



PERMIT MANAGEMENT SYSTEM

Be on the forefront of **customer servicing** through the use of **latest technology** and the **latest organisation techniques**.

The Permit Management System was created with Local Councils in mind. Local Councils in Malta process hundreds of permit applications on daily basis. Local councils are responsible for issuing permits for almost everything that happens in the public spaces within their area of management. The permits range from a simple application to host an activity to more complex applications such as closing a road with a construction vehicle for a period of time.

And it's not just about managing permits! The administration of permits is all about providing a service to the community. It's all about minimising inconvenience to residents, minimising damages to the locality itself and at the same time be fair with the applicants and give them the necessary permission to be able to organise activities, setup billboards, place skips, do maintenance to their property, etc.

People's expectations have risen over the years. One cannot just provide a minimum service. People expect a professional service from entities like Local Councils, which in turn need to equip themselves with the right technology that helps them structure and organise their business processes.

Our permit management system ensures our clients are on the forefront of customer servicing through the use of latest technology and the latest organisation techniques.



Rapid Deployment

The system is installed over the internet on any number of computers or laptops.



Scalable

The system is scalable to meet the demands of any permit management team. Logins can be added or removed as required.



Customisability

The system is upgradeable and customisable to cater for all particular requirements and more.



Tried and tested

The system uses a tried and tested software platform and so ensures usability, effectiveness and efficiency.





Functionality

Dashboard

Overview of all permits in a quick and easy to understand dashboard that helps prioritise and track progress. GIS & Mapping. Manage permits through map based technology that gives you perspective. Issue a permit with confidence knowing that you're looking at the whole picture.

Payments & Receipts

Manage permits all the way with invoices, receipts statements and reports.

Guarantee System

Full management of guarantee payments and refunds.

Embedded Workflow

Guides users through the different permit types and the relative procedural requirements.

Support for Documents

Full support for Documentation related to permits and permit processing. see Lornit. Docs

Automated Communication

The Permit Management System automates the communication between Local Council and its customers and contractors through system generated email notifications, eliminating mistakes and freeing up time.

More...

Services

Technical support

The permit management system comes with remote support and maintenance.

Customisation

The permit management system is customised to the exact requirement of each and every client.

Updates & upgrades

The permit management system picks up our updates and upgrades dynamically to ensure you're always up to date.

Cloud computing

The permit management system is cloud based which means zero capital investment on the system and peace of mind that data is not lost should the computers or laptops get lost.

System Requirements

- Windows based PC or laptop with internet connectivity.
- Windows XP, Windows Vista, Windows 7 updated with the latest updates from Microsoft.

Service Features and Benefits

At Lornit we pride ourselves in adapting our solutions to our clients. Even though the core functionality is available right off the box, we still customise the Permit Management System to fit exactly with the requirements of our clients; be it a logo, a disclaimer or a new set of permits.

High level functionality

- Dashboard
- GIS (Mapping) utilities
- Reporting
- Permit Processing
- Permit Type Configuration & Settings
- Invoicing and Receipts
- Document Management
- Guarantee Management
- Warden Application Management

Support and Maintenance

- We offer **real time support** for our systems. Our clients are assigned a customer support agent who will manage their specific requirements and ensure each and every query or request is being handled efficiently.
- We also deliver **upgrades and updates continuously**. We analyse every suggestion and recommendation of our clients. We come up with solutions, develop updates to the system and test those updates vigorously. Updates that pass testing can be picked up automatically by our software. Our update process is seamless and hassle free.

Lornit
Technology Company

OTHER SOFTWARE SERVICES

- Incident Management System
- Notification Systems
- Supplier Management
- Customer Management
- Custom Databases
- More...

GENERAL IT SERVICES

- IT Consultancy
- Technical Support
- Installation and Setup
- Support & Maintenance
- Application Development & Support
- Hardware Procurement & Support
- Internet & Network Setup
- More...