

# Swift Survey



**Swift Survey** is a flexible system designed to provide manageable information. The system allows clients to design “pages” of their survey, with different question types grouped as appropriate.

A client’s logo can be included on each page of the survey. Contact details and introductory text can be amended in the back office to improve personalisation of each survey. This can be used to guide, advise and reassure users or provide details of telephone support if required.

- Question types include Yes/No, free text, numbers only, or scale of 1-5. Responses are stored and collated and averaged (where numerical responses or scales are used).
- The system sends a first email asking the recipient to click on a link. Two subsequent reminders can be sent to all recipients who have failed to respond. Anyone who has submitted their responses will be automatically removed from the reminder list and will receive no further emails from the system. The progress of each survey can be tracked in the back office.

The system enables clients to categorise their data. This is recommended as recipients often have questions or require clarification so breaking the entire database down into manageable sections is preferable. Up to 20 categories can be added.

- Emails are automatically sent as both HTML and plain text, giving them the best chance of being read by the recipient’s system. Recipients will receive an email that appears to come direct from the client’s nominated address.

All responses are stored and a summary of responses automatically generated in real time. The back office can also be used to see individual responses as well as view an overview of all responses. Data is stored securely – only the client has access to it. The client can also set up user preferences so that only specified people can access, download, delete, amend or export data. Responses can be exported as a .csv file.

The annual service charge (£150 plus VAT) covers software updates (added automatically), server storage and bandwidth. It is due each year on the anniversary of the purchase date.

Swift Survey can be amended to suit clients’ individual needs. If a client requires more functionality than the “off-the-shelf” system, please contact IHM Services to discuss the options available.

There’s no limit to the number of questions or pages within a survey.



A **Swift Survey** demonstration can be found at [www.SwiftFeedback.com](http://www.SwiftFeedback.com)



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