KMD

KMD XFORM

Digital self-service made flexible, cost-effective and user-friendly

"USER-FRIENDLY AND INTELLIGENT SELF-SERVICE GIVES EFFICIENT PROCEDURES AND HIGH-QUALITY CASE MANAGEMENT, FOR THE BENEFIT OF BOTH CUSTOMERS AND BUSINESS"

KMD XFORM …

HAVE YOU…

… experienced that a lack of information, such as an appendix or documentation gives an cumbersome and slow case management?

… the need to give your users a uniform and user-friendly self-service universe, as well as a swift and efficient case handling?

… spent a lot of money and resources in developing and maintaining your self-service solutions, so that they meet requirements from business, users and the market?

… realized the gains from digital self-service?

MARKET LEADING DIGITAL SELF-SERVICE

WHAT

KMD XForm is a standard software platform that can build any flow: _simple as well as complex processes can be digitalized

_based on flexible templates

_ensures high data quality

_gives effective workflow

_fast case management

WHY

KMD XForm is a low risk, cost-effective and flexible solution to realize the benefits of digital self-service.

HOW

Combines business insight with technical skills allowing new ways to provide services and digital self-service

KMD HAS EXPERIENCE AND KNOWLEDGE

_XForm handles annually +1M submissions through more than 1.000 self-service solutions, including mission critical and personal data sensitive solutions

_+35 customers deliver cost-effective services to their end users

_15 years of experience with design, development and operation of all sorts of self-service solutions for the Danish market

_In-depth knowledge of best-practices and legislative requirements within digital self-service for both private and public customers

_KMD knows the customer's business and therefore offers "full-service" – deliverables to any needs

KMD XFORM REDUCES COSTS, DELIVER GOOD CUSTOMER EXPERIENCE AND REINFORCES OPERATION

REDUCED COSTS

_Streamlining: simplifies the processes with self-service, one point of contact and effective user interfaces

_Automation: reduces the manual work and the number of errors through digitalization and validation

_Integration: direct transfer of data to relevant registers and specialized systems

"A customer inquiry costs down to 3 DKK with self-service while a mail correspondence costs up to 100 DKK."

KMD XForm-customer

BETTER CUSTOMER EXPERIENCE

_Move users from the costly channels, such as e-mail, telephone and paper to one combined, user-friendly and cost effective self-service solution that is available 24/7-365

_Instructions, validations and a high level of data quality ensures good user experience, easy data reporting and fast case handling

_Integrations to relevant registers and systems, gives a coherent customer experience

"Our self-service solution is built to be able to make decisions and give the user answers right away."

KMD XForm-customer

MORE EFFICIENT OPERATION

_Higher employee satisfaction and increased speed on the basis of simplified processes and intuitive user interfaces

_Meets increased demand with software-as-a-service

_KMD integrates automatic law-changes and new functions. It ensures both legislative compliance and best on the market functionality

"I don't have to worry about servers, uptime, technical personnel and security – with KMD XForm SaaS solution KMD handles all of this."

KMD XForm-customer

STRENGHTENS DECISION MAKING

_Digital self-service is not about technique, but about understanding processes – KMD XForm makes tailor-made flow-designs based on your business requirements

_Data based insights into the use of self-service

_Continuous maintenance and updating of processes and flows

_Effective and optimized work processes allows you to focus your resources on productive tasks

"It means a lot to me that I can register my data at any time and anywhere via my phone, tablet or laptop."

KMD XForm-customer

WITH KMD, YOU GET AN EXPERIENCED PARTNER, THAT CAN HANDLE ALL YOUR SOLUTIONS AND ALLOWS YOU TO FOCUS ON CORE BUSINESS

	MORE THAT JUST AN APPLICATION	BEST-IN-CLASS DIGITALIZATION	SOFTWARE-AS-A-SERVICE (SaaS)
WHY KMD?	KMD is market leading in the development and operation of IT solutions for both the public and the private sector	KMD has over the past 15 years invested in KMD XForm which is currently market leading in a number of areas	With a documented uptime of more than 99.9% we deliver a secure and reliable operation of 1,000 self-service solutions distributed on 35 private and public customers
FACTS	_KMD has a holistic "full-service" approach spanning analysis, best solution advices, development, operation, maintenance, as well as integration of legal and market requirements _Notifications, declarations, reports, grant searches, enrollments, self services etc. _As a long-standing and central player in the Danish market, KMD is a one point of contact supplier, offering solutions and services for every needs	_A standard product rather than a proprietary solution or a fragmented system composed to various suppliers components _Strong and stable integrations to many relevant registers and systems, e.g. Virk.dk, borger.dk, NemLog-in/NemID, CPR, CVR, ESDH _A team of consultants who have detailed knowledge of the market and legal requirements in the area of data reporting and self-service solutions	_KMD XForm handles the operation safely and let you focus on your core business. _KMD's specialized personnel provide back-up, maintenance, updates, system operation and maintaining compliance with legislation _Solution and data is placed in KMD's secure Danish facilities and stored just as long as you so wish

OUR VERSATILE DELIVERY MODEL SUITS EVERY NEED

KMD XForm

TOTAL SOLUTION DELIVERY BY KMD XFORM-SPECIALISTS

BASIC
The customer maps out and draw up requirement specification and flow design

~ 1-2 weeks incl. 1 workshop

MEDIUM
Mapping of work processes and the preparation of flow design in joint cooperation

~ 1-2 weeks incl. 1-2 workshops

ALL INCLUSIVE
Organisational maturity, mapping & adaptation of processes, flow design and before/after impact measuremen

~ 3-4 weeks, incl. 2-3 workshops

TECHNICAL IMPLEMENTATION

Iterative development or phased deliverables

~ 2-3 weeks

TEST
1 week

GO-LIVE & OPE-RATION

REVIEW

SELF IMPLEMENTATION OF THE PLATFORM AFTER EDUCATION AND TRAINING

KMD XForm SaaS subscription

"Plug & play" enables you to initiate the creation of forms at once

KMD XForm on-premise licens

Installation and configuration of KMD XForm on-premise

EDUCATION & TRAINING

On the job training & webinar

SELF IMPLEMENTATION

After the education / training, you will be able to implement self-service solutions in KMD XForm on your own. If relevant with continuous sparring and advice from our available XForm-specialists

TEST

GO-LIVE & OPE-RATION

REVIEW

KMD PROMISES

STANDARD SOLUTION WITH MINIMAL REQUIREMENTS FOR SYSTEM DEVELOPMENT

A standardized platform that continuously is developed and can be tailored precisely to your needs, in order to match your business - both now and in the future.

FIXED PRICE WITHOUT SURPRISES

A fixed monthly operational service gives transparency and personal stability.

NO INTERRUPTIONS OF CORE BUSINESS

Minimizing risks through a well-tested solution, reusable standard components as well as a safe and reliable operation.

KMD HAS PLENTY OF EXPERIENCE FROM A BROAD CUSTOMER PORTFOLIO IN VARIOUS INDUSTRIES
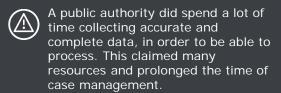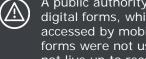

EFFECTIVENESS

A public authority did spend a lot of time collecting accurate and complete data, in order to be able to process. This claimed many resources and prolonged the time of case management.

With a KMD XForm self-service solution the authority always has the necessary and relevant data and documentation regarding the case, delivered in high quality and without errors, directly into their ESDH system – simple and fast.
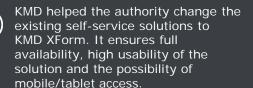
USER-FRIENDLY & ACCESSIBLE

A public authority had a number of digital forms, which could not be accessed by mobile/tablet. The forms were not user-friendly and did not live up to recommended guidelines.

KMD helped the authority change the existing self-service solutions to KMD XForm. It ensures full availability, high usability of the solution and the possibility of mobile/tablet access.

FAST IMPLEMENTATION & LOW TCO

Due to changes in legislation a public authority needed to implement a completely new self-service solution within 30 days, without having the necessary resources, technology and knowledge available.

After a couple of workshops and clickable prototypes, KMD's specialists built the self-service solution in KMD XForm standard components and launched it on KMD XForm SaaS within 30 days-with low risk, cost and time consumption due to existing components

FOR FURTHER INFORMATION PLEASE CONTACT:

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