

InTouch processes up to 150.000 fines and reminders every month with easy2mail

We all like to live in neighborhoods that are enjoyable and safe. In Belgium, approximately 330 cities and municipalities partner with InTouch to monitor compliance with local regulations. The company automates the processing of fines for violations such as speeding, improper parking, and unauthorized entry into low-traffic zones. The solution also integrates speos' **easy2mail**, ensuring efficient delivery, as well as streamlined payment processes.

As a SaaS company based in Sint-Truiden, InTouch develops software for cities, municipalities and police zones. They created an administrative traffic enforcement solution that significantly automates the work involved in processing and following up on fines.

"Our software connects with various field sensors such as speed cameras, vehicles that scan parked cars, and cameras monitoring low-traffic zones," explains Tom De Winne, co-CEO at InTouch. "It also integrates with devices carried by officers conducting mobile checks. All this data is sent to our SaaS platform, which immediately creates a case."

Through automation, InTouch enables customers to process millions of fines in just four steps. First, the personal data linked to the car's license plate is retrieved from government databases. Then relevant information is automatically shared with other systems such as accountancy software. In the next step, the documents are digitally signed. And finally, the fines are sent to the offender. InTouch also handles follow-up tasks such as sending reminders and streamlining payments. For the delivery and monitoring of these documents, they work with speos as a fixed partner.

1 Transparency increases trust

InTouch supports small to medium-sized cities and municipalities as well as larger intermunicipal organisations. "We began working with speos in 2020, but our solution really caught on when the GAS 5 regulation was introduced," says De Winne. This law allows municipalities to autonomously process speeding violations under 20 kilometers per hour in zones with 30 or 50 km/h speed limits. "Our automated software convinces cities that they can process these fines autonomously. It enables them to manage this new workload without hiring additional staff", De Winne continues.

Today, InTouch processes over one million observations annually, distributing between 100,000 and 150,000 documents each month via the speos' easy2mail platform, a fully automated solution for both paper and electronic mailings. "We chose speos for their capacity to handle large volumes and for their reliability," says De Winne. "Their partnership with bpost and their impressive state-of-the-art facilities ensure our customers are well-supported, even as we continue to grow."

"One key advantage of working with speos is the real-time feedback the system provides. We can show our customers the exact status of their documents. They immediately see whether a fine has been sent or delivered," says De Winne. "And for eBox or registered letters, even more detailed updates are available. If a document is returned, customers are notified, so they can doublecheck the address. This level of transparency increases trust in our platform and in speos as a partner."

electronic
output



easy2mail

paper output &
distribution



2 A dedicated partner

For many cities and municipalities, adopting this system represents a significant shift. InTouch values speos' understanding of the complexities involved. "Speos doesn't view our customers' postal distribution as just bulk document handling, but they recognize that this is a vital communication tool between municipalities and their citizens," says De Winne. "They think about different ways to deliver documents, with a strong focus on digitalizing and accelerating processes. Our dedicated contact at speos even participated in customer meetings, helping to explain the solution and build trust."

InTouch is currently planning to expand its software to other regions in Europe and the United States. Meanwhile, De Winne expects that the

digitalization of government services will remain a key focus. "Citizens increasingly want options for how they receive fines – on paper, via email, or through instant notifications. They want to know immediately if they've violated a law. We aim to enable this legally, and with speos, we have the ideal partner to handle the distribution."

Digital distribution not only speeds up payment – especially with the inclusion of QR codes – but also improves transparency. "Thanks to our software and speos' easy2mail platform, offenders can no longer claim they didn't receive their fine", De Winne adds. "Our ultimate goal is to increase the efficiency of cities and municipalities and allow them to create safer, more pleasant communities for everyone."



Learn about speos **easy2mail!**