



In the words of the British Army

In 2009, myself, Major Roy Evans of the British Army commissioned PaperFree to produce a modified COTS e-portfolio to support the recording of personal development interventions. This solution needed to be scalable to 100,000 users and include the ability of individuals to personalise their own space, upload and store artefacts and export the portfolio to take away from the Army.

Development

PaperFree worked as equal partners in developing the Army e-Portfolio solution where we benefited from an interactive design process to arrive at a bespoke solution that was truly fit for purpose. No request for change was too difficult for PaperFree and we were positively encouraged to improve our solution with their developers. No other solution we looked at came close to fulfilling our User Requirements Document (URD) but neither were any of the other bidders willing to engage with us as the customer in as flexible a manner.

Support

Support during the development and roll-out of the e-PDR was very responsive and every request to PaperFree was resolved in a timely manner, even when some of our requests were in a shorter response time than we had agreed. Their knowledge of the e-Portfolio system was excellent and remote support went beyond responding to the administration team and individuals who called for support were helped too.

Product

The final e-Portfolio was an accomplished software solution for both the individuals and for the administrators alike. The solution was accredited to a military hosting standard from a security perspective and had a look and feel which was appropriate for the military. Every functionality that was requested in the URD was achieved in the final solution within budget and on time.



Army Education Training Services

