

SCOMPLY

Smart Compliance & Inspection System on Microsoft Dynamics 365

WHAT IS SCOMPLY?

SCOMPLY is an integrated inspection and compliance Management application for Regulators to manage end to end licensing, permits and inspections. The system is highly scalable and flexible supported with a business process automation engine, mobility, map features and forms generator. SCOMPLY is designed for next generation users taking into consideration the required collaboration with varied stakeholder having security concerns, diverse devices and multiple browsers.



CHALLENGES IN IMPLEMENTING POLICIES, PROGRAMS & REGULATIONS

For Community Regulators, civil & establishments enforcement is an expensive affair. After making the investment in regulation workforce, the planned revenue and compliance is rarely achieved due to systematic inconsistencies.

Regulators search for ways to improve **digitization**, **time to implement** new regulations, **collaboration** with other agencies, workforce **planning**, civic **engagement**, **dispute** management, and **analytics**. Ultimately, every Regulator wants to improve operations, transparency, embrace the changing digital economy and optimize operational costs.

MANAGING COMMUNITY REGULATIONS

Technology today can help Regulators better manage their Revenue, Compliance Enforcement, Community Happiness and Engagement, and Employee Productivity.



Registration

Registration of Company, Activity, Vehicles, Drivers and Public Persons; and payments are collected for applicable Registrations.



Permit & Renewal

Permit of the Company and sub levels is carried out to track the expiry and renewal.



Inspection & Fines

Fines will be issued with mobile app and Inspector will monitor Test and Training

Process Implemented in the System

There are Registration, Renewal, Inspections, Fines and Fine Payment. These process will simplify the current system and errors will be minimized.

REGISTRATION

- Company
- Company Activity
- Vehicles
- Drivers
- Public Persons

RENEWAL

- Company
- Company Activity
- Driver
- Vehicle

INSPECTIONS

- Driver Test
- Driver Training

FINES

- Company
- Driver
- Public Persons

FINE PAYMENT

- Company
- Driver
- Public Persons

How this can benefit Organizations?

With integrated system all the Permits, Tests and Fines can be monitored and all necessary data in tracking the Customers and Other process will be tracked. The Productivity and Efficiency can also be tracked in the system. Audit and historical data can be verified and any data can be monitored in the system.

INCREASE ANNUAL REVENUE



WORKFORCE EFFICIENCY GAIN



FIELD INSPECTION PRODUCTIVITY GAIN



Communication Centre



Manage Business



PERMIT



LICENSE



INSPECTION



VIOLATIONS

On Field



FIELD INSPECTION

Customer Service



REGISTRATION
RENEWAL
FINE PAYMENT

Manage Business Processes



PROGRAMS



REVIEW &
APPROVAL



COMPLAINTS



DISPUTES



ISSUE
FINE



REPORT



TRANSPORT

Mobility



REPORTS



KPI's



ALERTS

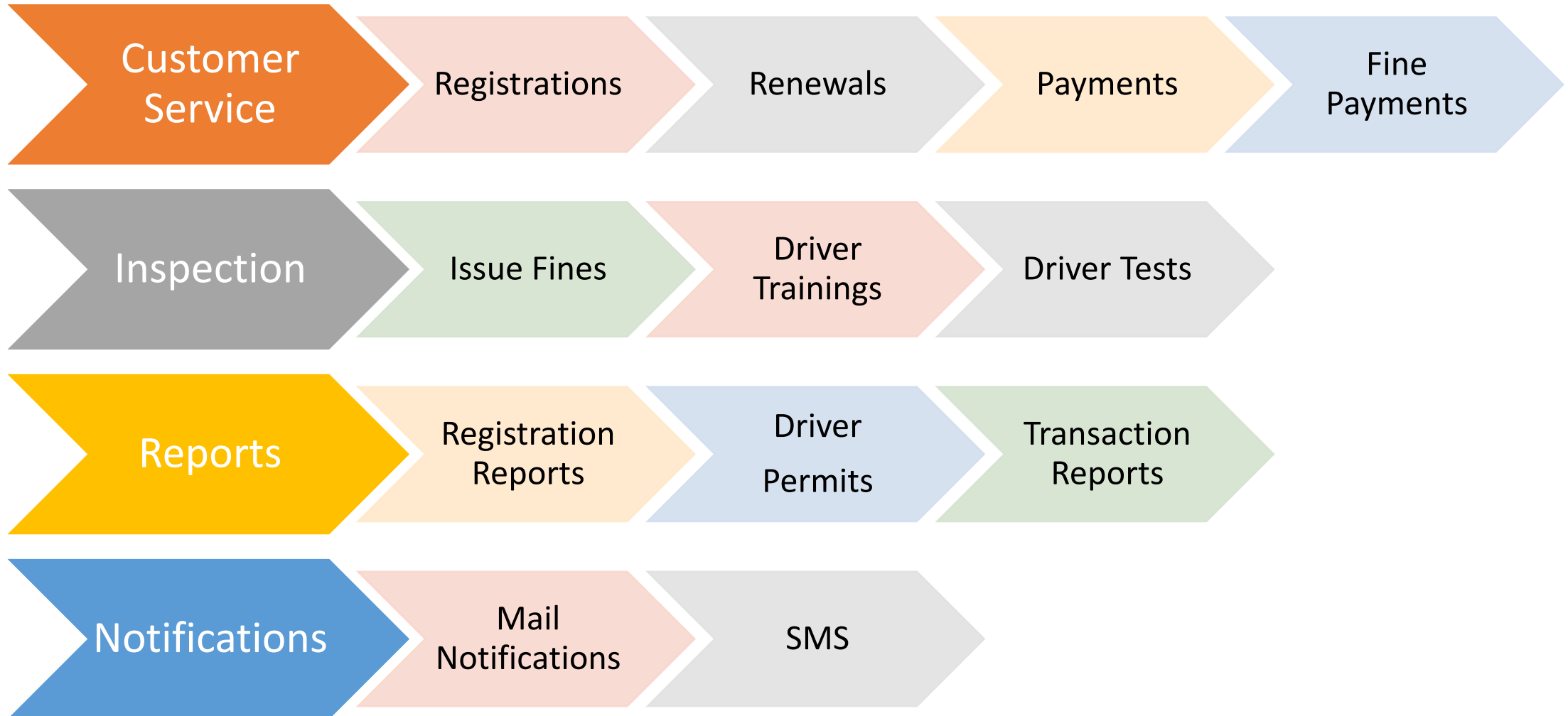


GIS INFORMATION*



INTEGRATIONS

Customer Service and Inspection



Registration

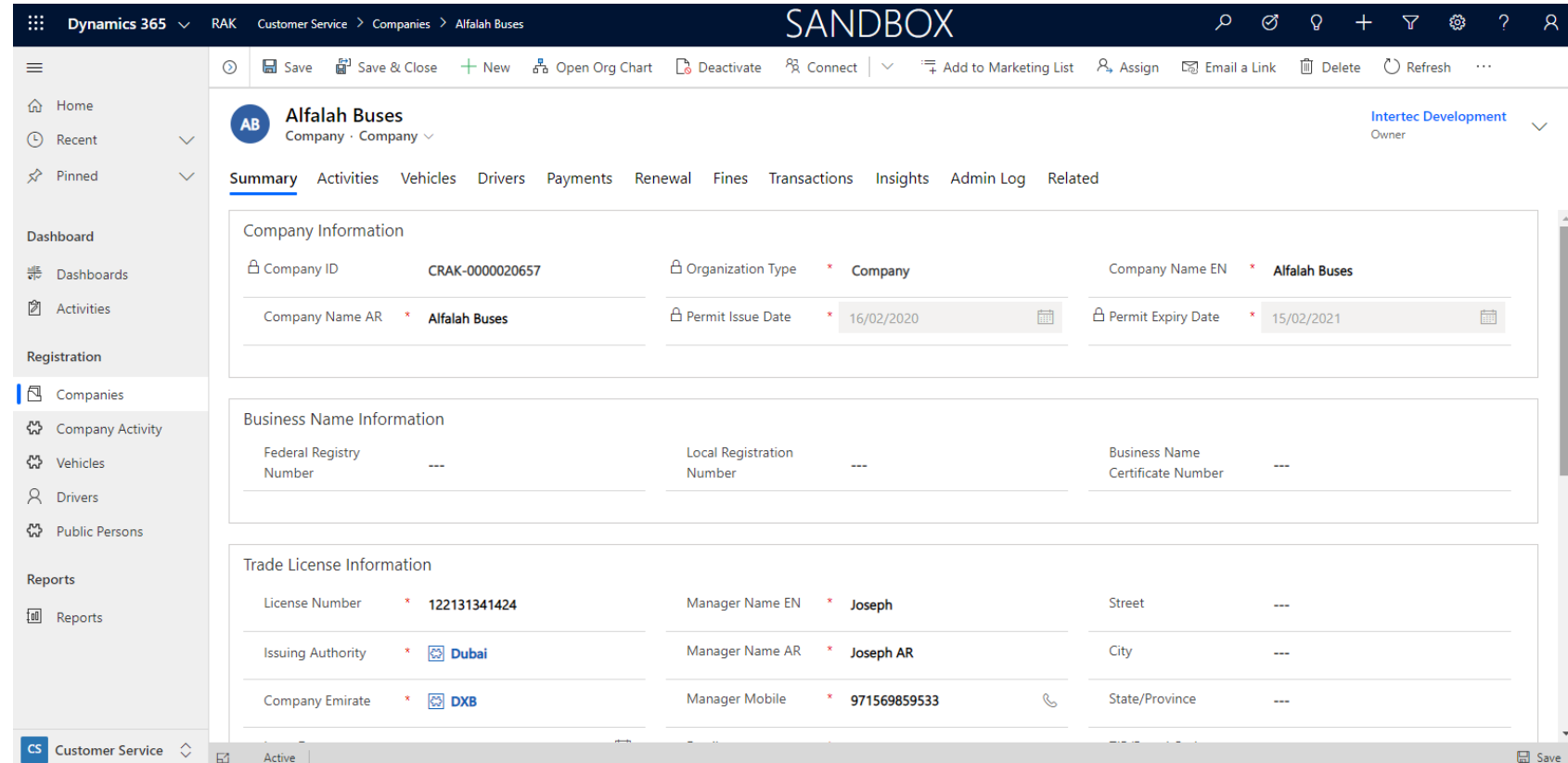
REGISTRATION

- Company
- Company Activity
- Vehicles
- Drivers
- Public Persons

There are Registration of the Company Activities, Vehicles and Drivers for a company and Payment for the Registration is done by the

Customer Service.

A sample registration acknowledgement is shown for reference where this will be sent as email to Customer.



Dynamics 365 RAK Customer Service > Companies > Alfalah Buses

SANDBOX

AB Alfalah Buses
Company · Company

Intertec Development Owner

Summary Activities Vehicles Drivers Payments Renewal Fines Transactions Insights Admin Log Related

Company Information

Company ID	CRAK-0000020657	Organization Type	Company	Company Name EN	Alfaluh Buses
Company Name AR	Alfaluh Buses	Permit Issue Date	16/02/2020	Permit Expiry Date	15/02/2021

Business Name Information

Federal Registry Number	---	Local Registration Number	---	Business Name Certificate Number	---
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Trade License Information

License Number	122131341424	Manager Name EN	Joseph	Street	---
Issuing Authority	Dubai	Manager Name AR	Joseph AR	City	---
Company Emirate	DXB	Manager Mobile	971569859533	State/Province	---

Customer Service Active Save

Renewal

REGISTRATION

- Company
- Company Activity
- Vehicles
- Drivers
- Public Persons

There are Renewal of the Company Activities, Vehicles and Drivers for a company and Payment for the Renewal is done by the Customer Service

Dynamics 365 RAK Customer Service > Companies > Alfalah Buses

SANDBOX

Save Save & Close New Open Org Chart Deactivate Connect Add to Marketing List Assign Email a Link Delete Refresh

AB Alfalah Buses Company · Company Intertec Development Owner

Summary Activities Vehicles Drivers Payments Renewal Fines Transactions Insights Admin Log Related

+ New Renewal Refresh Run Report

Type	Activity	Activity Type	Vehicle	Vehicle Type	Driver	Driver Type	Fees	Created On
Driver	---	---	---	---	Joseph S	Bus Driver (Outside f	AED100.00	16/02/2020 14:23
Vehicle	---	---	DXB-A-4324323	Bus	---	---	AED200.00	16/02/2020 14:16
Company	CARAK-0000022778. PRO Activity	---	---	---	---	---	AED0.00	16/02/2020 13:53

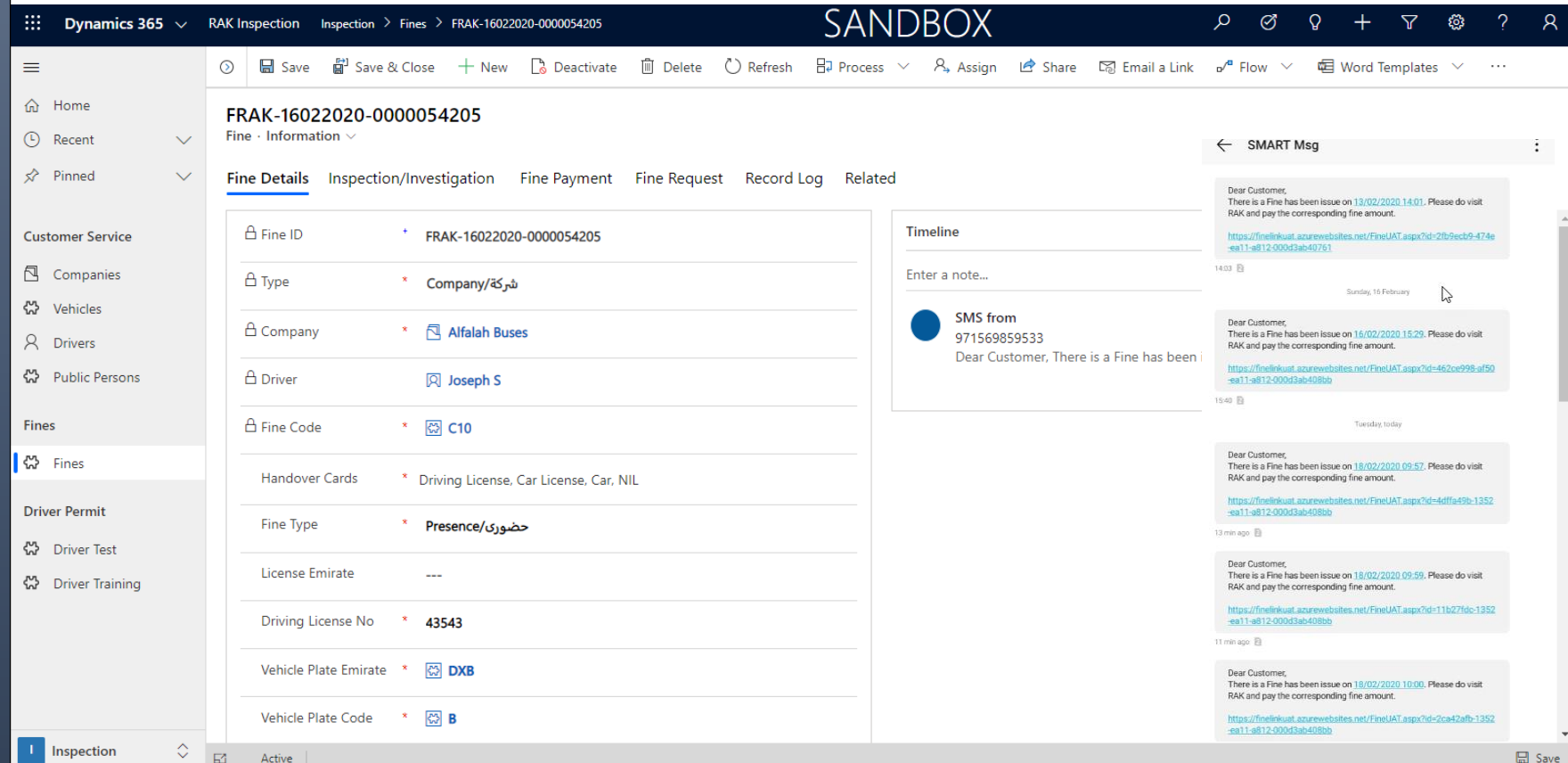
CS Customer Service Active Save

Fines

- Fine will be issued by the inspector either on the Company, Driver or the Public Person.

- An automated SMS will be sent to the person on whom fine has been imposed which has the link to see the Fine Details. A sample of Fine SMS is shown.

- Fine Payment can be done in the Customer Happiness Center.



Dynamics 365 RAK Inspection Inspection > Fines > FRAK-16022020-0000054205

SANDBOX

Save Save & Close New Deactivate Delete Refresh Process Assign Share Email a Link Flow Word Templates

FRAK-16022020-0000054205
Fine · Information

Fine Details Inspection/Investigation Fine Payment Fine Request Record Log Related

Fine ID	FRAK-16022020-0000054205
Type	Company/شركة
Company	Alfalah Buses
Driver	Joseph S
Fine Code	C10
Handover Cards	Driving License, Car License, Car, NIL
Fine Type	Presence/حضورى
License Emirate	---
Driving License No	43543
Vehicle Plate Emirate	DXB
Vehicle Plate Code	B

Timeline

Enter a note...

SMS from 971569859533
Dear Customer, There is a Fine has been

SMART Msg

Dear Customer,
There is a Fine has been issue on 13/02/2020 14:01. Please do visit RAK and pay the corresponding fine amount.
<https://fineinkuat.azurewebsites.net/FineUAT.aspx?id=2fb9ecb9-474e-ea11-a812-000d3ab408bb>

14:03

Sunday, 16 February

Dear Customer,
There is a Fine has been issue on 16/02/2020 15:29. Please do visit RAK and pay the corresponding fine amount.
<https://fineinkuat.azurewebsites.net/FineUAT.aspx?id=462ce998-af50-ea11-a812-000d3ab408bb>

15:40

Tuesday, today

Dear Customer,
There is a Fine has been issue on 18/02/2020 09:57. Please do visit RAK and pay the corresponding fine amount.
<https://fineinkuat.azurewebsites.net/FineUAT.aspx?id=4dffa49b-1352-ea11-a812-000d3ab408bb>

13 min ago

Dear Customer,
There is a Fine has been issue on 18/02/2020 09:59. Please do visit RAK and pay the corresponding fine amount.
<https://fineinkuat.azurewebsites.net/FineUAT.aspx?id=11b271dc-1352-ea11-a812-000d3ab408bb>

11 min ago

Dear Customer,
There is a Fine has been issue on 18/02/2020 10:00. Please do visit RAK and pay the corresponding fine amount.
<https://fineinkuat.azurewebsites.net/FineUAT.aspx?id=2ca42afb-1352-ea11-a812-000d3ab408bb>

Save

Fine Payments

- Fine Payment will be done by the customers (Company, Driver or the Public Person) in the Customer Happiness Center .
- The mode of Payment can be Card or Cash and details Fine Payment Receipt will be shared through email.
- A sample receipt is shown where multiple fines are paid by the customer at once.

Dynamics 365 RAK Customer Service > Companies > Alfalah Buses >> FPRAK-0000000065 **SANDBOX**

Save Save & Close New Deactivate Delete Refresh Assign Share Email a Link Flow Word Templates Run Report

FPRAK-0000000065

Fine Payment

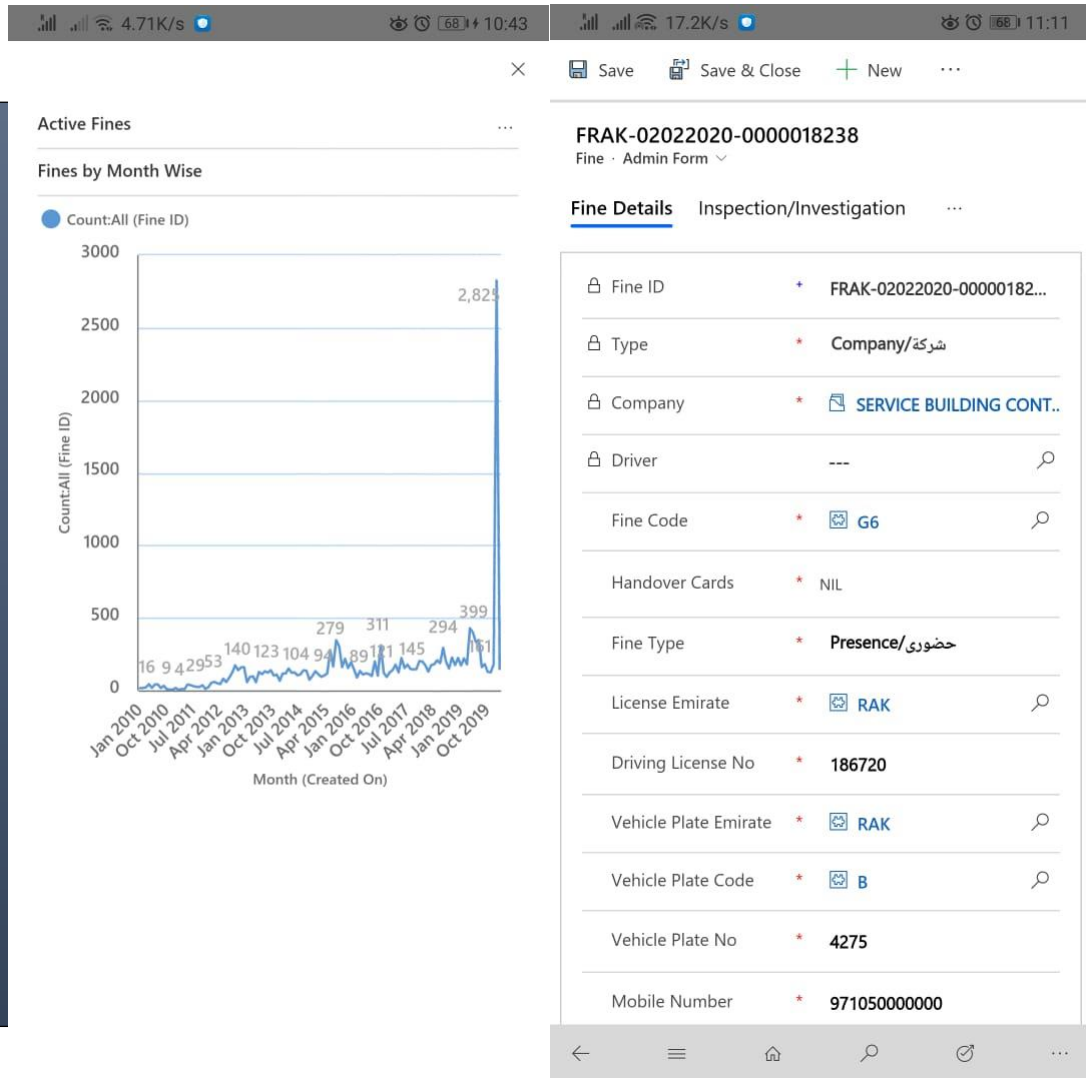
General Related

Fine Payment Reference Number	FPRAK-0000000065
Company	* Alfalah Buses
Total Amount	* AED5,000.00
Payment Method	* Cash
Token Number	* 1234
Owner	* Intertec Development

CS Customer Service Active Save

Mobile App

- **GPS Support:** Fine issued by the inspector location can be tracked when fine is issued in the app.
- **Stay Connected:** Records that are already viewed will be visible to access even in remote locations.
- **Role Administration:** Assign roles to each user based on their job functions.
- **Flexible Architecture:** Access from Android and iOS online & offline.



Driver Permits

- **Driver Permit Process:** Driver will be registered in the Company and Permit will be issued to the Driver. After the expiry of the Permit will be renewed and new Permit will be allotted to the Driver
- **Print of Card:** Card of CR80 size will be printed to the Customer and on renewal a new card will be issued.

Training

- **Training Process:** Driver will be given training in the presence of Inspector.
- Evaluation Points will be noted down and registered in the system.
- Training Fees will be paid and the status of the Training will be declared in the system.

The screenshot displays the Dynamics 365 interface for a Driver Training record. The left sidebar shows the navigation menu with 'Driver Training' selected. The main area is divided into two panes. The left pane shows the record details for 'RAK-DTRN-00000002', including fields for Training ID, Company (Alfaluh Buses), Driver (Joseph S), Date & Time (18/02/2020, 08:00), Latitude, Longitude, Trainer (Test Inspector), Evaluation Points, Fees (AED500.00), Training Status (Pass), and Owner (Intertec Development). The right pane shows the 'Driver Training Details' form, which includes fields for Company (Alfaluh Buses), Driver (Joseph S), Date & Time (18/02/2020, 08:00), Latitude, Longitude, Trainer (Test Inspector), Evaluation Points, Fees (AED500.00), and Training Status (Pass). The Intertec logo is visible in the top right corner.

RAK-DTRN-00000002
Driver Training

Driver Training Details

Company	* Alfalah Buses
Driver	* Joseph S
Date & Time	* 18/02/2020 08:00
Latitude	---
Longitude	---
Trainer	o Test Inspector
Evaluation Points	---
Fees	* AED500.00
Training Status	* Pass

Word Templates Run Report

Save Save & Close New Deactivate Delete

Inspection Active

Test

- **Test Process:** Driving Test will be evaluated by the Inspector on the day of test.
- Evaluation Points will be noted down and registered in the system.
- Manager will update the final result of the test based on the evaluation points.

Save Save & Close + New

RAK-DTEST-00000011
Driver Test

Driver Test Details Activities & Notes

Details

Test ID

RAK-DTEST-00000011

Company

* Alfalah Buses

Driver

* Joseph S

Evaluation Points

* 1

Date & Time

* 18/02/2020 08:00

Owner/Observer

* Intertec Development

Driver Evaluation

Dealing with

Save Save & Close + New

RAK-DTEST-00000011
Driver Test

Driver Test Details Activities & Notes

Driver Evaluation

Dealing with Vehicle & Controlling * Good

Location Knowledge * Good

Arabic Language * Weak

English Language * Acceptable

Inspector Evaluation * Pass

Manager Decision

Unit Manager Decision * Pass

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