La Cité chooses frevvo for online forms integrated with Salesforce, DocuShare and Oracle DB.

La Cité wanted to improve service to students and employees who were wasting time dealing with paper/PDF forms and manual data entry.

After implementing frevvo, students fill out forms on mobile devices, data is prefilled from Oracle and automatically entered into DocuShare and Salesforce. Eliminating this paperwork allows everyone to focus on what's really important – education!

Customer Profile: Deeply rooted in the National Capital Region and Eastern Ontario for over a quarter of a century, La Cité is the largest French-speaking applied arts and technology College in Ontario. Offering over 140 programs, La Cité is dedicated to creating a skilled, committed and creative workforce, able to contribute to the economic, cultural and social development of French Ontario and society as a whole.

Business Situation: La Cité College serves a diverse clientele from faculty and administrators to a large student body. Students, in particular, are very comfortable with technology and prefer using their mobile phones for almost everything. Yet, most of La Cité's forms and applications were PDF documents that students would print out, fill by hand and sign. Since it's a paper form, information that was readily available in internal systems (e.g. a database) could not be pre-populated and students had to re-enter it by hand. Even worse, in some cases, students would have to stand in a long line with 100s of students (e.g. while registering for classes) since each paper form can take up to 20 minutes to check for and correct errors and process.

"We are truly happy with frevvo Live Forms. Our primary considerations were adoptability, simplicity and integration.

frevvo just works on mobile devices which dramatically increases adoption by students. The forms look good, and students are finding them to be extremely easy to use. They also integrate with our Oracle DB, our DocuShare document management system and our salesforce.com CRM system.

Live Forms is the best web-based forms & workflow solution on the market today to address our needs."

**Claude Masse,
CIO**

In addition, the paper forms contained data that had to be manually entered into internal systems. An employee at La Cité would scan each paper form into their DocuShare document management system and index it. Someone would also need to manually update salesforce.com.

The existing process was tedious, wasteful and slow. It did not support mobile devices and involved unnecessary and inefficient manual work.

Solution Summary: Using frevvo Live Forms, La Cité's Registrar's office has now replaced multiple paper/PDF forms with electronic versions in a matter of months.

They selected frevvo Live Forms because it provided an easy-to-use solution that fully met business requirements at an affordable cost. In addition, frevvo's world-class Customer Success organization was able to deliver a DocuShare connector in a timely manner – a critical component to ensure the success of the project.

La Cité expects to roll out several electronic forms and workflows in additional areas such as HR.

Benefits:

- 1200+ registration forms have already been submitted electronically with a 24/7 service offering. Students save time since they no longer have to stand in line for registration. Instead of lining up, they simply complete the process on their smartphones.
- Co-Op applications, which used to be paper are now electronic. As a result, the number of applications has gone up by a factor of 7 from previous years.
- Students love the built-in mobile support. Now that the forms are compatible with devices, 60% of responses have come in on mobile.
- The system is integrated with La Cité's SQL database to automatically initialize data, populate pick lists etc. which reduces data entry and mistakes.
- Extensive use of frevvo's built-in validation and business rules has dramatically reduced issues and the need for corrections.
- Live Forms works with their existing Intranet. Credentials are automatically passed down to the form, which can pull relevant information from the Oracle DB and prepopulate the relevant systems. Students and employees need not login again.

"I truly enjoy using frevvo since the future success of post-secondary institutions lies in our ability to deliver excellent services to our students. We are always looking for better ways to help them. I could see firsthand the reaction of our students and employees that had to previously complete a variety of complicated forms. The change is impressive.

The 24/7 service, the time saved and the ease of use are certainly a competitive advantage for La Cité!"

**Stéphane Côté,
Registrar**

frevvo's online form builder provides an easy, affordable way to create mobile forms and approval workflows that are easy to customize, work on all devices, and solve real business problems. Since 2007, we have helped over 500 customers increase productivity and drive down costs. To learn more about frevvo, or to be connected to one of our Value Added Resellers, please visit http://www.frevvo.com, contact us at info@frevvo.com or call 203.208.3117.