

“Hands down, Jotform Enterprise is a fantastic tool for us”

Category	Platforms	Forms	Submissions	Since
Government	Web&App	1005	3589	2016

ABOUT

To better serve the needs of its residents, the County recently began migrating its paper forms online using Jotform Enterprise. A few short weeks afterward, the COVID-19 pandemic hit. Because the County was proactive in digitizing their data collection, they were able to respond quickly to the many needs of their residents by collecting vital information through digital forms.



Nestled just across the Golden Gate Bridge from San Francisco sits the County of Marin, governing one of the most idyllic, desirable, and affluent places in the country.

CHALLENGE/PROBLEM STATEMENT

Like many agencies, the County of Marin had several departments that needed online forms to collect COVID-19 data efficiently so that internal operations and public utility could be streamlined.

The County's large, diverse staff had inconsistent tech knowledge and found the original solution's interface difficult to use. Due to the complexity of the product, only two people were trained to use it, creating an unscalable workflow.

We had an overly complex online form solution in place, and as a result it was underutilized by our team. The backlog of collected data created a slow and cumbersome process that was further hindered because we couldn't feed the information into our SQL database."

— Jiku Park, Information Technology Manager, County of Marin

The Jotform Enterprise team worked with the County of Marin to assess their needs and identified ways our solution would help:

- The easy-to-use interface was suited to all skill levels, which could help clear information bottlenecks.
- On- and offline mobile data-collection connectivity enabled field-workers to use Jotform.
- The ability to build custom apps via API met the County's workflow requirements.



WHY JOTFORM ENTERPRISE?

Jotform's industry-leading solution enables the collection, organization, analysis, and reporting of data at scale. The all-in-one platform ensures that enterprises collaborate more easily to generate better productivity and ROI.



Jotform Enterprise Ecosystem

Jotform's holistic workspace, mobility, and visualizations enable seamless productivity.



Customer Success

Jotform's Customer Success team will guide you in maximizing the value of your workspace.



Data Protection

Jotform protects your form data with dedicated servers, high-level encryption, geolocalization, and optional HIPAA compliance



“We’ve been very pleased at how easy it was to integrate Jotform Enterprise into our workflow”

SOLUTION

Just as the pandemic hit, Jotform's straightforward interface enabled the County of Marin to create a complex, bilingual COVID-19 screening form for the Department of Public Health — simplifying digital signature collection while safeguarding data.

Jotform's easy-to-use mobile app helped the County's field staff collect surveys on their tablets and route the data to their SQL database in real time — while the API and robust integrations communicated smoothly with proprietary management systems.

RESULTS

4x

Jotform's single solution allowed the County to deprecate two previous software providers, resulting in more streamlined processes.

2x

County of Marin staff make greater use of Jotform than their previous form software, especially for appointment scheduling.

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In addition to best-in-class results, Jotform's streamlined solution helped the County of Marin scale their online form usage to new cases like HR and license registrations.

Jotform Enterprise helps counties, municipalities, and government agencies raise productivity by collecting data across departments and improving organizational collaboration.

Learn more at jotform.com/enterprise or [contact](#) our sales team to get started today.