



Digital pen and paper solution keeps traffic running smoothly

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Sergio Laliscia, Digiwrite

FACTS

Customer: 38 Italian municipalities. The application includes 800 digital pens in Genova Police.

Challenge: To make the issuing of fines more effective, reduce paperwork, speed up processing.

Solution: Digital Pen and Paper solution developed by Digiwrite, incorporating Anoto Functionality.

Benefits: Processing time speeded up, less staff needed for data entry, more fines collected, easy for staff to use. Saves 5/6 of the time compared to entering data manually

One city – over three million fines a year

Policing traffic in a major city is vital for keeping cars and buses moving smoothly, and can be a big source of revenue for local authorities. But processing fines can create a lot of extra paperwork.

In a medium-sized Italian city 3.5 million fines are issued every year for traffic transgressions including speeding, incorrect parking and Highway Code offences.

All these fines need to be processed in order to be implemented. Staff at the police station need to scan the tickets and enter the fines into the computer system, so that an official letter can be sent out to the transgressor. The letter must be sent within a set time of 10-60 days, without the official letter, the fine is invalid.

This means that speeding up the process is a top priority for police in Italy, so 38 city police departments have now implemented a digital pen and paper solution using Anoto functionality.

Improves the cycle

The solution, developed by Italian firm Digiwrite, is marketed as a plug-in to software packages used by Italian police forces, developed by a number of Digiwrite partners.

Parking attendants and traffic police write fine notices using Logitech digital pens with Anoto functionality. The forms they use are printed with a special dot pattern that enables the infrared camera in the pen to pick up what is being written. The pens can then be docked in a USB port, and the information is transferred to the computer system. Staff then validate that the information has been entered and transferred correctly.

According to Sergio Laliscia at Digiwrite, the system can make big savings:

“The main advantage is that it makes management of the whole cycle much easier,” he says.

“We calculate that it takes you one sixth of the time to validate the form as it does to input it. This means that if you had six people inputting forms, you can now use five of them to do other things,” adds Laliscia.

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Simple to use

The fact that the digital pen is simple to use is a big bonus when trying to implement it in a police force. Lalisca says that PDAs are often disliked by policemen, but that digital pens – which handle just like a normal pen doesn't change your normal way of working and are much easier to get acceptance for:

"They understand that it's better and easier to use a pen," says Lalisca.

Another plus is that the digital pen leaves the ticket with a proper time stamp, providing proper confirmation of when the transgression was recorded. Best of all, the system has the ultimate back up – an original paper record is made for each fine, meaning legal proof of the transgression is always available.

Partner profile:

Digiwrite, a company of Sistemica Group, inherited the expertise and skills of Sistemica, one of the first Anoto Partner in Europe. With more than 100 applications realised for different market sectors and segments, Digiwrite is no doubt the biggest player on the Italian market for what concerns the Anoto Functionality. It offers not only turnkey projects to its customers, but also training for Printshops and other services related to the Pen & Paper World. Digiwrite is distributor for Italy of Logitech and Nokia.

www.digiwrite.it