

unity5

# CASE MANAGER



**Case Manager from Unity5 is a state-of-the-art back office management system that allows a local authority to decide how to operate its parking monitoring policy.**

Once a notice has been issued to a vehicle, the system progresses the case according to workflow requirements defined in local law. Council back office teams are guided through the correct application of the law. The system uses intelligent logic to provide case administrators with defined recommended decisions, actions, statutory documentation, letter templates, guides paragraphs and templates.

Key features include:

**The system works on a number of handheld devices**, securely linking to the back office system using real-time connectivity. An Enforcement Officer can quickly see the vehicles that are authorised to park at the location, gathering data from a variety of sources.

**Evidence can be collected to support any legal activity**, including automatically linked photographs, videos and statements.

**The software allows city planners to issue warnings**, reminders and other documentation instead of formal penalty notices. Sensitive, responsive enforcement can be applied when and where needed.

**Evidence can be reviewed by the vehicle owner online.** The person concerned can then exercise their own legal rights to dispute the legal action by submitting their challenge and evidence online.

## How Unity5 adds value with Case Manager



**Time and effort saved by council staff**



**One easy-to-use configurable digital system**



**Improved Efficiency and Cost Savings**



**Easy appeals process for the public**



**Better User Experience for the community**



**Data driven decisions based on reporting**

For more information [visit unity5.com](https://unity5.com)