

Victoria Forms

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Forms

User Conference – 15th November 2017

The Victoria Forms User Conference is a free event, open to our customers and partners.

Our aim is to bring our users together to share experiences and ideas, to help you make the most of your investment in our software.

Although there is a focus on eForm use within UK Revenues and Benefit Departments, many of the experiences our speakers will be sharing will be of relevance to any organisation that is streamlining the administration of forms.

Agenda

9:30am **Arrival, Registration and Refreshments**

10:00am **Victoria Forms Welcome**
Duncan Bayne – Managing Director – Victoria Forms

10:10am **Westminster City Council – How integrated forms transformed our service**
David Sycamore – Licensing Team Manager – Westminster City Council

10:30am **Introducing – CallValidate**
Robert Shefras – Business Development Representative – CallCredit Group
James Rawlins – Business Consultant – CallCredit Group

10:50am **Flintshire County Council – A Practical Solution**
Robin Davies – Accuracy and Systems Control Officer – Flintshire County Council

11:10am **Refreshment Break**

11:25am **Then, Now, and the Future of Digital Services**
Simon Bailey – Revenues and Benefits Consultant – ISCAS Ltd

12:15pm **Teignbridge District Council – How we achieved 100% Online Take-up**
Rob Duddle – Business Improvement and Development – Teignbridge District Council
Karen Land – Housing Benefit and Council Tax Team Leader – Teignbridge District Council

12:35pm **Lunch**

1:35pm **New Product Launch – VF Creator**
Duncan Bayne – Managing Director – Victoria Forms
Ophelia Chan – eForms Design Consultant – Victoria Forms
Dan Soper – IT Technician – Victoria Forms

2:35pm **Stockton & Darlington – Process mapping & complex integrations in Revenues & Benefits**
Andrew Mearns – Web Manager – Stockton & Darlington BC
Elaine Cook – CRM Development & Integrations Manager – Stockton & Darlington BC

2:55pm **Gosport – The Story So Far**
Samantha Foster – Deputy Head of Benefit Services – Gosport Borough Council

3:15pm **Refreshment Break**

3:30pm **Customer Forum**
An opportunity for you to put forward any questions and suggestions to both Victoria Forms and to the audience in general

4:00pm **Close of Conference**
Victoria Forms Staff will be available for any further questions or discussions