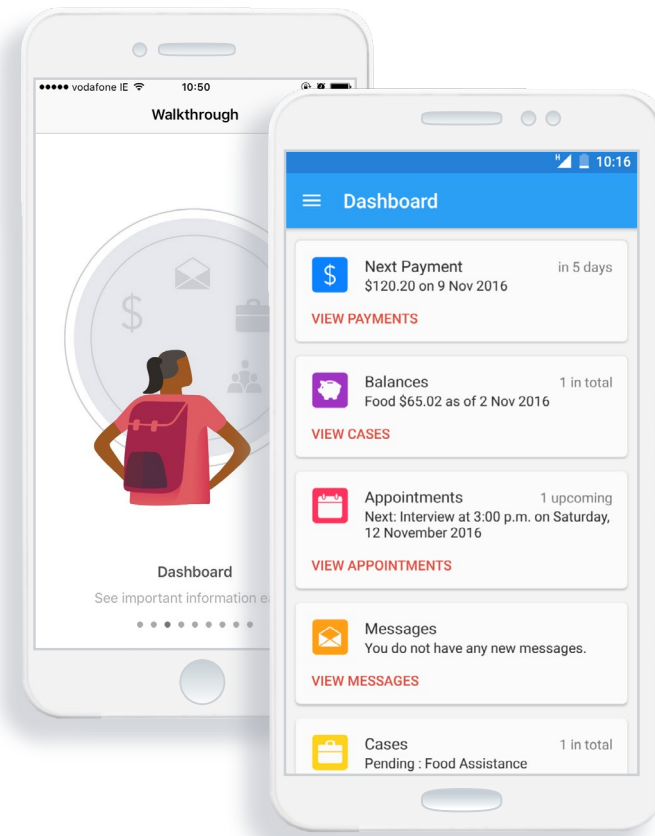


Help for clients

Transform how your clients interact with your Health & Human Services agency.

Client enters identity information and takes photos of document or chooses photos from the phone gallery.

By providing a user-friendly and efficient alternative to office visits and phone calls, your agency can simultaneously improve client experiences and satisfaction while freeing up precious resources to be applied where they can do the most good.



Apply for benefits anytime or anywhere

Clients can easily fill out and submit benefit applications anytime and anywhere using their smartphones or tablets. Sophisticated forms functionality makes filling out and submitting an application as easy and effortless as possible for clients.

Put local services on the map

Diona Self Service provides an integrated map view to provide clients with the big picture when it comes to the services available to them. With interactive maps, people can quickly find the resources available to them.

Provide documents

Verifying evidence is costly and cumbersome when it's paper based. Finding original documents, traveling to offices, waiting in line, copying and scanning, sorting, and filing are inefficient and error prone. Everyone has felt the pain of when a paper document goes missing.

Diona Self Service informs clients of the documents they need to

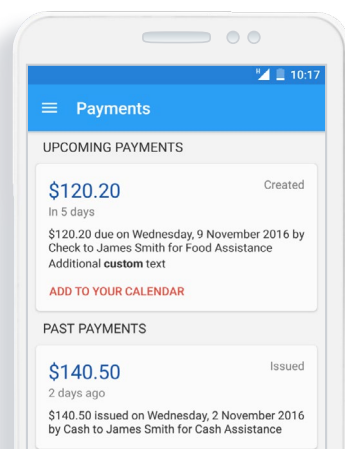
provide and those that they have already provided. Clients can provide documents by using the device's camera to upload a photo, select a photo from their gallery, or select a file (such as a payslip or utility bill) stored on their device. Delivering evidence directly to the agency in a format that is usable saves time, resources, and energy and it avoids unnecessary frustration.

Better appointment management and success

Missed appointments are expensive and frustrating. By making it easier for clients to record and be reminded of appointments, agencies raise the odds that people will be where they need to be when they need to be there.

Information for clients where and when they need it

From a single intuitive and friendly interface clients have access to a unified view of interactions with their Health & Human Services agency. With case details at hand and important notifications and messages delivered directly to mobile devices without effort, clients are better informed.



Understand the Timing of Benefits

Diona Self Service provides an easy interface to view pending and past payments. Clients don't need to wonder about when their next payment will arrive or wait in a line or be put on hold to find out.

Show the value of your enterprise system investment

Many agencies have made large investments in back-end systems for case management and eligibility assessment. Social program engagement offers the opportunity to get more out of the investment. It moves data and processes away from the data room and closer to the field where they have more

value by better connecting clients with the back-end systems designed to support their needs. Clients are better served and in a more effective way.

Features for a client

- Easy and intuitive user interface
- Secure push notifications
- Ability to upload documents directly to an agency
- Case and services information at hand

Features for an agency

- Extended value of agency investments in enterprise systems
- Secure data storage and transmission
- Highly configurable solution
- Ability to send messages directly to clients

Update personal details

Empowering a client to provide personal up to date information without waiting in line or filling out forms or navigating agency phone systems makes it more likely that clients will keep their information current. Diona Self Service makes it easier for clients to ensure that their agency records are accurate resulting in a better and more fitting service.

Support multiple mobile operating system

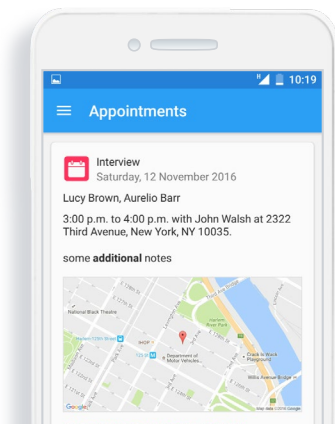
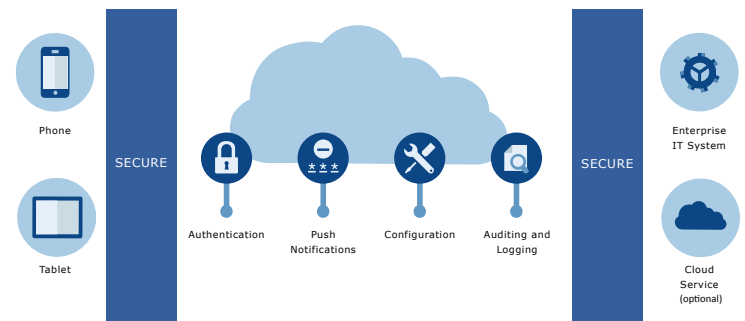
For agencies, the prospect of developing for different device types and operating systems can be daunting. By design, Diona Self Service supports Android and iOS while taking advantage of their built-in capabilities. That's one less thing to worry about and a cushion against change in the rapidly evolving mobile device market.

Make security central

IT professionals know that effective security must be integral to every element of an enterprise solution's design. With Diona Self Service, security is designed in from the core out. Clients expect their transactions to be secure and helping agencies protect client data is central to our thinking and design.

Get a handle on your non-functional requirements

Behind-the-scenes requirements can pose some of the most difficult challenges for an IT project. Individually, they can require serious expertise and collectively, they can be overwhelming. Diona solutions lift the burden by providing essential non-functional requirements out of the box including reliability, scalability, extensibility, and configurability.



Configuration not coding

Agency service delivery is always changing, and as agency requirements change, the supporting technology needs to change with it. Agencies need a truly flexible solution that can implement changes fast without the need for expensive re-coding. This is why configuration beats coding every time. With a user-friendly interface, agencies can alter the look and feel,

configure functionality on and off, implement new programs, and add/delete fields using the Diona Configuration Manager. These changes can be quickly made available to clients without requiring the client to reinstall their application. Now that's powerful! Diona Self Service is made to work around the world and can be quickly

configured to support the languages that your clients require. In addition to working with both left-to-right and right-to-left text, Diona Self Service supports double-byte characters including Kanji. New languages can be added quickly and without coding.

Deliver successful projects in less time and with less risk

Diona Self Service is a commercial-off-the shelf (COTS) solution. This reduces the time, resources, and success risks associated with one-off coding projects. Projects can be delivered in weeks rather than months, as requirements change updates can

be made in hours rather than days! Starting with a real product specifically designed for Health & Human Services, by people who understand the unique needs of clients and agency social workers, is a much better approach than building something from scratch.

About Diona

Diona provides innovative systems of engagement solutions to government Health and Human Services, Social Care, and Social Security agencies and NGOs around the world. Diona's family of social program engagement solutions turn mobile devices—such as smartphones and tablets—into tools to achieve better outcomes by helping agencies serve people more effectively, while improving how their employees work and collaborate.

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