

ZOHO Forms

Stepping Up E-Governance

How the oldest city council in Ireland is winning the digital era with Zoho Forms

Waterford City & County Council—the administrative local government authority for the city and county of Waterford, Ireland—has existed since the 13th century, making it the oldest city council in the country.

Their aim is to serve the public with relevant and up-to-date information, and provide easy access to the services they provide.



What does a historic body, in a digital age, do to provide its services to its citizens in the most convenient way possible?

In 2014, Waterford City & County Council came into existence as an amalgamation of two former councils. The newly consolidated organization created a Customer Service department with one of its main objectives being to push as many customer queries online as possible.

They also wanted to provide a mechanism for receiving and processing complaints, so, they were looking for a reliable and flexible SaaS forms provider.

What they needed:

What we delivered:

Flexibility in terms of controls available on their forms.	✔ A versatile form builder to structure any sequence or type of question.
Responsiveness from tech support.	✔ Prompt tech support.
Low annual costs.	✔ Cost efficiency.
Ability to easily change the look and feel of the forms.	✔ A built-in themes editor that allowed them to customize the look and feel of their forms.

Zoho Forms, with its host of features, was able to solve all their needs by providing the above features.

The Impact

While Waterford City & County Council embraced the easy-to-use interface of Zoho Forms, they found that their users did too. Since they adopted Zoho Forms, they began to see a positive increase in user take-up of the online formsboth— from members of the public and from their internal staff.

We have 'converted' several processes and surveys from paper-based methods to online solutions via Zoho Forms. It works for everyone!

**- Conan Power, Information Systems Analyst,
Waterford City Council**

Need of the Moment— GDPR Compliance

With GDPR (General Data Protection Regulation) being implemented throughout Europe this year, it was paramount that all their forms complied with the new regulations.

Being a public service office in Europe, this was especially important for them. Luckily, Zoho Forms ensured their forms were GDPR compliant right from the get-go.

We're delighted that Zoho Forms is GDPR compliant, as a lot of emphasis is placed on this in Europe at the moment.

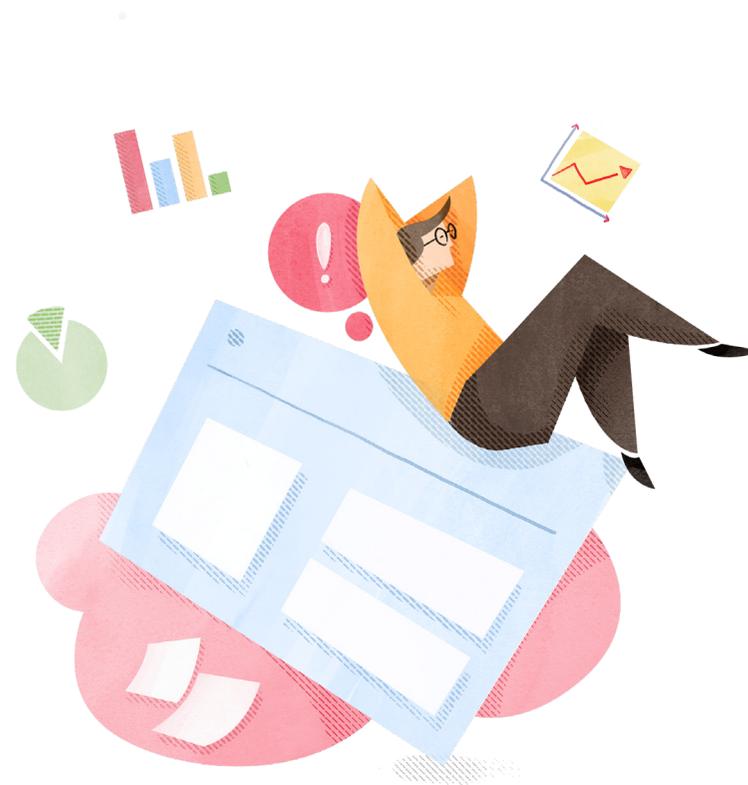
- Conan Power, Information Systems Analyst,
Waterford City Council

A One Stop Fix

As public offices do, their main tasks were dealing with complaints from the citizens of Waterford.

While they used to use cumbersome paper forms, now they use Zoho Forms for their main customer contact and complaint forms. They truly harnessed the power of our builder, and built forms that played a key role in other projects like city and road planning, and environmental processes and surveys. But the utilization didn't stop there.

They created forms that were used exclusively internally (not public facing) to create data stores of things like important returns. Zoho Forms even serves as an alternative to callers at their customer service centers.



We've cut out several paper-based processes and are now able to provide improved management with more accurate statistics.

- Conan Power, Information Systems Analyst,
Waterford City Council



Key Takeaways



Versatile form builder allows the creation of forms for a variety of purposes, from complaints to customer support.



Easy to generate reports from collected information and create useful data stores.



All forms are GDPR-compliant, ensuring the privacy of the data of its citizens.



Reliable storage of data on the cloud.



Ease-of-use for people filling out the forms.

People are now of the mindset that they ask 'can we do this online?' which for our organization was a huge step.

- Conan Power, Information Systems Analyst,
Waterford City Council

About Us

Zoho Forms is committed to solving all your data collection needs so your business can function smoothly. With powerful features like Document Merge, as well as integrations with the Zoho product suite and third-party apps, we let you do more with your data.

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