

# 3SIXTY NOTICE PROCESSING

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# 3SIXTY: AN OVERVIEW

3SIXTY IS OUR WEB-BROWSER BASED BACK OFFICE SOFTWARE SOLUTION WHICH OFFERS AUTOMATED, END-TO-END NOTICE PROCESSING WITH VERY LITTLE NEED FOR MANUAL INTERVENTION.

3sixty and it's public facing portal, 3sixty Citizen, enables you to transform the way you deliver your parking and traffic management services and enhance interactions with customers.

Taking a digital approach saves on administration time and costs, whilst encouraging residents to easily access the service using web or mobile devices.

3sixty meets all relevant legislative requirements for both civil and private parking, bus lane, clean air zone and free-flow tolling enforcement. It incorporates the full range of possible offences and debt recovery processes, including those captured by camera.

The system is extremely flexible and is configured to your exact requirements.

## Management by exception

Cases automatically progress down their path until something explicit happens to stop it. This may be when an incoming appeal or representation is received, or when legislative guidelines are exceeded. Cases that have not progressed after a specified amount of time are moved into a Management Referral Report (MRR) progression. These cases can then be reported on, investigated and progressed.

The screenshot displays the Imperial 3Sixty web interface. At the top, the user profile is 'Demo\_3Sixty\_Live' with options for 'Change password' and 'Log out'. The main content area shows case details for serial number EP99300038, which is marked as 'CASE CLOSED'. The 'Case Details' section includes fields for Contravention date (27/11/2018), Path (TMA-Dir), VRM (CE07KYK), Current progression (2201 - F - NTO - PAID WITH DISCOUNT), and Date (21/03/2019). Below this are tabs for 'Details', 'Names (0:1)', 'Permits (12)', 'Transactions', 'History', 'VRM History (59)', 'Memos (6)', and 'Additional Information'. The 'Details' tab is active, showing fields for Location (ICES Northampton Office), Observed on (27/11/2018), At (15:52), CEO (MDB), Handheld ID (993), and Issue event (Attached To Windscreen). A 'Totals for this vehicle' section shows 60 cases, 42 outstanding, and a balance of £2710.00. A photo of the vehicle, a black Land Rover with license plate CE07 KYK, is shown on the right. The interface also includes a sidebar with navigation icons and a footer with copyright information.

# 3SIXTY: FEATURES

## Automated processes

There is very little need for manual intervention in 3sixty, enabling you to streamline your enforcement process. Any type of action performed on a case is done using a 'progression', regardless of what this is. Accurate automation ensures revenue loss is kept to an absolute minimum.

## Cloud-based

3sixty can be accessed via all leading web-browsers to enable seamless remote working for back-office users.

## Real-time

Everything happens in real-time.

## Reporting

3sixty has an array of different reporting features including over 100 in-built standard reports and new reports are easy to create.

3sixty's reporting feature is a powerful management tool that can help you manage your enforcement operation more effectively. Reports can be scheduled to be run at any time and can also be extracted into Excel for easy analysis and offline reading.

## Interfaces to third parties.

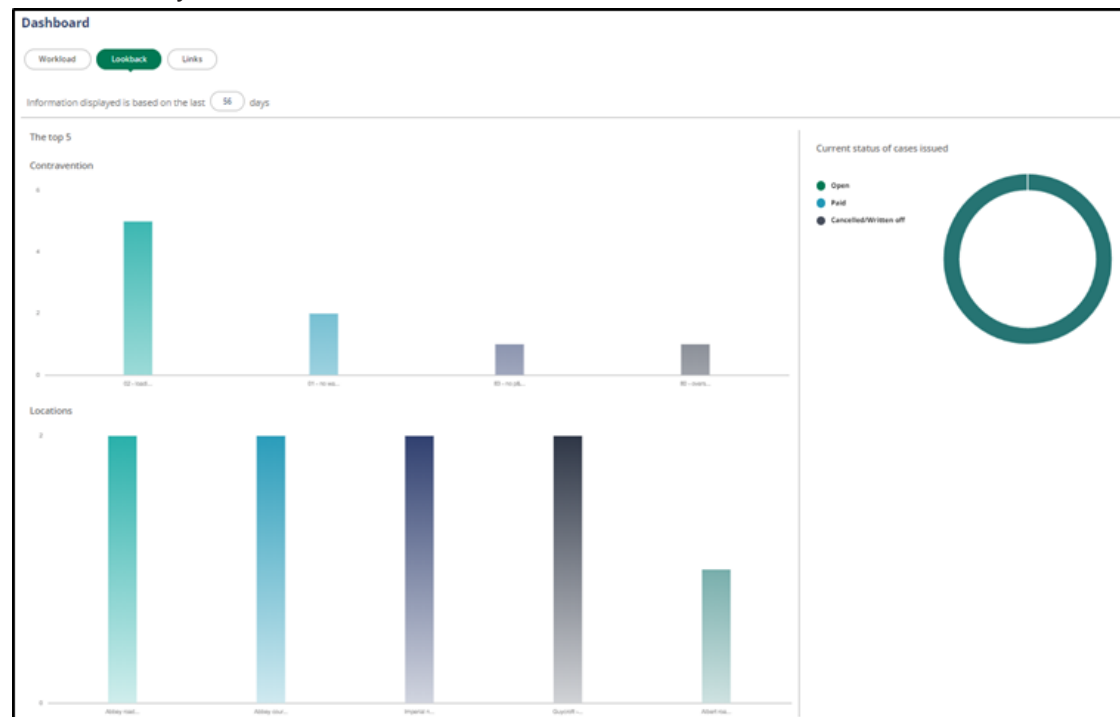
3sixty interfaces with a wide range of other products and organisations, including cashless parking, Automated Telephone Payment systems, enforcement agencies, government organisations etc.

## Scalable

The system does not limit the number of cases that can be held. We have some of the largest local authorities in the UK as our customers, including several London Boroughs. 3sixty processes 2.5 million PCNs annually.

## Continual improvement

3sixty benefits from 2 upgrades a year which are implemented free of charge as part of your support contract. Our development roadmap is continuously informed by our customer steering group and takes into consideration all appropriate legislative requirements.



# 3SIXTY: CITIZEN

3SIXTY HAS A DEDICATED WEB PORTAL FOR THE PUBLIC - 3SIXTY CITIZEN. 3SIXTY CITIZEN ALLOWS THE PUBLIC TO INSTANTLY PAY THEIR PCN, REVIEW EVIDENCE OR CONTACT THE COUNCIL ONLINE. THE PORTAL IS TAILORED TO MATCH THE 'LOOK AND FEEL' OF THE COUNCIL'S OWN WEBSITE

## Secure and easy to use

The citizen is required to enter their PCN number and VRM before proceeding, ensuring that all correspondence is linked to the correct case whilst maintaining security of personal details. Citizens are not required to set up an account or register to use the portal meaning that payment can be made quickly and efficiently.

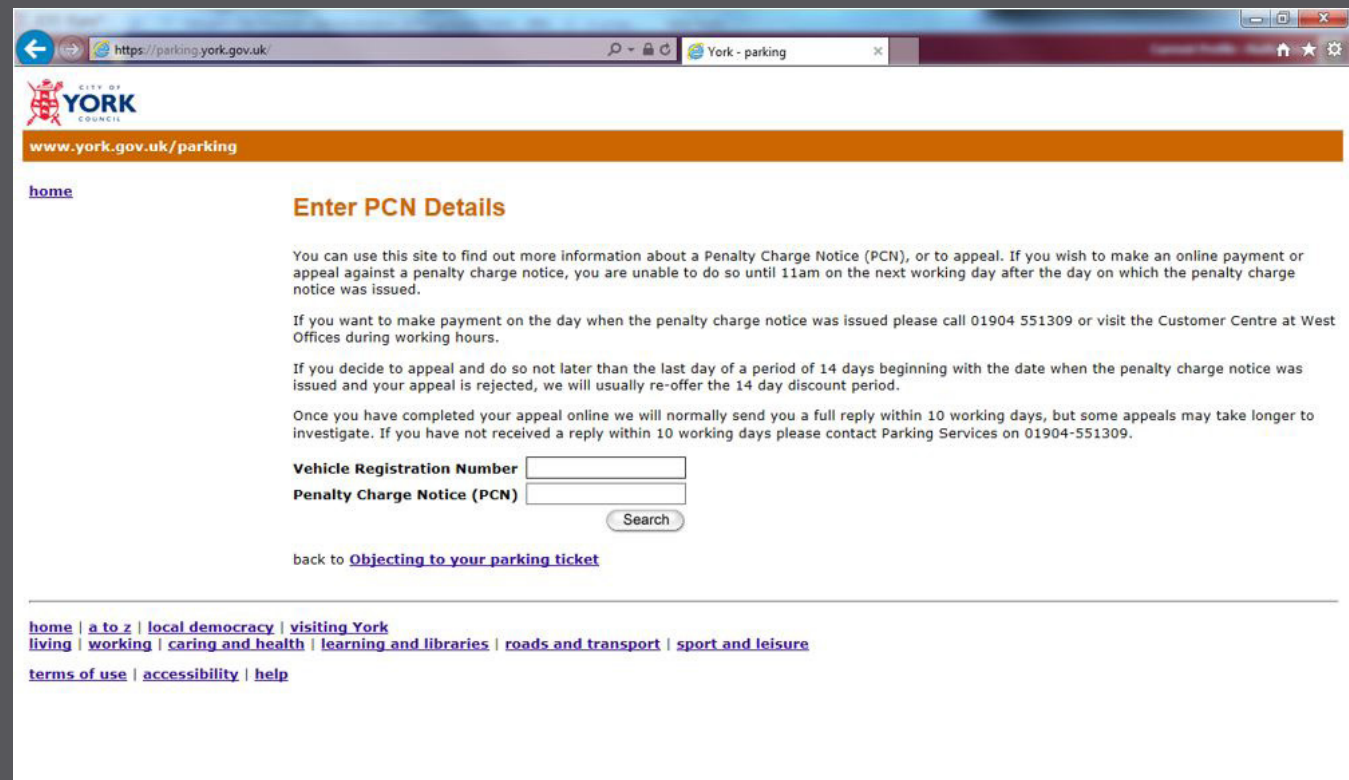
3sixty Citizen also enables members of the public to upload .pdf or photo files as supporting evidence. Any uploaded files are automatically attached to the relevant PCN.

## Real time

The system enables the Citizen to communicate through the internet instantly. Any communication submitted updates the relevant case immediately and put into the appropriate workflow queue. Payments made via the 3sixty Citizen website automatically close the case.

## Compatibility

3sixty Citizen is compatible with all leading browsers. 3sixty Citizen can also be accessed via mobile devices such as smartphones and tablets.





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