



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

sales@polarissoftware.com
+44 (0) 333 241 2205
www.polarissoftware.com

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 Polaris eCLIPS



eCLIPS

Electronic Civil Litigation And Payment Solution.

eCLIPS is a workflow management and online payment solution, which is used to collect payments from organisations that wish to obtain copies of collision reports, witness statements and associated collision records from the police.

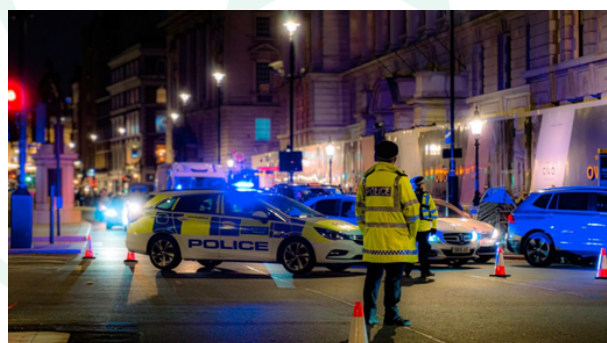
eCLIPS is used to track and manage request logging, record compilation, payment and disclosure tasks, following a simple sequence of stages and associated task metrics are displayed on a management dashboard.

Polaris eCLIPS offers the following benefits:

- eCLIPS supports financially disadvantaged individuals following an RTC
- Self-service requests reduce administration time and improve customer service
- Online request logging eliminates email and paper requests
- Online payments eliminate BACS reconciliation tasks and reduce administration time.
- Dashboards increase the visibility of outstanding tasks and improve customer service
- Priority flagging ensures disclosure teams focus responses on serious incidents
- Chat function simplifies and speeds up communications
- Automated request logging and dashboards eliminate manual correspondence tracking tasks
- Search fees ensure police cost recovery for disclosure-driven investigations
- Delays are eliminated because online payments are cleared immediately.

Key features include:

- Self-service disclosure requests
- Online payment for initial requests and subsequent disclosures
- Self-service progress tracking for requests
- Shopping basket function for identified disclosures
- Whole lifecycle process workflow for managing disclosures.
- Prioritise fatal and life changing injury cases
- Dashboard display for monitoring disclosure activities
- Chat function between requesters and police representatives
- File linking across related incidents and requests
- On hold request options to support court processes



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.