

Introduction

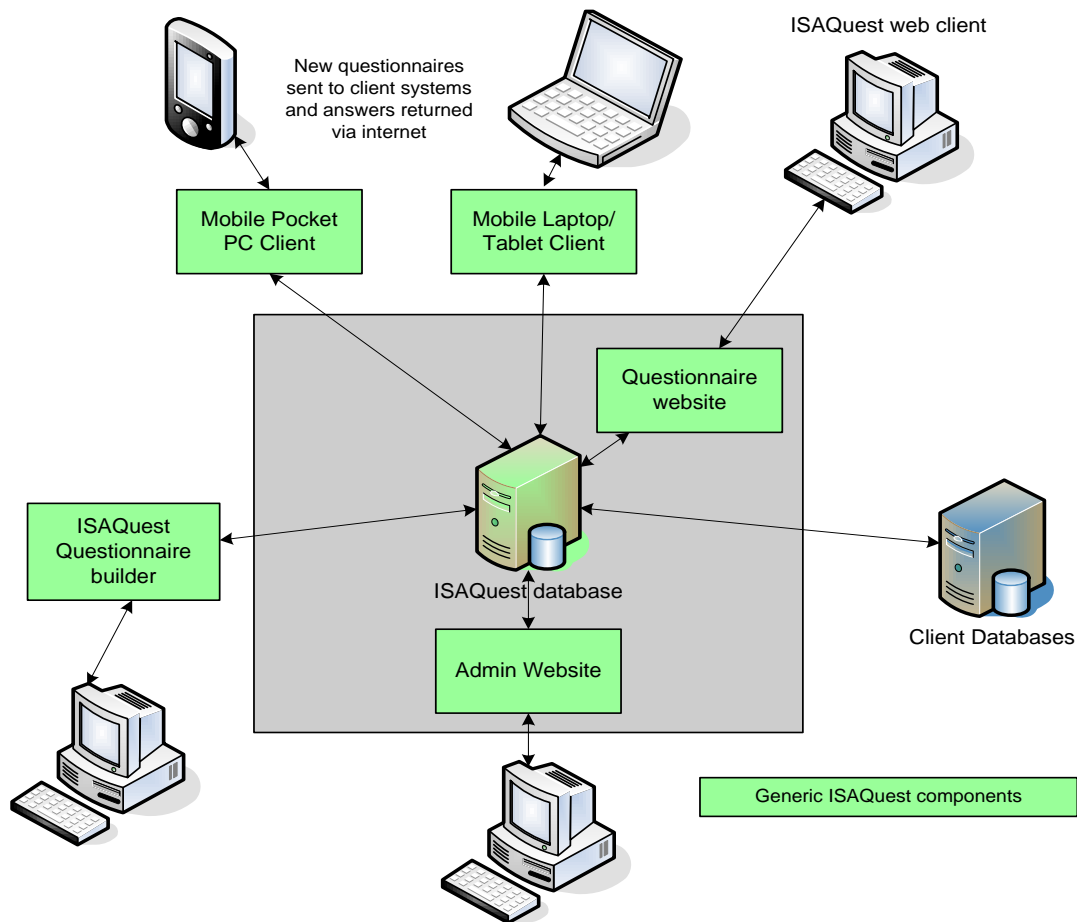
ISAQuest is a mobile, data-capture solution for complex data gathering. Information is captured on Pocket PCs, laptops or via a web interface. It is then communicated back to a central server for analysis.

The system is suited to personal interviewing or for data gathering where a question and answer format is appropriate, for example in quality audits, inspections, tests and customer feedback scenarios.

Central components of the system allow clients to design and publish their own questionnaires, manage users and allocation of tasks and report on data gathered.

ISAQuest supports connected, disconnected and partially connected operation, enabling data integrity in all situations.

High level solution description



The ISAQuest system comprises a number of components

- A central database stores questionnaire definitions and responses, user details and allocations of tasks to users. It also manages the distribution of new questionnaires and the collection of responses from users.
- Questionnaires can be accessed in three ways with PDA and PC client support for connected, disconnected and partially connected operation.
 - Using the ISAQuest PocketPC client. This allows cost effective use of the system where mobility is of key importance.
 - Using the ISAQuest Windows client on laptop or tablet PC. This is appropriate for large questionnaires or where a significant amount of text input may be required.
 - Using the ISAQuest web interface. This allows completion of questionnaires on any PC with internet connectivity.
- The Questionnaire Builder element of ISAQuest is used to define questionnaires. This supports a considerable degree of flexibility in question types and structuring of questionnaires. This includes conditional logic to guide the user through a question depending upon the answers they have already given.
- The admin website provides facilities for:
 - managing users.
 - publishing questionnaires.
 - assigning questionnaires to users.
 - Reporting on users activities and questionnaire responses.

The ISAQuest client employs a plug-in architecture for key aspects of its function. This allows the system to be closely targeted to the client's requirement without any changes being made to the core software framework. For instance, a custom scoring algorithm can be written and installed on the client without any changes to the main ISAQuest client application. This approach maximises maintainability, flexibility and extensibility of the application. Plug-ins can also be used to customise reporting, printing or any other client functionality.

Where necessary interfaces can be developed to connect ISAQuest to clients' existing systems, both to extract information on activities required and to update the client system with questionnaire responses.

Benefits of ISAQuest to the business

ISAQuest benefits include:

- Improved productivity of remote workers through streamlined business processes.
- Reduced cost of getting data from the field through improved operational efficiency.
- Enhanced customer service through.
 - Instant publishing of new and updated questionnaires to users.
 - Immediate availability of data for action / analysis.
- Detailed analysis of responses. Can help identify common issues or possible training requirements with users.
- Improved productivity through management of non-compliances by exception.
- Reduced administration and data input costs.

Benefits of ISAQuest to the IT function

- Flexible and extensible system – can be customised to client requirements and easily integrated with existing client systems.
- Users create their own forms, reducing input required from IT after go live.
- Based on Microsoft .NET which uses many tried and tested components.

System requirements

ISAQuest Server:	Laptop/tablet PC client	PocketPC client
<ul style="list-style-type: none"> • Windows 2003 Server • SQL Server 2005 (Standard Edition or higher) • IIS 6 	<ul style="list-style-type: none"> • Windows XP SP2 or Windows Vista • .net framework v2.0 • SQL2005 Compact Edition • Internet connection 	<ul style="list-style-type: none"> • Pocket PC 2003 or higher • .net framework v2.0 • SQL2005 Compact Edition • Internet connection via PC or 3G/GPRS