



DIGITAL AMBITION. REALIZED.

Provincial Drug Benefit Program

CASE STUDY

Legacy Forms Conversion that Unlocks Digital Transformation

Unstackr

SITUATION

Applicants for a major provincial drug benefit program had to download **PDF forms** from the government website or use paper forms, leading to manual processing delays and **data entry errors**. The Service Desk staff sent 'problem letters' to rectify mistakes, causing further **enrollment delays**. These inefficiencies not only frustrated applicants, but placed a heavy administrative burden on government staff, increasing processing time and costs.

SOLUTION

To expedite enrollment, the Ministry overseeing the program partnered with our client, an integrator, to launch e-Forms. The main goals were to shift to a fully digital process and reduce the administrative burden on the Service Desk. Our client chose Unstackr to quickly deploy user-friendly and secure Data Capture Applications (DCAs) in English and French. By leveraging Unstackr's expertise, the project was completed efficiently, ensuring a smooth rollout without disruptions to existing operations.

IMPACT



Achieved a **73%**
adoption rate for e-
Forms



Residents submitted
forms at a rate of
roughly **8 per hour**



Reduced manual
processes, follow-ups
and enrollment time



Enhanced data quality
with a customer
satisfaction score: 4.5/5

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