

**AUSTRALIA'S MOST USED
MOBILE INCIDENT
REPORTING APP**



MAKE REPORTING EASIER

A major priority for all decision makers is to deliver efficient customer service, while ensuring that any approach remains cost-effective.

Many methods and technologies exist to support high-performance customer service teams, for the most part industries still rely on traditional forms of customer interaction including phone, email and web. Although these forms of interaction still hold relevance today, the global increase in smart phone usage and a growing prevalence toward social media has given rise to a new form of communication technology - mobile apps. Apps leverage off a number of pre-existing communication mediums, including email, text, web and phone, but encapsulate these into an efficient, easy to use and convenient tool.

Apps are fast becoming consumers' favorite medium to interact with businesses as expectations on service and customer-focused interactions grow. A number of organisations have made the leap into app based customer request tools with high levels of success and customer satisfaction.

Snap Send Solve was developed to make it easy for individuals to report to local authorities across Australia. Snap Send Solve includes the many aspects that a modern customer has come to expect - simplicity, convenience and mobility, while ensuring that as an organisation your needs and requirements in delivering an efficient end to end solution for a customer are accounted for.

The Snap Send Solve system architecture includes native mobile apps over multiple platforms and a cloud based server, database and web administrator.

AN INDUSTRY LEADING TEAM

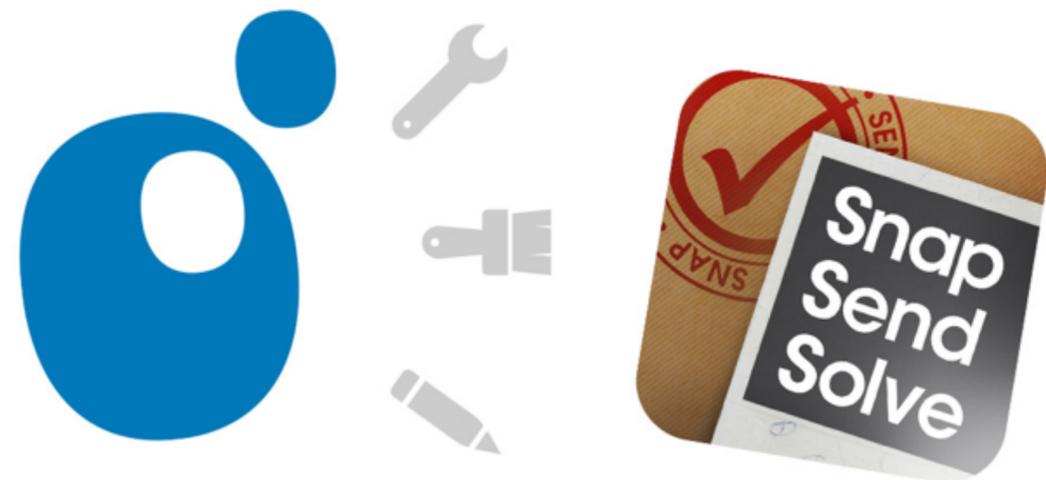
Snap Send Solve is designed, developed and supported by Outware Mobile. Outware Mobile is a leading wholly-Australian owned and operated app development company specialising in user-experience design and best-of-breed native app development. Outware Mobile is not a digital agency, its primary function is to deliver robust, user-friendly and data driven mobile apps to some of Australia's leading high-performance organisations. One in two Australian smart phones contain an app developed by the Outware team.

THINK LIKE A CUSTOMER

Half the battle a customer will face when reporting issues that effect them is doing so as soon as they occur. Mobility issues, time constraints as well as a lack of knowledge on who to contact continue to turn customers away from reporting every day concerns.

Snap Send Solve has been developed to work as a single app solution so that the same software that allows a customer to report to local councils, can also be used to report to utility companies, a building's facility management team, or a wide variety of additional organisations. The complicated process of determining ownership of the issue and assigning relevant contact information is entirely resolved by the app which allows a user to send a report on the spot within 30 seconds - without having to wait in queues or fill out lengthy forms.

Snap Send Solve offers customers a solution that combines multiple functions and allows access to a wide variety of organisations. Reporting via Snap Send Solve becomes a familiar and regular process, without a user having to download a new app for each organisation, everywhere they travel, as well as learn how it operates.



YOUR NEEDS, OUR FUNCTIONALITY

Delivering a customer-centric and single point of contact mobile reporting tool is a key premise of Snap Send Solve. However, your organisation's data, customisation and efficiency requirements were placed front and centre when Snap Send Solve was being developed so that it is able meet your many needs.

Data Capture

Snap Send Solve captures relevant data on incidents and requests that makes it easier for your team to understand customer requirements and properly assign resources to meet them. Data capture includes:

- **Time**
- **Date**
- **Image/s**
- **Location:** Includes GPS coordinates and street address
- **Incident type:** Incident list is fully dynamic and customisable to align with your organisation's existing data sets
- **Notes**
- **Customer information:** Includes name, phone number, email, address

Data Quality

Data quality is a key area of concern for all modern organisations as it ensures that the cost and process efficiencies that technology offers can be achieved. The Snap Send Solve architecture supports the delivery of high quality data to your team in the following ways:

- **Data Relevance:** Snap Send Solve's data capture method offers organisations accurate, consistent and complete data to ensure relevancy and a high level of detail.

- **Data Presentation:** Snap Send Solve's data is represented in easily digestible ways via common interfaces such as email, web or legacy software.
- **Data Storage:** A number of organisations are bound by legal requirements to store request data for a number of years after the fact. Snap Send Solve offers a secure, cloud based database and web administrator to store and view requests. It also offers an architecture that can alleviate pressures on your organisation's pre-existing system architecture and can support legacy systems that do not have the capacity to store images or geospatial information.
- **Data Security:** A number of industry standard security protocols have been implemented in the architectural design of Snap Send Solve. The system utilises a token based authentication system and all reports are submitted via HTTPS. The Snap Send Solve database is periodically backed up and by utilising a cloud based solution a team of dedicated and experienced database administrators are available to resolve any issues. The Snap Send Solve data center is located in Sydney, Australia. [More information.](#)
- **Data Privacy:** Snap Send Solve values the privacy of the data it records and transmits. Snap Send Solve abides by its own internal Privacy Policy as well as all local laws.

Data Integration

To promote organisational efficiency by avoiding double handling of data and processes, Snap Send Solve has intelligent web services and an API to integrate data with your legacy software solutions. Snap Send Solve reports can become complementary to your existing work flow while improving efficiency as a result of data driven requests.

Business Intelligence

The appropriate application of data can create a wide variety of intelligence to help define business processes, investment needs and resource allocations. Snap Send Solve offers organisations a variety of business intelligent tools, including:

- **High level reports:** The Snap Send Solve web app provides high level reports on requests that can be filtered and viewed based on a number of variables, including time of request, type of request, etc.

- **Geographically mapped reports:** The web app visually maps where different requests are being reported from so that asset based organisations can view reporting trends based on geographic areas.

Communication

It is as important that your organisation can reach your customers, as it is for them to be able to reach you. Snap Send Solve incorporates a number of ways that allows your organisation to communicate your messages to Snap Send Solve users at relevant times.

The app offers a customisable and dynamic organisation profile page that is controlled by the Snap Send Solve cloud based web administrator. The profile page can be viewed by a user when they:

- Are currently within the geographic boundary of your organisation
- Are submitting a request to your organisation
- Live within the geographic boundary of your organisation

We understand that effective communication takes time and dedicated resources. To help improve organisational efficiency and to leverage off existing investments, Snap Send Solve utilises:

- **Social Media:** The integration of Facebook, Twitter, Google+ and Youtube into the app allows your customers to view your social media pages from within the app without having to individually navigate to these multiple platforms via a web browser or alternative apps.
- **RSS Feed:** Utilising RSS feeds from your organisations website, your customers can view and read relevant updates from within the app without having to navigate to your website.
- **Web view:** Any additional URL links can be included and custom labelled within the app to deliver relevant information to your customers such as your reply policy, office locations, etc, without the user having to leave the app and navigate to your website.

Efficient

Snap Send Solve transmits requests that are relevant and information rich. By integrating this data into existing workflows and legacy systems your organisation can increase its response times by utilising template responses and by gaining a greater understanding of lodged requests.

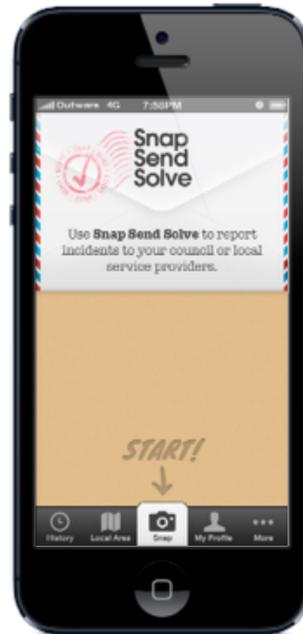
Cost Effective

The ongoing management of Snap Send Solve requires limited resources while all future software updates and feature enhancements are incorporated in the service's yearly licensing fee. One solution, one price.

RESULTS IN A SNAP

Snap Send Solve has a rapidly growing user base and has already cemented its spot as Australia's most used mobile incident reporting app. Your organisation can start receiving reports and feedback from users instantly.

Whether it is addressing data quality concerns, improving business efficiency or taking a customer-centric relationship management approach, Snap Send Solve incorporates a number of features to help further build your organisations customer relationship portfolio.



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