

A collage of three images: a hand holding a handheld PDA device, a row of three orange and white traffic cones, and a person's hands using a smartphone. The bottom half of the collage is overlaid with a red gradient.

Case Study | m2e in Mobile Enforcement

# PATROL-MAN

## MOBILE APPLICATION

### Client Overview

The City Hall of Kuala Lumpur chose Tricubés' Patrol Man solution for issuance and processing of traffic offences. Putting into account the volume of vehicles, extensive roadways and the large city jurisdiction that it has to cover, the enforcement officers are on duty to ensure the well-being and smooth running of the city. They are deployed over several precincts and are responsible for parking enforcement and issuing notices to errant motorists.

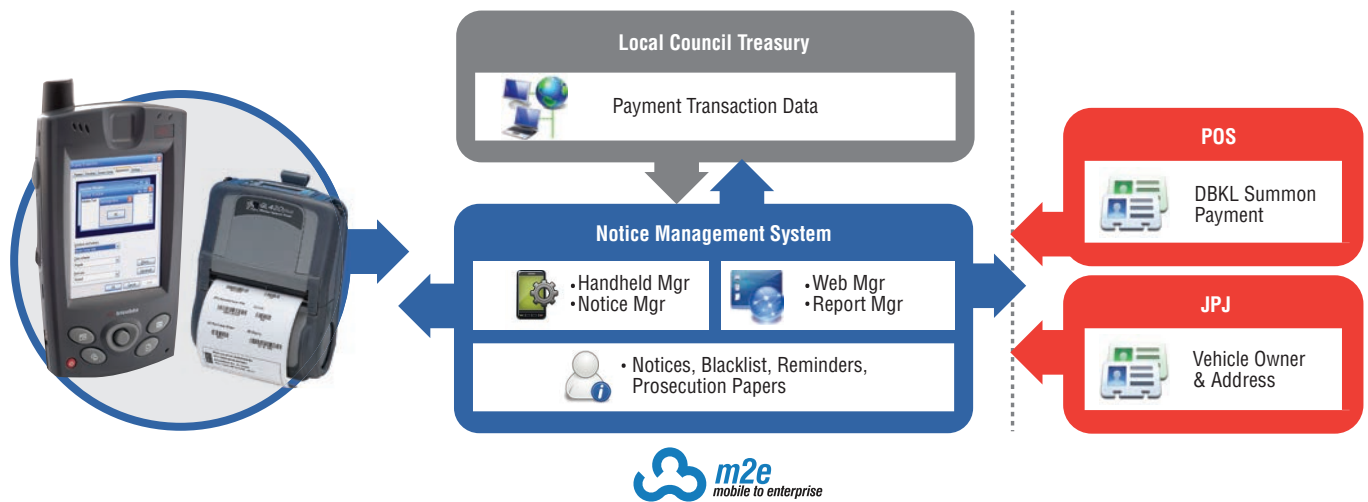
### Challenges

The manual notice book previously used was cumbersome to carry, required a lengthy time to fill out, and had to be re-entered into a database once the officer was back in the HQ.

This made the information susceptible to data entry errors. The local council agency wanted an effective system that would improve on the efficiency of the notice issuance and to put in place a more effective means of post issuance processing.

## Solution

Tricubes introduced several solution modules addressing different aspects of the offence notice lifecycle:



### Mobile Computers and Printers for Notice Issuance

Portable computing and printing devices with ergonomic features were issued to the field officers, which reduced issuance turnaround time from an average of about 3 minutes with the manual notice book, to about 15 seconds using the mobile devices. In built cameras are also used to capture pictorial evidence of the offence.

### Backend Notice Management System

Notice data is uploaded automatically to the system and is immediately available for reconciliation against collection of paid notices. Post issuance processing is highly automated, including issuance of reminders and complaints to court. The system is also able to provide up-to-date data that assisted the local council in planning enforcement exercises.

### Integration to local council treasury and RTD Systems

In order to facilitate straight through processing and information exchange, the Notice management System was integrated to the local council’s collection system to obtain payment records. It was also linked to JPJ’s database in order to obtain the names and addresses of errant motorists.

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