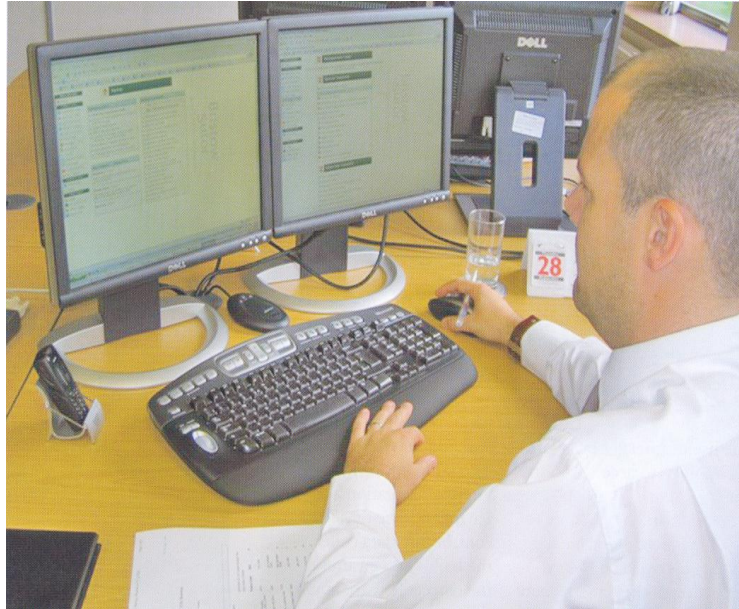


Improved Efficiency = Improved Technology

Bailiffs and other mobile workers involved in civil enforcement are making greater use of portable IT equipment.



▲ *Bristow & Sutor embarked on a number of successful IT solution projects utilising electronic-Government Interoperability Framework (e-GIF) a system, where possible, that allows all government departments and 3rd Parties to exchange data using XML*

Ian Lusardi, IT Manager, Bristow & Sutor, have built their IT solutions on XML.

“A Number of Years ago the Government via it’s electronic-Government Interoperability Framework (e-GIF) indicated that where possible, all government departments and 3rd Parties should exchange data using XML. They also encouraged the use of internet browser technology to access to third party systems.

“We embarked on a number of IT projects and achieved both goals over four years ago through the development of our Client Web using XML,” added Mr Lusardi. “Microsoft is leading the way by incorporating XML in their development of its new Office suite of products.”

He continued: “One of the many reasons XML is attractive is because information sent using it has the data and the structure of the data. Other (older)

popular ways to send data in structured files are Comma Separated Variable (CSV), Pipe Delimited, Fixed Length, Spreadsheets and Line ID.” Mr Lusardi explained that Bristow & Sutor, which developed and maintains its own bespoke recovery software, can accept any structured file – often saving its clients time and effort.

As regards hardware, Bristow & Sutor reviewed Laptops, Tablets, PDAs and Digital Pens.

“We finally decided on PDAs. Working in partnership with Cognito who handle the GPRS, GPS network side of things we developed a complete solution within their Forms Plus software. We also have the ability to enhance and develop that software in house” commented Mr Lusardi.

All data required by the bailiff is shipped to the device

and updated in real time.

The same device is used for satellite navigation and card payments. The device controls the data collected by the bailiff and ensures only the correct fees are applied at the correct visit stages. “Ultimately”, he added, “our bailiffs now have a single device for managing daily case allocation, updates, satellite navigation and real time integration with our customer website. The device also acts as a GPS tracking device that provides a date and time stamp that authenticates a bailiff’s visit.

Very applicable in the light of some of the controversy surrounding visits which have been voiced recently.