Complete parking enforcement administration & management software
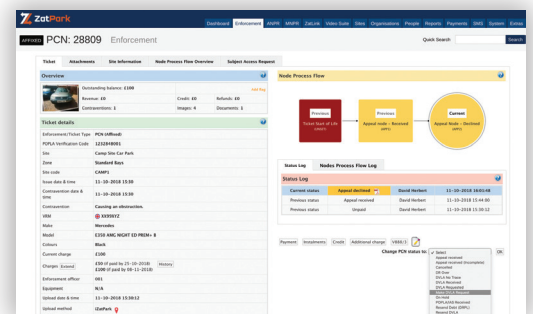
Overview

ZatPark is a world-leading parking enforcement management system. This powerful platform provides an end-to-end process. From identifying a contravention at a parking site all the way through the issuing of the ticket, managing appeals and debt recovery, ZatPark handles every step of the process.
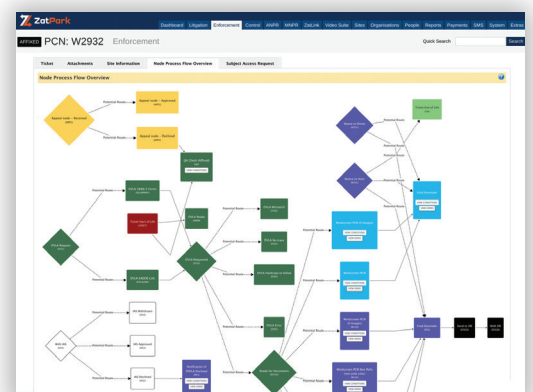
The system is rich with productivity features enabling it to cope with a diverse range of enforcement policies and legislation. It is highly automated to deliver accuracy and promptness in serving postal notice and reminder letters. The self-service portal delivers an improved service 24 hours, 7 days a week whilst providing the additional benefit of reduced administration. This is achieved by encouraging motorists to switch away from traditional communication channels such as telephone and postal challenges or appeals against the charge.

Increased integration between the system and leading third-party service providers in areas such as IVR payment solutions, cashless parking and ANPR has provided increased value to our customers.

We provide services to NHS trusts, property developers/managers, local authorities and parking operators of all sizes. With low setup fees, no user limits, flexible contract periods and on-going charges based on usage, there are no barriers to allow ZatPark to help you grow your business.

"ZatPark removed the major hurdle for us to get onboard with a system, with low set up costs and the monthly charge reflecting our income."

An overview of key features of ZatPark

Fully Cloud Based
Fully hosted parking management solution, designed to provide a high degree of scalability without the need for software change or for huge reinvestment in hardware and support.

Advanced Mobile App
ZatMobile is a powerful mobile app designed for parking enforcement operatives. With real-time upload, it seamlessly integrates with ZatPark's processes.

Client & Site Management
Highly configurable management of client and site data.
Meeting the best practice in Data Standards, Security and Integrity.
Secure client access and fully audited transactions.

Compliance with Legislation
ZatPark's flexible design allows it to deal with a wide range of parking policies and legislation including Protection of Freedom Act 2012 and Traffic Management Act 2005.

Configurable Process Flow
The Node Flow Process enables you to configure the motorist's journey through the PCN process. From the initial contravention, all the way through to the appeals process and finally, payment you can adapt the Node Flow to reflect your own internal procedures.

Automatic Number Plate Recognition (ANPR)
Full end to end processing from data capture to Fixed Charge Notice generation, including overstay calculation.

Vehicle Whitelist
Full integration to pre-authorise vehicles e.g. Permit holders and Pay and Display (Parkeon, Metric Parking, Hectronic and IPS) motorists on a site or client basis to ensure effective enforcement.

Cashless Parking
ZatPark offers full integration with Just Park, Dash, RingGo, PaybyPhone, ParkbyText, Parkonomy, Your Parking Space to ensure effective enforcement.

Ticket Reprint
Generate PDF copies of printed charge from the back office.

Notice Generation
Full automation of DVLA requests, ANPR/Postal notices and all recovery letters.

Managed Post Facility
Fully managed printing and posting of system generated letters/notices.

Dashboard
Work smarter with our workflow solution in which tasks can be assigned to staff with the correct skills. The system provides improved visibility of performance, problems or bottlenecks.

"For us the appeals module has revolutionised our admin department, we now have regained control and stopped previous lost revenue."

Embedded Challenges, Representations and Appeals
Manage all types of challenges, representations and appeals fairly and efficiently within the system.

Independent Appeals
Support of BPA (POPLA) & IPC (IAS), TPT and London Tribunals. Direct integrations provided where available.

Reporting
Feature-rich reporting functions with graphical and tabular results. Provide visual and drill down reporting on demand.

Self-service Portal
Reduce administrative workload through online case viewing, online payment and online challenges, representation and appeals.