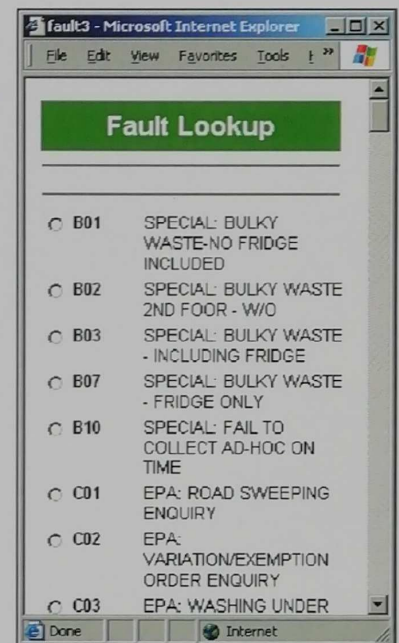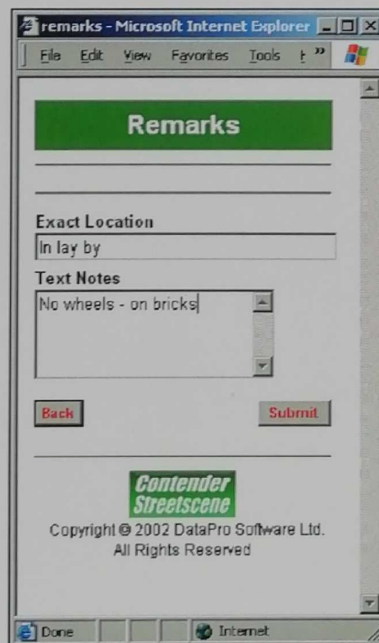# Contender StreetScene – PDA / Mobile Access

Contender StreetScene is an Environmental Services solution that offers a wide range of 'collaborating service' modules.

- Capture that problem NOW – not at the end of the day!
- Rapid Response to customer requests from the street
- Lookups check against live database
- Conformant with WCAG Accessibility standards
- Town Warden Schemes / Mobile Inspectors / other field staff
- No uploading or downloading
- No dedicated desk needed for staff or connection
- Works on most devices with an Internet Browser
- Internet based – can be used by home workers
- Email/SMS to customer confirming when complaint or request will be completed
- Immediate updates to Contender database – or via holding file for authorisation
- Can be configured to suit the requirements of each individual council
- Links with external systems such as GIS and online mapping systems

DataPro Software T: 01273 886060 www.datapro.co.uk

Contender StreetScene

CONTRACTS, SERVICES AND PERFORMANCE MANAGEMENT SOFTWARE
It's all about *PERFORMANCE!*

Your Performance

To offer the best service you need software that captures all your key performance data, organises it, presents it in a useful way and holds it in an open and accessible structure to enhance 'Joined Up Working'. Contender has evolved over many years with the input of numerous sector specialists. It is specifically designed to hold and provide the information you need, to make it easier to monitor your performance and maintain tighter control whilst offering best possible value.

Our Performance

DataPro constantly strives to offer the best functionality in software along with the support our users demand. We focus on service, quality, features and building customer relationships, thus achieving excellent customer satisfaction. We have an active user group that participates strongly in the direction and specification of product development. We are always ready to go that extra mile to help our customers achieve their goals. We have an open integration policy, publish our data schema and are happy to offer connections to and from other systems including CRM, GIS and accounting.

Product Performance

Continuous investment in product functionality, research and development and market awareness has kept Contender at the forefront of local authority systems for many years. We have taken great care to ensure that Contender embraces new technologies where there is a proven business case. In recent years this has seen the extension of functionality to include Mobile Working, GPS, GPRS, RFID and integration with third party systems including GIS, CRM and Accounting using CSV, XML and SOAP. We ensure that the system is kept up to date with legislative change and emerging standards (both local government and information technology). Such developments include BV199, Fly-Capture and Nuisance Vehicle initiatives as well as e-Gif compliance and W3C conformance.

Service Modules

Contender consists of several collaborating service modules allowing Service Managers to invest in the software that will be relevant to them. Modules currently available include:

- Abandoned Vehicles
- Refuse Collection
- Street Cleansing
- Commercial / Trade Waste
- Clinical Waste
- Office and Housing Cleansing
- Verges and Gullies
- Online Contractor Access
- Green Waste and White Goods
- Green Box Recycling
- Graffiti
- Web Based Enquiries
- Highways
- Scheduled Bulky Waste Collection
- Street Lighting
- Tree Maintenance & Management
- Fly Capture & BV199
- Digital Whiteboard
- Enforcements
- Grounds Maintenance
- Customer Satisfaction Surveys
- Maps on Mobile Devices
- Real-time In Cab Data Capture
- Mobile Recycling Monitoring
- Mobile Doorstep Surveys
- Performance Dashboard
- WEEE
- Interfaces & Integration

About DataPro Software Limited

DataPro Software has been developing solutions for central and local government, the NHS and commercial organisations since 1986. The company has strategic partnerships with IBM and specialist third party software suppliers and is an affiliate member of CIWM.

DataPro's specialist products include Contender StreetScene (waste management), Pharaoh (asset management) and Shortlands (project accounting), backed up by comprehensive supporting services.

The company is a wholly owned subsidiary of Swift LG Limited, specialists in Land and Property software and geospatial solutions.

CIWM AFFILIATED ORGANISATION

IBM Business Partner