

# Digitization of appeals processing demonstrates multi-million-pound savings

## CLIENT OVERVIEW

**This public sector department sought a way to more efficiently handle appeals from citizens, on 10.8 million annually issued parking and traffic tickets by local authorities.**

Based on a manual process, this processing center received, handled and processed appeals via traditional mail, and then keyed the data into a centralised case management platform. Due to the inefficient and time-consuming nature of this process, this public sector department determined that it needed to digitally transform this process. Thoughtonomy demonstrated their ability to offer a flexible platform that can not only offer a digital interface, but automate backend processing in the existing case management system.

## CLIENT CHALLENGE

We worked with this public sector department to analyse their appeals process and assess how it could be effectively automated. If a citizen appealed a penalty, they would fill out the form on the reverse of the ticket and post it with evidence to the processing centre. Once received, the ticket would be scanned, validated and either processed or returned for more information. When being worked on, each appeal required employees to access various external information sources, then manually key the data into their case system, along with any communications, before a claim was either validated or refuted. This lengthy and human error prone process delivered poor citizen experience and in fact, it was so deficient, it was costing more than the revenue they received from any penalty.

## CLIENT AT-A-GLANCE

### CLIENT

Public sector parking and traffic ticket authority

### ABOUT CLIENT

A traffic and parking ticket authority which handles 10.8 million tickets annually

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## CHALLENGE AT-A-GLANCE

### CHALLENGE

Automate the manual process of parking tickets processing

### FUNCTION

Customer Service

### USE CASE

Digital Transformation

“ By providing a digitized service, this processing centre has identified massive cost savings and a significantly improved citizens experience ”

MANAGER | Public Sector

## OUR SOLUTION

Our automation experts set out to digitise the appeals process, by implementing a web-based portal branded with local authority to help bring consistency and an improved citizen experience. The portal was designed to mirrors the appeal form on the reverse of the penalty ticket, though rather than risking information being missed or entered incorrectly, it auto-validates the information against internal information— immediately removing 15% of manual rework from the processing centre. Once submitted, a virtual worker takes the appeal and processes across multiple systems internally and externally, executing all the information gathering and evidence collection to the appeal, before sending it to an adjudicator for final assessment. This new automated process demonstrated brought a huge improvement in citizen experience and has saved this public-sector department millions of pounds. Based on this outcome we are working with other local authorities to expand the automation of traditionally paper-based tasks.

## SOLUTION BENEFITS

100%

execution accuracy

Multi-Million

Pound cost savings

Improved

Citizen Engagement

15%

Reduction Appeals reworking

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We are an automation technology company, and have created an award winning platform to help you improve the productivity of your workforce. With frictionless deployment and low commitment, we can help you deliver real results fast.

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