



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

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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 StarGo



StarGo is an end-to-end digital solution for highways authorities to optimise the application and issuing of highways permits and licenses. It Includes an accessible customer application portal with the facility to collect revenue upfront via payment gateways. A back-office system for council staff to review, manage and approve applications, plus a mobile response web-based tool for inspections to check compliance whilst out on the street.

License types include:

- Skips
- Scaffold
- Temporary Traffic Regulation Order (TTRO)
- Pavement/Table and Chairs
- Crossovers
- Section 50
- Section 171
- Cranes and MEWPs
- Materials
- Containers and Welfare Units

StarGo includes the following modules:

Online portal for applicants to apply and pay for highway licences.

The Customer Portal simplifies online applications for licences or permits. Users can create accounts to apply, amend, or pay via smartphone or web browser. Supporting documents and account information are securely stored, while automated reminders prevent delays. Users can track and amend applications, view correspondence, and submit multiple applications in one transaction. Fully responsive and user-friendly, it streamlines the application process for individuals and businesses alike.

Back-office solution to review, manage and approve applications.

The back-office solution centralises licence management for back-office teams. Users can review accounts, applications, and documents within a cloud-based system. Features include customisable dashboards, automated emails for approvals and renewals, pricing management, and detailed report generation. StarGo's integration with systems like Street Manager ensures seamless data flow, reducing manual workload and improved highway compliance.

Highways Inspector smartphone application to track active/inactive permits in the field.

Traquer is a mobile response user-friendly solution designed for highway inspectors. Access up-to-date permit details, including type, status, expiry, and full terms and conditions, with GPS-mapped data showing active and inactive permits nearby. Quickly search by company or street name and filter by status, with results in a clear, colour-coded list. Browser based application; no app installation needed. Enforce compliance easily by gathering evidence on the street.

Key benefits include:

- Elimination of email or paper-based submissions, no more missed applications
- Payment gateway integrations, facilitating up front collection of fees and eliminating the need for manual invoicing
- No need to rekey data into spreadsheets, reducing back-office processing time
- Configurable expiry reminder emails sent to customers, increasing renewal rates
- Comprehensive reporting tool, giving staff insights and application trends
- View and manage workloads of staff at an instant

