



TARANTO SYSTEMS ONLINE CASE MANAGEMENT

Making it easier to pay a PCN anytime, anywhere

Taranto, the market-leading and innovative notice processing solution is used by local authorities around the UK to make processing more efficient and economical within the back office. Another area that it brings this philosophy to is customer service, and specifically, the penalty charge notice (PCN) payment process.

Taranto Online Case Management (OCM) is specifically designed to assist local authorities in enabling the digitisation of the PCN payment process, benefitting the front of house, back office and customers.

A simple customer journey

The customer doesn't even need to create an account. To use the website the PCN reference and VRM of the vehicle that made the contravention is needed. When the details are entered, the customer is instantly presented with all of the necessary information, provided in real time from Taranto.

"Taranto PCN Payment Portal has been a great addition to our customer service offering that takes the strain away from our front of house staff."

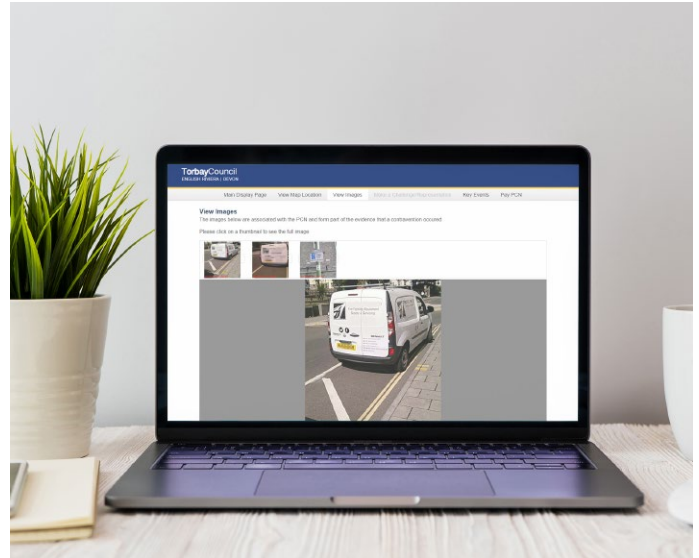
States of Jersey Parking Operations

The customer can instantly see the value of the ticket, alongside its stage in the PCN lifecycle. It can also provide even more transparency, with Taranto allowing the customer to see what stage any representations are up to, preventing any follow-up phone-calls and reducing avoidable contact.

In addition to this, the customer can check the location of the contravention on a map and view the images associated with the case. These are vital pieces of information and media within the case, and, quite often, the ability to allow the customer to see these leads to a decrease in appeals.

An end-to-end solution

If the customer would then like to make a representation against the case, they can do so directly from the website. This can be done via free-form or pro-forma text entry, and again, can be processed at any time. This appeal is then sent directly to the back office, automatically assigned to the most appropriate operative, and accessible via workflow.



Local authorities that use Taranto are leading the way in terms of channel shift. Products like the PCN payment portal, the Permit Portal and Taranto are helping them deliver an improved service.

"We're at a point now where we're seeing 57% of all off street PCNs being paid online, and this has been steadily increasing."

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Key benefits

- Increase payments
- Reduce appeals
- Minimise back office admin
- Decrease avoidable contact
- Improved customer service
- Branded and customisable

Contact

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