

Sheffield integrates its back office systems

Taranto Systems and Barbour Logic support Sheffield City Council's parking services team

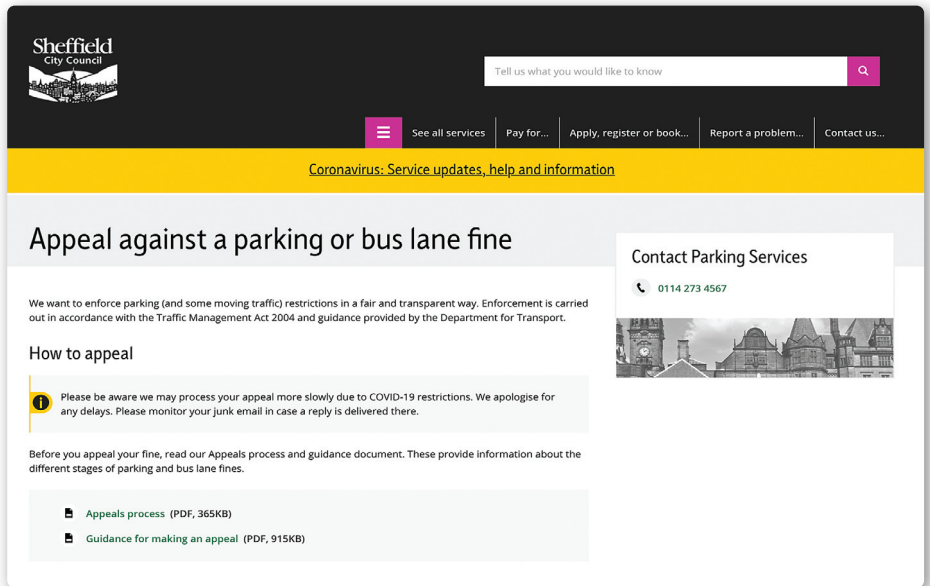
Taranto Systems and Barbour Logic have completed an integration project with Sheffield City Council that will enable local authority staff to optimise processes surrounding the issue and enforcement of penalty charge notices (PCNs).

Sheffield City Council has adopted Taranto's back office software, which enables staff to manage all aspects of the PCN processes, including payment and appeals, in one place. Meanwhile, the council also uses Response Master, Barbour Logic's specialist letter-writing tool. With 800 policy settings, Response Master creates letters to drivers that are consistent and in plain English.

It became apparent that there was an opportunity to further improve working processes, delivering even greater benefit to the client, if the systems could be integrated. Therefore, the suppliers kicked off a collaboration project aimed at bringing together the two parking solutions to work as a single integrated solution.

Sheffield City Council's parking services manager, Ben Brailsford, commented: "Both of the systems work perfectly well, but there was an opportunity for the process to become even more streamlined."

Taranto sales manager Sharon Silcock said: "At Taranto we always strive to find the best solution for our customers. If we can help authorities to meet their objectives by working with external suppliers, we are always happy to do so. We saw a significant benefit to Sheffield City Council if these systems were integrated and were delighted to make it happen. For many of us, the importance of – and mechanics surrounding – the concept of collaboration have become



Sheffield City Council is now using Taranto and Barbour Logic systems to process PCN appeals

strong themes over the past 12 months. Having spent this period working within virtual bubbles, it has become apparent that collaboration is something that must be actively developed and refined, rather than something that emerges organically as it might among colleagues sharing office spaces or meeting rooms.

"Processing PCNs is often a lengthy and stressful process, which often involves resolving disputes between local authorities and motorists. With many legal requirements to meet, team members need the best tools they can get to ensure communications with the public are consistently clear and correct, resolving issues quickly and painlessly."

Jason Barbour, managing director at Barbour Logic, added: "By using both the Taranto and Barbour Logic systems together, everything is streamlined and seamless, it

works just like clockwork."

Sheffield's Ben Brailsford said: "Having Taranto and Barbour Logic integrated is even better for productivity and consistency: "We have improved our relationship with the public and empowered our team to work smarter and faster. We feel we have benefitted from effectively having two suppliers as they both meet our needs in different ways. It is great to see two companies coming together for the benefit of their customers as it shows they really do care."

"After comparing the market, Taranto notice processing system was an obvious choice for Sheffield. The fact Taranto Systems already had a good working relationship with Barbour Logic, and was looking to do further development work to integrate the two systems, was a key factor in our decision making process when awarding the contract to Taranto."

Gemini Parking Solutions launches Y-Pay app

Gemini Parking Solutions has designed an app to remove the hassle of finding a parking space, paying for parking and extending a stay.

The design of the Y-Pay app draws on Gemini Parking Solutions's experience in running parking operations, including site management and managing appeals.

Y-Pay allows drivers to extend their parking time remotely with one click of a button within the app. Other features include: a permit option; timed reminders; car park and parking space-finding function within a live map; and the ability to add multiple cars to one user profile.

The app is available for free download on both the Google



The Y-Pay app

Play Store and Apple App Store.

Ryan Jackson, chief executive of Gemini Parking Solutions, said: "The Y-Pay launch represents everything that we felt was missing in the parking experience, both from the perspective of parking

operators such as Gemini Parking Solutions and for motorists.

"We designed the app to solve those common everyday problems and we cannot wait to see it being put to work and making the parking experience more enjoyable for all."

PayByPhone deals

PayByPhone has added 14 new clients to its cashless payments services in the last six months.

Barking and Dagenham Council and Transport for Wales switched from existing providers.

The other new clients were first time phone payment adopters:

- Bradgate Park, Leicestershire
- Cannock Chase District Council
- East Dunbartonshire Council
- Eden District Council
- Hambleton District Council
- Moray Council
- North York Moors National Park
- Pembrokeshire Coast National Park Authority
- Pembrokeshire County Council
- Royal Botanic Gardens Kew
- University of Manchester
- Waterloo Hotel and Lodge in Betws-y-Coed, Wales.