



### Company Profiles

**Muir Group Housing** aim to provide quality, affordable housing for those in housing need. They work closely with residents, local authorities and other partners, staff, developers or contractors, to deliver housing solutions that create communities in which people want to live.

**ILG Business** is a business-to-business technology provider specialising in public and enterprise application development and business mobilisation. With extensive experience in the technology industry, ILG Business strives to seek out new business solutions to help contribute to its clients' success and enable them to remain at the forefront of modern technology.

### The Approach

Muir Group Housing were looking for a solution to enhance their processes when carrying out housing assessments and data collection. With many field operatives out on the road, it was becoming increasingly difficult to manage paperwork and data collection was both time consuming and costly. Muir Group Housing began a 6-month trial of ProntoForms to transform all their existing paper forms into mobile forms for use on the iPad.

### The Solution

After using ProntoForms for 6 months, user feedback was fantastic, after drastically reducing form completion time and enhancing user experience. ILG Business then deployed ProntoForms to 40 users, initially using 4 bespoke forms, which will now increased to 20 forms over the coming weeks as part of ILG's Pro Deployment Package. Here at ILG, we have seen an influx of interest in ProntoForms from various Housing Associations due to the amount of paperwork required within the industry.

### The Benefit

"I was asked to provide a copy of our newly revised customer information form for ProntoForms to reproduce as a digital form on the iPad. My expectation of how the form would work was very low, but I got a big surprise when I tested the form, as it is fantastic! It is really easy to navigate and so much easier to complete than the paper form. It not only saves time on completion but also, due to how the form is sent, will assist in data collection of new resident's information as well as updating information on all our residents. By emailing the form back we can eliminate them from follow ups more quickly, reducing complaints from residents receiving the form after already completing one, but also will save on cost at not sending as not required."

**Jean Broster, Service Improvement Officer at Muir Group Housing**