

New exciting uses for SurveyXact

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SurveyXact
By Ramboll

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SurveyXact is part of Rambøll. It places high demands on our integrity, security, stability, methodology and experience.

SurveyXact fully complies with the EU General Data Protection Regulation (GDPR) and provides all the security documentation you need in the form of an ISAE 3000-II Statement of Assurance from PwC and the Data Processor Agreement that comes with your SurveyXact license.

All this is built into SurveyXact and is your guarantee of survey success.

INTRO

SurveyXact has been expanded to include a new question type that allows for several exciting applications.

FOR MANY YEARS SURVEYXACT HAS SUPPORTED THE FOLLOWING DATA TYPES:

- Open fields (e.g. comments and numeric values)
- Closed fields (e.g. yes/no, on a scale of 1-5)

We have now introduced a third data type - namely the ability for respondents to upload files as part of their response to a questionnaire. The functionality is very similar to that of a computer or phone, and it is possible to upload various file types, such as images (JPEG, PNG), PDF files, as well as Word and Excel files.

In this e-book we give three specific examples of how the new file upload function can be used.

THE THREE EXAMPLES ARE:

01. Enrollment system
02. Application system
03. Notification of an insurance claim

Happy reading!

WHAT CAN THE E-BOOK BE USED FOR?

Formålet med denne e-bog er at give dig inspiration til at benytte SurveyXact på nye områder, som du ikke tidligere har troet ville være muligt.



ENROLLMENT SYSTEM

CASE:

01 AN AGRICULTURAL SCHOOL USES SURVEYXACT AS AN ENROLLMENT SYSTEM FOR NEW STUDENTS

The school has set up the enrollment system in SurveyXact to include the following themes:

- Personal information
- School direction aspirations
- Board and lodging preferences
- Reading lists
- Payment information
- Consent

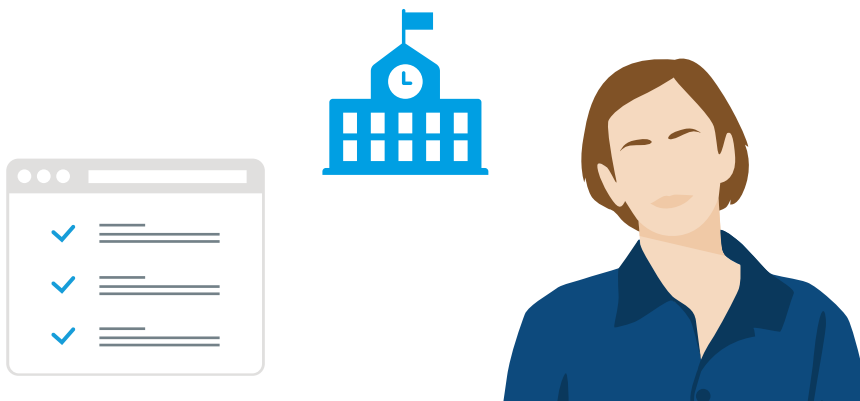
As an integral part of enrollment, the questionnaire asks the applicant to upload:

- Examination certificate
- Copy of passport
- Copy of driving license

In the past, students had to send the relevant documentation via e-mail to the school, where this was printed out and collated along with the completed enrollment.

The new file upload feature allows the school to have all relevant information and documentation about the students in one place. By using SurveyXact for this purpose, the school therefore saves lots of administrative resources.

SurveyXact also includes practical GDPR clean-up features that allow you to quickly delete all uploaded files when they are no longer relevant.



APPLICATION SYSTEM

CASE:

02 A LARGE INTERNATIONAL COMPANY USES SURVEYXACT FOR THE APPROVAL OF SUPPLIERS OF CHEMICAL PRODUCTS

The company uses many subcontractors who supply different products (e.g. chemicals) for use in the production of hygiene products.

In the past, subcontractors had to complete a very complex Excel sheet on which many of the questions were not applicable to the relevant product. In addition, relevant documentation had to be submitted separately to the company and the company's engineers were subsequently required to ensure the quality of the information received and to determine whether the product could be approved.

These processes required a lot of resources – both for the subcontractors and for the company itself.

The company has now set up a product application system in SurveyXact.

Subcontractors must complete a SurveyXact questionnaire which details how the specific product meets the many environmental requirements. The respondent's response to the questionnaire is determined by activations, so only relevant questions are asked.

The respondent has the option to upload related documentation (e.g. test results, certificates and approvals) together with the response itself. This means that the company uses SurveyXact to collate all relevant product information (product facts, self-assessments and documentation).

Finally, formulas have been inserted into the questionnaire so that SurveyXact can give a qualified assessment of whether the product can be approved from an environmental perspective. In practice, this could be termed a sort of "expert system".



NOTIFICATION OF INSURANCE CLAIMS

CASE:

03 AN INSURANCE COMPANY USES SURVEYXACT TO MANAGE CLAIM NOTIFICATIONS

An insurance company has set up a claims management system in SurveyXact.

When an insurance customer has been involved in a traffic or parking accident, the customer can enter the claim notification in SurveyXact. The customer activates the claim notification feature via a link on the insurance company's website.

The customer uses the system to register the relevant factual information about the origin and extent of the claim. Here it is possible for the customer to take pictures of where the damage occurred and of the accident itself, and upload them together with the claim notification.

This means that SurveyXact collates all documentation. In addition, it yields significant resource savings for the insurance company, since in many cases they do not have to send out an insurance assessor to inspect the damage.





ADVANTAGES OF USING FILE UPLOAD IN SURVEYXACT

There are a number of advantages to using file upload in SurveyXact:

ADVANTAGES

Security

GDPR

All documentation is collated in SurveyXact

Effective case management

Saving manual resources

CLARIFICATION

SurveyXact guarantees that respondents' responses are handled in a secure manner.

The system includes GDPR clean-up features that allow you to quickly delete uploaded files when they are no longer relevant.

All documentation on a given subject (e.g. a student, a chemical product or an insurance claim) can be collated in SurveyXact.

This allows for effective case management which expedites decision-making.

Many administrative resources can be saved that were previously expended in physical attendance or manual handling of submitted documentation.