



ONLINE FORMS BUILDER

Service Definition

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Overview

Axis12 host some of the UK's most technically challenging and engaging digital projects. Our hosting clients cover a range of organisations across a diverse range of requirements and budgets.

Our Private Cloud architecture is co-located within our ISO 27001 certified data centres based in Kent and Newbury. Within easy reach of London, our data centres are away from the ever-present risks posed by power grid contention, natural disasters and terrorism. These ex-military nuclear bunkers have been upgraded with millions of pounds of investment in power, cooling and infrastructure, as well as fire suppression and Carrier Neutral connectivity. They are IL3/4 rated and backed by 'The Bunker's' Risk Management and Accreditation Document Set (RMADS).

As a result, our data centres are able to provide one of the most secure hosting environments in Europe. This unequalled level of security and redundancy is coupled with the ability to support high levels of power and cooling and stringent access control procedures. The data centres are staffed 24x7x365 by security, technical and network staff who provide full support for our systems.

Backed by our own ISO 27001 certified processes for change control and server management, our hosting offer is trusted worldwide to deliver superior performance, security and uptime.

Security

- Tier 3 Data Centre
- ISO 27001 accredited data storage facilities – providing a level of security that cannot be offered by alternative solutions such as Amazon's Cloud Services
- ISO 27001 accredited support and maintenance (IS-598644)
- PCI DSS compliant, bearing the BSI Kitemark
- Regular, independent testing to ensure compliance and the highest of standards

Service Description

Our preconfigured Online Forms tool uses Drupal (an open source web content management system) and is resiliently and securely hosted in our UK based ISO 27001 certified data centres.

Axis12 is also certified to ISO 27001 meaning that the security of our clients' data is at the heart of everything we do. We are proud that our clients, for whom the security of client data is essential, trust us with their digital data gathering requirements.

Highlights

- **Hosted and centralized:** Collect, connect, and manage your enterprise information all in one centralized location. The online form builder lets you create perfect web forms with all the functionality you need to streamline your data-driven operations.
- **Flexible workflow:** With flexibility at the core of its design you can configure the workflow and integration to map to your specific business process needs.

- **Secure:** Our forms are highly secure and scalable and sit on a hardened version of the popular Drupal CMS, so all text and labels in the forms are content editable. IL3 option is also available.
- **Improve efficiency, reduce costs and waste:** Our forms improve an organisation's efficiency while reducing costs. With highly granular access control, different forms and text can be displayed to different users based on set conditions.
- **Build your own:** Our custom toolset, flexible form building and 'snippets' make it possible for editors to quickly and easily reproduce forms based on the collections already created.
- **Digital by default:** An ideal solution to replace paper-based forms and achieve your Digital First targets.
- **Built in logic** to improve your forms usability and eliminate redundancies.
- **Configure access levels** and permissions ensuring the right forms go to the right people.
- **Attach documents** and capture photos from inside the form.
- **Pull data automatically** from data models to prepopulate a form.
- **Automate** follow up tasks, events and additional forms based on response data.
- **Route information** intelligently based on rules applied to submitted forms data.
- **Synchronize** submitted forms data with external business systems.
- **Integrate** directly via API with any database, ERP or CRM like Salesforce.com.

Form Building

Forms can be quickly and intuitively built with our 'drag and drop' forms builder interface and our standard service provides you with the ability to create an unlimited number of secure online forms on your own private instance.

Show below on the right-hand side of the image you can see the variety of controls available:

The screenshot displays the Axis12 Form Builder interface. On the left, a form preview is shown with a title field labeled 'Give your form a title *', a 'Form preview' section with a 'New e-mail' field, 'New radios' with three options (one selected), and 'New date' with dropdowns for Month, Day, and Year. On the right, a 'Save form' button is visible. Below the preview, an 'ADD A FIELD' panel lists various controls: Textfield, Textarea, E-mail, Number, Radios, Checkboxes, Select list, Grid, Date, Time, File, Hidden, Markup, and Fieldset. A 'Page break' option is also present at the bottom of the list.

Costs do not change based on the number different types of forms created on our system but rather by the number of questionnaires completed (i.e. submissions) by your user base.

Mobile Friendly

We've designed our Online Forms Builder so that any forms created work on devices of all sizes.

Email Notifications

When a form is submitted, you can specify as many email notifications as you wish, including sending a copy of the completed form to the submitter.

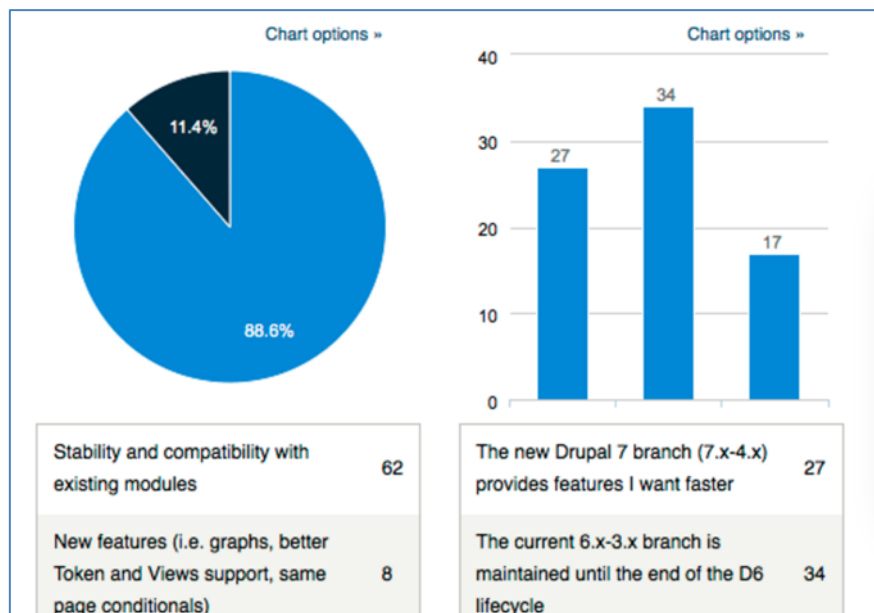
You'll also have fine-grained control over the contents of the HTML email that is sent to each recipient.

Management and Reporting

Reporting is provided as standard and includes metrics on submissions including:

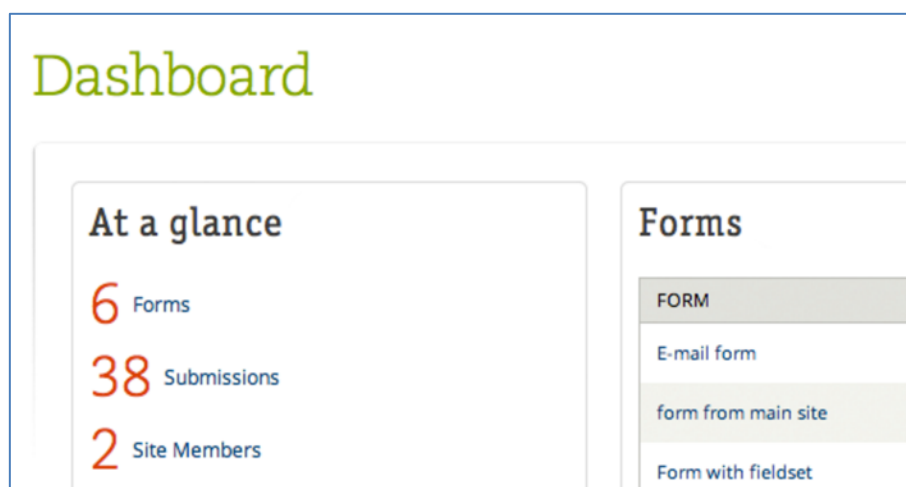
Charting Tools

Every answer received automatically feeds into a chart view to allow you to quickly analyse responses. Each chart is customizable and embeddable within the forms you create on your site.



Online Dashboard

The dashboard gives administrators a high-level overview of recent forms and new submissions allowing them to drill down into more information.



Export Options

We provide a comprehensive range of export options, as shown below:

Export format

☒ Microsoft Excel

☐ Delimited text

Column header format

☐ None

☒ Label

☐ Field Key

Choose whether to show the label or field key in each column

Select list options

Select keys

☒ Full, human-readable options (values)

☐ Short, raw options (keys)

Choose which part of options should be displayed from keys

Select list format

☒ Separate

Option A	Option B	Option C
x		

Volumetrics and Scalability

Our standard service unit (£1,300 + VAT per month) is capable of handling up to 100,000 form submissions per year. Should the service grow, this can easily be accommodated by adding additional units seamlessly at a flat rate cost of £1,300 per unit per month with no additional setup or provisioning fee.

Open Source Framework

Our forms solution is built on the Drupal PHP framework, which is a leading PHP framework to create websites and web applications. By choosing a solution based on Drupal you will have the certainty that you are choosing a solution that is both maintainable and upgradable into the future.

Axis12 have extensive experience in building digital forms using open source frameworks. Most recently (and currently) we have delivered secure, responsive, adaptive digital forms that streamline essential customer-facing application processes (including ones that include highly sensitive data such as information about mental health) for the **Care Quality Commission** – The regulator of Health and Social Care in England.

Our forms improve efficiencies, collect data (and deliver it to third-party back-end systems) in a structured manner, and via conditional logic and validation reduce errors to provide a greatly improved experience that both supporting staff and end users can use on any internet-enabled device.

Integration

Integration is not included in our base SaaS price, but our online forms solution can provide output in standard JSON format to enable any http or https enabled system to consume the data submitted in real time. We have experience of integration with middleware layers and back-end systems (CRM, Data Warehouse) so can offer integration services at additional cost, should you require them.

Pricing

Our preconfigured Online Forms Builder installation uses Pressflow, our Solr search product 'Solr Search as a Service' and is hosted on Amazons Cloud hosting. It costs £1,300 (ex VAT) per month for a basic instance all inclusive. This is the standard set up, however once in place you'll need us to get you started on your first forms. Tell us about your exact requirements so we can provide a specific quote.

Standard Set Up:

- A fully secure ISO 27001 certified hosted solution providing an online forms solution capable of processing up to 100,000 forms submissions per 'Unit' with the capability to seamlessly scale the solution by adding additional units as required.
- Onboarding involving a one-hour familiarisation session via conference call.
- The ability for your users to create as many different types of forms as they require using our drag and drop forms builder.
- Documentation explaining how to use the online forms system to create and manage forms.
- Standard Support, this covers all aspects of the core service, including regular implementation of security updates.

Additional Services:

Additional Support

- Although our standard support covers all aspects of the core service, including regular implementation of security updates it does not extend to support for any of the forms that our customers create or their users. Extended support that covers the forms and users is not typically required but can be provided on request. Discounts are available for block bookings.

Training

- Although our online form solution is highly intuitive, for users who are not familiar with Drupal's 'webform' module, there is a small learning curve. We can offer training for up to 15 people per session at a cost of £400 plus VAT and travel/accommodation expenses.

Custom Development or Integration

- If you need custom development the forms solution or any integration requirements, we can provide this expertise at £750 per day.

Training

We train and work with clients' resources to help maintain what we've put in place. We can also help you maximise the potential of your existing websites. Our team has a deep understanding of technology coupled with experience of the challenges that face organisations that need to stay on top of their market.

Support Service

The online forms builder comes with standard support included in the cost. However, if you need something more, we can offer a support service tailored to your individual needs. Contact us at info@axistwelve.com.

General information

About Drupal



Drupal is one of the world's most popular open source content management systems (CMS) and is distributed under the GNU public licence, meaning it's free to download and use.

A powerful, flexible and easy-to-use platform, Drupal is fully supported by a community of developers and comes with a huge library of additional free functionality, ready-to-use themes and sophisticated security features.

Axis12 are leaders in Drupal technology, with a portfolio of Drupal sites built, hosted and supported for some of the UK's largest cultural, government and media organisations – including Southbank Centre, Tate Galleries, Royal Botanic Gardens (Kew), Royal Museums Greenwich, the British Film Institute, the London Evening Standard and the Care Quality Commission.

Community Support

Drupal is supported by a passionate volunteer community of over 38,000 developers worldwide, which provides extensive documentation and guidance through a number of channels – such as the main Drupal.com site, forums and events.

Additional Functionality and Themes

Alongside the core Drupal software there are an additional 30,000 modules (add-on functionality), and 2,000 themes (base designs, including responsive and accessible designs) that can be used as-is or easily configured/modified to suit your needs.

Regular security and functional upgrades mean that Drupal stays ahead of the curve and offers the latest in web technology.

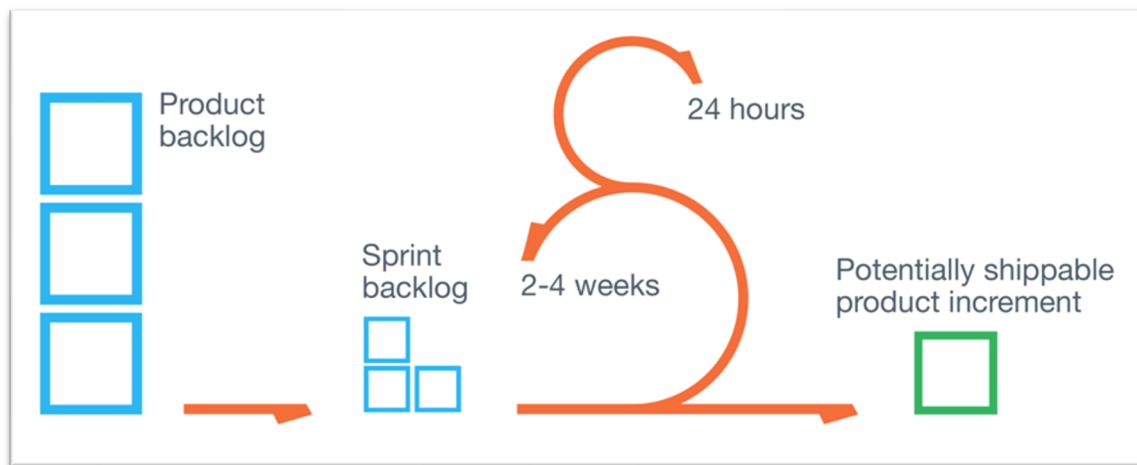
Security

With the United States Government trusting the security Drupal can provide, it's safe to presume we can too. Drupal's dedicated security team is responsible for identifying issues, patching them and notifying the community. Moreover, the large community behind Drupal are constantly engaged in considering and consulting on the best security strategies available.

Methodologies and Approach

Our PRINCE2- and Agile-qualified delivery teams have vast experience of managing and delivering projects using a range of approaches. By clearly defining the phases of the initial delivery – from discovery and concept to design and development – we can choose the method that fits best with your organisation.

An Agile approach (e.g. SCRUM) can be extremely effective in offering you early sight of software, rapid development, incremental delivery and regular prioritisation of features.



The Agile Process

Waterfall methods (e.g. PRINCE2) are preferred by some clients because they allow monitoring of progress via more traditional means – such as detailed project plans and Gantt charts – that are more in keeping with their internal governance structures.

Our team have also developed ways to use a blended approach effectively, providing agile and rapid delivery with flexibility of prioritisation and specification alongside the structure, accountability and predictability that comes with a Waterfall approach.

Our project delivery is supported by systems that manage the detailed specifications, including acceptance criteria, user stories and results from functional and non-functional testing. These are available to our internal staff, and staff from third parties and partners to ensure clear specifications are available to everyone involved in the delivery.

Contact Us

Get in touch via email at info@axistwelve.com, or call us on 0845 519 5465.