



## Mercy Ships automates over 70 day-to-day forms and workflows with frevvo Live Forms for HR and Volunteer processes.

- Mercy Ships was using Adobe LiveCycle or DocuSign and e-mailing documents around for signatures and approvals.
- They decided to standardize on a single product that could handle forms, workflows and signatures.
- frevvo Live Forms fully meets their business requirements at an incredibly affordable cost.
- The forms and workflows are extremely dynamic, eliminate typos and errors and dramatically improve efficiency.
- Live Forms provides end users with a fantastic user experience on all devices yet is powerful enough to meet their unique business needs

**Customer Profile:** Mercy Ships, a global charity, has operated a fleet of hospital ships in developing nations since 1978. Mercy Ships follows the 2000-year-old model of Jesus, bringing hope and healing to the world’s forgotten poor.

**Business Situation:** The organization was using Adobe LiveCycle forms. However, as major browsers on desktop and mobile devices dropped support for the Adobe plugin, it was getting increasingly difficult to use. Mercy Ships also had workflow in some of the forms. They had to download the form, open it, make changes or sign the form and then email it around. Emailing documents around for approval is a tedious and error-prone process.

We wanted a single, affordable solution that would be able to address our forms, workflow and document signature requirements.

frevvo’s modern, browser-based solution is easy-to-use, meets all our business needs at a reasonable price.

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

**Chris Gregg,  
Chief Information Officer**



**Solution Summary:** Mercy Ships selected frevvo Live Forms because it provided an easy-to-use solution that handles forms, workflow as well as signatures at an affordable cost. In addition, frevvo's generous support for non-profit organizations and world-class Customer Success team have ensured a successful deployment.

Mercy Ships has approximately 1,000 volunteers per year who serve onboard the *Africa Mercy* ship including doctors, engineers, and maritime crew. They may stay for as few as 2 weeks to a lifetime. Recruiting volunteers is an involved process with many documents to sign, especially on the medical side. With Live Forms, they have an online process where volunteers fill out and sign several frevvo forms (medical, confidentiality agreements). frevvo then generates a PDF which is sent to HR for further processing.

They also use Atlassian Confluence internally as their collaboration system worldwide. Mercy Ships has deployed many forms and workflows integrated with Confluence. These include HR business processes like internal transfers and changing the length of a volunteer's commitment as well as things that affect operations onboard the vessel such as safety documents, security assignments, and equipment requests.

Many workflows require approvals from people onboard and at the International Support Center in the US. With Live Forms, they can access forms and workflows hosted in the US from computers or mobile devices anywhere including a ship near the African coast.

#### **Benefits:**

- Users save time by eliminating the need to download/email for signatures.
- Live Forms provides end users with a fantastic user experience. Users find it easy to use and are more likely to adopt these new solutions as a result.
- Integration with Confluence, HR databases and Active Directory automatically initializes fields, populates pick lists etc. which reduces data entry and mistakes.
- Escalations and reminders assure that approvals are handled in a timely manner reducing delays and improving the efficiency of the organization.

Mercy Ships currently has over 70 forms & workflows in production use with several more to be rolled out in the near future.