

SA ARMY FOUNDATION

MEMBER SERVICES MOBILE APP

Member and Policy Information, Across Three Platforms

A mobile app that gives SA Army Foundation members access to their personal and policy information on iOS, Android and Windows devices.

01

Executive Summary

The SA Army Foundation needed a mobile application that would allow its members to access personal and policy information conveniently, across multiple device platforms.

We developed the SA Army Foundation mobile app for iOS, Android and Windows devices. The app allows members of the foundation to access their personal and policy information from the convenience of their mobile devices.

The brief wasn't to build an app for one kind of phone. It was to put members' personal and policy information on iOS, Android and Windows devices.

This case study is a working example of how a member-service organisation can use a mobile app to make personal and policy information easier to access across iOS, Android and Windows devices.

3

platforms: iOS, Android and Windows

Personal

information accessible to members

Policy

information accessible to members

Mobile

convenience: access from members' own devices

02

The Business Problem

The SA Army Foundation needed a mobile application that would allow members to access personal and policy information conveniently. The solution needed to support multiple device platforms.

The solution had to give members:

- Access to their personal information.
- Access to their policy information.
- Convenient access from their mobile devices.
- Support across iOS, Android and Windows devices.

Delivering the same access across three platforms meant the solution could not be tied to a single type of device.

03

Why This Was a Hard Problem to Solve Well

Showing a member their details on one phone is not difficult. Giving members convenient access to personal and policy information, whichever of three mobile platforms they use, is a different kind of problem — and that difference is exactly where we add value.

Three platforms, one requirement

The app was developed for iOS, Android and Windows devices, so members are not limited by the device they own.

Personal and policy information

Members can access both their personal information and their policy information, so the app gives them both sets of information in one place.

Convenience as the requirement

The brief centred on convenience: members access their information from their mobile devices.

Recognising that members will not all use the same device is what turns an information app into one that more members can use.

04

Our Role: From Problem to Platform

We developed the SA Army Foundation app for iOS, Android and Windows devices.

- Developed the app for iOS, Android and Windows devices.
- Gave members access to their personal information.
- Gave members access to their policy information.

05

The Solution We Delivered

The result is a member-service app that gives foundation members convenient mobile access to personal and policy information.

Multi-Platform App

A mobile app developed for iOS, Android and Windows devices.

Member Information Access

Members can access their personal and policy information from their mobile devices.

Platform capabilities at a glance

- iOS app.
- Android app.
- Windows device app.
- Access to personal information.
- Access to policy information.

06

Technology Stack

Platforms

iOS, Android and Windows devices.

07

Business Value Delivered

Convenient Member Access

- Members have convenient mobile access to personal and policy information.

Multi-Platform Support

- The app is available across iOS, Android and Windows devices.
- Members can access their information from their mobile devices.

Why It Matters

The SA Army Foundation app shows how member-service organisations can use mobile apps to make personal and policy information easier to access across iOS, Android and Windows devices.

- Supporting several device platforms means members are not limited by the phone they own.
- Personal and policy information can be made available from members' mobile devices.
- Convenience is the measure: members reach their information from the device in their hand.

If your organisation needs to give members or customers convenient access to their own information, this is the kind of app we build: understood properly, engineered carefully, and delivered on the devices people actually use.

EMAIL

info@isolvemobility.co.za

PHONE

+27 82 775 2932

WEB

isolvemobility.co.za

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