



Servicios de colaboración integral



## SCI Success Stories

Comprehensive Tax Management  
business line - Penalty Management

## Penalty Management

### TYPICAL ISSUES FACED:

- Lack of human resources with specific training.
- Lack of material resources, especially software.
- Issues with expiry periods.
- Traffic Department demands with new technologies.
- Penalty procedure offering citizens absolute guarantees.

### WHAT SCI PROVIDES:

- Human resources specialized in the procedure.
- Material resources. Appropriate and agile software. Case record digitization. Software that communicates with Traffic Department services.
- Specific actions to avoid expiry problems, with notices being served via DEV and the Edict Noticeboard for traffic penalties, commitment to short turnaround times to resolve written submissions, use of mobile solutions to process cases.
- Improved results in litigation proceedings.
- Coordination with other public authorities.
- Guaranteed results. We are the leading company nationwide and offer the greatest specialization in this field. Over the last 4 years we have processed more than 1,250,000 penalty complaints, with success rates of nearly 60%.

### AN INSIGHT INTO THE SCOPE OF THE SUPPORT SERVICE OFFERED BY SCI:

- Daily collection of case slips.
- Analysis, confirmation and recording of data.
- Confirmation of data by consultation with the Traffic Department.
- Generation of case records.
- Record of arguments and appeals.
- Notices served using state-of-the-art technology.
- Recording of results.
- Collection management via court payment orders.



Our results:

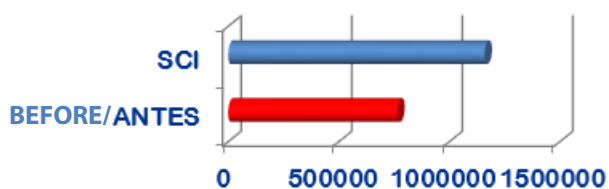
PERCENTAGES BY REGIONAL OFFICE (%)



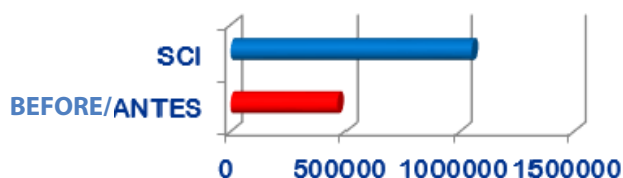
The figures show the management results obtained in each municipality over the last full year before SCI provided support ("before"), and during the first full year once SCI was providing support.

MUNICIPALITY	REVENUE BEFORE SCI	REVENUE WITH SCI
CIUDAD REAL	765,000	1,160,000
SANTIAGO DE COMPOSTELA	468,000	1,050,000
TOLEDO	530,000	1,063,000
GUADALAJARA	85,000	455,000

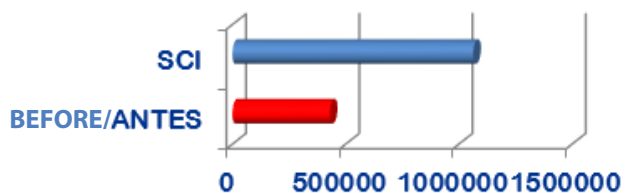
Ciudad Real



Santiago



Toledo



Guadalajara

