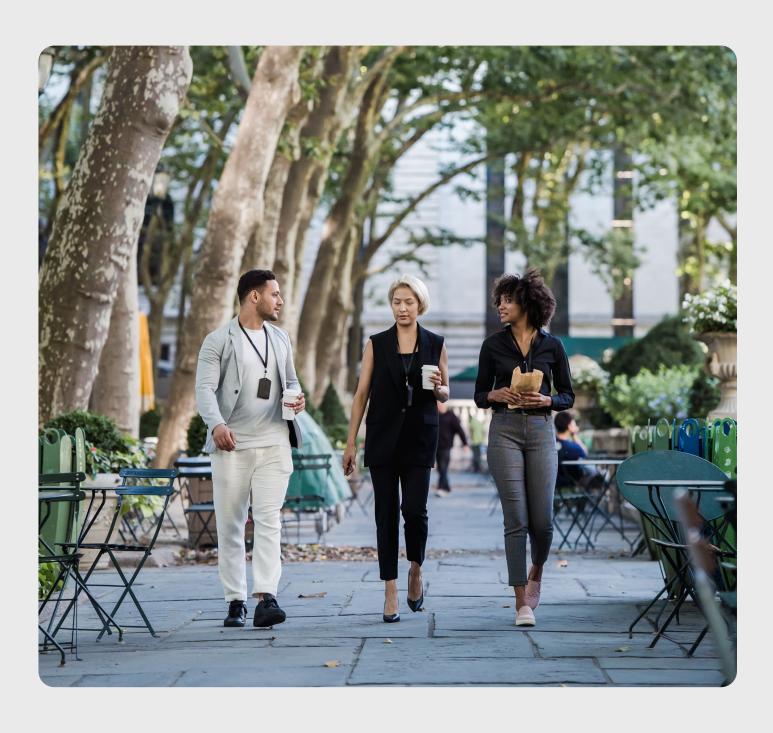# IMaaS Reminders
Connected infringement resolution

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Orikan's IMaaS Reminders is a specialist reminder service designed to encourage customers to act on outstanding infringements to help them avoid unnecessary additional fees.

Our infringement management experts have developed a proactive infringement resolution offering. It provides a premium level of service to the end-user and process efficiencies for municipalities, universities and other enforcement agencies.

IMaaS Reminders complements the existing infringement lifecycle. It's typically implemented in the sixty-day period prior to lodgement of outstanding infringements.

The solution includes:

- Sourcing motorists' contact details from industry leading public data providers
- Personalised communication regarding the outstanding infringement
- Automated SMS reminders, phone calls, emails and letters
- Processing payments, extension of time and payment plan requests
- Comprehensive reporting on all activities and end-user interactions

IMaaS Reminders marries cutting edge technology and proactive resolution methodology:

- Improve community experience—By contacting end-users proactively, the service helps them avoid unnecessary additional fees
- Lift your infringement recovery—Implementing IMaaS Reminders can net you more than 20% more infringements recovered, which means more revenue sooner
- Reduce lodgement—As a result of the improved recovery rates, you can reduce the costs associated with lodging infringements

BENEFITS

- Help your end-users avoid unnecessary extra fees
- Recover a higher percentage of infringements and increase revenue
- Reduce lodgement and associated administrative burden
- Take a community-centric approach to infringements

FEATURES

- Fully compliant with all legislative requirements
- Seamless integration available with our infringement management solutions
- Highly configurable to meet the needs of individual communities
- Detailed analytics for daily and long-term trend analysis

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