



Two become one

PCN processing is smoother in Sheffield since two companies integrated their solutions

For many of us, the past 18 months have shown the importance of collaboration. Having spent this period working in virtual bubbles, it has become apparent that collaboration must be actively developed and refined, rather than being something that emerges organically, as it might among colleagues sharing an office space or meeting room.

Taranto Systems and Barbour Logic understand this well, and demonstrated it during a recent integration project with Sheffield City Council to optimise the processes involved in issuing and enforcing penalty charge notices (PCNs).

For council staff, processing PCNs is a lengthy and stressful business, which often involves disputes. With many legal requirements to meet, team members need the best tools to ensure communications with the public are consistent, clear and correct.

An opportunity for systems integration

Sheffield City Council invested in Taranto's back-office software, which enables staff to manage all PCN processes, including payment and appeals, in one place.

It also uses Response Master, Barbour Logic's specialist letter-writing tool, which has 800 policy settings and ensures that letters to motorists are correct and in plain English.

It became clear that there was an opportunity to improve working processes further. So the suppliers collaborated on a project to integrate the two parking solutions into one.

'Both of the systems work perfectly well, but there was an opportunity for the process to become even more

streamlined,' says Sheffield City Council's parking services manager, Ben Brailsford.


Taranto sales manager Sharon Silcock says there is significant benefit to Sheffield City Council in integrating the two systems: 'If we can help authorities to meet their objectives by working with external suppliers, we are always happy to do so.'

Client-focused collaboration

The new system has been operational since January 2020 and, according to Brailsford, it has not only improved productivity and consistency, but also the council's relationship with the public.

'We feel we have benefited from, effectively, having two suppliers, as they both meet our needs in different ways,' he says. 'It is great to see two companies coming together for the benefit of their customers because it shows they really do care.'

'The fact that Taranto Systems already had a good working relationship with Barbour Logic, and was looking to do further development work to integrate the systems, was a key factor in our decision to award the contract to Taranto.'

Jason Barbour, managing director at Barbour Logic, adds: 'By using the Taranto and Barbour Logic systems together, everything is streamlined and seamless – it works just like clockwork.' 

Success points

- Council combines two best-of-breed products
- A great example of supplier collaboration
- An even more streamlined process for staff