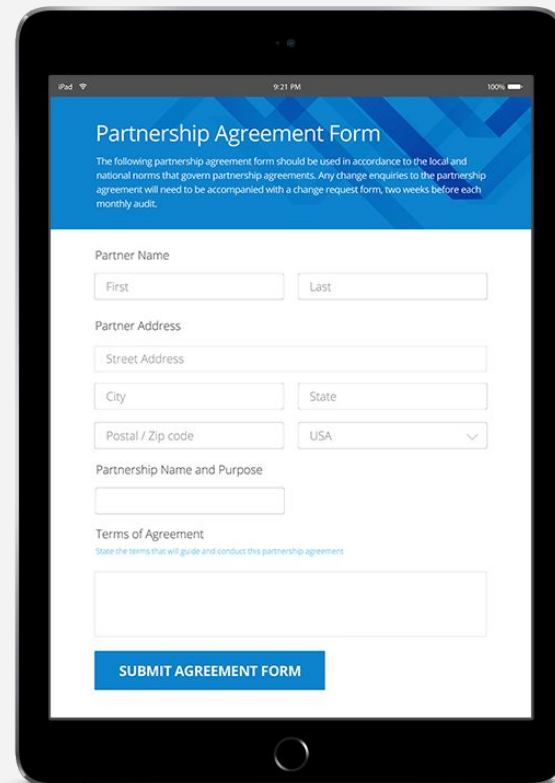
The proper management of several departments and data security are a key issue for a public institution. Using SSL encrypted forms, print functionality, approval in chain and custom recruitment forms, DC Fire benefited simplified and secure workflows and optimized processes.

About 123ContactForm

Founded in 2008, in Timisoara, Romania, 123ContactForm is among the 5 top form builders in the world used by a wide diversity of businesses and institutions.

123ContactForm is a trustworthy and user-friendly web form builder that allows organizations to easily and securely build and customize forms or surveys without programming skills.

The solution simplifies lead collection and administration via contact forms, lead generation forms, surveys, event registration forms and many other types. It integrates with many third party apps, such as Google Drive, Salesforce, MailChimp, PayPal, Stripe and many more. Additionally, it provides full security through antispam protection, data recovery, virus and malware protection, HTTPS connection on sign up, Backups and SSL Encryption.



The image shows a tablet displaying a web form titled "Partnership Agreement Form". The form is set against a blue header with a geometric pattern. Below the header, there is a paragraph of text: "The following partnership agreement form should be used in accordance to the local and national norms that govern partnership agreements. Any change enquiries to the partnership agreement will need to be accompanied with a change request form, two weeks before each monthly audit." The form fields include: "Partner Name" with "First" and "Last" input boxes; "Partner Address" with "Street Address", "City", "State", "Postal / Zip code", and a "USA" dropdown menu; "Partnership Name and Purpose" with a single input box; "Terms of Agreement" with a text area and a small blue link "State the terms that will guide and conduct this partnership agreement"; and a blue "SUBMIT AGREEMENT FORM" button at the bottom.

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