



Digital Pen does away with data entry

FACTS

Customer: Equita, a leading British debt management services company

Challenge: Provide a digital solution for staff to write reports while out on customer site visits. Find a solution that is easier to use than PDAs.

Solution: A Digital Pen and Paper solution developed by Destiny Wireless, incorporating Anoto functionality.

Benefits: Practically eliminates need for data entry. Easy to use – practically no training required. Provides almost instant reports to clients.

Pen and paper – the work-tools of choice

For companies that conduct a large number of customer site visits, pen and paper often remain the work-tools of choice.

Equita is a leading British debt management services company with over 250 staff, who make over 20,000 customer site visits every week.

Staff going out on site visits fills in detailed reports, which are then entered into the company's systems. However, doing this manually was cumbersome, as all notes had to be entered into the system on returning from a site visit. Not only was this process costly in terms of man hours, but it also meant it took some time to deliver reports to clients.

PDA – not always the answer

Equita decided that a PDA solution could help solve the problem, but this solution

turned out if anything to be more cumbersome than the original pen and paper. The company found that staff were still inputting case notes and reports into the system manually.

This meant that costly data entry staff needed to be taken on, and few of the benefits of digitalization were realized.

The solution to the problem came when Equita discovered Digital Pen and Paper through British company Destiny Wireless.

Using Anoto Functionality, Destiny redesigned the forms Equita staff use while on customer visits. The forms are as easy and intuitive as normal paper forms – in fact, to the naked eye they look like normal paper forms. The major difference is that the Anoto dot pattern on each form makes it possible for the Anoto pen, with its infra-red camera, to pick up what is being written.

Once the pen has captured what is being written, the notes can be transmitted via a Bluetooth mobilephone to the company's computer system.

Minimal training

Because the system is so easy to use, only minimal training of Equita's staff was required. The company predicts that it will save £100,000 per year.

Additionally, it means that reports can be presented to clients almost instantly.

"These are competitive times and Destiny has provided us with something unique that will help us to continue to evolve as a business," says Paul Sharpe,

Sales and Marketing Director of Equita.

"We can now provide our clients with all the tools necessary for them to conduct their business activities as efficiently as possible," he adds.

Destiny's CEO Edward Belgeonne says the Equita case shows that PDA's do not always provide the best solutions.

"It is often costly to train staff and resistance negatively impacts uptake."

"Digital Pen & Paper is a natural process, which doesn't require extensive retraining and is easy to deploy."

Partner Profile:

Destiny® is a Global Partner and the Country Agent for Anoto in the UK, South Africa, Australia and New Zealand. The company's approach is to use Digital Pen and Paper technology and Anoto functionality to improve productivity, reduce costs and drive business efficiency. Destiny® delivers a fully comprehensive end-to-end solution that includes: digital pen product supply, forms analysis, digital forms design, application design and development, forms management and digital pen services. For further information please visit www.destinywireless.co.uk

Customer Profile:

Equita is one of the UK's leading providers of debt management services to the public and private sectors. Part of the Capita group.

www.equita.co.uk

Anoto Digital Pen and Paper technology

An Anoto Digital Pen looks and feels like a normal ballpoint pen. However, it contains an integrated digital camera, an advanced image microprocessor and a Bluetooth® transmitter. Any paper can be used with a digital pen, if the Anoto dot pattern is added to the layout before printing the paper. The Anoto dot pattern consists of numerous black dots that can be read by the digital pen, but are almost invisible to the naked eye. The pen reads the pattern and registers what and where the user writes.