Orangutech

PSAC LEVERAGES NINTEX TO CREATE AND PUBLISH BILINGUAL REGISTRATION FORM

PUBLIC SERVICE ALLIANCE OF CANADA

SIZE: 400 EMPLOYEES

INDUSTRY: FEDERAL WORKERS UNION

SOFTWARE SOLUTION: NINTEX PROCESS PLATOFRM

CLIENT PROFILE:

Formed in 1966, the Public Service Alliance of Canada (PSAC) is one of Canada's largest unions and is responsible for representing the interests of nearly 230,000 workers in every province and territory within Canada. PSAC works diligently to improve its members quality of life tackling a variety of impactful issues and defending access to quality public services.

SOLUTION HIGHLIGHTS

- Fast Project Delivery Within 2 Weeks
- Leverages Conditional Responsive Form
- Highly Accessible Bilingual Solution
- Export to MS Excel for 3rd Party Integration

THE CHALLENGE

The National Women's Conference is an event coordinated by the Public Service Alliance of Canada (PSAC) featuring workshops and impactful keynotes focusing on supporting women throughout Canada. In preparation for the conference, PSAC required an agile registration form in both English and French that would allow members to apply as an observer or a delegate to the conference.

PSAC needed the form to be built conditionally as the registration requirements for observers and delegates was different, and only members who indicate that they self-identify as a woman could be admitted to the conference. There was only a finite amount of delegate registrations available, with priority given to members who indicate they are union leaders or activists who are currently working on issues impacting women. Additional consideration for delegate status would be given to members based on the region they are from and other supporting factors to be included on the registration form.

PSAC would also like to leverage the website EventBrite for event management and visibility. For any forms-based solution to be considered, it requires the ability to easily transfer registration information from a form to an external platform upon its receipt.

As the conference was fast approaching and registrations were opening soon, PSAC needed to find a powerful, forms-based solution that could be built and rolled out within a two-week timeframe while still addressing each of the aforementioned registration requirements.

THE SOLUTION

In response to their event registration form challenges, PSAC elected to leverage an automated enterprise forms solution from the Nintex Process Platform. Nintex Forms is a powerful and dynamic tool that uses advanced logic to create customizable forms that can be accessed through a secure online portal.

As the clock was ticking and PSAC needed to roll out their registration form within two weeks, Orangutech dedicated a Nintex Specialist to assist in the project's delivery. Using Nintex Workflow Cloud allowed Orangutech and PSAC to collaborate seamlessly while also enabling the Nintex Specialist to work effectively in real-time while being fully remote for the entirety of the project.

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After a thorough discovery meeting with PSAC's team members to understand the unique requirements of their registration process, Orangutech's Nintex Specialist began creating the form. Thanks to the customizable features on Nintex Forms, integrating conditional responses to ensure only qualified members can attend the conference was simple. Similarly, a flow of conditional responses was used to determine who would qualify as a delegate, and who would be eligible to receive additional consideration for delegate status should it become available.

Upon completion of the initial form in English, the form was then replicated in French to ensure both official languages are supported. Nintex Forms allows registrants the option to choose their preferred language upon opening the form and provides the same intuitive user experience regardless of their selected language. After a member registers for the conference, the Nintex Form will automatically send the registrant a confirmation email in their preferred language as well.

In order to ensure the data recorded from the Nintex registration form could be transferred to Eventbrite for visibility and event management, all responses would be exported to a Microsoft Excel document – an integrated feature of Nintex Forms. Exporting Nintex Forms to an Excel document reverts all responses into binary data that can be easily read by Eventbrite or other third-party applications ensuring data accuracy is maintained witout the for manuel review or editing.

Before publishing the Nintex Registration Form, Orangutech's Nintex Specialist performed rigorous data validation and testing to be certain the form will perform without error. Once Orangutech's Nintex Specialist confirmed the form was working as it should, PSAC was able to open the National Women's Conference registration form to its members within their requested two-week timeframe.

The initial roll out was smooth and registrants did not experience any usage difficulties or errors during the entirety of the form's publication. When the registration window ended, PSAC expressed the project was a tremendous success and the experience working with Orangutech was both positive and professional. As a direct result of their project's success, PSAC has once again contracted Orangutech to develop and deliver a Nintex registration form for their next upcoming event.

PSAC Use Case