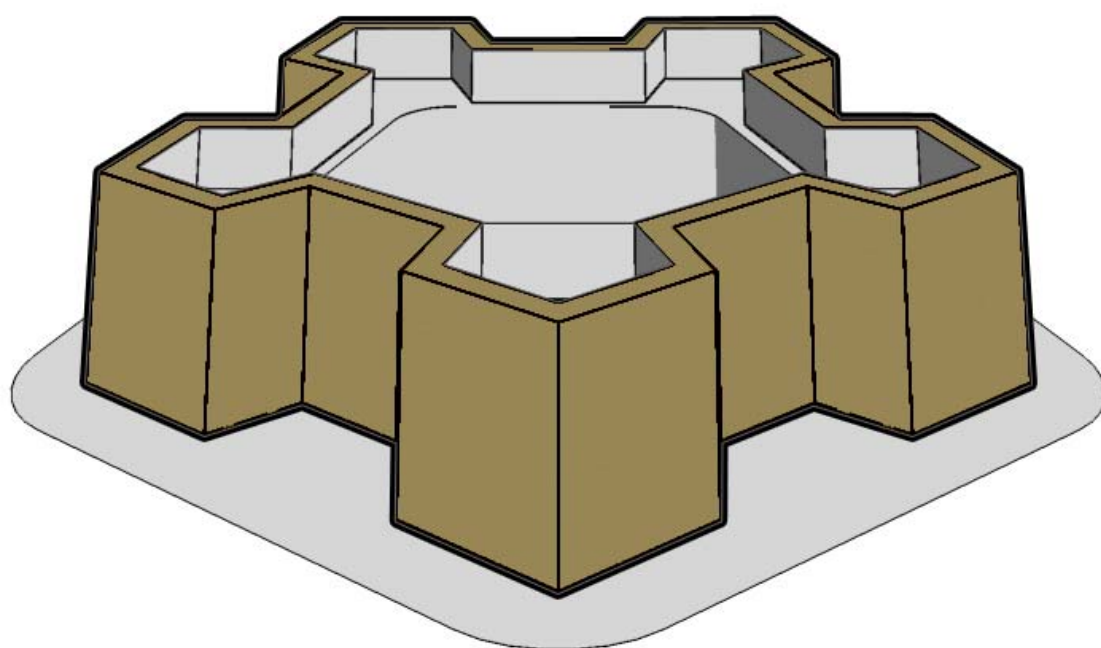


Alienation[®]Fort

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CLIENT LIST

7:84 Theatre Company, Glasgow
Internet development - www.784theatre.co.uk

Argyll & Bute Council, Argyll
Internet development - www.homeargyll.co.uk
Alienation Fort

Association of Chief Executives of Voluntary Organisations, London
Internet development

Begg Cousland, Glasgow
Internet development - www.beggcousland.co.uk

Bell Group UK, Airdrie
Internet development

Bruntwood Estates, Manchester
Internet development - www.bruntwood.com

Buchanan Street Stamps, Glasgow
Internet development - www.pennyred.co.uk

Carnegie College, Dunfermline
Consultancy, Digital Marketing, Internet development - www.carnegiecollege.ac.uk

City Site Estates, Glasgow
Internet development - www.citysiteestates.co.uk

Coatbridge College, Coatbridge
Internet development - www.coatbridge.ac.uk

Connect a.d., Glasgow
Internet development - www.connectad.co.uk

Dandara, Isle of Man
Internet development

Fife Council, Glenrothes
Internet development - www.fiferightsforum.org.uk
Software Development, Alienation Fort

Forrest Furnishing, Glasgow
Internet development

Glasgow City Council, Glasgow
Internet development - Glasgow Museums, Design & AAA CSS - Blitz on Clydeside

Glasgow Community Justice Authority, Glasgow
Web design

Glasgow Community Planning Partnership, Glasgow
Internet development

Graven Images, Glasgow
Internet development - www.graven.co.uk

Greater Pollok Social Inclusion Partnership, Glasgow
Internet development

Hall Aitken, Glasgow
Internet development

Hulley and Kirkwood, Glasgow
Internet development - www.hulley.co.uk

IBM Metamerge, Norway
Internet development, Intranet Development

Intrelate, Edinburgh
Internet development, flash presentation - www.intrelate.com

Jarvie Plant, Grangemouth
Internet development - www.jarvieplant.co.uk

Newstel Information, East Kilbride
Internet development - www.newstel.com

North Lanarkshire Council, Motherwell
Internet design

Prince & Princess of Wales Hospice, Glasgow
Internet development - www.ppwh.org.uk

Purelogical International, East Kilbride
Internet development

Robb Ferguson, Glasgow
Internet development - www.robberferguson.co.uk

Royal Bank of Scotland Centre for Community Arts Research & Practice, Edinburgh
Internet development

RSVP Design, Kilbarchan
Internet development - www.rsvpdesign.co.uk

ScotlandIS, Livingston
Internet development - www.scotlandis.com

Scottish Ballet, Glasgow
Flash development

Scottish Enterprise
Internet development -
Winners @ the Web
West of Scotland Science Park
Graduates for Growth - www.graduatesforgrowth.org
Scottish Offshore Achievement Awards - www.soaa.co.uk
City Science
Globalscot Alumni

Scottish Outward Bound Association, Glasgow
Internet development

Scottish Plant Owners Association, Glasgow
Internet development - www.spoa.org.uk

Scottish Technology and Collaboration, Livingston
Internet development - www.thestac.org

Scripture Union, Glasgow
Internet development - www.suignite.com

South Lanarkshire College, Cambuslang
Internet development

Strategem, Scottish Enterprise & Welsh Development Agency
Global Incubator Network (GIN)

Stringers, Edinburgh
Internet development - www.stringersmusic.com

Swiss Telecom, Switzerland
Internet development

TAG Theatre Company, Glasgow
Internet development - www.tag-theatre.co.uk

The Richmond Fellowship Scotland, Glasgow
Design & AAA CSS

The Scottish Government, Edinburgh
Internet development - www.cnoris.com,
www.a77safetygroup.com, www.themotivatedschool.com

Think Global Recruitment, Edinburgh
Internet development

Turnberry Homes, Glasgow
Internet development

University of Glasgow, Glasgow
Internet development - www.innovativelicences.com

University of Dundee, Dundee
Internet development - www.lifesci.dundee.ac.uk

University of Stirling, Stirling
Internet development - www.aquaticdiagnostics.com

West Dunbartonshire Council, Clydebank
Internet development

West Lothian Council, Linlithgow
Internet development

Woodside Power, Airdrie
Internet development - www.woodsidepower.co.uk

Alienation[®]Fort

CONTENTS

Introduction	4
Features	5
Service Information	7
Further Information	8

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secure online referral system

INTRODUCTION

what is alienation[®] fort?

Alienation Fort is a tried, tested and secure online referral system that allows organisations such as advice & rights agencies to refer clients to the appropriate organisation within the network, track the referral through to its resolution or closure and report on aspects of the network.

how does fort work?

In its simplest form, Fort allows agencies to refer a client to other agencies if they feel they do not have the expertise, personnel or skillset to properly deal with the client's issue.

Using a directory (created for the system), the referring agency can select a number of agencies that they feel could potentially resolve the client issue. The receiving agency can then examine the client issue and reject or accept the referral.

If an agency chooses to accept the referral, the referral is then assigned to a member of staff within the organisation. The referral is then tracked until the case is resolved or until it is agreed mutually that the case is closed.

how can fort help you?

A system or process is only as strong as its weakest link. Fort removes the need to track paper documents and ensures that any referrals passed to you or you pass on to another agency or department does not get lost and that the client issue is properly dealt with.

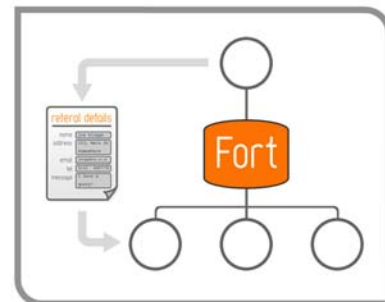
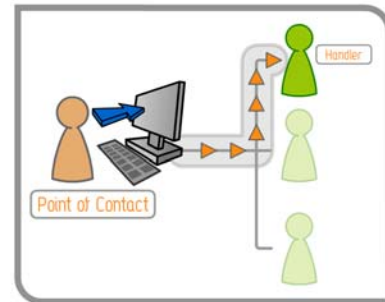
In the past agencies may not have had sufficient knowledge of other agencies in the area. The Fort agency directory lists all of the agencies in the area and the fields they specialise in. Ultimately the client ends up in the correct hands and is tracked from beginning to end.

The powerful reporting functions give network co-ordinators and agencies access to invaluable data and statistics on the networks performance and usage.

who is alienation design?

Alienation is a web design and eBusiness software company that has been trading since 1997. We were the first eBusiness supplier to receive E-business Suppliers Certification. Over the years, Alienation and our clients have won a number of awards, such as the SE Web Developers competition, Glasgow Regional winners at Winners at the Web 2003 and recently we were runners up at the Scottish Software Awards.

www.alienationfort.co.uk



FEATURES

search

Search all active referrals for your organisation by unique reference, client name or postcode.

secure internal messaging system

Send notes or messages relating to a specific case through the secure system. All notes and messages are automatically added to the referral case notes.

administration/co-ordinator

Administrator can set up new organisations, create any new users types, referrer, point of contact or handler.
Export logs, user data and referral statistics in csv or excel format.

contact or handler

Export data, user data and referral statistics in csv or excel format.

referrer features

Referral status panel -

- At a glance view referrals awaiting acceptance, declined and active.
- Order and filter referrals by any field.

Create referrals -

- Capture all relevant client information, preferred method of contact & availability.
- Search for appropriate agencies within your network
- Assign to multiple organisations for acceptance or rejection and assign referral category from customisable drop down
- Upload the Single Shared Assessment (SSA) form to the clients' case notes, or if upload is not required simply use the tick box option to say whether the referral has an SSA form associated with it

Update -

- Referrers can edit and update their own details.

point of contact (poc) features

Two levels of POC users available - superusers and ordinary POC users.



FEATURES continued

Poc status panel -

- Monitor incoming and outgoing referrals.
- View all log entries pertaining to any activity within the organisation.
- Create, delete and update referrers and handlers.

Update -

- Poc can edit own details, set primary poc, organisation details and the organisation terms of service.

Reporting -

Access to all of the same reporting features as the administrator (see below) on your own organisation.

handler features

Handler status panel -

- View assigned referrals.
- Add case notes to assigned referrals.
- Request referral closed if issue is resolved.

reporting

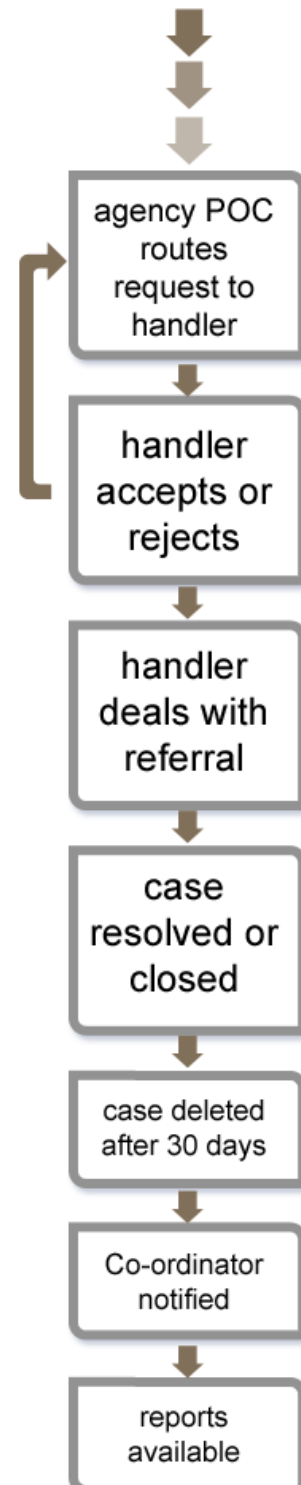
Co-ordinators have access to a wide variety of reports on all the data held in Fort. These can include reports on:

- Referral type
- Number of referrals across the whole network, individual agencies or groups of agencies (e.g. Mental Health agencies)
- Length of time to resolve
- Referrals by time period
- Referrals by age group
- Referrals by geographical area
- Individual handler statistics
- POC statistics
- Referrals routed, accepted or rejected.

Data can also be exported in .Csv format for import in to other reporting tools.

data removal

30 days after case resolved or closed, the information is cleared from the system. Administrators receive notification of data removal.



SERVICE INFORMATION

training

Full training for 3 people - including user guide - is included with the system. Additionally, for a small extra fee a mirror copy of your system can be set up to allow individuals and agencies to be trained in the use of Fort without impacting live referrals.

pda support

Built in as standard is full support for PDA access - for example with the Xda IIs. Therefore agencies can input clients directly in to the system when they are out in the field. No need to double enter information when back in the office.

support

For the first 12 months, full support - including updates, bug fixes and enhancements - is available by telephone and/or email and is included in the cost of the system.

hosting

Alienation Fort is hosted on our dedicated servers. All servers are backed up on a daily basis and sit on a fast reliable network. Security patches from major vendors are regularly applied and all the latest security issues are kept up-to-date. A back-up server is in place and server uptime is guaranteed at 99.9%.

security

As Fort will be holding sensitive information, security is of the utmost importance. All information stored in Fort is encrypted in the database. The database is held in a secure area of the server that cannot be accessed by outside intruders. In the unlikely event that the database contents were stolen, this encrypted information can not be read.

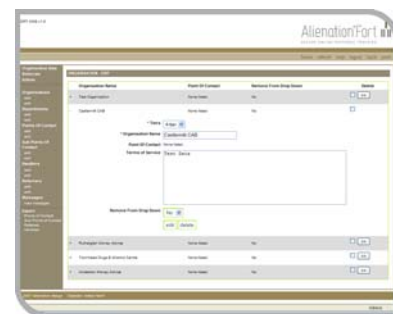
For every Fort system an industry standard 128-bit secure certificate is installed. This encrypts the information using the highest level of protection available commercially. This encryption makes it impossible for the data to be intercepted, viewed and altered when being transmitted over the internet.

All data is backed up to a second server every evening. This data is also backed up on to tape which is stored in a fire proof data safe.

www.alienationfort.co.uk



Login screen



Admin screen



Referral screen

FURTHER INFORMATION

To see a demo of Fort in action or find out more about any of the other products available from Alienation Design, please contact:

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Email: info@alienationdigital.co.uk
Web: www.alienationdigital.co.uk

Please visit www.alienationfort.co.uk for more information.

“Brilliant design - easy to access any staff for feedback. Alienation delivered an excellent system. Made me look good!”

Joe MacIntyre, Fife Rights Forum

