

# Tenix Solutions

SAFER. FAIRER. SMARTER.

## NOVA Infringements

• CONSULTING • TECHNOLOGY • OUTSOURCING



## Tenix Solutions NOVA Infringements Product Overview



**Tenix Solutions presents NOVA Infringements, a comprehensive infringement management software system designed specifically for high volume detection programs, delivering the integrity required of back-office operations.**

### NOVA Infringements - A Snapshot

- Processes and manages all types of camera infringements and tolling violations, as well as on-the-spot offences
- Manages the entire lifecycle of infringements from first notice correspondence through to receipt of payment and disbursement
- Flexible workflow and configuration engine driven by Microsoft BIZ Talk, alignment to complex business rules, legislation and operational frameworks has never been easier
- Introduces operational changes such as business process modifications and infringement adjustments without the need to engage in costly software development
- Provides the adaptability to satisfy unique client requirements together with the flexibility to evolve with the changing needs of compliance management programs
- Built-in data validation tools ensure debtor information is accurate and up to date
- Built on the industry leading Microsoft .NET platform supported by SQL Server

### A Debtor Centric Compliance Management Solution

#### Debtor Management

NOVA Infringements is engineered to focus on the individual debtor in all aspects of infringement management and processing. Its debtor-centric architecture supports efficient execution of tasks, such as managing the links between debtors and infringements, monitoring address and contact information, and execution of debt collection strategies.

#### Infringement Management

NOVA Infringements is designed to accommodate all aspects of compliance management, with value added features to ensure that the highest level of integrity is maintained throughout the compliance lifecycle.

NOVA Infringements delivers complete compliance management aligned to suit your legislative framework, catering for your specific business process needs.

#### Comprehensive and Effective Debt Collection

NOVA Infringements' comprehensive payment management and disbursement capabilities enable large volumes of payments to be processed securely and efficiently. Its flexible integration architecture allows the collection of payments from any number of internal and external payment channels, maximising your ability to collect outstanding debts.

NOVA Infringements supports the additional option of Payment Plans, allowing you to group multiple infringements from single debtors, creating mutually beneficial payment arrangements.

The Payment Plan module delivers the following benefits:

- Groups multiple infringements for a single debtor
- Develops a payment schedule with configurable timeframes and payment frequencies
- Identifies and manages delinquent debtors
- Automatically generates correspondence advising of payment schedules, due and past due payments.

#### Debtor Contact Management

NOVA Infringements contains a complete Correspondence Management module that delivers the following benefits:

- Scans, links and stores copies of original correspondence received with the associated infringement and debtor
- Generates customised or automatic responses to incoming appeals via a built-in word processing engine
- Maintains a time and date stamped copy of all correspondence sent to defendants in the original form in which it was created
- Reproduces correspondence on demand.

NOVA Infringements' robust nominations engine maintains a link between the original offence and defendants that have been nominated, ensuring that new notices are issued in an expedient manner.

Having this vital debtor contact information stored in one system allows customer service staff to respond to public enquiries efficiently, with the confidence that all the required information is at their fingertips.

## Automating your Back-Office – Workflow Management

NOVA Infringements contains a built-in workflow management tool, automating business processes for maximum back-office efficiency. The workflow engine manages incoming inputs, such as correspondence and nominations, and allocates them to defined workgroups for immediate review and action.

The workflow management engine automatically triggers actions based on the outcome of different activities including:

- Creating, printing and mailing of standard letters once an appeal has been accepted or rejected
- Cancelling outstanding debt once an appeal has been reviewed and accepted
- Resetting due dates once an appeal has been accepted
- Creating a new record with a new debtor once a nomination has been reviewed and accepted.

These automated workflow options are just a small example of how NOVA Infringements streamlines back-office operations, delivering compliance services more effectively, and at a total lower cost.

## Maximum Integrity - Detailed Auditing and Reporting

NOVA Infringements maintains a detailed audit trail of all infringement related activities throughout the entire lifecycle, allowing you to pinpoint all changes to a record. All activities associated with an event and debtor, whether it is system generated or instigated by a user, are logged in a simple and easy to read Event Log.

## A Flexible Reporting Engine

NOVA Infringements is supported by Crystal Reports, providing a comprehensive range of management, financial and audit reports.

NOVA Infringements' flexible reporting interface allows you to customise reports. All reports can be refined to display as little or as much as you like.

## The Benefits of backing your Compliance Program with NOVA Infringements

### Customer-Centric Design

Emphasis is on the debtor, resulting in enhanced data integrity and efficient data management.

### Configurable Modular Architecture

Allows for client focussed customised processing solutions tailored to unique business requirements.

### Operations Flexibility

Reduces operational change management costs by leveraging dynamic configurability options provided by the Microsoft BizTalk Server.

### Data Security

The utmost security for highly sensitive data is provided through features such as database encryption, permissions-based feature access and user password enforcement.

### High User Adoption

Incorporates a familiar web interface that is simple to use and allows for clear navigation and access to commonly performed tasks.

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