

Tenix Solutions

SAFER. FAIRER. SMARTER.

NOVA Park

• CONSULTING • TECHNOLOGY • OUTSOURCING



Tenix Solutions NOVA Park Product Overview



Tenix Solutions presents NOVA Park, a fully integrated modular software package designed specifically to support processing of parking and local law infringements.

NOVA Park - A Snapshot

- Custom designed for parking compliance management incorporating expert knowledge gained from running extensive parking operations
- Built-in configuration engine allowing the end-to-end parking process to be configured to support different business and legislative processes
- Flexible integration architecture supports connection with an infinite number of external devices
- Offered as a hosted software service or as an in-house solution
- Correspondence and photographs are stored on the system to support customer service enquiries, reducing the need for paper based files
- Improves overall ticket processing performance from issuance through to load and escalation
- Establishes more efficient processes for correspondence, appeals, collections and permits
- Quicker and easier processing of payments
- Supported by Crystal Reports, allowing for new reports to be delivered quickly and accurately
- Built on the Microsoft .NET Platform supported by a SQL Server database
- Robust and scalable, the Windows based user interface ensures it is user friendly and easy to navigate

On-Street Enforcement Integration

Local authorities utilise a variety of means to issue infringement notices employing a range of devices, from PDAs to custom parking infringement devices.

NOVA Park is designed to effectively integrate with any of these devices and supports the capture of photos, voice recordings and officer notes.

User Interface

NOVA Park's user interface is specifically designed to ensure that all information is readily accessible by users in the most efficient manner. All the information required to support customer enquiries is at the users' fingertips.

NOVA Park contains a comprehensive search tool to assist users find infringements via numerous search parameters, allowing customer service staff to respond to all types of enquires with limited information.

Correspondence Management

NOVA Park contains a powerful correspondence engine to support the management of incoming correspondence, as well as the generation of outbound letters and notices.

Its inbound correspondence interface allows customers to scan incoming letters, record them on the system, and assign to users or a workgroup for follow-up and processing. Once a letter has been scanned and loaded in NOVA Park, it is linked to the corresponding infringement record.

From this point, the user can generate a reply letter using any one of the numerous templates or standard paragraphs contained in the system, or refer the matter to specialised workgroups for follow up. Users can also elect to customise the standard letter using the built-in word processing utility.

All correspondence can either be printed on demand or batched for bulk printing. Either way, copies of all correspondence generated is saved on the database under strict version control, and easily accessed for further review.

Payment Management

NOVA Park contains a built-in cash receipting system to support counter payments by local authorities and can be fully integrated with online and third party payment channels.

NOVA Park is supported by detailed reconciliation and audit reporting, and supports all aspects of revenue collection and control.

Digital Evidence Management

NOVA Park provides a digital evidence module allowing you to upload images and voice recordings associated with infringements, and attach them directly to the corresponding infringement record. Images can then be referenced for adjudication as well as be printed on infringement notices.

Road Authority Integration

NOVA Park provides interfaces to every major road authority in Australia and New Zealand to enable the tracing of outstanding infringements to registered vehicle owners. Details are retrieved via automated interfaces and reminder notices automatically created.

Permit Management

NOVA Park contains a comprehensive permit management module, called NOVA Permits, to support the creation of various types of permits such as residential, trade and university campus parking permits. It features an online permit application interface to allow authorities to receive permit applications online.

Fully configurable, NOVA Permits enables the management of permits according to specialised requirements. Business rules such as permit validity periods, zone applicability and usage rules are easily configured through the user interface.

Reporting and Analysis

NOVA Park is supported by Crystal Reports, allowing for new reports to be developed quickly and accurately to support your analysis needs.

NOVA Park contains over 50 operational, audit and performance analysis reports. These are accessible via an easy to use interface that supports user defined parameters and reporting ranges, allowing you to track all aspects of your parking operation.

Hosted Software Services

Tenix Solutions' hosted software services offer a managed system for the end-to-end processing of infringement notices. Our hosted service includes:

- Set-up and configuration of all business rules, templates and interfaces using Tenix Solutions' infrastructure
- Secure online access to NOVA Park software via an internet browser
- Fully managed infrastructure services including secure data storage and back-up
- Fully redundant infrastructure with automated system failover
- Guaranteed system availability
- A predictable cost base with flexible options to avoid large, upfront capital investment.

Other services offered as part of the hosted model include:

- Correspondence management
- Road Authority integration
- Customer Service support
- Debt Collection services
- Established interface protocol with all Australian and New Zealand Road Authorities.

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