



Cardholder and card management system

Our Card Management System (CMS) is already in use across dozens of Local Authorities in England. It is a mature and rapid solution enabling the distribution, management, and tracking of concessionary transport cards and other Local Authority services.

Workflow

At the heart of the CMS resides a strong workflow logic which keeps the operator in complete control of the customer relationship. Card status, card lifecycle functions, call logging, document storage and personalised letter generation are examples of this underlying strength.

Local Government Reorganisation

As LGR gathers momentum across the country many Counties will appreciate the ability to consolidate the provision of services within one application. New card profiles can be added to the CMS with relative ease in order to make use of one system for several different council services.

Environment

With multiple users across different departments in the County structure it's important to configure and control access to for each user. The CMS gives complete flexibility to determine what a given user can see or do with the system. Permissions can be assigned on a functional and geographical basis.

From large Call Centres to small Concessionary Fares Departments, the CMS provides quick and simple access to your cardholder's account..

Main features include:

Data Entry

- Cardholder registration and card request in under 2 minutes
- Error proof workflow

- Data entry checks safeguard data integrity
- Seamlessly integrated Webcam capture or scanning
- Address lookup integration with NLPG gazetteer or PAF
- Logs proofs of eligibility

Helpdesk

- Multiple card and concession types
- Full audit trail of activity on cardholder record
- Full suite of SQL management reports
- Digital document storage
- Configurable user permissions
- Bespoke letter generation and logging

Card production

- Compatible with bureau or in-house card production
- Real time card status during the production cycle

Integrations

- ISL HOPS stoplisting
- Full ITSO HOPS
- EMV / loyalty systems
- Leisure, library....systems

Technical

- Fully hosted with off-site DR facility
- Accessible by web browser across multiple locations
- Integrated with ISL HOPS
- SSL and IP restricted secure access
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