



PDMS

Retrieval

lost & found property management



www.pdms.com

Retrieva is an online 'lost and found' property solution designed for the transport, public events and policing sectors.

Using technology to add value to day-to-day operations, **Retrieva** allows passengers to easily report details of lost items via a website or through an API. The software also allows transport operators to manage the entire 'lost and found' process from initially recording handed-in items through to the property's eventual disposal or, preferably, return to its owner.

Enhancing Business Operations

Many rail networks, bus companies, ferry operators and airports still manage lost property through paper-based systems – this can be expensive to manage and not always very effective at reuniting items with their owners.

The potential for inefficiencies extends to internal operations too, making lost property management a time consuming and costly part of a business, with little or no ability to audit. This makes lost property management an operational burden rather than valuable service.

Retrieva can 'reduce the pain' of lost property management, delivering measurable benefits in the following ways:

- ✔ Easier lost item reporting
- ✔ Structured 'found item' logging
- ✔ Reduced time and cost overheads
- ✔ Increased restoration rates
- ✔ Management reports created on demand
- ✔ Helping operators meet ISO 9001 Quality Accreditation



Core Features of Retrieva

- ✔ Customisable 'Look and feel' or API access from customers' own website
- ✔ Configurable categories and attributes to reflect your organisation
- ✔ Property matching logic
- ✔ Intelligent, accurate searching
- ✔ Management reporting

Improved Customer Experience

Transport operators carry large numbers of passengers who want a hassle-free journey to their destination. Losing valuables such as phones, wallets and travel documents can be a stressful experience and **Retrieval** can help return items to their rightful owners.

Lost & found property is a high profile operation, with lots of potential for 'good news stories'. **Retrieval** can help give customer services teams a competitive advantage in the transport industry.

Retrieval at Aberdeen International Airport

Retrieval was launched at Aberdeen International Airport in 2014 and has since recorded over 3,600 items. These items include 382 pairs of glasses, 272 passports, 248 mobile phones, 168 sets of keys, 167 laptops, and 18 boxes of chocolates! Between October 2014 to October 2015 900 items were reported lost via the website and a total of 973 items were returned to their owners at the airport in the same period (including items reported in person).

Fraser Bain is the Airport Duty Manager heading up the initiative. He said: "We were clear in our objective this year to make the lost property process in Aberdeen as user-friendly and efficient as possible. As such this is a very welcome partnership with PDMS. It allows us to use our website more effectively in the lost property process and makes the whole system much faster. Embracing new technology is an important part of our Customer Charter commitments and it is great to be able to use technology for the benefit of our customers."

Lost Property at West Midlands Police

As the second largest police force in the country, West Midlands Police receives hundreds of reports of lost, found and stolen items from members of the public every single day.

Over 80 police stations and 8,000 offices have access to PDMS' lost property system which currently holds information on over 1.5 million property records. The system has:

- ✔ Saved administration time and reduced costs
- ✔ Significantly improved the return rates of lost, found and stolen property
- ✔ Provided faster, easier and wider access to property records in a secure environment



About PDMS

PDMS is a technology company with a 23 year track record of delivering software solutions and services. With offices in the Glasgow, the Isle of Man and London – we work with a wide range of organisations including Transport Scotland, Caledonian MacBrayne, Shetland Islands Council, Isle of Man Ship Registry, Aberdeen International Airport, West Midlands Police and West Yorkshire Police.

Find out more

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