

3SIXTY NOTICE PROCESSING

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3SIXTY NOTICE PROCESSING

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3SIXTY: AN OVERVIEW

3SIXTY IS OUR WEB-BROWSER BASED BACK OFFICE SOFTWARE SOLUTION WHICH OFFERS AUTOMATED, END-TO-END NOTICE PROCESSING WITH VERY LITTLE NEED FOR MANUAL INTERVENTION.

3sixty and it's public facing portal, 3sixty Citizen, enables you to transform the way you deliver your parking and traffic management services and enhance interactions with customers.

Taking a digital approach saves on administration time and costs, whilst encouraging residents to easily access the service using web or mobile devices.

3sixty meets all relevant legislative requirements for both civil and private parking, bus lane, clean air zone and free-flow tolling enforcement. It incorporates the full range of possible offences and debt recovery processes, including those captured by camera.

The system is extremely flexible and is configured to your exact requirements.

Management by exception

Cases automatically progress down their path until something happens to stop them, such as receiving an incoming appeal or representation, or they exceed legislative guidelines.

Cases which need special attention are reported on so they can easily be investigated and progressed.

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Current profile: Demo_3sixty_Live [Change password](#) [Log out](#)

Serial number: EP99300038 [PREVIOUS CASE](#) 4/85 [NEXT CASE](#) [CASE CLOSED](#) [GET NEXT CASE FROM THE WORKFLOW QUEUE](#)

Case Details

Contravention date

27/11/2018

at

15:53

Balance

£0.00

Path

TMADIR

Discount date

14/12/2018

VRM

CE07KYK

Current progression

2201 - F - NTO - PAID WITH DISCOUNT

Date

21/03/2019

Next progression

Due

[PROGRESS CASE](#) [REQUEST CANCELLATION...](#)

Details

Names (0:1)

Permits (12)

Transactions

History

VRM History (59)

Memos (6)

Additional Information

Location

ICES Northampton Office

Observed on

27/11/2018

At

15:52

CEO

MOB

Handheld ID

993

Pocketbook ID

Contravention

91 - Parked in area not for that class of vehicle

Totals for this vehicle

Number of cases

60

Number outstanding

42

Balance outstanding

£2710.00

Issue event

Attached To Windscreen

Make

LAND ROVER

Model

Colour

BLACK

Tax disc no.

Expires

Foreign

Disabled

Disabled badge detail

Number

Expiry date

Clock time

End time

CE07KYK 27/11/2018 15:53 # 993 Northampton Office



EP99300038

Slide 1

[Image 1 of 3](#)

[VIEW SELECTED IMAGE](#)

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3SIXTY: FEATURES

Automated processes drive efficiency and accuracy

There is very little need for manual intervention in 3sixty, enabling you to streamline your enforcement process.

Any type of action performed on a case is done using a 'progression', regardless of what this is. Accurate automation reduces user error to ensure revenue loss is kept to an absolute minimum.

Cloud-based delivery enables remote working

Back-office users can access 3sixty via all leading web-browsers to support your home or hybrid working strategy.

Real-time data

3sixty makes use of real-time data to give you an up to date picture of your enforcement operation.

Comprehensive reporting facilities

3sixty has an array of different reporting features to help you manage your enforcement operation more effectively.

These include a graphical dashboard, an advanced case search facility, and over 100 in-built standard reports.

Reports can be scheduled to be run at any

time and can also be extracted into Excel and other formats for easy analysis and offline reading.

Interfaces to third parties to support your enforcement operation

3sixty interfaces with a wide range of enforcement and technology partners and services including:

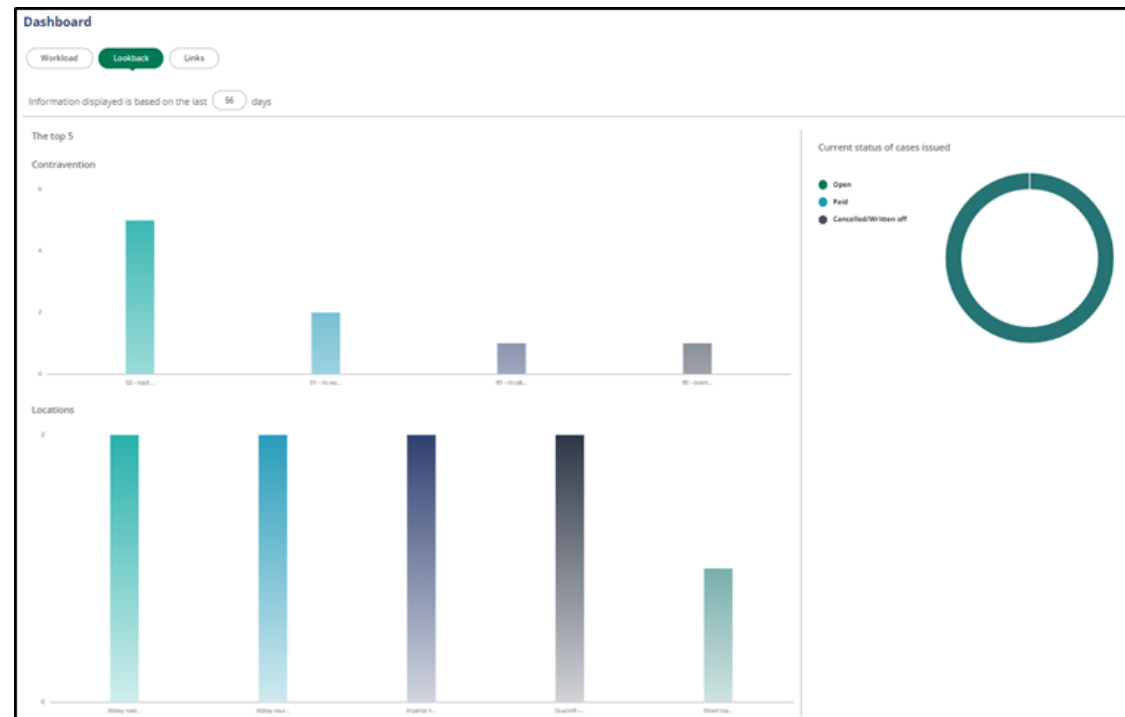
- Cashless parking providers,
- Automated telephone payment systems
- Enforcement agencies
- ANPR camera providers
- Government organisations

Scalable

3sixty can hold an unlimited number of cases and processes approximately 2.5 million PCNs annually for some of the largest local authorities in the UK, including several London Boroughs.

Continual improvement

3sixty includes 2 upgrades per year as part of your support contract. System development is continuously informed by our customer steering group and in line with all relevant legislation.



3SIXTY: CITIZEN WEB PORTAL

3SIXTY HAS A DEDICATED WEB PORTAL FOR THE PUBLIC - 3SIXTY CITIZEN. 3SIXTY CITIZEN ALLOWS THE PUBLIC TO INSTANTLY PAY THEIR PCN, REVIEW EVIDENCE OR CONTACT THE COUNCIL ONLINE. THE PORTAL IS TAILORED TO MATCH THE 'LOOK AND FEEL' OF THE COUNCIL'S OWN WEBSITE

Secure and reliable

To ensure that all correspondence is linked to the correct case whilst maintaining security of personal details, citizens must know their PCN number and VRM to access their PCN.

Easy to use, encouraging quick and efficient payments

Citizens are not required to set up an account or register to use the portal meaning that payment can be made quickly and efficiently.

QR codes on PCNs

To further enhance the user experience, we can print QR codes onto PCNs to conveniently enter their information for them.



Supporting citizens to provide evidence

3sixty Citizen enables members of the public to upload .pdf or photo files as supporting evidence with their message. Uploaded files are automatically attached to the relevant PCN in the back office.

Real-time updates in the back office

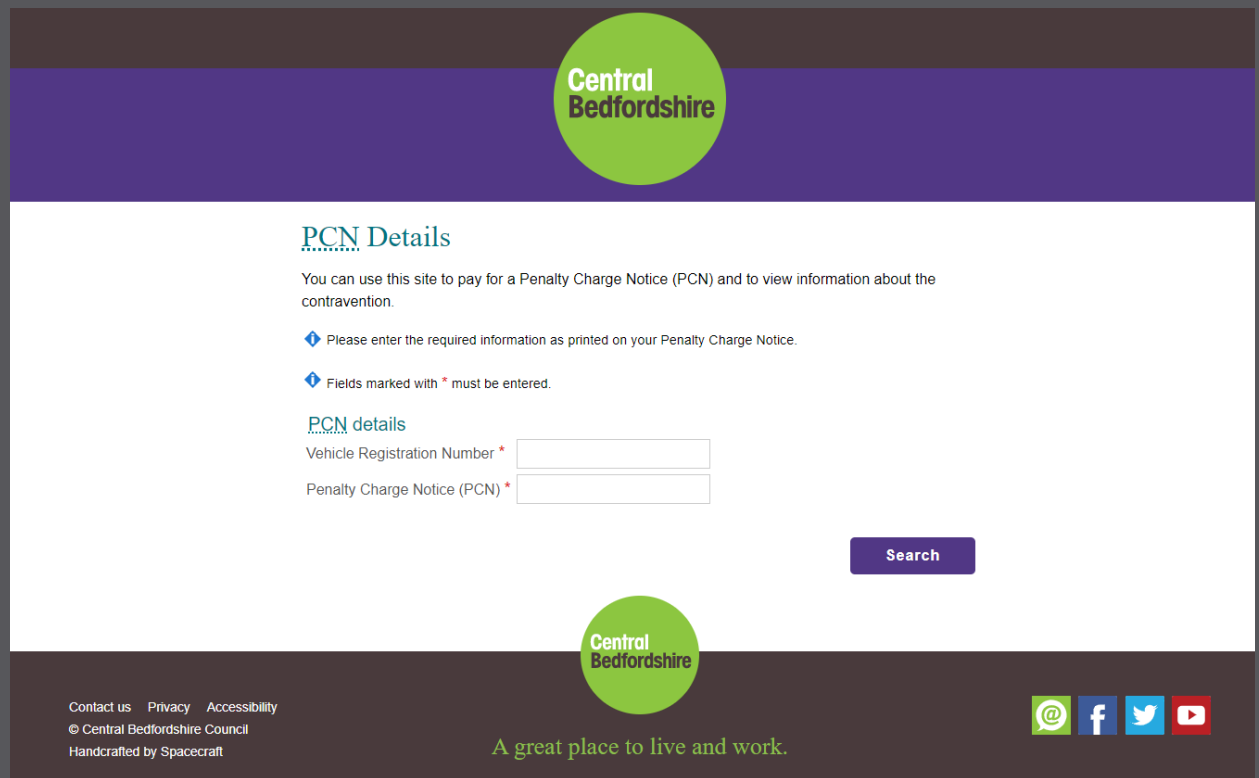
Any communication sent via 3sixty Citizen updates the relevant case immediately

and sends the case into the appropriate workflow queue.

Payments made via the 3sixty Citizen website automatically close the case.

Compatibility

3sixty Citizen is compatible with all leading browsers and via mobile devices such as smartphones and tablets.

A screenshot of the 3Sixty Citizen web portal. The header features a dark blue bar with the 'Central Bedfordshire' logo in a green circle. Below the header, the main content area is white. It starts with a section titled 'PCN Details' in blue, followed by a paragraph: 'You can use this site to pay for a Penalty Charge Notice (PCN) and to view information about the contravention.' Below this are two blue diamond icons with instructions: 'Please enter the required information as printed on your Penalty Charge Notice.' and 'Fields marked with * must be entered.' Then, there's a sub-section 'PCN details' with two input fields: 'Vehicle Registration Number *' and 'Penalty Charge Notice (PCN) *'. A green 'Search' button is to the right of these fields. The footer has a dark blue bar with the 'Central Bedfordshire' logo, a row of social media icons (@, Facebook, Twitter, YouTube), and the text 'A great place to live and work.' on the right. On the left of the footer, there are links for 'Contact us', 'Privacy', and 'Accessibility', along with copyright information and 'Handcrafted by Spacecraft'.

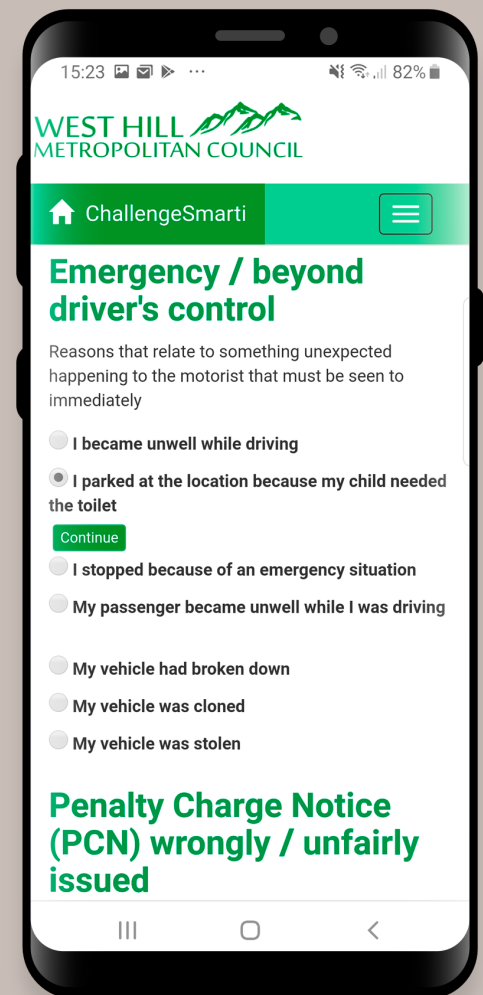
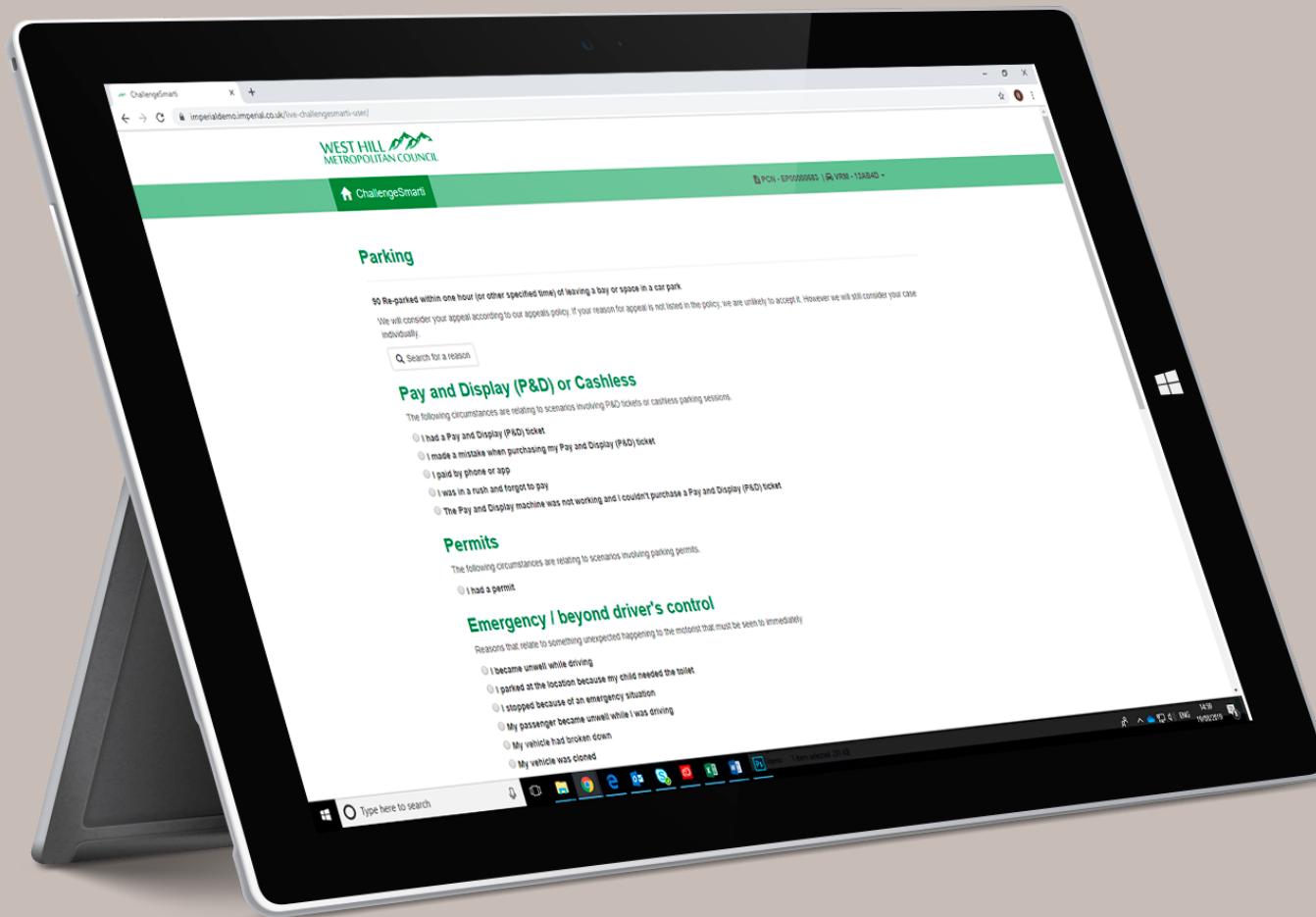
CHALLENGESMARTI - GUIDED SELF-HELP APPEALS TOOL

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CHALLENGESMARTI: AN OVERVIEW

CHALLENGESMARTI IS A CLOUD-BASED SELF-SERVICE SYSTEM THAT PROVIDES MOTORISTS WITH AN ENHANCED CUSTOMER EXPERIENCE, PROVIDING TRANSPARENCY OF YOUR ORGANISATIONAL POLICIES, ENABLING THEM TO MAKE INFORMED DECISIONS REGARDING THEIR CHALLENGES.



Enables faster payment settlements

Imperial customers have experienced increases of payments by up to 23% within 14 days since introducing ChallengeSmarti. Quicker payments also mean a reduction in the cost of DVLA enquiries for customers paying beyond 28 days.

ChallengeSmarti includes a 'pay now' button at all stages in the Challenge process, to streamline the option for the customer if they choose to abandon their challenge.

Significantly reduces incoming correspondence

Our customers have found ChallengeSmarti to reduce incoming correspondence by 31%.

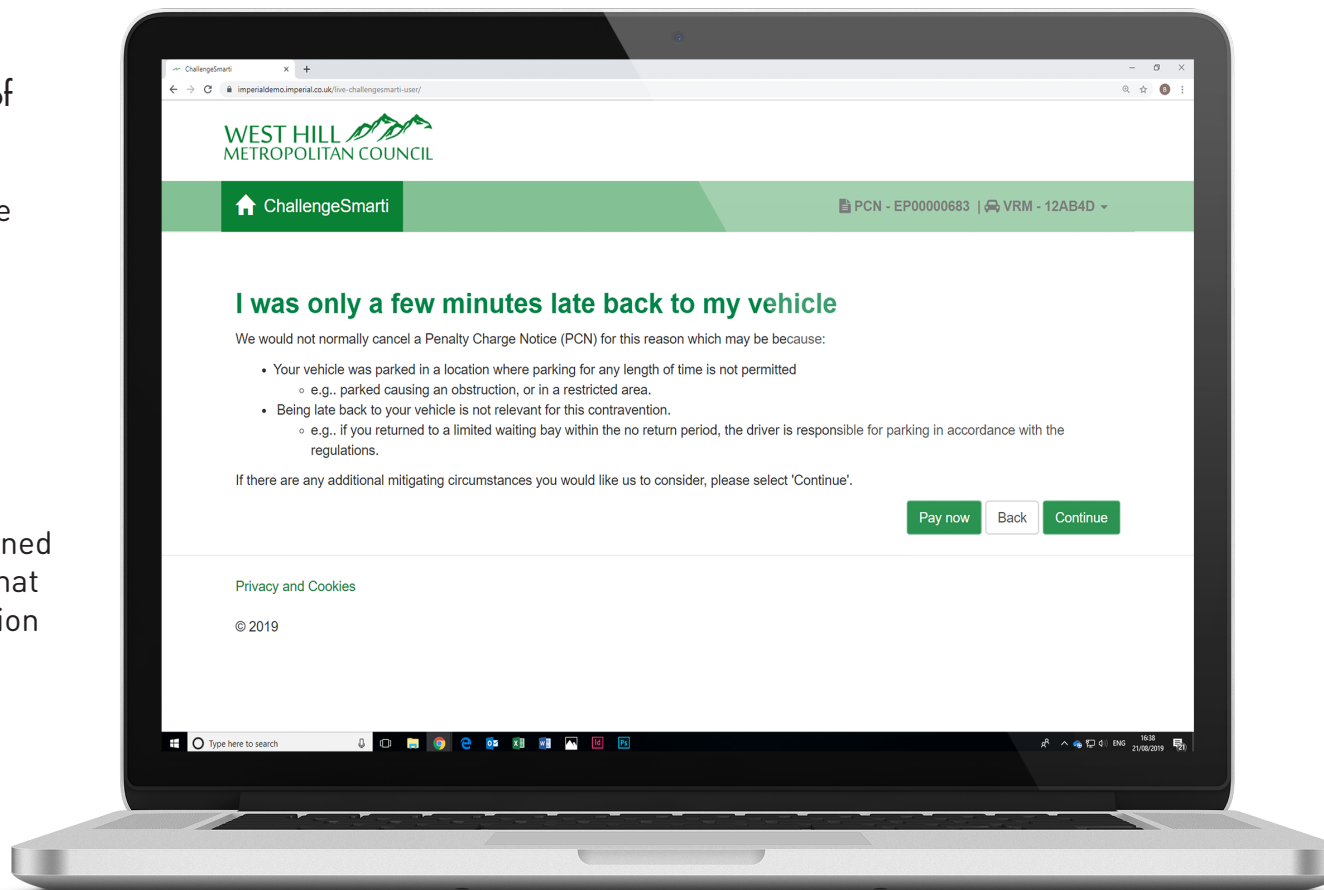
One-touch approach improves the quality of challenges and reduces the need for back and forth communication, saving time for both the citizen and the back office staff.

Assisted challenge process provides transparency of your organisational policies

This enables the customer to make an informed decision whether to continue with their challenge or make payment. ChallengeSmarti helpfully guides the customer through the organisation's cancellation policy in a similar way to an appeals clerk.

Branded with your 'look and feel'

ChallengeSmarti is completed with your organisational branding, and text can be determined by each individual Imperial customer, ensuring that all outgoing communication from your organisation to your service consumers is presented in a consistent and appropriate tone.



Links to your website

Additional information, for example links to your help centre, can be embedded into the text to provide another level of flexibility and enhanced customer service.

Two-way integration with 3sixty (back-office system)

Integration with 3Sixty means ChallengeSmarti can pull relevant case details from the back-office system. Accessing this information enables ChallengeSmarti to automatically suggest the challenge reasons most applicable to their case, saving the customer time. Contravention evidence is also displayed in ChallengeSmarti, which may affect the customer's decision to challenge.

Guides the user to upload appropriate evidence

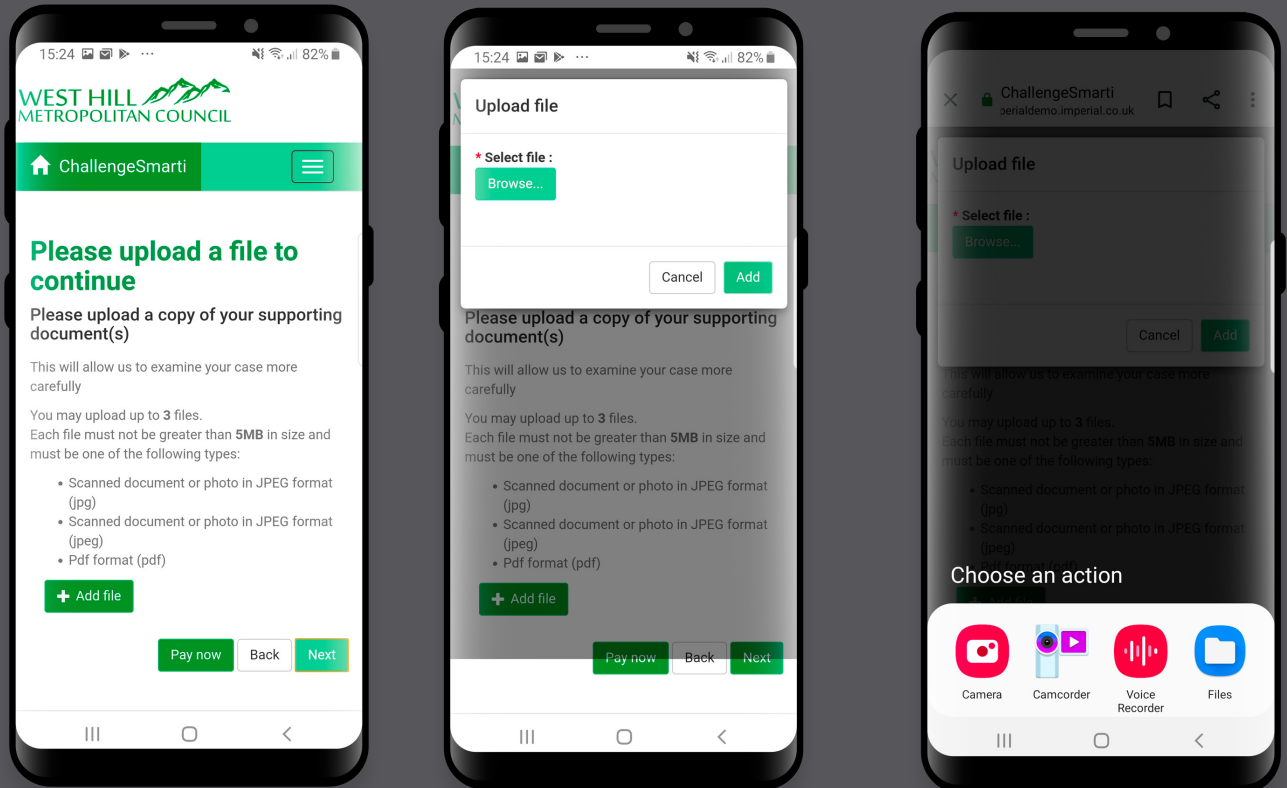
ChallengeSmarti prompts the customer which pieces of supporting evidence they should upload to help provide a speedy resolution and positive customer experience.

Mobile and Tablet Optimised

Among all adults, 84% had used the internet "on the go" in 2019 (ONS, 2019). By mobile-optimising ChallengeSmarti, your customers are able to make challenges and payments wherever, and whenever is convenient for them. In addition to this, customers can scan evidence to support their challenges directly from their phone camera.

Encourages Compliance

Providing clear information of your policies will increase your customers' knowledge and encourage compliance.



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LETTERSMARTI: AN OVERVIEW

LETTERSMARTI IS THE INTELLIGENT LETTER-WRITING MODULE FOR 3SIXTY (OUR BACK-OFFICE SYSTEM). FULLY INTEGRATED WITH THE BACK-OFFICE DATABASE, LETTERSMARTI CREATES QUICK AND EFFICIENT, INTRICATE PLAIN ENGLISH RESPONSES BASED ON LEGISLATION AND OPERATIONAL POLICIES BY COMBINING TEMPLATES WITH DECISION MAKING.

By asking the right questions, LetterSmarti helps staff to quickly, easily and confidently respond to challenges in line with Council policy. Automating the letter writing process enables users to respond to a far greater number of challenges in a shorter time.

LetterSmarti is fully integrated with 3Sixty Notice Processing and PermitSmarti -our permit management solution. LetterSmarti reads the PCN, case and permit data straight from the back-office system.

Users can view relevant case and permit information from the LetterSmarti window. Intelligent recognition of case status enables

LetterSmarti to automatically input the correct information letter based on a PCN's current position in the legislative process, and will notify the reader of the next step.

Once the letter is finished and saved, the case is automatically progressed in 3sixty.

The screenshot displays the LetterSmarti software interface, which is a web-based application running in a browser window. The interface is titled "LetterSmarti - Demo_3Sixty_Live". It features a sidebar on the left with a tree view of reasons for appeal, including categories like "Beyond driver's control", "Emergency", "General", "Grace period", and "Not liable for the PCN". The main area contains a form for entering case details, including "Serial number", "VRM", "Contravention", "Location", and "Contravention date". Below the form are buttons for "View photos (3)", "View videos (0)", "View addresses (4)", and "View permits (12)". A "Case checklist" section is also present, with a list of items to be checked. At the bottom of the form is a "Start Processing" button. The interface is designed to be user-friendly and efficient, with clear labels and intuitive navigation.

To begin, select the reasons for Appeal below, then click on "Start Processing" to begin

Hide all levels Search for a reason

Serial number: ST7610020A VRM: CE07KYYK

Contravention: 47 - Parked on restricted bus stop/stand

Location: BEAR ROAD

Contravention date: 09/07/2015 10:25

View photos (3) View videos (0)

View addresses (4) View permits (12)

Case checklist:

Reason selection help:

Start Processing

LETTERSMARTI: FEATURES

Increased operational efficiency

The user-friendly software prompts staff through every step of drafting the letter, without the need for extensive policy training.

In-built help text

The explanation box describes the decision-making process, leading to better understanding of the challenge process. Once the correct decision has been made, further explanatory text summarises the basis on which the case has been decided.

Easily Manage Complicated Challenges

Users can select multiple challenge reasons to respond to in one letter. Where a challenge contains more than one reason, LetterSmarti provides a point by point explanation of the resolution for the citizen. Users can search from a list of challenge reasons by typing keywords into a search box, however contravention-specific reasons will display at the top of the list.

Customisable plain English Responses

Our standard configuration appropriately drafts responses in easy-to-understand English. Customers are welcome to customise the wording of their letters.

Consistent Decision Making

Your parking policies are encoded into a sophisticated decision tree in line with legislation. The system takes the user through questions about the correspondence and ensures the appropriate response is created every time.

Full Audit History

The created letter is logged into 3sixty where it can be viewed and printed. LetterSmarti stores all the answers that were given to arrive at the decision to demonstrate exactly how a decision was reached, providing a greater level of audit than a manual process.

Efficient Evidence Management

Users can see all relevant photo and video evidence within LetterSmarti and photos can be attached to letters at the click of a mouse. LetterSmarti can also draft a table showing the VRM history, to highlight persistent evaders.

The screenshot shows the LetterSmarti interface. At the top, there is a 'Hide all levels' button and a search box labeled 'Search for a reason'. Below the search box is a list of challenge reasons with checkboxes. The 'Not the owner' option is selected. Below the list is a 'Reason selection help' box containing the text: 'Use this reason where a NtO has been sent and the motorist states they were not the owner / had sold the vehicle / or were hiring the vehicle'.

The screenshot shows the LetterSmarti interface. At the top, there is a 'Reason' field with the value 'Not the owner'. Below it is a dropdown menu labeled 'Where did we obtain the motorist's details?'. Below that is an 'Answer' field with a dropdown menu showing 'Hire Company', 'DVLA', and 'Hire Company'. Below the answer field is an 'Explanation' field with the text: 'Check whether we transferred liability to the motorist from a rental company.' At the bottom right is a 'Next step' button. Below the explanation field is a 'Text to be inserted' field containing the text: 'The Penalty Charge Notice (PCN) was issued to you because your vehicle was seen parked with one or more wheels outside of the marked parking bay. You have explained that you were not the owner of the vehicle at the time of the incident.'

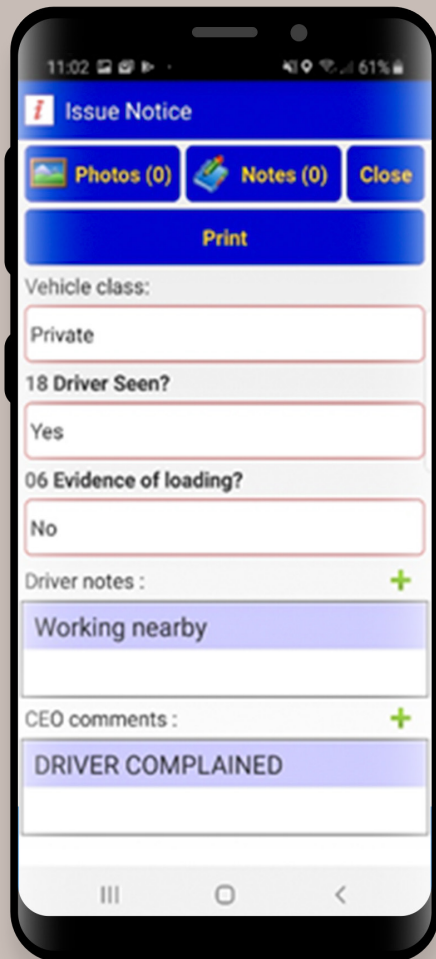
RIALTO HANDHELD NOTICE ISSUING SOFTWARE

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RIALTO: HANDHELD NOTICE ISSUING SOFTWARE

OUR COMPREHENSIVE AND FLEXIBLE PENALTY CHARGE NOTICE (PCN) ISSUING SOFTWARE; CREATED TO PROVIDE A USER-FRIENDLY EXPERIENCE AND TO SIMPLIFY THE ENFORCEMENT PROCESS.



Fast and efficient

Rapid PCN issue and evidence gathering minimising the risk of confrontation with vehicle owners and providing more scope for managing compliance.

User friendly

Clear user interface and prompts guide the user to collect all required details to issue valid PCNs.

Accurate

High quality photographic evidence is stamped with date, time, VRM, PCN number, street name (and GPS co-ordinates) and is automatically assigned to the correct Penalty Charge Notice.

Real-time back-office integration

With our real-time module, all information and supporting evidence for any PCN is readily available for back office staff, and available to view in 3sixty Citizen as soon as it is issued.

Fault logging

Patrol officers can log equipment faults with the back office in real time.

Special messages

Back office staff can send messages to patrol officers to alert them to specific situations. Messages can be triggered by; Officer, Location, VRM, or any combination of these.

Cashless Parking

Rialto interfaces with all major cashless parking providers.

Patrol officer tracking

Rialto produces detailed patrol officer tracking reports.

QR Codes

Attaching QR codes to PCNs helps the motorist to review, pay or challenge their PCN quickly from their phone.

Electronic Pocketbook

Drop-down lists and text-to-speech helps Patrol officers to make notes in pressured situations and bad weather. All notes are automatically attached to the PCN.

Private Sector Enforcement

Rialto is also configurable to issue Parking Charge Notices (PCN)

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SCANSMARTI: HANDHELD ANPR

SCANSMARTI UTILISES THE LATEST MOBILE ANPR TECHNOLOGY, ENABLING COMPLETE STREETS AND CAR PARKS TO BE SCANNED BY A PATROLLING CEO WITHOUT THE NEED TO BREAK A STRIDE.

With ScanSmarti, there is no need to enter registration numbers manually or individually - significantly speeding up the enforcement process.

ScanSmarti benefits from real-time interfaces with both the back office processing system and any cashless parking system, identifying any contraventions automatically.

ScanSmarti checks vehicle registrations against payments in real-time. Where there is no record of payment or where payment has expired, ScanSmarti will prompt the CEO to issue a PCN. It will also notify the CEO if a vehicle registration is known to belong to a persistent evader so that appropriate action can be taken.

Efficiency

ScanSmarti significantly reduces patrol times enabling CEOs to be deployed to other areas

Cost savings

ScanSmarti will enable the Council to employ fewer CEOs as patrol times decrease, enabling resources to be channelled into other areas.

Easy to use

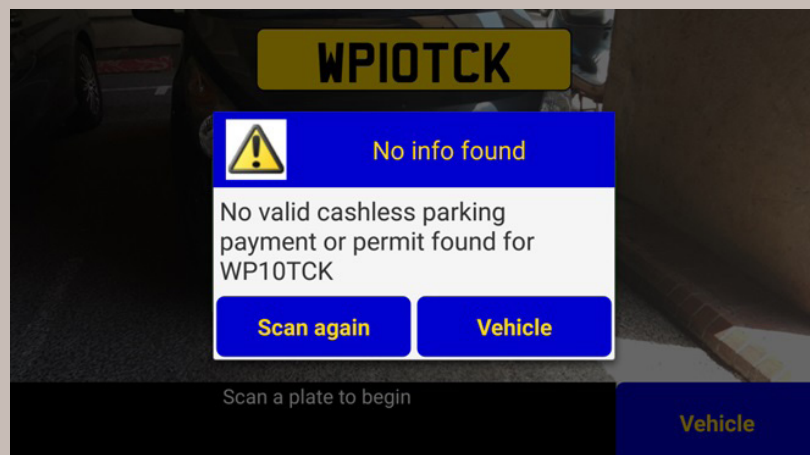
The point and scan technology requires little or no training.

Special messaging

Messages sent from 3sixty linked to specific VRMs will display when the patrolling officer scans the VRM

Cashless Parking

ScanSmarti will interface with any cashless parking system. ScanSmarti can interface with multiple cashless providers at the same time, giving more option to customers.



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GEOSMARTI: AN OVERVIEW

GEOSMARTI IS OUR REAL-TIME GRAPHIC MAPPING TOOL MONITORING SOFTWARE THAT ALLOWS YOU TO TAKE CONTROL OF PATROLLING OFFICER BEATS. IT ENABLES YOU TO MAKE BETTER, DATA DRIVEN DECISIONS AND IMPROVE CUSTOMER SERVICE. GEOSMARTI PROVIDES GEOVISUALISATION OF YOUR TRAFFIC MANAGEMENT STRATEGY.

Forward Planning

Identify Penalty Charge Notice hotspots and deploy resources more effectively.

Management Reporting

Analyse and improve deployment.

GeoSmarti gives you different filter options to create your reports:

- Live Assist - Display the latest known location of your patrol officers.
- Tickets by Day - View notices issued on a specified day.
- On-street log - View all activities logged for a patrol officer.
- Custom filter - perform your own customised search.

Report Export Options

View and print on-street log reports or export reports in map view. These varied options allow you to produce an unlimited number of reports that meet the needs of your traffic enforcement strategy.

Seamless integration with Citizen

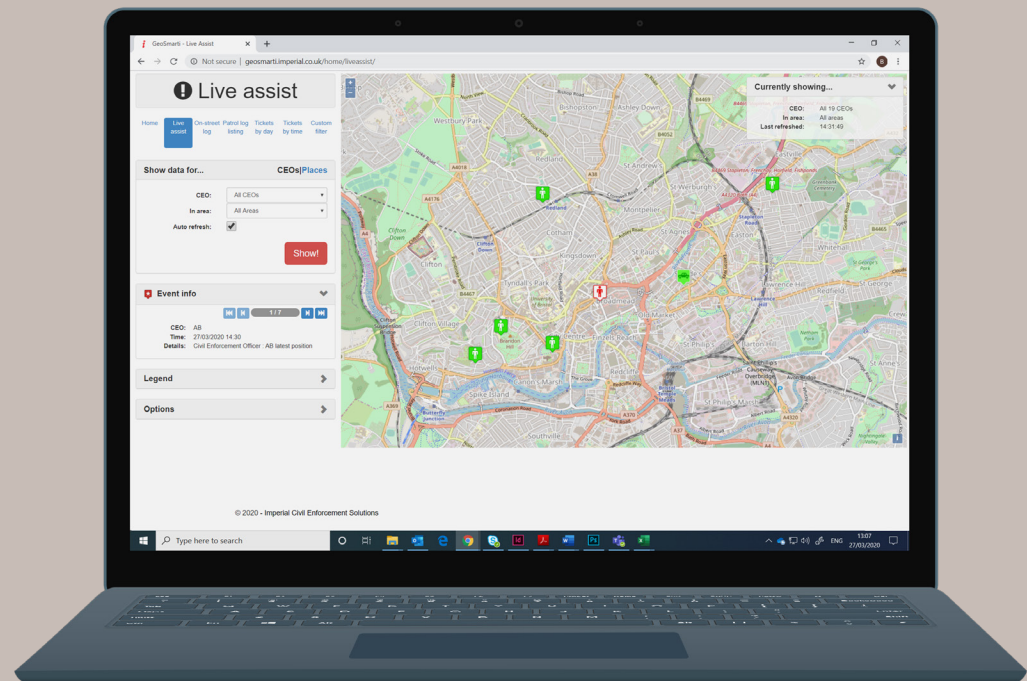
With 3sixty Citizen you can access the 'Events' view which will allow you to view details, photo and video evidence of any PCN issued in a specified location.

GeoSmarti heatmaps

Visualise PCN Hotspots to develop your enforcement strategy. Historical PCN information as well as the frequency of patrols can be overlaid onto the map.

Drag and Drop

Easily redeploy patrolling officers to the right place with the click of a mouse. GeoSmarti sends a message to the officer's smartphone with coordinates, and directions in Google Maps.



GOSMARTI

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GOSMARTI: AN OVERVIEW

GOSMARTI IS OUR 'CALL TO ACTION' TOOL WHICH ENABLES YOU TO SEND YOUR PATROLLING OFFICERS TO HANDLE INCIDENTS AS AND WHEN THEY HAPPEN. IT MAKES USE OF REAL-TIME DATA TO TARGET SPECIFIC PROBLEMS AND STRATEGICALLY ASSIGNS THE RIGHT PERSON TO SOLVE THEM WITHOUT THE NEED FOR SUPERVISOR INTERVENTION.

Joined-up Technology-Led Enforcement

GoSmarti integrates with your existing enforcement technology to increase it's effectiveness. Our API enables your ANPR cameras and bay sensors to report incidents and create jobs for your officers automatically.

Respond Faster to Citizen Requests

Back-office staff can rapidly handle enquiries and requests from the public by creating incidents and jobs to be completed.

Fully Informed Officers

GoSmarti saves time by sending investigating officers all the information they need - including the time, date, location and GPS coordinates of any identified incident or contravention to the handheld software, alongside any additional notes

Send the Right Person for the Job

Customisable patrol groups only assign jobs to officers with the correct capabilities to complete them.

Automatically Select the Closest Officer

Auto-allocate jobs to intelligently assign jobs to the closest officer.

Seamless Integration with the Back-Office

GoSmarti Jobs and Incidents can be created within our GeoSmarti Visualisation tool. Any Incident linked to a Penalty Charge Notice is fully viewable and auditable within the 3sixty Back Office Notice Processing Software.

Resolve a Wide Range of Incidents

GoSmarti is flexible and helps you to organise your response to a wide range of incidents including:

- Abandoned vehicles
- Vehicle overstays in smart sensor parking bays
- Vehicles causing obstructions
- Equipment faults such as broken Pay & Display machines

Assign a Wide Range of Jobs

GoSmarti can assign a wide range of jobsfor officers to complete including:

- Investigate parked vehicle
- Remove vehicle
- Clamp vehicle
- Relocate vehicle
- Repair faulty equipment

Create a job for incident 15

There is already an open job for this incident

What type of job is it?

Job type* Investigate parked vehicle

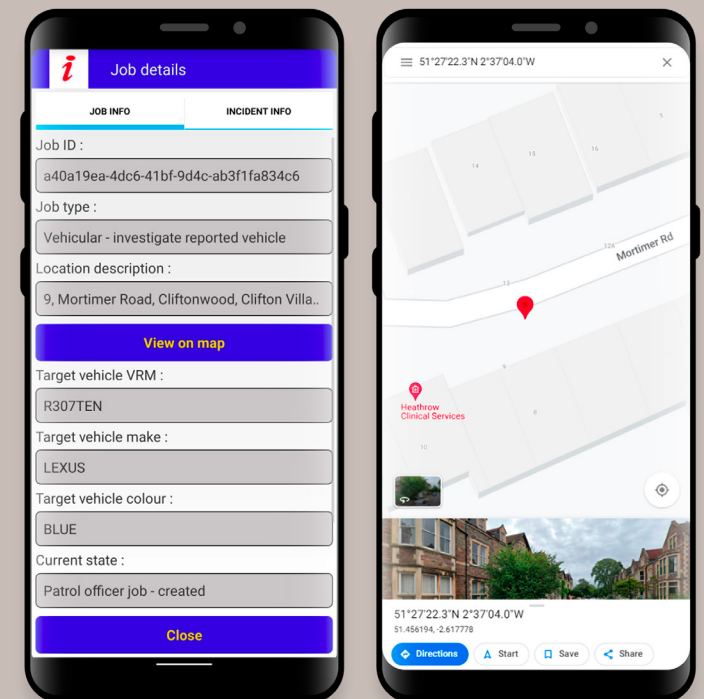
Who should the job be assigned to?

Attempt to assign automatically ☒ Attempt to automatically assign the job to the nearest Designated Patrol Officer

Other

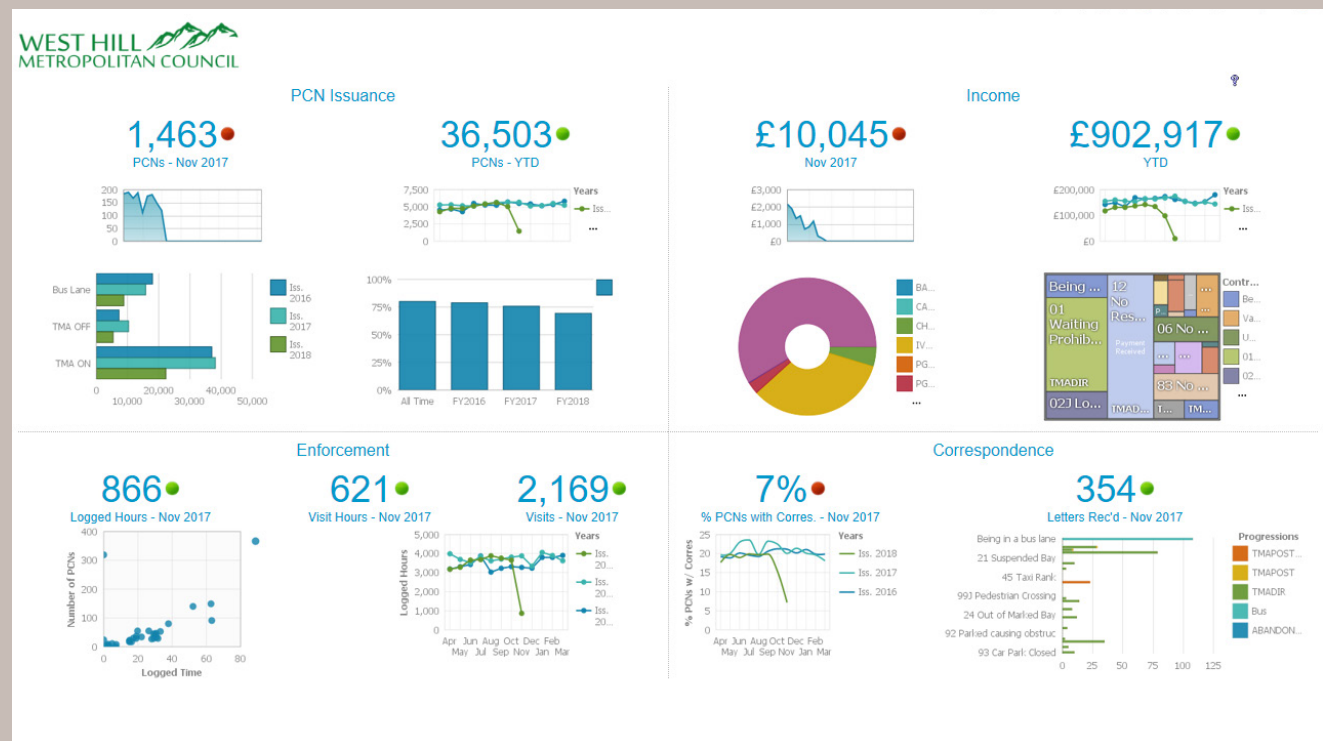
Notes

Cancel Save



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www.imperial.co.uk

01179 251700

7 Hill Street,
Bristol,
BS1 5PU

sales@imperial.co.uk