

# ENTERPRISE CASE STUDY

County Of Marin



## INTRODUCTION

Nestled just across the Golden Gate Bridge from San Francisco, sits the County of Marin in one of the most idyllic areas in California. To be responsive to the needs of its residents, in 2020 the county started moving their forms online using JotForm Enterprise. Within a few weeks, the COVID-19 pandemic started to ravage the world, and the county was able to respond quickly to its resident's needs as it started to collect vital information via digital forms.

JotForm spoke with Jiku Park, Information Technology Manager for the County of Marin, to discuss how JotForm Enterprise has helped the organization.

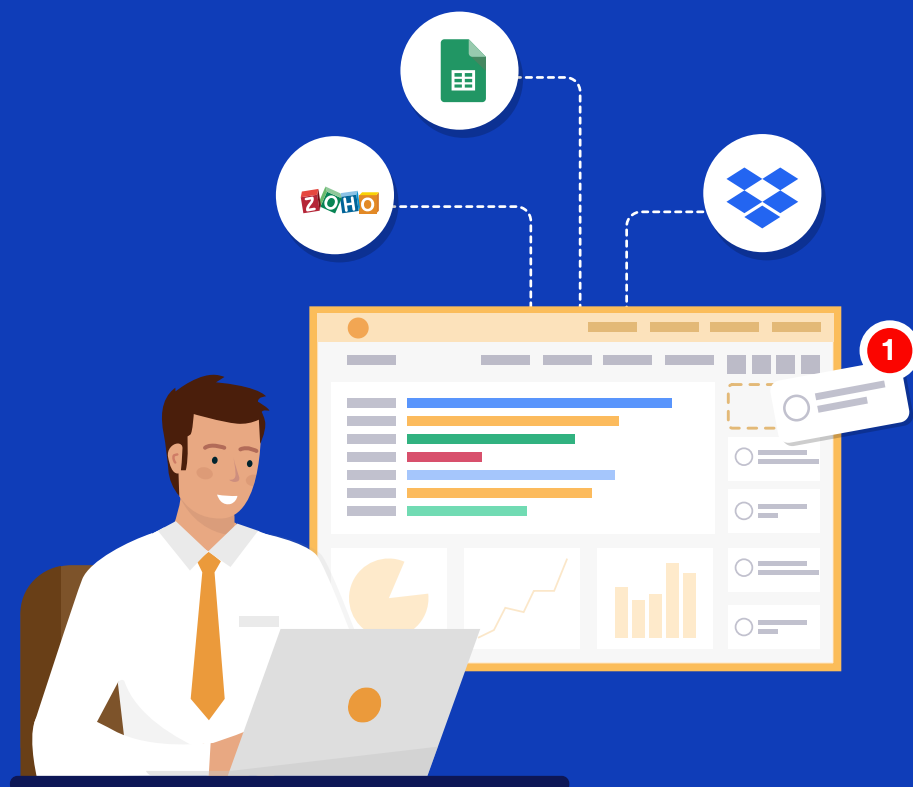
## WHAT CHALLENGES WERE YOU TRYING TO SOLVE?

County of Marin had several departments that needed online forms to collect data. We initially were using a different forms vendor, however, we found it difficult to use. Plus, due to the complexity of that product, we only had two people who were trained how to use it. The entire process was slow and cumbersome.

## HOW HAS JOTFORM BEEN A SOLUTION?

Hands down, JotForm Enterprise is a fantastic tool for us. We had just purchased it when the COVID-19 pandemic broke out, and now we had a huge demand for testing. The Department of Public Health asked if we could do something to help arrange online scheduling, and we turned to JotForm Enterprise. Thanks to its ease of use, we were able to quickly create a very complicated screening form in both English and Spanish. People have been amazed at how fast and simple it is to create and deploy a form.

We've been very pleased at how easy it was to integrate JotForm Enterprise into our workflow. We have teams with tablets out in the field collecting survey results, and the data is immediately sent to our SQL database. We're also starting to integrate JotForm with other management systems. Even people who aren't familiar with using a computer are surprised at how easy it is to create a form. It's really been revolutionary for us.





## WHAT FEATURES HAVE PROVIDED THE BIGGEST IMPACT?

The scheduling feature has the most impact and it's very popular with our departments. So much so that other departments have been asking for online forms to help with their needs, and we have our internal web developers asking to use it. Another feature we're planning to use is barcode scans for health samples. This will allow us to have data flowing into our SQL database, where we can analyze it in near real time.

The ability to accept digital signatures is great. For many forms, we've moved completely away from DocuSign. We have many more use cases that will extend beyond healthcare.

Customer service is impressive and what separates JotForm Enterprise from the competition! There's a lot of long-time software industry staff who work at the county, and they're very impressed with the level of customer service. I can't say enough good things about them.

## HOW ARE YOU EXPANDING THE USE OF JOTFORM ENTERPRISE?

The county Assessor and Recorder's office is using JotForm Enterprise to create an online marriage license registration form. The Human Resources Department is using JotForm to help with the onboarding process for new employees, such as collecting payroll and insurance information.

# ENTERPRISE FEATURES



## CREATE FORMS EASILY

In just a few minutes, you can build a form with JotForm Enterprise. No technical skills are required.



## INCREASE CUSTOMER CONVENIENCE

Customers can schedule appointments or submit other information at their convenience. This improves accuracy, and reduces office paperwork and wait times.



## AUTOMATE WORKFLOW

Organize your data. You can export form submission data as PDF and automatically email it to your customers. Seamlessly integrate with other software, such as Google Sheets, Box, Dropbox, WebHooks, Infusionsoft, and Zapier.



## ACCEPT ONLINE PAYMENTS

Customers can pay online. JotForm Enterprise lets you include a payment form directly onto your website. Plus, we integrate with dozens of payment processors, including Square, Stripe, and Authorize.Net.



## FILE UPLOAD

Customers can upload documents or images directly through your forms. Plus, these forms are stored and protected using encryption to keep them safe.



## MOBILE FRIENDLY

Forms created with JotForm Enterprise can be completed via smartphone, table, or computer from any location at any time.



## DIGITAL SIGNATURES

Customers can sign forms electronically using popular products such as DocuSign and Adobe Sign.



## COLLECTING DATA SECURELY

Your data is protected by the highest security standards, including 256-bit encryption.