

e+ Smartcard

success all round at Bracknell Forest

Summary

Partners

Bracknell Forest Council
SmartCitizen Ltd

The Challenge

To comply with the DfT's criteria for issuing ENCTS cards without issuing 2 separate cards to citizens within a limited timeframe and budget.

The Solution

Use SmartConnect to issue a multi-application, ITSO compliant smartcard for access to council services

Benefits

- Easy installation
- Single enrolment process
- Documentary proofs recorded and stored for future reference
- No need to issue 2 cards to citizens
- New applications can be easily added to the system
- Real-time integration with CRM, library and leisure management systems
- Information updates are quick and efficient
- Management reports are meaningful and useful
- Customer behaviour tracking
- Customers can initiate application process online

Accreditation

ITSO compliant
LASSeO compliant



“It is the ideal, tried and tested solution if you already have an ENCTS card and you want to add more services to it.”

Vincent Paliczka,

Director of Environment Culture and Communities

Background

In 2001 Bracknell Forest Council launched its e+ Smartcard which gave anyone who lives, works, studies or plays in the borough discounts with local retailers, access to library facilities an e-Purse and cashless catering in secondary schools.

The e+ Smartcard then added a range of services to its portfolio. From leisure membership and a 'show and go' card for concessionary fares, to proof of age for young people, residents can use their single e+ card to make their lives easier.

The challenge

In September 2007, the Department for Transport specified that all cards used for the English National Concessionary Transport Scheme (ENCTS) should be ITSO compliant. This meant that Bracknell Forest Council would need to either upgrade the e+ card to become ITSO compliant or issue a separate ITSO accredited bus pass for ENCTS bus pass users.

The solution

SmartCitizen Ltd, is ITSO certified and had already proven its competence in hosting the SmartConnect card management system (CMS) and server for Bracknell Forest's local concessionary fares system, so SmartConnect was the ideal enrolment system and CMS for the national scheme.



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“I was impressed with the smooth and rapid transition to ITSO compliancy which ensured that all existing local bus passes were reissued as ENCTS cards before the April 1 deadline.”

Roger Cook, Transport Development Manager

SmartCitizen were appointed as the new supplier offering technical advice, card enrolment, maintenance and enhancement of the CMS and print, personalisation and fulfilment of all e+ cards including e+ ITSO ENCTS cards.

The results

The card was redesigned with DFT hologram and artwork, also accommodating ITSO card numbering. e+ data was migrated from the old supplier to SmartCitizen, the ITSO shell was loaded on to the Java chip and fully tested. All existing local bus passes were reissued as ENCTS cards before April 1, 2008. These ENCTS cards continue to operate as the cardholders' library and leisure card too. Residents are now able to enrol for their bus pass and other card services at their local library and leisure centre as well as council offices.

Benefits

- SmartConnect is highly configurable and extensible and can be accessed from any PC with internet access
- The web-based system transfers encrypted data to the card bureau quickly, efficiently and securely
- Using the sophisticated Role Based Access Control system, staff log on to SmartConnect using their own personal e+ card providing an extensive audit trail and controlling access, security rights and activities
- Cost effective and convenient facility for storing scanned age and identity information
- Real-time transaction processing allows administrators to build up a picture of cardholder behaviour
- Applicants can partially enrol on line
- Management reports are meaningful and useful
- It's easy to add further applications to the system
- Approved link to UK register of organ donors possible
- Smartcard schemes can be easily extended with the addition of further applications such as Lagan Frontline, Leisureflex, Sirsi Dynix, Vubis library management system, Gladstone MRM leisure system and NHS Organ Donor Register



smart

“We are extremely pleased with the work that SmartCitizen has done to meet our requirements. SmartConnect, the product of the government's National Smartcard Project, gives Bracknell Forest a single card for multiple services including concessionary fares with ITSO accreditation.

“Using SmartConnect for single enrolment has improved customer service, streamlined procedures and given us financial savings.

“As an early adopter, we have been committed to finding the best fit solution for a council service smart card and have found it in SmartConnect. Other councils can now reap the rewards from this excellent, tried and tested card management system.”

Vincent Paliczka,

Director of Environment Culture and Communities

Find out more...

SmartConnect is available to all local authorities.

To find out more about SmartConnect, or to arrange a visit to Bracknell Forest to see a multi application card in action, contact

Jayne Ward, telephone: **01344 351998** or email jayne.ward@bracknell-forest.gov.uk

