

# Image API Provides the ‘How’ in Self-Service

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**Problem:** *The demand for services is outstripping the ability to deliver them. The demand is straining what many say are “historic” budget constraints. Additionally, as traditional work hours continue to evolve, organizations can expect even greater pressure to provide services 24 hours a day, seven days a week.*

One highly successful solution model has been to shift the work from a **responsive** model to a **proactive** one with the use of self-service as the foundation. The self-service concept benefits everyone when it’s designed and implemented collaboratively. Image API can help you answer the “how” question with our ability to deliver any piece of information to anyone at any time directly through your existing infrastructure.

## Self-Service Design Concept

Virtually all self-service solutions utilize technology; but technology is only a tool. It’s how you apply the technology that makes the difference. It’s critical to understand the service levels you need to meet as well as the expectations of your user community.

For example, Image API created a self-service web portal that allows healthcare providers to submit program applications online and parents to locate qualified healthcare providers. We incorporated the back-office operations, created the web portal, and implemented an information asset tracking system for participating field offices.

As a comprehensive solution—designed collaboratively—the system benefitted everyone; *especially the organization*, which gained operational improvements, greater service capabilities, and an enhanced public perception.

For existing web sites, Image API can create the back-end capabilities needed to support your constituents. This may include specialized applications (with web-based access to them), database migrations, system integration, data extraction and report generation, warehousing, e-forms, and many other services. These offerings may touch on many areas of need including financials, human resources, asset management, and more.

## Contact Image API

Image API offers similar opportunities to help you stay focused on what’s most important to your organization. For more information **ABOUT US**, go to [www.ImageAPI.com](http://www.ImageAPI.com) or call 1-877-560-4274.