



# MOT, VEHICLES & LICENSING

← POST COVID COUNCIL →

## Pre COVID

For many councils, offering MOT and safety inspection services to customers couldn't have been an easier process. Customers could just turn up, and wait their turn in the queue - payment was a choice for the customer too, even paying by cash!

## COVID Challenge

Taxi and Hackney Carriage MOTs and Inspections are a vital service that will need to continue, and it's the council's challenge to work around issues brought forward by COVID-19 - ensuring staff and customers remain safe. It is now unacceptable to have queues of customers waiting at depots and other council premises. The service needs to adapt and ensure a smooth flow of customers visiting MOT centres at a pre-arranged time with the correct and relevant paperwork.

# 4,000

Zipporah systems brought back online have managed upwards of 4,000 users booking at the same time



## Features & Benefits

**Complete booking capabilities**, multiple calendars and resources with upfront, online payments – ensure social distancing measures are continually maintained, with online appointment bookings and payments upfront.

**Staged process** - including interactive reminders – no wasted resources or missed appointments, ensuring a reliable, consistent and efficient service.

**Staged process move customers** through new/renewal applications – with staged processing, the applicant is automatically moved through various steps of the process, reducing the need for F2F or telephone contact.

**Improve efficiency** by maximising bay and appointment usage – make the most of your facilities and increase your income by ensuring the best possible use of your resources.

**Tried and tested processes** allow for immediate implementation – hit the ground running. Implement a digital system to improve your processes, speed up your provision and get your services back online, quickly.

**Automated workflow** reduces manual tasks and improves efficiency – on satisfactory completion of mandatory information, and affirmative responses to qualifying questions, customers are presented with a series of available dates to suit, no staff intervention, no wasted time.

## How Zipporah can assist with the issue

The Zipporah solution for managing MOT test centres is quick and easy to implement. Within hours you are able to offer a service which adheres to new rules, allowing visitor numbers to be controlled and customers safe in the knowledge that they are able to stick to social distance restrictions.

Customers are able to book a time slot to attend as well as provide the council team with the relevant vehicle information and payment for the service; all prior to attending an appointment. This, easy process avoids wasting time spent on the day dealing with paperwork and taking payments.

The Zipporah MOT booking solution allows councils to:

- Manage and restrict visitor numbers allowing for social distancing within the service
- Upfront collection of vehicle information; ensuring a quick turnaround of service
- Upfront online payment and collection of fees allows for a more efficient and safer environment

## Learn more about our Post Covid Council services

Canteen Services

Customer Services

Environment Services

Finance & Accounting

Housing Services

Internal Services

Leisure, Outdoor Gatherings  
& Activity Centres

Library Services

Licensing & Trading Standards

MOT, Vehicles & Licensing

Parks & Highways

Registrars Services

Social Care Services

Sports & Venues

Training Services

Launch Post Covid Council