

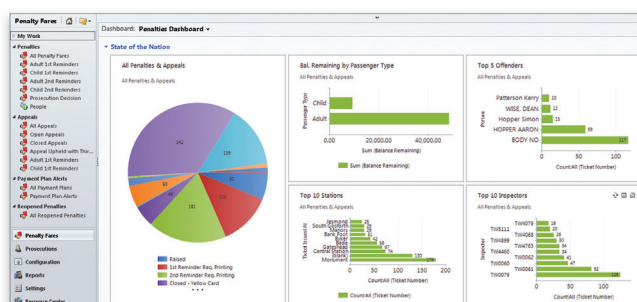
# TIPS: Just the ticket

Streamlining your **Ticket Inspection and Prosecution System** for a High-Speed Solution that's more than just the ticket



innovative solutions for  
an innovative world

In 2011, the Association of Train Operating Companies (ATOC) estimated that unpaid fares are depriving the UK's rail network of £200million a year. As up to 5% of journeys made every day are made without tickets, a modern, efficient, and complete solution for issuing and managing penalty fares needs to be in place. But does it exist? Not until now...



## Introducing TIPS

# The Ticket Inspection & Prosecution System

Brought to your network by Raspberry Software

- **Out with the Old:** TIPS replaces traditional Paper-Based Methods with a User-Friendly Interactive Mobile Application
- **Easy to Use:** Swift and Simple Ticket Information Input and Penalty Issuing Function
- **Streamlined System:** Interactive and Virtually Paper-Free
- **Instant Identity Verification:** Instant Verification of Identities and Addresses Provided by Passengers
- **Ingenious Insight:** Detailed Operational and Managerial Reports
- **Clever Collection:** Passengers Can Pay by Cash or Card On the Spot

## Did You Know?

Tickets can be processed and printed via the TIPS app, even in areas with no mobile signal.



# Top TIPS

## Take Control

Previously, Ticket Inspectors could only rely on a passenger's word and a complex phone-in system if they wanted to record his or her correct name and address.

Today, the TIPS mobile app search function permits the Ticket Inspector to use multiple search methods to find the information they need. Post Office data can ensure addresses are valid, and enable the user to access a list of addresses from a postcode. Access to the Electoral Roll can determine who lives at an address in order to successfully identify the passenger. Google map searches, Raspberry Software's own "repeat offender" lookup, and the "fuzzy" lookup (which finds people close in name or address to the details provided) are additional features which can help the suspicious Inspector apprehend the correct person.

With a host of database details all available on a single device, repeat offenders can be identified and penalised within seconds. It's as easy as sending a text message.

## Lay Down the Law

The TIPS backend system supports the entire penalty process, from printing notification letters to booking and scheduling court cases. The application's printing capabilities cover everything from penalty payment reminders to court summons, while the complete and fully searchable database of offenders and penalties can help you to compile a solid case file.

In addition to penalties, witness data for MG11s (byelaw infringements such as abusive/violent behaviour and vandalism) can also be collected on the mobile devices, before being processed by the backend system.

## Know your own Story

All of the data within both the mobile app and the backend system is securely held and available for operational use and detailed management reporting. Few existing systems offer bespoke reports which are easily adjusted to your primary concerns. However, TIPS can provide fully integrated, extendable reports, which include trend analysis and data exporting options.

## Why your Network Needs TIPS

- **Cost Effective:** Straightforward licensing and setup costs – an advanced solution at a competitive price
- **Accurate:** No more tickets spoiled because of rushed handwriting – TIPS effective device-driven data lookups ensure tickets have correct information
- **Bespoke Data Access:** Powerful backend system enables detailed reporting and analysis, and the opportunity to choose the data parameters included in reports
- **Built on Proven Scalable Technology:** Microsoft® CRM provides a rich back-office environment
- **Streamlined Superiority:** The perfect replacement for paper-based processes, providing incredible increases in accuracy and efficiency

*"Thanks guys for your fantastic TIPS product – it's a great step forward in our Revenue Protection process. Ticket Inspectors and Back-Office staff are delighted with the new system."*

Sharon Kelly, DB Regio Tyne and Wear Ltd - Customer Service & Operations Director

## Did You Know?

Raspberry Software is also responsible for Deutsche Bahn's award-winning Service Quality App.



For more information or to arrange a demonstration, call **+44 (0)1394 387386** or visit [www.raspberrysoftware.com](http://www.raspberrysoftware.com)

