



I-ON Communications'
**MOBILE
QUESTIONNAIRE
SERVICE**

Case Study
-Interview-

#KSC
#K-StartupCenter
#Stockholm
#MobileQuestionnaire
#eForm

Interview with KISED Global Startup Division “K-Startup Center” Project Managers

K-Startup Center (KSC) supports the advancement and growth of Korean startups and venture companies in six countries including the United States, India, Singapore, Sweden, Finland, and Israel. I-ON Communications was chosen to participate in KSC 'Sweden Stockholm' short-term accelerator program, and has provided its mobile questionnaire service for health screening during KSC launching ceremony.

KISED / Global Startup Division

Project Managers
Moon Heejung ▪ Park Chaelin



[Interview about I-ON Communications' mobile questionnaire service at KSC office]

Q1. Hello and nice to meet you. Could you give us a brief introduction of KSC?

Hello, we are Moon Heejung and Park Chaelin, Project Managers at KISED Global Startup Division.

KSC, or Korea Startup Center, is a program designed to help companies settle in Sweden, Finland, Israel, Singapore, the U.S., and India, after confirming the possibility of the companies' entry into the new market.

Congratulations to I-ON for being selected to join the Sweden Stockholm program!

Q2. You must have been worried about Covid-19 while preparing for the KSC Launching Ceremony, what was your biggest concern?

Since the coronavirus outbreak, many events were getting canceled or converted to online events, but since the KSC Launching Ceremony was held offline, we were worried that the event might lead to some participants getting infected with the coronavirus. So we prepared preventive measures based on 'social distance' practice.

Also, we knew that there could be a lot of participants lining up to fill out the health screening questionnaire before the event starts. When filling it out and standing close to other people, if there is even just one person infected, everyone else would be exposed to the virus.



So, while planning for a safe and quick entrance to the event, we found out about I-ON Communications' mobile Questionnaire, tested it, and decided to use it for the health screening questionnaire. Comparing this online service to other questionnaires where participants had to fill it in on the spot, I-ON's non-face-to-face solution helped us make sure that everyone entered the venue safely and quickly.

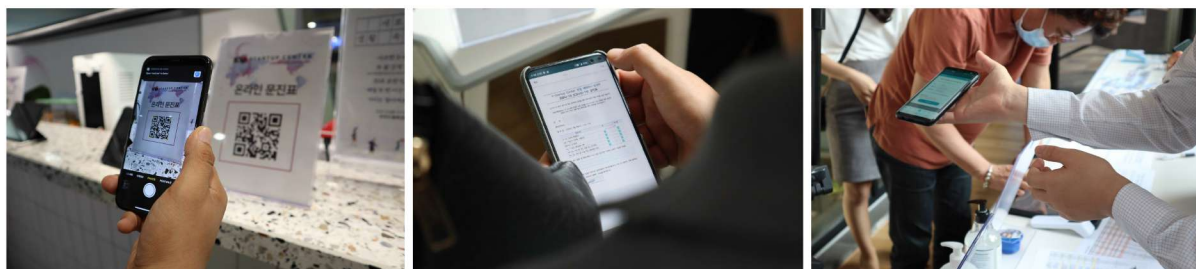
Q3. Have you had the chance to personally use a mobile questionnaire since Covid-19?

When attending events prepared by other organizations, I remember they only checked if I wore a mask or if I had a fever through thermal imaging cameras. I also remember following the staff's directions and filling out the Google questionnaire on a tablet PC at the venue entrance. Now that I think about it since those other services don't have self-authentication, it's easy for a person to enter the wrong number after which it would be difficult to track them, and it's also not easy to verify if the person really entered that information themselves.

Q4. Was there any difference between using I-ON's mobile questionnaire and traditional paper questionnaires?

As I mentioned earlier, when entering other events, the questionnaires are filled in on a paper or tablet PC. As those pens, paper, and tablets are all used by many people, participants may feel uncomfortable.

There are places where disinfection is strictly enforced, and where they wear plastic gloves, but all of that makes the waiting time in a crowded space longer. However, I-ON's mobile questionnaire can be filled out on your own smartphone, so there is no need to touch other commonly used things such as pen, paper, and tablet PC, so it was much safer to fill out a questionnaire in a non-face-to-face manner. And most importantly, I really liked the fact that it requires self-authentication through a smartphone and that it had an electronic handwritten signature which gave the questionnaire a legal effect.



Also, entering the desired items directly in the questionnaire directly was a really strong point. And the fact that questionnaires filled out by the participants were sent to both participants and organizers was great, as it was a proof to the participants that they have entered the venue safely, and as for the event organizers, downloading questionnaire files from the cloud was more efficient than organizing and managing hundreds of papers after the event.

If we were to organize another offline event, we will definitely use I-ON's mobile questionnaire service again.
