DIONA

Help for Clients

Diona Mobile Uploads is an enterprise software solution that gives clients of NGOs 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 Mobile Uploads is massively scalable and supports a wide range of languages. It integrates with NGO's systems and processes to simplify and expedite an organization's documentation processes to get to better outcomes.

Document Uploads

Submit documents in 3 easy steps

1. Enter your information

2. Take photos of your documents

3. Upload!

Start

What are Mobile Uploads?

Mobile uploads are a better way for people to provide copies of documents to NGOs. Turning mobile phones and tablets into tools that can send images electronically saves clients from trips to NGO offices and provides a faster, more effective, and client-friendly way to deliver essential information and keep your organization's processes moving along.
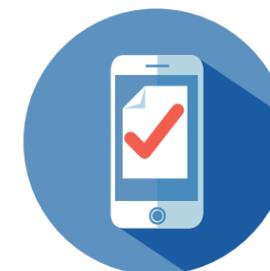
The Problem

Many NGO processes such as service applications or claims 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. One way to look at this activity is as a form of interface between agency and client, a remarkably slow and inefficient interface involving people traveling by car or bus to deliver information.

Secure Information about Clients

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

> " 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**

Configuration not Coding

Need to support a new document type or data field? No problem. Diona Mobile 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.

How it Works

The Opportunity

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

Secure Information

Security for information about clients is built into every stage of Diona Mobile Uploads. It's a safer option than file folders stuffed with paper. Information is protected in transit and at rest through robust encryption.

Simple

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

Massively Scalable

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

Language Ready

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

Hello, hola, ८ノ, bonjour, guten tag, olá...

1

Client enters identity information and takes photos of document.

2

Client reviews and submits.

3

Diona Mobility server processes the images and sends to an agency's prefered 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.