



## Enterprise Survey Management

### Measure. Evaluate. Decide.

- Complete solution for:
  - Creating questionnaires
  - Conducting surveys
  - Analyzing statistics
  - Summarizing feedback
  - Benchmarking
- Survey platform for quality management, organizational and personnel development
- All-purpose tool for:
  - Customer surveys
  - Employee surveys
  - Supplier surveys
  - Surveys on training or service quality
- Hybrid: Paper and online surveys in one solution
- Process automation for one time and on-going enterprise surveys



Quality Management  
– ISO, EFQM, TQM, SixSigma –  
requires frequent surveys!

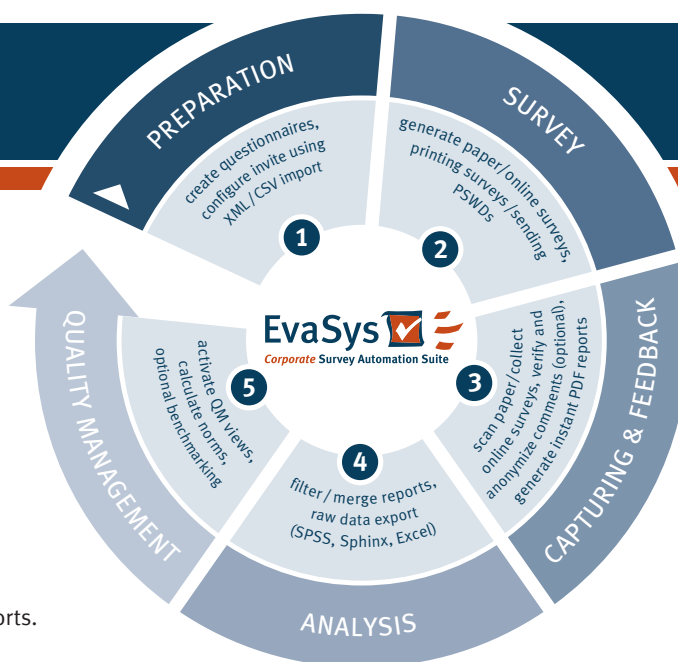


# Measure. Evaluate. Decide.

## Feedback and transparency for all stakeholders

For the first time, with EvaSys Corporate Survey Automation Suite all surveys, from departmental projects to organizational directives are managed automatically and systematically in a centralized web based environment. This constitutes numerous benefits:

- **Centralized quality assessment:** Little effort is required to manage ongoing survey initiatives to assess the quality of services, skills and success of continuous improvement efforts.
- **Organizational development:** You achieve a higher degree of transparency, you support your company-internal corporate feedback culture when you unify feedback processes and consolidate strategic analysis and reporting. In short: Thoughts and opinions are quantified into actionable strategic assets.
- **Knowledge management:** You can optimize and automate a complex field of topics. You accumulate knowledge from surveys and evaluations centrally and create an easily usable basis for long-term trend analyses and comparisons. Having access to this valuable body of knowledge leads to an improved decision making process thereby increasing overall competitive advantage.



Finally, you gain IT support and acceptance by using an easily managed web-based solution. EvaSys Corporate augments your finance-oriented control and performance systems with an important additional criteria: the point of view of your customers and/or other parties involved. With Evasys, you can improve the quality of services as well as collect opinions, ideas and suggestions to enhance your business performance. In terms of evidence-based management you create more clarity and a higher level of transparency leading to improved decision making.



## Access rights, role model, organizational structure

Access to the EvaSys Corporate web portal is defined by certain access rights and role models for different types of users as well as by an organizational structure (e.g. departments, locations, regions, projects, topics):

- Survey Coordinator/IT Administrator
- Lead User (Admin. Rights)
- Content/Survey Designer
- Department Head
- Report Creator
- Data Entry Assistant
- Verifier
- Examiner (for multiple-choice tests)

## IT-integration made easy

EvaSys Corporate not only allows adapting to your corporate identity, it is also easily integrated into your existing IT structure: It provides technical facilities like e.g. SOAP interfaces, XML import/export techniques for data synchronization, LDAP integration and customizing facilities.



# Enterprise Survey Management in five phases

## Phase 1: Quick and easy design of your questionnaire

By means of a web portal EvaSys Corporate allows you to manage and conduct survey campaigns as stand alone projects or as multi-departmental distributed projects. Each project is automatically assigned to an organizational framework as well as to a time period and is thus automatically fed with metadata. Multifaceted evaluations and comparisons offer an excellent overview and a great deal of transparency.

### Creating questionnaires

The VividForms Editor not only creates the layout of the questionnaire automatically, but simultaneously guarantees optimal scanner readability of the sheets. Questions in a wide range of formats (scale, single- or multiple-choice, open, matrix fields etc.) can be conveniently compiled using a wizard; field properties for statistical analysis are stored automatically. It does not get any easier than this!

Once questionnaires have been designed, they are easy to modify and they can continue to be used as templates. An integrated and extendable question library simplifies the use of recurring question items. All questionnaires are automatically stored in EvaSys Corporate for use as paper questionnaires or online forms.

## Phase 2: Precisely 8 clicks for 80 or 8,000 surveys

### Represent your organizational structure

EvaSys Corporate can be employed for all department-wide or organization-wide survey processes. It is your choice how to arrange your projects in time periods, topics, categories, departments or regions. Whether you need to carry out a few dozen, hundreds or thousands of surveys: Thanks to automated procedures, EvaSys Corporate takes care of individualized questionnaires, involving just a few mouse clicks. This is what we call automation! You decide which questionnaire is to be used for which survey project, and EvaSys Corporate creates the relevant questionnaire in a PDF file.

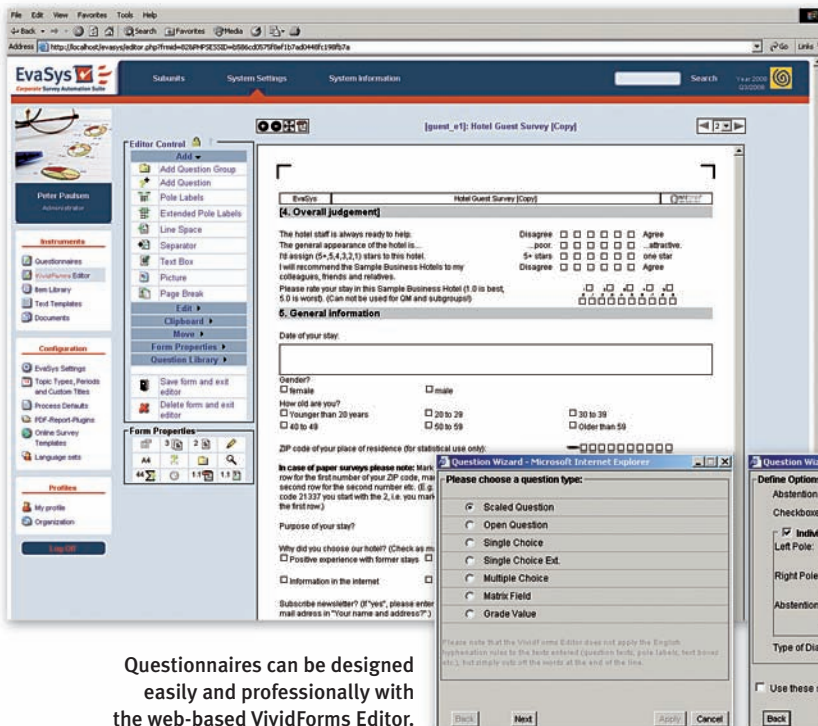
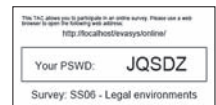
Each survey can be created as a paper-based or online survey. It is also possible to easily combine both methods, paper-based and online, in the same survey!

### Paper-based surveys

For the production of paper questionnaires, the system generates a PDF file for all pending surveys using a batch printing function. EvaSys Corporate also provides a way of sending the personalized PDF template directly to the relevant departments via e-mail to be printed out by them.

### Online surveys

Online surveys can be conducted anonymously or non-anonymously. Online surveys are in HTML format which allows the survey to be adapted to the corporate design of your organization. Filter commands allow irrelevant questions to be skipped. Individual passwords (PSWD) ensure that only authorized participants may submit their feedback. The system even allows a permanent online survey by password or by URL page view. With the timing control function, online surveys can be conducted particularly easily: from launching the online survey through sending the TANs, even perhaps a reminder mail, right up to closing the survey, everything runs automatically. For international participants, EvaSys Corporate allows the surveys to be translated into different languages (unicode).



Questionnaires can be designed easily and professionally with the web-based VividForms Editor.



## Phase 3: Distinct results – immediately

### Scan or capture data online

For the evaluation of surveys, EvaSys Corporate also provides a maximum degree of automation. The process is based on the batch-wise capture of the completed questionnaires using a document scanner. The user-friendly one-button solution automatically checks scanner settings, thus guaranteeing optimal data capturing quality. Several scanning stations can be spread across various locations. The integrated document reader, the VividForms Reader, as well as the optional form-processing system TeleForm® implement most modern reading technologies, such as automated rescaling. They automatically assign the questionnaire pages to the correct survey. Checkmarks and 2D barcodes are reliably recognized – and where TeleForm® is implemented, even typescript and block letters. Responses to open questions are made available as image extracts and can be requested to protect the participant's anonymity, if required.

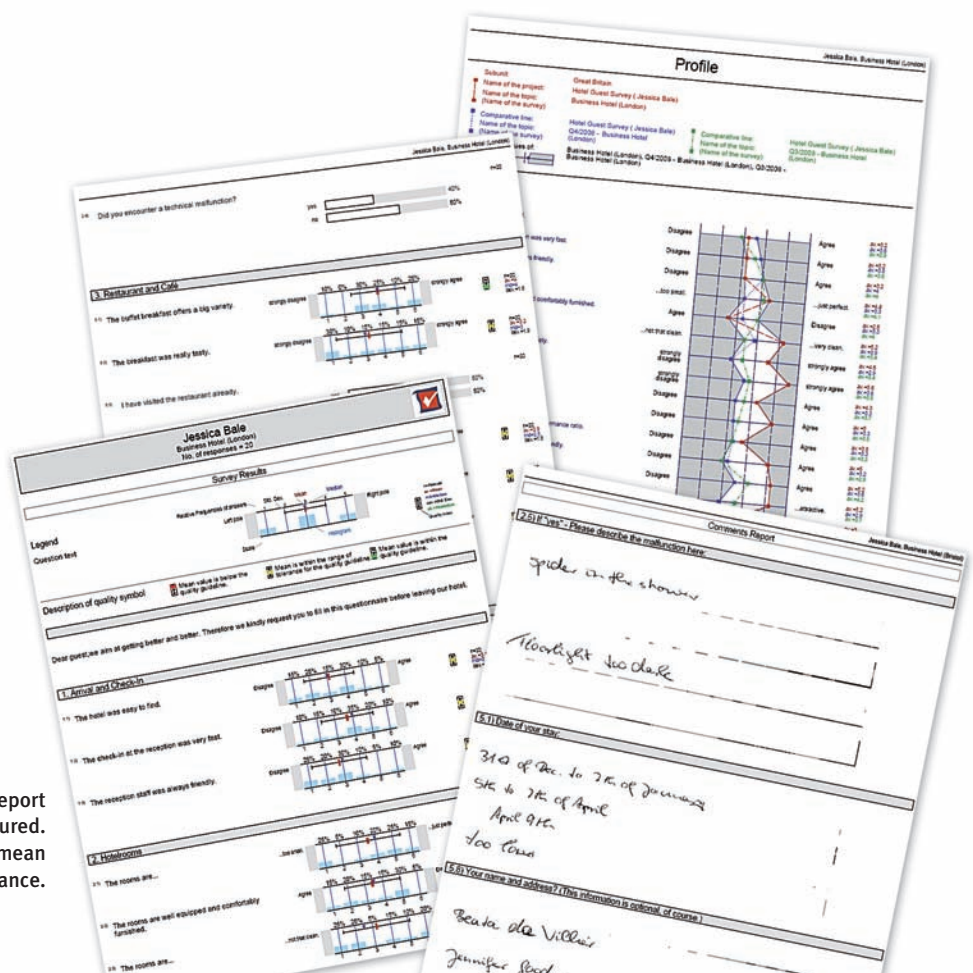
### Instant feedback

Directly after the questionnaires have been read in, the PDF report with the evaluation results is available. If required, EvaSys Corporate can send the instant reports with a personalized message straight to the report recipients as soon as the questionnaires have been processed – without the need to press any other buttons. The PDF report contains a clear, graphically enhanced depiction of the results. In addition to a histogram on each scale question, there is a profile line of all scale questions. The answers to open questions are displayed in sorted order. If the questionnaire contains summarizing indicators or quality guidelines, these are also displayed; a traffic light shows the defined minimum value and the value attained. Comparisons with reference data are clearly shown as profile lines. A cover letter and presentation templates, e.g. for discussing the evaluation of the event/project, complete the report and turn it into a comprehensive feedback device.

One button solution: insert paper, scan – and that's it. After scanning, the documents will automatically be transmitted to the server to be read and evaluated by EvaSys.



The instant PDF report can be individually configured. The histogram provides the mean value, median and variance.





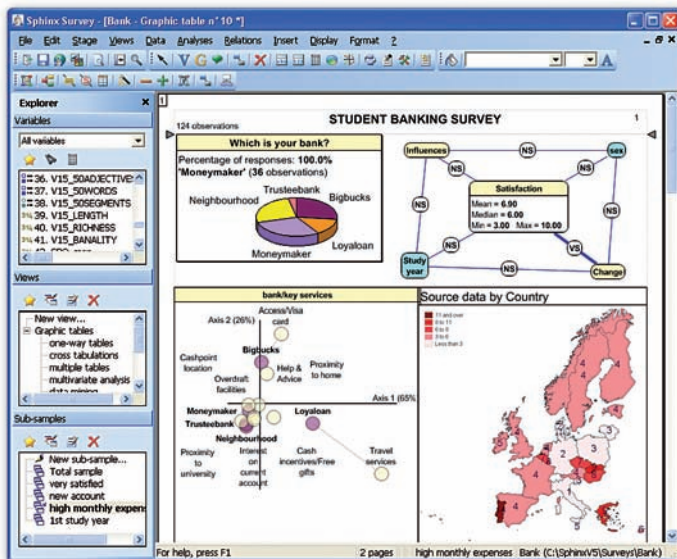
## Phase 4: Further evaluations and reports

### Analysis, trends, tendencies

In addition to the immediate report, a wide range of reports and evaluations of subunits can be created. At the end of an evaluation period, summary reports and comparative evaluations can be created on the basis of individual evaluations. The generated PDF reports are compliant to PDF/A-1b and are therefore suitable for electronic archiving. A batch dispatch option allows for the automatic dispatch – with a personalized message, if required – of comparison interpretations with aggregated mean values or timelines. Data collected in past surveys can be used for standardization purposes and can be visualized by means of traffic light symbols and standardized profile lines.

### Exporting data and other statistical reports

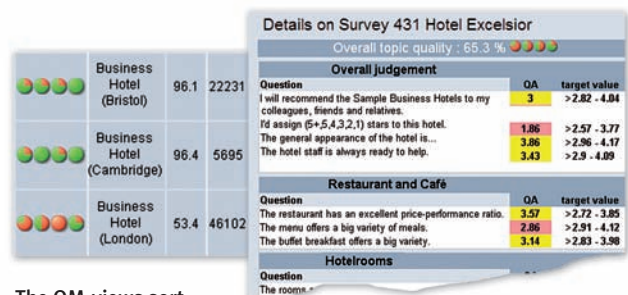
Raw data is easily exported to evaluation and statistical programs such as Excel, SPSS and SPHINX. The optional statistic module SPHINX is suitable for explorative data analysis and offers a powerful evaluation of the data; it allows for bi-variant and multi-variant analysis (amongst others: multiple factor analysis, clustering, multiple regression) and high quality text analysis of the open questions. Any kind of reports with cross tables, hypothesis diagrams etc. can be created by "drag & drop" and can be used repeatedly.



## Phase 5: Quality management with EvaSys Corporate

### Overview and transparency with QM views

Using the EvaSys Corporate quality guidelines, it can easily be checked whether services meet specified minimum quality standards. This way, supervisors can very quickly identify problematic feedback, even from a wide range of individual surveys. An access control function allows a flexible definition of access authorizations for quality overviews.



The QM-views sort surveys by quality index. Details are only one Click away.

### Optimizing the procedure

If a survey or evaluation period is completed, survey instruments and quality guidelines can be modified. EvaSys Corporate even allows for comparison of different versions of questionnaires with one another. For trending purposes different surveys can be assigned to various time periods (quarter, year, semester etc.).

### Centralized and departmental usage

EvaSys Corporate e.g. enables allows individual departments to use the system under their own rules and to implement their own design. An organization-wide evaluation can either be conducted centrally, i.e. inter-divisionally, or administered locally separate subunits. EvaSys Corporate also meets the requirement of a stand alone department to conduct self-evaluations.



## Architecture of the solution and components

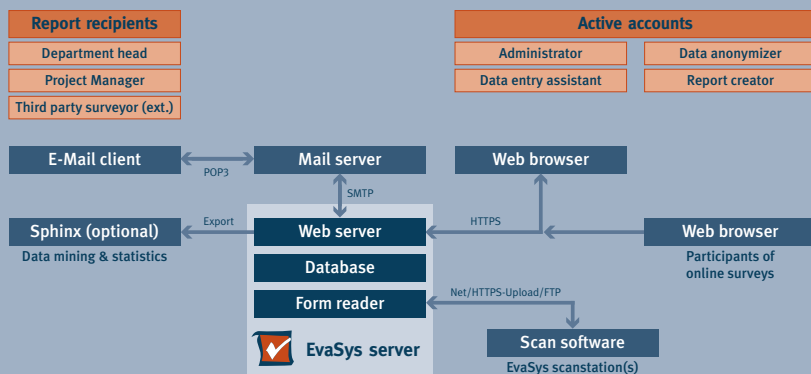
The core of the architecture is the EvaSys server (Windows), an application and database server that can be accessed via intranet/internet. The central document-reading components are also located here. Depending on the size of the system, the web server, database and form processing components can be installed in separate locations. One or more decentralized scanning stations are connected to the server and transmit the scanned forms via shared network folders, FTP or HTTPS. These users then utilize the system independently of the operating system through a regular web browser making the implementation instantly scalable.

An additional key feature: Only the free Adobe Acrobat Reader® is needed in order to print out highly accurate scannable forms. Lastly, a powerful SOAP API is available which makes it easy to integrate EvaSys into different environments.

## Advantage by competence

More than 12 years of experience in enterprise survey management with over 1,000 implemented projects is the basis for the expertise that we use to enhance our solutions. Tried, tested and proven with a wide range of installations in different system environments, we have established stable and optimal systems to meet all needs.

EvaSys is used for evaluation in more than 500 different institutions with several tenthousand user accounts. Some of these organizations process over 100,000 questionnaires within weeks – the positive proof for stability and real-world solutions.



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 **Electric Paper**  
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Electric Paper, Gesellschaft fuer Softwareloesungen mbH  
Konrad-Zuse-Allee 13, 21337 Lueneburg, Germany  
Fon: +49 4131 7360 0, Fax: +49 4131 7360 60  
www.electricpaper.de

Your Electric Paper Partner:

Tecnimedia Sistemas SL  
Rosellón, 216 - 08008 - Barcelona  
Tel. 934 879 642 - Fax. 932 160 459  
info@oficinasinpapel.com - www.oficinasinpapel.com