



SgCR

Resident Card

Management

Software

Generic Features

- **Flexibility and Scalability**

The modules of this application are scaled according to the client's needs and it's easy to add new modules, following the organisation's growth rhythm.

- **Security**

Each user can only access what he/she's been authorized to, according to his/her profile;

- **Quality and Reliability**

This product meets all of the quality and safety standards and best practices, required by the Certifications ISO 9001:2008 and ISO 27001:2005;

- **Integrability**

The application is prepared to communicate bidirectionally with other application systems, ensuring total data security and integrity.

- **Interoperability**

This product works on the most popular systems on the market.

Simple and convenient parking!

The **SgCR** allows the residents of a particular area to **manage the public parking space**, according to the conditions previously set by the competent authority.

This application handles every task regarding the registration, assessment and acceptance of the request, issuance, renewal and issuance of duplicates of the Resident Card.

To ensure that all of these processes are carried out electronically, **ANO** used the most advanced technology for the development of the **SgCR**, namely:

- **Workflow and documents management systems** – for the registration and assessment of the requests, and for the issuance of the Resident Cards;
- Integration with **online portals** – for the submission of applications, validations and information about the Resident Card.
- Automatic connection with fax and email services, and **traffic and fines management, administrative tracking and management and public attendance applications.**



SgCR

Software Gestão de Cartão de Residente

Advantages

STRUCTURED WORKFLOW

Every issuance, renewal or data alteration request, or report of damages, loss or theft of the Resident Card, originates a process and, through a preset workflow structure, automatically triggers every action necessary for its resolutions.

PRINTING CARDS WITH AND WITHOUT MAGNETIC STRIPS / CHIPS

After the approval of the request, the Resident Card can be printed containing information regarding the process and the citizen, either using a magnetic strip or a chip embedded on the card.

MANAGING ATTACHED AND DIGITISED DOCUMENTS

The SgCR is aided by a module that manages attached and digitized documents, compatible with multiple formats (PDF, DOC, XLS, etc.), which enables the attachment, to the process, of every document necessary for its construction.

GENERATING DOCUMENTS AUTOMATICALLY

All the documents originated during the course of the processes, such as letters, faxes, emails, notifications, etc., can be formatted automatically using preset templates.

CONSULTING THE HISTORY OF PROCESSES

The SgCR records the history of every process connected to a particular company/person. As such, any data entered into the system, triggers the automatic display of every piece of information recorded about that entity. This feature enables the collection of statistical data, that can later be used to study individual profiles or the profile of specific groups of residents, segmented by area or street. This information is vital for the democratic management of public spaces.

Integrations

The SgCR not only integrates natively with other software products from ANO, but also integrates with third-party applications, ensuring the integration of all internal or external information, in order to streamline processes and facilitate the relationship between the public entities and the citizens.

Traffic and Fines:

The SgCR integrates natively with ANO's Traffic and Fines Software Systems, namely with the STC – Traffic and Fines Software, SgBR – Vehicles Blockage and Tow Away Management Software, SGP – Parking Facilities Management, SgVFV – End of Life Vehicles Management, etc., which enables the sharing of information and the creation of unique databases.

Electronic Documents Management /

Public Attendance Portals:

The integration with ANO's Electronic Documents Management Systems and Public Attendance applications allows the SgBR to interact with every area of the organisation.

Geographic Information Systems:

If the SgCR is combined with Geographic Information Systems (GIS), it's possible to establish different geographic areas, based on the local toponomy, and forward this information to the mobile devices used by the supervisors on the field.