



G-Cloud 15: Service Definition

About Polaris Software

Polaris Software is the chosen provider to every Home Office-approved force, as well as a range of major enforcement agencies. Our ecosystem spans asset management solutions that ensure compliance and reduce risk, road-enforcement back-office systems, online NDORS course bookings, leading to an improvement in road safety, making Polaris the trusted partner for agencies worldwide.

In the local authority sector, Polaris delivers fully digital solutions that transform the way local authorities manage parking permits and suspensions, highways and business licences, markets, and many more. Our solutions have proven to improve efficiency, streamline processes and increase revenue recovery. Polaris provides digital transformation solutions for local authorities across the UK, including several in London.

Why Polaris?

- Decades of experience (Polaris is comprised of 5 specialist software companies)
- Trusted provider to major enforcement and local government authorities across the world
- Excellent project management, implementation and support.
- Products built using the latest technology
- Security focused



Support & Training

- UK support 5 days a week
- Support via dedicated service portal
- E-mail and telephone support also available
- Full training provided during implementation process
- Service packages

Security & Data Protection

- UK/EU data hosting via MS Azure
- ISO 27001 / ISO 9001 / Cyber Essentials Plus

Contacts Us

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Full product details including technical and hardware requirements and an implementation timeline will be provided after a G-Cloud 15 call off contract is signed.

If you have any further questions, please contact us.

An overview of Liberator Markets



Liberator Markets Service

Markets, Pitch Booking and Trader Management

Service Overview

Liberator Markets is a secure, cloud-based markets management service that enables local authorities to efficiently administer council-run and third-party markets. The service supports end-to-end digital management of market pitches, traders, compliance and payments, while enabling traders to self-serve through an online portal.

Delivered as Software as a Service (SaaS) via Microsoft Azure, Liberator Markets reduces administrative burden, improves regulatory compliance, and enhances the experience for both council officers and market traders.

Liberator provides a seamless, unified system for all stakeholders, with an efficient back office, integrated workflows, mobile working support, and full integration with market-leading parking software. Delivered as a secure, cloud-based SaaS solution via Azure, we manage hosting, disaster recovery, support, and maintenance.

Liberator is widely used by local authorities to manage street environment services, alongside FGL's end-to-end parking solutions.

Service Scope

The service supports the full lifecycle of market management, including pitch allocation, trader onboarding, document management, compliance inspections, payments, enforcement actions and reporting.

Key features include:

- Reduced administrative burden through public-facing self-service
- Faster processing via automated workflows and case management
- Lower costs and improved efficiency across back-office teams
- Integrated payments, refunds, and financial reporting
- Improved decision-making with built-in business intelligence and reporting
- "Once-only" data capture through a Golden Customer Account
- Seamless integration with third-party data sources via modern APIs
- Fully compliant with Government Service Standards and WCAG accessibility



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An overview of Liberator Markets



About the Markets Module

Liberator Markets is suitable for:

- Street and covered markets
- Permanent and temporary markets
- Council-managed and third-party operated markets

Trader Self-Service

- Online trader registration and account management
- Self-service pitch booking and cancellation
- Upload and management of required documentation, including licences, certificates and insurance
- Online payments and refunds via secure payment processing
- Automated reminders for renewals, expiring documents and upcoming bookings

Pitch Booking & Allocation

- Automated pitch allocation based on availability and council-defined rules
- Support for regular, casual and specialist traders
- Commodity-based controls to regulate pitch allocation
- Configurable pricing, fee structures and concession rules
- Management of pitch availability by date, location and market type

Market Operations Management

- Centralised back-office management of markets, pitches and traders
- Full application review and approval workflows
- Case management for trader queries, issues and breaches
- Visibility of trader status, compliance and booking history

Compliance & Inspections

- Mobile inspection capability for on-site market officers
- Digital recording of inspections and compliance checks
- Upload and association of inspection evidence
- Ability to issue warnings, notices or fines where required
- Audit trail of inspections and enforcement actions

Payments & Financial Management

- Integrated online card payments for bookings and fees
- Automated refunds where applicable
- Financial reconciliation and reporting
- Support for authority finance processes and audit requirements

Correspondence & Notifications

- Automated email notifications and reminders
- Configurable communications for approvals, renewals and enforcement actions
- Full correspondence history stored against trader records

Reporting & Management Information

- Standard and configurable reports covering traders, bookings, income and compliance
- Dashboards providing operational and performance insight
- Data exports to support finance, audit and service reporting

Integration & Platform Capabilities

- Fully integrated with the wider Liberator platform and parking services
- Modern API-based integration with third-party systems and data sources
- Shared customer data across related council services where appropriate

An overview of Liberator Markets



Users

The service supports multiple user roles, including:

- Market Traders
- Market Officers and Inspectors
- Back-office Administration Staff
- Supervisors and Service Managers
- Finance and Contract Management Teams

Security

- Secure, cloud-hosted service delivered via Microsoft Azure
- Role-based access control for all user types
- SSL-secured access to public and back-office portals
- Full audit logging of user actions and system activity
- Compliance with UK Government security and data protection standards

Accessibility & Standards

- Designed in line with Government Digital Service (GDS) standards
- WCAG 2.2 accessibility compliance for public-facing services
- Responsive design supporting desktop and mobile access

Onboarding & Configuration

- Supported onboarding with authority-specific configuration and full project management services
- Configuration of markets, pitches, fee rules and workflows
- Data migration support for existing trader and market data
- Testing and validation prior to go-live

Support & Service Management

- Ongoing service support and maintenance
- Hosting, backups and disaster recovery included
- Regular service updates and enhancements
- Incident and service request handling via agreed support channels and SLAs

