



Productivity

Today's consumer expects immediate access to service and has little patience for service delays and long lines. At the same time, tight budgets increase the challenge to provide effective services. STS productivity services marry these conflicting demands to ensure clients are satisfied while your mandate is achieved as efficiently and cost effectively as possible.

Our suite of productivity enhancements can be deployed as a unit, or in segments designed to address your most pressing needs. If your challenges come in the form of long lines and

crowded offices, we can shape your service flow with *Scheduler* or get clients involved in the process before they appear in your office with *Pre-Enrolment*. The growing demands on your IT staff can be dramatically reduced with our new hosting capacity and *@Home portal*.

✓ *Streamline.*

✓ *Serve.*

✓ *Improve.*

Pre-Enrolment

Effective client driven data capture

- Provide customer self-serve options to improve their experience
- Increase office efficiency
- Help staff focus on high value services

Our *Pre-Enrolment* product will help you improve the efficiency of your office, manage staff requirements, improve office morale and reduce wait times and return visits for clients. This service empowers your clients to complete aspects of their business transactions from any Internet connection long before they crowd your offices or waiting rooms. By prepopulating important demographic information before they come to the office, users become an integral part of the process reducing data entry needs. Sophisticated verification techniques are further used to confirm information is accurate.

From a client's perspective, the service is seamless. We deploy the system to your specifications to ensure the applicant's transition from your web page to Solutions Thru Software's *Pre-Enrolment* system. Here, the client can create or access portions of their records and update information dynamically. The system ensures that the client knows exactly what information is required, and what must be brought to the agency office, reducing the need for return visits.

When utilized in conjunction with *Scheduler*, the applicant's zip code can be seamlessly used to check service availability at nearby offices, and book an appointment. Wait times and lines at the office can be reduced. This service allows you to distribute appointments more evenly throughout the day, a vital tool for customer service and staff management.

Scheduler

An efficient and flexible resource scheduling tool

- Deploy your resources efficiently
- Adaptable to your needs
- Reliable

The common challenge of private and public sectors alike is to gain the best possible efficiency from the resources available. *Scheduler* offers you an easy-to-use method of ensuring that people and assets are deployed to gain the best possible value.

As the name implies, *Scheduler* helps you schedule, well, pretty much anything. Concerned about long lines and frustrated clients? *Scheduler* can help you align resources to make things go smoothly.

Scheduler eliminates unnecessary wait times by allowing DMV clients to choose their office location of choice and appointment times best suited to their busy schedules. If your processes are unique, that's fine. *Scheduler* readily adapts to a multitude of situations.

HostIT

Hassle free data management

- Reduce workloads on technical staff
- Ease demand for server space
- Explore flexible licensing options through Software as a Service (SaaS)

Solutions Thru Software now offers hosting services to simplify the acquisition, installation and use of sophisticated testing solutions like *Examiner*. Based in our secure server hosting facilities in Nevada and Ohio, we can provide seamless data management services that make leading-edge testing and services tools more attainable than ever.

HostIT is a fully managed hosting solution for customers requiring reliable remote managed functionality for the various software services that Solutions Thru Software provides. Intricate design planning has been used to assemble a variety of technologies to create a robust, redundant and scalable environment, ideal for reliable application hosting.

@Home Portal

A secure public user portal to host all of your services

- A uniform authentication framework
- Secure customer services
- Flexible and adaptable

The Internet offers a flexible, user friendly method of providing your clients with access to a growing array of services ranging from simple data acquisition to complex testing and registration services. Our *@Home Portal* ensures these service advantages don't come at the risk of security or increased technical resourcing.

Think of the *@Home Portal* as a single store front through which all of your client accessible electronic services are hosted. With strong security and identification processes, we can provide one point of access to your services. Services within the portal can be provided by you, or third party vendors. Our years of experience will ensure that your clients experience seamless transitions from one service to the next.