

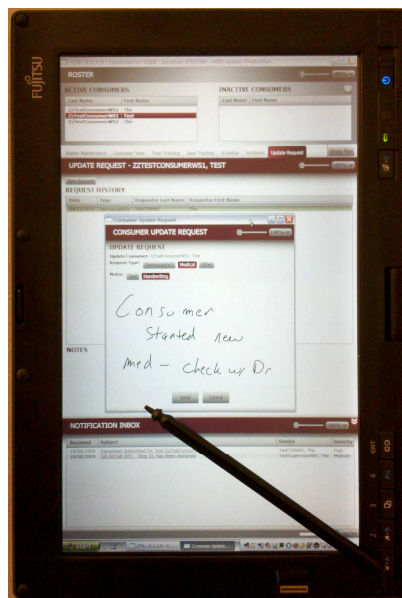
INCREASE FIELD SUPERVISOR PRODUCTIVITY BY SIMPLIFYING DATA MANAGEMENT

ARC Industries expects the Return on Investment for implementing AIMS to be **\$5 million in 10 years**.

There are 87 other counties in Ohio with similar program responsibilities that could benefit significantly from an environment similar to the AIMS system.

ARC Industries is a non-profit organization aligned with the Franklin County Board of Developmental Disabilities that assists adults with developmental disabilities in vocational opportunities. To track and monitor consumers across their 34 work centers, ARC Industries desired to advance from their paper-based system to an electronic single system of record.

ICC developed a mobile tablet-based information management system for supervisors in the field that reduces the time spent on administration while increasing the accuracy of work situation data.



INDUSTRY

Rehabilitation Services

CUSTOMER PROFILE

ARC Industries is a non-profit organization aligned with the Franklin County Board of Developmental Disabilities, that provides employment opportunities, vocational training, and habilitation services for over 2000 adults with developmental disabilities.

BUSINESS SITUATION

ARC Industries needed a versatile Consumer Tracking System to manage the activities of their consumers.

SOLUTION

ICC developed a mobile solution using tablets to gather and synchronize consumer data across more than 100 distributed databases and over 500 devices to a central database.

BENEFITS

- Single system of record drives payroll, invoicing, and Medicaid funding.
- Consolidated view of consumer adds clarity to workforce situations
- Increased time spent with consumer

ICC SERVICES

- Mobile Application Development
- Business Process Development
- User Experience
- Integration Services
- Organizational Adoption & Training

SITUATION

To track and monitor consumers across their 34 work centers, ARC Industries followed a traditional paper-based system.

ARC was struggling to consolidate information into trends, was not happy with the amount of time staff spent to keep the paper flow moving, and needed to increase the availability and security of confidential information.

In addition, to the paper system, content from two disparate software applications had to integrate into the solution.

SOLUTION

ICC envisioned the ARC Information Management System (AIMS) as a way to create an information tracking system for the field supervisors interacting with consumers onsite and in the field.

ICC led an effort to standardize ARC business processes and data storage. More than 240 data repositories were distilled to 3 databases with a single system of record for each piece of information.

A straight-forward user experience when gathering information was critical to the success of the application. The AIMS application is optimized for a touch screen tablet interface for quick

information entry. The system supports the synchronization of 400 connected devices and over 100 disconnected devices in the field. Further, the integration of the underlying repositories allowed for new reporting functionality which improved business operations.

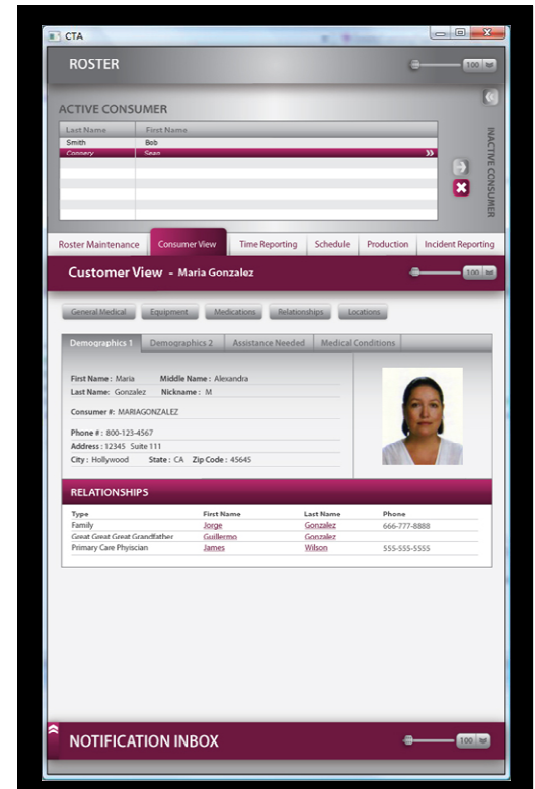
RESULTS

The AIMS services give the field supervisors more time with each consumer, improve the security of confidential information, and provide clarity into work situations that improve the workplace.

With the ability to more quickly react to situations, ARC Industries is improving the current consumer work experience, while expanding the opportunity to offer services to a greater set of commercial clients.

By providing a consolidated data entry, AIMS simplifies the “paperwork” associated with each consumer, allowing a beneficial increase in the amount of time spent directly with the consumers.

AIMS provided a reduction in data entry and other manual processes. For example, a single time entry screen replaces five forms in the paper based system. These time entries now automate critical business systems, including invoicing, payroll and Medicaid funding.



The AIMS tablet provides consolidated data viewing and data entry allowing consumer information to be managed in the field.

ICC Experts in Technology

Information Control Corporation provided the expertise to design and implement a user-centric solution using today's innovative technologies. AIMS was built using a .NET platform running Biztalk Server, SQL Server and two of Microsoft's latest development frameworks: Windows Communication Foundation (WCF) and Windows Presentation Foundation (WPF).

This case study is for informational purposes only. Information Control Corporation makes no warranties, express or implied, in this summary.

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