

About Us

At **change++** we help you achieve your business objectives by improving the way you manage information.

We work with you to develop systems that gather data more efficiently, report on it quickly, analyse it easily and present it clearly, giving your managers an immediate view of business performance.

Through listening to what you want to do and drawing on years of experience working with retail and leisure businesses, we can recommend and implement better information systems that will directly increase the value of your business.

change++

Tragopan House
Beale Park
Lower Basildon
Berkshire
RG8 9NH

Tel: 0118 9843223

Fax: 0118 9843399

Email: info@changepp.co.uk

Web: www.changepp.co.uk

Tracking traffic penalties to accelerate processing and payment

Background

NSL Services Group is responsible for the management of the Penalty Charge Notices (PCNs) issued on behalf of its client, responsible for traffic enforcement on city roads using a combination of traffic wardens and community support officers using handhelds and an extensive network of CCTV cameras.



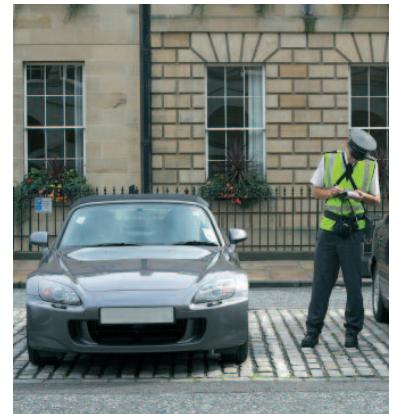
The client wanted direct access to all data relating to the lifecycle of PCNs issued that was previously only available through NSL. Both NSL and the client wanted a combination of standard and ad hoc reports, together with a flexible analysis capability.

Solution

Through involvement during the preliminary discussions about the reporting requirements **change++** have been able to advise on the most appropriate tools and implement a system designed to give all user groups access to the data they most want to view. **change++** recommended tools from the IBM Cognos 8 suite as these can deliver the flexibility and analysis capabilities NSL staff and their client partner need.

Reporting combines data from the back office notice processing system with other internal sources, and provides:

- One point of access for client staff for all reporting
- The ability to combine data from different data sources in one report
- Simple reporting for operations staff with drill through to appropriate reports
- Flexible reporting for analysis users



Benefits

Operations staff are able to access all the data they need to understand and review the PCN Lifecycle. Dashboard displays provide summary information, and managers can drill further into the data to focus on specific areas of performance.

Analysts can create their own ad-hoc reports using simple web-based tools and expert users at NSL can design reports for publication on the IBM Cognos 8 portal, giving them control over the system and its contents.

change 

Tragopan House
Beale Park
Lower Basildon
Berkshire
RG8 9NH

Tel: 0118 9843223

Fax: 0118 9843399

Email: info@changepp.co.uk

Web: www.changepp.co.uk

Reporting will now be simpler and more flexible giving all users an improved view of operational activity. Commenting on the new reporting system, Kathryn Jackson, Project Manager at NSL said, "It was important that our client could access the same information as ourselves and both parties needed flexibility so analysts could create and publish their own reports. Having **change++** involved from the planning stage meant these requirements were included in their recommendations and we're really pleased with the IBM Cognos 8 solution." Indeed NSL found the IBM Cognos 8 reporting solution so effective they have asked **change++** to build finance reports from their Microsoft Dynamics database.