



**The Complete Digital
Transformation Solution**
Software as a Service



StarGO is the complete end-to-end digital transformation software application for the public sector. The system can be ‘fully hosted’ so that local government can optimise the services they provide for their citizens and provide value for money to council tax payers.



According to the Local Government Association the costs of the public making ‘first contact’ with a council are **significantly lower when made online compared with face-to-face and telephone interactions.**

98% cost reduction compared with face-to-face interactions.
95% cost reduction compared with telephone interactions.

By choosing StarTraq digital transformation services we can help you to realise these cost savings and here’s how:

Easy access to services for the public

- Public can create an online account to apply, renew and pay for a Council service
- Upload any documentation to support applications
- Shopping basket to purchase different services in one transaction
- View status of existing services and their expiry dates

Back office for managing services for the Council

- Reminders sent prior to service/licence expiration
- Automatic renewals if required
- Integration with payment providers e.g. World Pay
- Email confirmation of virtual or paper permits
- Deploy officers to locations with expired licences
- Issue FPNs and PCNs for non-compliance

Top 5 benefits

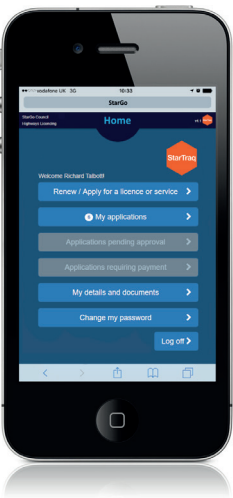
- Easier and quicker for your citizens to access Council services
- Reduce staff processing costs as no re-keying of data
- Maximise revenue through better compliance
- Reduce environmental footprint by reducing paper
- Minimal setup time and deployment costs

There are many aspects to public sector service provision. StarTraq’s experienced team can help local authorities with one specific service or provide digital transformation across multiple services. All services can be accessed by the public online using an internet enabled device.

We’ll help you to decide which service you need and transform the way you deliver them to your citizens. Below are just some of the services that we can help you to streamline:



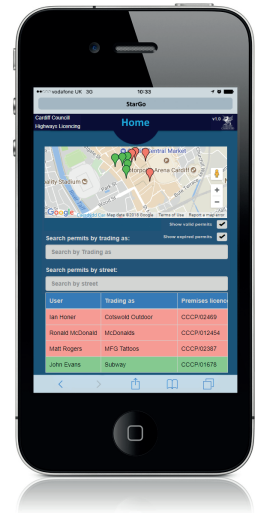
Apply online via mobile or desktop



Cloud-based back office software



Smartphone app for Council enforcement



StarGo Back-Office Specifications

Automation

- Reduces the amount of manual repetitive tasks
- Enables the processing of more services with fewer staff
- Increased accuracy ensures that each service application is dealt with swiftly and fairly
- Overall costs are reduced leading to a quick ROI
- Customer is able to self-serve to purchase services through the online portal

Flexible

- The software can be configured to adapt to the client's business processes
- Workflow can be changed to meet new regulations and legislative requirements
- Custom fields can be created to store any information required
- Facilitates part payments of FPNs
- Virtual or printed permits can be issued to the public

Web-Based Hosted Back Office

- Client only needs a compatible web browser to use StarGO therefore no software needs to be installed on the local workstation
- Allows users to access the application from any computer with a broadband connection
- Very little IT support required for workstations
- Built on latest .net platform so it is future proofed
- Work from anywhere to give flexibility to your staff to work from different offices or from home

Back Office Efficiency

- More efficient than a paper based system. Data can be accessed from various sources and users
- Single solution for all enforcement processing
- Full document management capability to realise the paperless office
- Web based architecture means that the system runs quickly over a broadband connection
- Intuitive interface ensures fast processing of violations through image verification and automatic document printing
- Integration with payment gateways
- Fast and easy routes for procurement

Enforcement App Specifications

Automation

- StarTraq does not supply mobile hardware. The local authority can use their existing smartphone technology
- The application works using a mobile phone's web-browser, this means that multiple users can use different mobile devices
- Integrates with StarGO
- Eliminates re-keying of data

Flexible

- Customisable interface that allows field names to be changed
- It uses a mobile device's GPS data to pinpoint an exact service location and display it using Google Maps
- Search for permits/ licences in a particular location
- Postcode lookup to verify address of offender
- Geo-location data to assist the completion of FPNs
- White/blacklists supported

Web-Based Smartphone Application

- The operator only needs a compatible mobile web browser to use the application therefore a download from an app store is not required
- Violation data can be cached in the device's web browser, allowing the app to work without an internet connection to store data
- Allows users to access the application from any smart handset with a 3G/4G connection
- Very little IT support is required for roll out and support as users only need to be sent a link to install/update the app
- Check licence validity

System Reporting

- Inbuilt reporting tool allows for flexible reporting for StarGO from a management perspective
- Reports are easy to create and customise on the fly, which enables users to locate the information they need
- Drag & Drop fields and complex filtering enables sophisticated reports

System Support

- Dedicated UK based team giving telephone and email support
- Call logging to ensure each case is dealt with in a timely fashion
- All cases responded to within 4hrs
- Listen to customer requests for future feature developments
- No need to support locally installed applications on mobile devices