enforcer ONLINE

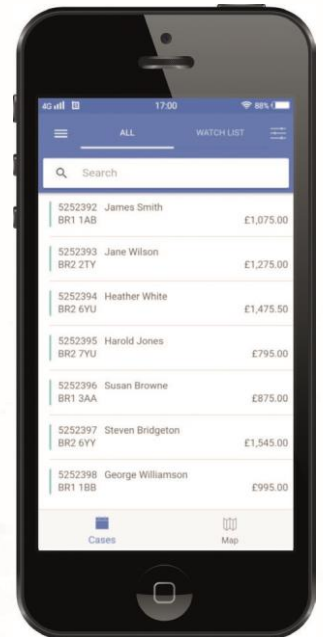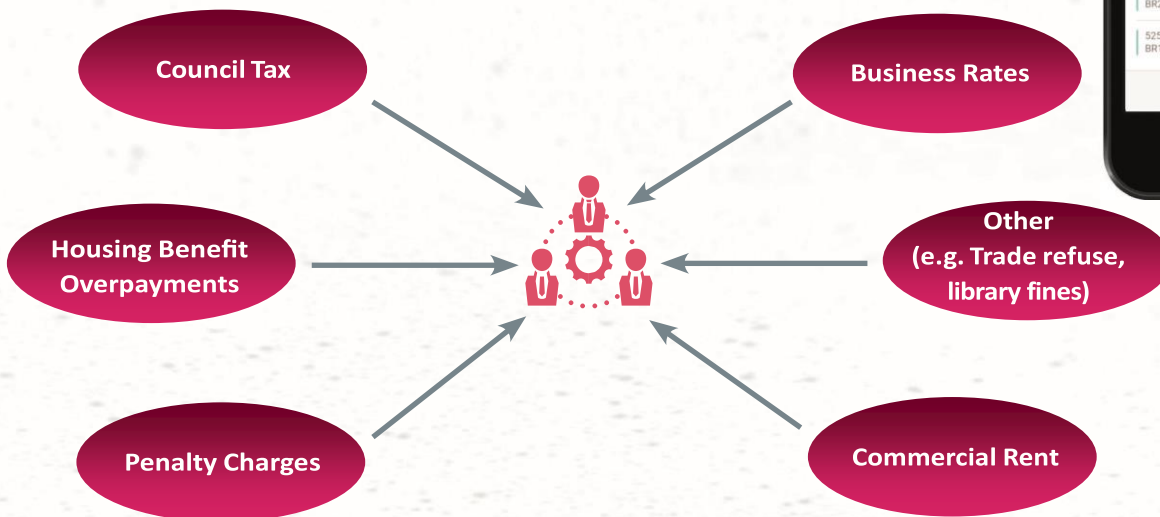## SOFTWARE TAILORED TO MEET THE NEEDS OF YOUR ENFORCEMENT TEAM

Overview

EnforcerOnline is a purpose-built enforcement agent debt collection system.
EnforcerOnline has a proven track record having been used within Whyte & Co for more than 20 years, where it has been continually developed and improved to meet our needs. Over the past few years, it has been adopted by local authorities and has facilitated a smooth, rapid and successful conversion to an in-house operation for them.

"Continually improved for more than 20 years"

Debt Types

EnforcerOnline can be used to recover many debt types applicable to local authorities:

- Council Tax
- Business Rates
- Housing Benefit Overpayments
- Other (e.g. Trade refuse, library fines)
- Penalty Charges
- Commercial Rent

* Not Real Data

At a glance

- → Principle package includes up to 10 users
- → No limit on clients or agent online access
- → Fully mobile solution for on the road EAs
- → Automated arrangement processes
- → Visual allocation of cases to EAs

- → Automated correspondence
- → Automated Client Reporting
- → Automated case migration
- → Debtor access website
- → Comprehensive backup and Data Recovery

"Innovative debt collection system"

Recent Enhancements

EA hand-helds for Enforcer for Agents are now fully operational off line

TELsolutions COMMUNICATION INNOVATION   Fully Integrated with Telsolutions

"Whyte & Co with EnforcerOnline have the only Enforcement Agent software to be fully integrated with Telsolutions products providing a seamless utilisation of our suite of facilities without manual intervention."
Daniel Pearce - Director of Business Development, Telsolutions

Modules

EnforcerOnline comprises a number of seamlessly integrated modules each providing specific benefits to your in-house operation:

There are four main modules of the system, plus a revolutionary geographic case management system "MapMaker". Each of these modules looks a little different and provides different functionality because the users of each have different needs.

Although each of these modules looks a little different and has different functionality, they are all part of a tightly integrated single system and simply different ways of interacting with the same system and data. Consequently, any change made by any user of Enforcer is instantly visible to all others.

Enforcer

The main office-based application for updating cases, setting up payment arrangements, running reports, including instant graphic reports, maintaining system data and so on.

Enforcer for Agents

An app-based system that is tailored to phones and tablets. This allows enforcement agents to view their allocated cases in the field and progress their call reports while at the doorstep. Real-time updates between Enforcer for Agents and the main office system.

Client Access

A web site that provides a primarily read-only means for clients to check the status of cases and to enter certain updates such as direct payments, new addresses and balance adjustments.

View My Case

A web site which allows debtors to view basic information about their case.

Client Talk

An integration platform for converting and transferring -les to and from other systems, including revenues systems such as Academy and Northgate.

MapMaker

An advanced tool for visualising and allocating caseload using maps

Taking Control of Goods

EnforcerOnline is fully compliant with the Taking Control of Goods legislation and also takes into account guidance from CIVEA.

- Prescribed forms are used, such as the Notice of Enforcement and Notice of Intention to re-enter.
- Configurable delays between actions. E.g., typically, a 14-day compliance period.
- Compliance, Enforcement and Sale fees are added automatically at the appropriate point.
- No additional fees are charged (for example, for additional visits) except for the allowable disbursements that are listed in the legislation.
- Payments can be split pro-rata between debt and fees (as usually required by external EAs) or all fees first (as often preferred by in-house teams).
- A countdown from 365 days is displayed, with cases being optionally returned as "warrant expired" after that period, unless either it has been possible to take control of goods or a payment arrangement is in place. The countdown recommences from 365 days if there is a default on a payment arrangement.

"Fully compliant with the Taking Control of Goods legislation"

Technical Platform

EnforcerOnline is hosted in a secure, UK-based datacentre and accessible in a web browser meaning there is nothing that needs to be installed on your network and no need to worry about purchasing hardware. It is also compatible with thin client environments such as those based on Citrix® and Microsoft® Remote Desktop Services. Secure protocols such as HTTPS are used in order to ensure that all communication between the users and the system are encrypted.

- Fully hosted service -

Customisable

EnforcerOnline is based on process flows, which can be set up for each debt type and client and are easily changed. The actions, delay between actions, letter templates and fees are defined within these process flows.

The system also provides for the letter templates to be easily modified using Microsoft Word and new templates can be introduced via the process flow mechanism.

Various other aspects of the system can be configured at debt type and client level.
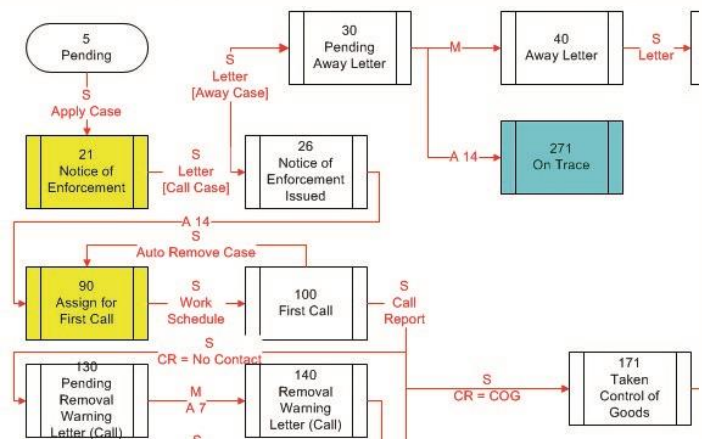
In-house requirements

In-house teams often work slightly differently to external EAs. There is often a desire to recover fees first rather than pro-rata; and not to automatically return cases over 365 days old. These are both options that can be easily changed within the system.

Additionally, the system is capable of automatically importing a daily extract of payments from your cash system and then providing a reconciliation report back.

Integration

- Supports integration with your preferred external printing company.
- Supports loading new instructions from any revenues or parking system, e.g. Academy, Northgate, 3Sixty, Chipside, TARANTO.
- Supports producing return files and payment files that can be loaded back into your revenues, parking or cash systems.
- Supports loading payment files from your cash system.
- Supports integration with the DVLA to carry out vehicle checks for Penalty Charge Notices.
- Supports integration with your preferred SMS or outbound dialling provider.

Customer Testimonials

EnforcerOnline is currently being used by a number of local authorities.

"We needed a straightforward solution that got our enforcement up and running quickly. Enforcer was our choice. A fully hosted system that works well for us at Luton and has excellent support from Whyte & Co."

Clive Jones - Revenues and Benefits Manager,
Luton Borough Council

"We initially required a system we could implement quickly that could manage our cases effectively. The support from Whyte & Co was excellent, with comprehensive training delivered to our enforcement Agents and back-office staff. The ongoing support we receive from the helpdesk is phenomenal, with requests and queries answered promptly and with the team really thinking ahead and suggesting ways to improve our service delivery best suited to our individual business needs."

Sarah Waymouth - Revenues Enforcement Team Manager,
Croydon Council

"Since implementing Enforcer we have been able to manage our caseload effectively, streamlining and automating processes and driving up collection. The software is straightforward and practical for both office users and Enforcement Agents, with real-time updates, and has proved excellent value for money. The support from Whyte & Co is instant, ongoing and immeasurable! All of the Whyte & Co team are willing to share their expertise and experience, I would highly recommend them to anyone starting out in the Enforcement business."

Sue Spearing - Revenues & Benefits Arrears Team Manager,
Royal Borough of Kingston upon Thames
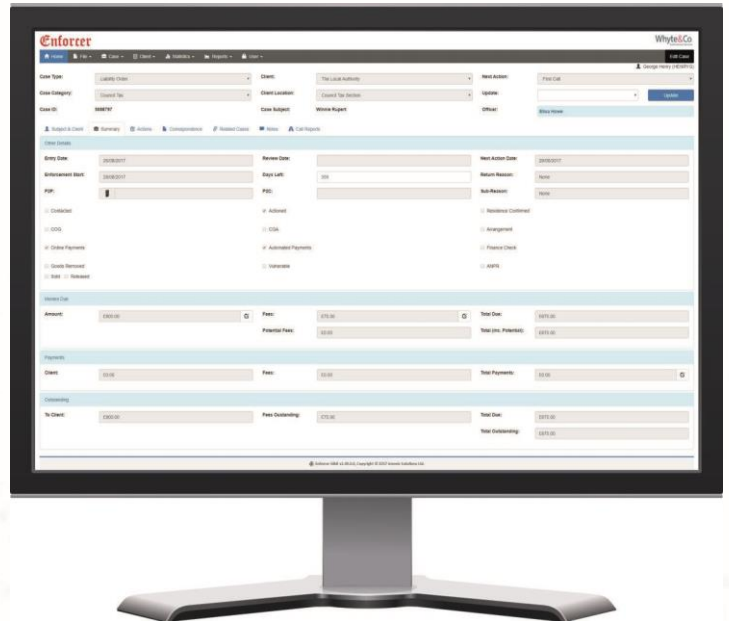
For more information, please contact us on: **0345 458 9429** or **enforceronline@whyte.co.uk**

We will be happy to provide a complimentary demonstration at your office or online.