



# iSEE Benefits

## Mobilize your Benefits and State Assistance Programs

**EASTBANC**  
TECHNOLOGIES

### Empowering Constituents While Freeing Resources

Citizens want to be treated like consumers. Rather than work within the confines of your agency's office hours and sometimes distant locations, they want the convenience of services that are virtual and accessible whenever they want, wherever they are, and on any device of their choice.

In today's mobile-centric world, nearly everything is done via a mobile device—increasing pressure on government agencies to also adopt this form of convenient self-service. Transitioning to mobile has clear benefits for your agency too. Mobilizing routine citizen transactions such as the benefits process and state assistance programs, allows you to redeploy resources and focus more attention on customer service. You'll also reduce administrative costs, thanks to a reduction in back-end processing, fewer walk-ins, appointments, and phone calls.

But achieving this vision requires a sound strategy. Mobile applications must integrate seamlessly and feed into your existing systems while ensuring sensitive information is kept secure. Functionality is also key, your agency needs to think beyond just replicating your website on a phone, but provide a feature-rich real-time, dynamic user experience.

If you are seeking to mobilize your benefits and state assistance programs, iSee Benefits from EastBanc Technologies can help.

### Incorporate Mobile Technology into Your Mission

Designed specifically for public sector assistance and eligibility programs, iSee makes it easier than ever to mobilize government systems and streamline the delivery of state assistance programs and benefits on the go, from any device. Self-service has never been this easy, or secure. Features and benefits include:

**One-Stop Benefits Management**—Citizens can apply for and determine eligibility for state assistance programs, right from their mobile device.

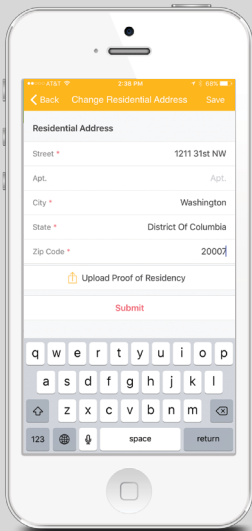
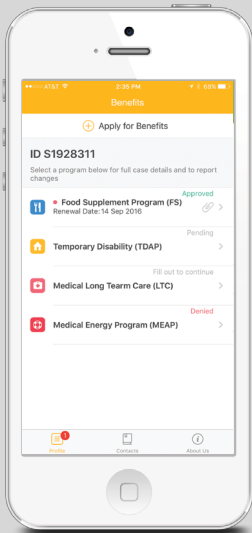
**Ease-of-Use**—Getting started and accessing much needed benefits is easy with iSee. Simple account setup and profile management features make transactions a breeze.

**Review Case Status**—iSee provides benefit recipients with real-time information about their case, including key dates and case status.

**Avoid Long Lines**—Citizens can quickly verify eligibility for state programs with iSee's secure file upload capability.

**Take Action Quickly**—iSee's push notifications alert users when action is required (e.g. benefit renewal), saving time and paperwork.

**Find an Office**—If assistance from one of your staff is needed, iSee makes it easy for citizens to geo-locate their nearest benefits office.



## How it Works

When we developed iSee, our goal was twofold – to help agencies provide citizen services at less cost and to make it easier for constituents to manage the benefits process through secure mobilized self-service tools. Such complex challenges require intricate solutions. By breaking complexity down, iSee solves even the toughest technological problems. Here's how it works to deliver true value:

**Complexity Made Simple**—iSee works by leveraging an API to quickly draw on relevant and timely data from multiple sources across your enterprise, including databases, case management systems (CMS), CRM, and disparate workflows. Alternatively, if you need more customized, controlled access to data, take advantage of our robust API development services.

**Flexibility and Security is Paramount**—With iSee, you decide what case/benefits data your clients can access, confident in the knowledge that sensitive data is securely stored and managed.

On the front-end, constituents access their account and case information through integrated third-party security and management solutions optimized for mobile devices (Layer 7, 3scale, Azure API Management). Additional layers of security, including encryption and custom policies (password protection and biometrics), can also be added.

**Seamless, End-to-End Case Management**—Any changes to case data made by citizens within the app are seamlessly saved by iSee in real-time and made available for review in your system quickly and transparently.

**24x7 Access, Even Offline**—With iSee your agency is always open for business. With a swipe of the finger and no-wait times, constituents have access to up-to-the minute information about their benefits. Patchy connections don't get in the way of iSee either. We can modify the solution to ensure that each mobile device is cached and updated, providing users with important information, even without an Internet connection.

To learn how EastBanc Technologies can help your organization, contact:

Jill Da Silva  
Director of Sales & Operations  
jdasilva@eastbanctech.com  
202-295-3010

**EASTBANC**  
TECHNOLOGIES  
COMPLEXITY MADE SIMPLE

EastBanc Technologies has been working at the frontier of technology since 1999. Today, the firm provides full-lifecycle software development delivering flexible technology solutions that seamlessly integrate with existing systems—whether on premise or cloud. EastBanc Technologies partners with public and private sector clients to solve their most difficult technology challenges. Headquartered in Washington DC, the firm employs 200 people. To learn more, visit [eastbanctech.com](http://eastbanctech.com).