

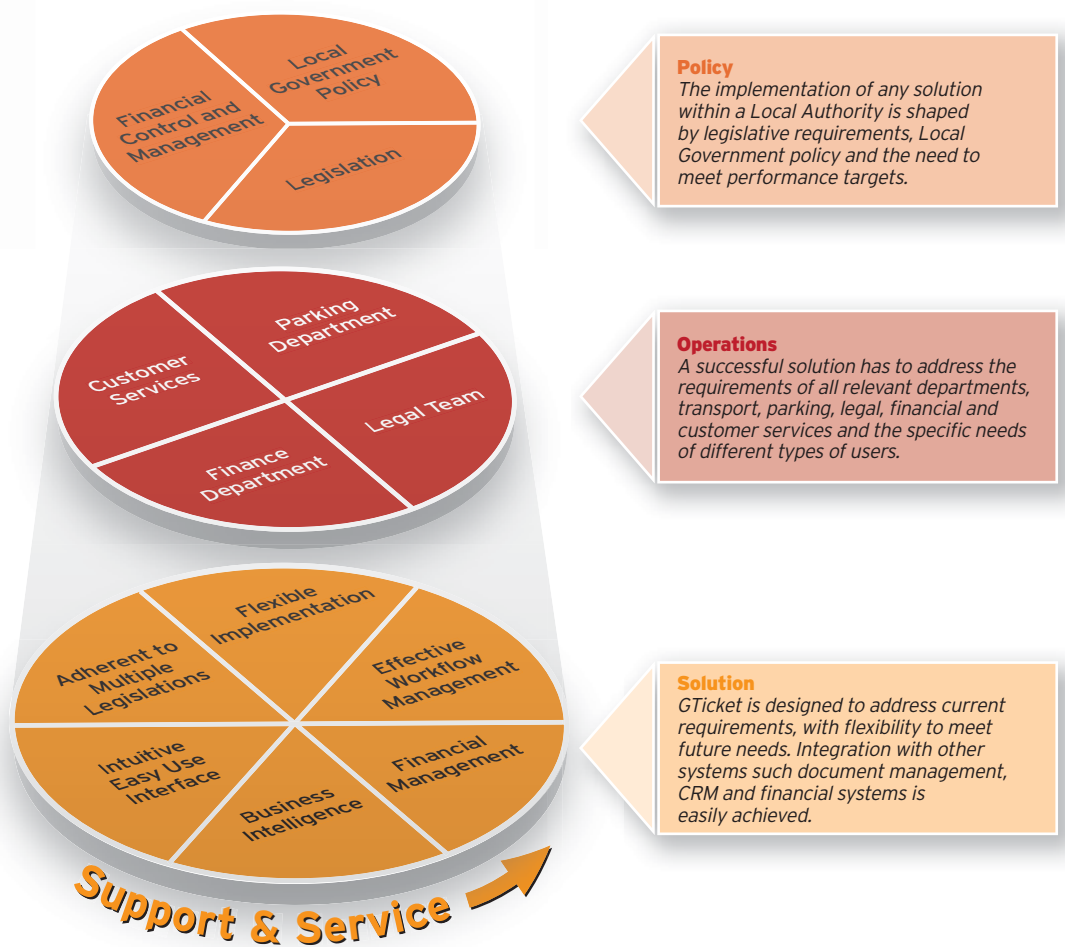
## GTicket: The Complete Parking Enforcement Solution

GlobeTech's considerable experience in the provision of parking management solutions gives them an in-depth appreciation of the diverse demands of different departments and users within Local Authorities. The needs of transport, finance, legal, customer services and IT departments are fully addressed whilst the individual requirements of remote and office-based users within these areas are met. GlobeTech recognise that any solution must operate in the context of legislative, financial and policy considerations and must be flexible enough to adapt and take on new functionality as changes inevitably occur.

GlobeTech's GTicket solution progresses and streamlines the Penalty Charge Notice (PCN) process from issue to final payment or closure, allowing full back-end reporting at all stages. Integration with other GlobeTech modules such as GClamp and GPermit facilitates allied operations to be managed through the same system.

Every aspect of a GlobeTech solution reduces the window of time between PCN issue and revenue collection by reducing on-street errors as well as enabling a full and accurate audit trail.

### The GlobeTech Approach to Parking Enforcement



### On the Street

- Easy to use handheld devices with built-in workflow management, capture the contravention details and regularly transfer data to back-office systems, making on-street enforcement officers more efficient and effective
- Training requirements and errors are minimised by an intuitive workflow managed interface, using the latest in data entry technology
- Instant updates, such as details for resident parking permits, or temporary enforcement zones, mean PCNs are not issued in error
- Pictorial evidence (photographed or from CCTV) can easily be attached to PCN to ensure queries and appeals can quickly and easily be resolved
- All data is highly encrypted giving the reassurance of data security

### Back-office

- Comprehensive web based back-office system for effective and efficient processing of PCNs through to closure
- User friendly interface means staff training requirements are greatly reduced
- Comprehensive workflow management gives definable operational control
- Ease of use does not compromise security: GTicket meets highest security requirements through password protection and digital certificates
- All visual evidence from the street can be tagged and linked to PCN, meaning the back-office team has all the information needed to respond to the public
- GTicket can easily be integrated into accounting, Customer Relationship Management and document management systems facilitating a "one-stop-shop" and sharing of internal services
- Integration and interfaces to other applications are easily achieved, both in terms of delivery and in use by the customer
- eGIF compliance means that GTicket meets with the Local Authority expectations in terms of citizen access

### Reporting

- The GTicket reporting interface is easy to set up and use by utilising familiar Microsoft tools
- Access to financial detail for day-to-day operations and performance management
- A full suite of over 30 canned up-to-date reports is easily accessible covering data such as:
  - Activity by Civil Enforcement Officer, by street
  - Unpaid tickets
  - Management analysis and trend reports for business intelligence
- A full audit history is available and custom reporting is definable by the user without relying upon support staff or additional software
- Flexible nature of reporting means contract Key Performance Indicators (KPIs) are easily monitored

### Flexible Solution

GlobeTech have extensive experience of all implementation types and can offer advice and expertise to councils considering the best route. The web based design of the GTicket solution means the options available are based upon:

- A local, in-house implementation utilising local networks and support infrastructure
- A remotely managed hosted solution accessible over the web with all IT and application support managed centrally utilising the specialist GlobeTech support team
- A shared managed service operated either remotely via GlobeTech or through some multi-site or multi-contract agreement

GTicket is also designed to run a number of pieces of legislation through one back-office solution meaning potential for one team to manage more than one operation or to adapt easily to changes in legislation without losing access to historic data.

This flexible business model means the setup and ongoing costs are clear from the outset and customers can depend on high quality support and access to system enhancements, allowing Authorities to focus on management of parking enforcement, leaving application specialists to focus on infrastructure and associated services and support.

### Summary

With a focus on ease of use both on the street and in the office, successful implementation of a GlobeTech parking solution can lead to productivity gains of up to 40%. The underlying technology means that GTicket can meet customers' immediate needs while offering flexibility to meet future requirements and legislative demands. These unparalleled benefits, combined with GlobeTech's unique customer focus, result in a winning combination.

## Civil enforcement, total care.

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