

# Virtual Permits

Improve customer satisfaction and make further efficiency gains

Virtual Permits enables local authorities to make further efficiency and customer savings. Paper permits or visitor vouchers will no longer be provided and displayed in vehicles. Civil Enforcement Officers will have access to these up to date details electronically.

## Key Features

- > Allow pre-purchase of visitors vouchers to be received online.
- > Ensures that the applicant does not exceed the number of vouchers they are entitled to.
- > Vouchers can be called off via SMS text messaging.
- > Vouchers can be called off via on-line web portal.
- > Web pages developed to comply with WC3 standards including AAA accessibility compliance.
- > Payment captured via a PCI compliant system.
- > CEO access to latest permit information from handheld devices.
- > Web on-line pages can be styled to match the authorities internet site.

## Options

Civica can assist in the development of a robust business case to help realise benefits and achieve a return on investment. We can undertake a Business Process Review to ensure that core processes are improved and are aligned to the On-Line Permits system.

## About Civica

Civica Group Ltd is a market leader in specialist systems and outsourcing services that help organisations to improve service delivery and efficiency, with specialist expertise in local government, education, social housing, health care and enforcement. Blending software applications, IT managed services and outsourcing, the group supplies more than 2,000 customers in the UK, Australia, New Zealand, Singapore, North America and Canada, including 90 per cent of the UK's local authorities.



## Benefits

- > Improve accessibility and efficiency of services.
- > Reduction in cost and process.
- > Improved customer satisfaction, by the convenience of transacting when and where they wish. The service can be delivered 24 hours a day, 7 days a week.
- > Improved staff satisfaction as resources see repetitive tasks removed.
- > The service is "greener" and more environmentally friendly as there is less paperwork handling and storage.

**For more information or to book a meeting/demonstration telephone 01582 644444 or e-mail [marketing@civica.co.uk](mailto:marketing@civica.co.uk)**

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