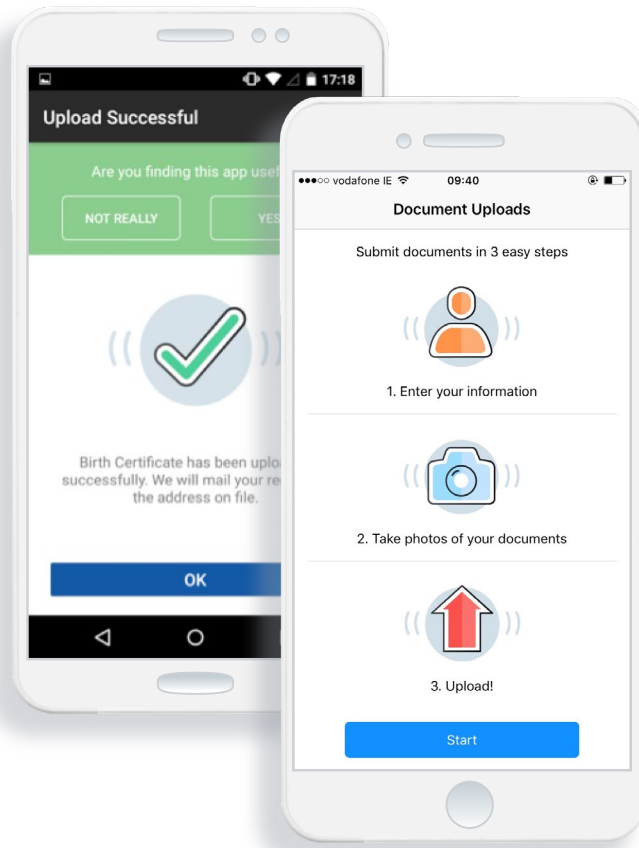


Help for clients

Diona Uploads is an enterprise software solution that gives clients of Health & Human Services agencies the option to use their mobile phones or tablets to photograph and submit copies of documents in support of applications and claims. A commercial-off-the-shelf (COTS) enterprise solution requires no training, login, or authentication by clients.

Diona Uploads is massively scalable and supports a wide range of languages. It integrates with agency systems and processes to simplify and expedite agency documentation processes to get to better outcomes.

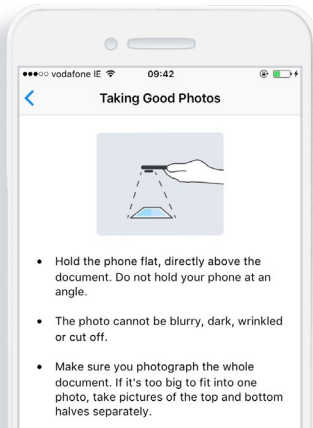


What are Uploads?

Uploads are a better way for people to provide copies of documents to agencies. Turning mobile phones and tablets into tools that can send images electronically saves clients from trips to agency offices and provides a faster, more effective, and client-friendly way to deliver essential information and keep agency processes moving along.

The problem

Many agency processes require that clients provide copies of documents such as drivers' licenses, utility bills, or birth certificates. The process is paper-based, labor intensive and error prone. Traveling by car, bus, or even walking to deliver documentation is inherently slow and challenging for people needing vital services.



The opportunity

Offering self-service options to clients doesn't just save agencies money, it improves the satisfaction of clients by giving them more options and freedom in how they get what they need. Agencies can shorten lines and save hundreds of hours in client visits and revisits.

Secure information

Secure for Client Information" and update below the new heading to be "Security is one of the most important aspects of a digital government initiative. Client data security and privacy is built into every stage of Diona Uploads. Information is protected in transit through robust encryption, and no paper copies of sensitive documents are left on photocopiers.

Simple

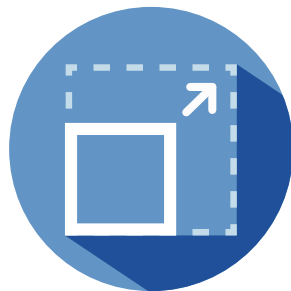
Diona Uploads is easy to use. No login IDs, passwords, training, or user manuals are necessary and the steps to submit a document are few and intuitive.

Truly mobile

Diona Uploads works on Android and iOS and works the way clients expect a mobile service from wherever they are.

Massively scalable

Diona Uploads can support scores of people submitting documents across different devices and in different languages without drama. The load on agency staff is less than with paper. They don't need to run scans, and the client provides the necessary identifying data.



Language ready

Diona Uploads 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 Uploads supports double-byte characters including Kanji. New languages can be added quickly and without coding.

Working with Diona's mobility solutions has opened up a new, cost-effective, and powerful way for us to engage with the people we serve.

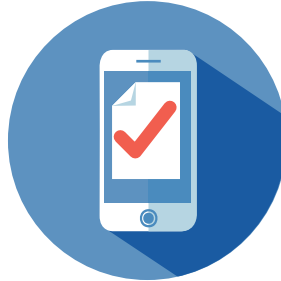
Lauren Aaronson
Deputy Commissioner for Business Process Innovation, NYC Human Resources Administration

How it works



1

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



2

Client reviews and submits.



3

Diona server processes the images and sends to an agency's preferred storage mechanism.



4

Agency worker reviews and verifies the document images.



5

Agency worker authorizes document images to the client's case record.



6

Agency confirms receipt to the client.

Secure information about clients

Security for information about clients is built into every stage of Diona Uploads. Information is protected in transit and at rest through robust encryption, and no paper copies of sensitive documents are left on photocopiers.

Configuration not coding

Need to support a new document type or data field? No problem. Diona Uploads is ready to be configured and expanded, requiring no software development or coding. New fields and support for new types of documents can be configured and supported in hours instead of weeks or months.

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.

Contact Diona

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