

# Manual Image Review for Intradra Insight

## INTRODUCTION

To reinforce our position as market leader for lowest operational cost video tolling we recognize manual image review (MIR) is a crucial element. Manual labor for image review is a significant cost component and a source of errors if not done carefully. Our image review solution introduces an innovative approach to manual review concentrating on leveraging existing information and human centric data input to alleviate issues found in traditional methods.

Compared to existing solutions developed in-house or from a third-party supplier, the Q-Free MIR solution tightly couples manual review with automated review and plate style information in our software. It leverages existing information to require minimal user input and enables self-learning to increase automation in the image review system.

## GUIDED REVIEW

Intradra Insight uses a meticulously maintained license plate library to provide intelligent operator guidance. The guidance comprises grammatical reading, i.e. the ability to distinguish elements making up the registration to the local registries convention, and plate styles together with input from the automation engine and roadside data. Intradra insight's manual review combines these elements to break down automatically readable parts of a license plate from the parts that need human review. Any information reliably read by the

automation engine will be readily available in the multi-queue review operator screens. This leaves the operator to focus on the relevant parts rather than the entire plate and avoids the need to have a full understanding of plate style and syntax. In addition, the multi-queue system ensures operators get assigned the plates they can solve with their skill level.

Guided review is much faster than traditional entire plate reviews and has shown to decrease the amount of errors significantly. Focus and

lower training requirements even when combined with double blind reviews will outperform traditional review systems both in errors and throughput time



## OPERATOR PERFORMANCE

We optimize for system performance, automatic and manual. Inputs from our automated review system or business logic to manual review are sorted into defined queues including those linked to operator experience and knowledge, getting the right pictures to the right people. With additional processes, such as blended > transparent double blind review, the error rates will be minimal whilst keeping a highly competitive review time. In addition,

human operators comfortable using our software and the tasks at hand without fail. Intrada Insight's manual image review software screens are optimized for natural workflows.

Similarly, our MIR client allows operators to understand where bottlenecks or errors occur in the process. Our monitoring will give further insight into human reviewer accuracy and efficiency as well as keeping track of how successful the

full operation is. Regardless if your operators are remote, on-site, or working from home. They use the same interface and have access to the same features anywhere.

## INTRADA<sup>®</sup> INSIGHT MIR BENEFITS

- Lowest operational cost as a result of careful human factors design and feature set to minimize errors.
- Limited operator training and reduced system interaction with intelligent, guided multi-queue manual image review.
- Implicit and explicit additional review processes to minimize errors without impacting productivity or efficiency.
- Maintained and up-to-date software and plate library not found in traditional in-house or standard single-field entry software.

## FEATURES

- Role-based user security to enhance separation of queues and review responsibilities.
- Enhanced self-learning feedback loop from identified plates and vehicle signature to improve automation.
- Grammatical reading avoids out-of-state registration or specialty plate confusion.
- Configurable and dynamically assignable queues to handle plates based on the business logic, read conditions, and operator skill level.
- Automatic image enhancements to improve readability for the operator.
- Advanced image loading and queuing for uninterrupted manual review.
- Double blind reviews and specialized data review to minimize human data entry errors.
- Extensive reporting including productivity per reviewer and detailed statistic on custom criteria.
- Web-based interface for up to 200 remote workers with hot keys and context sensitive help for fast operation.

## CONTACT US

[www.q-free.com](http://www.q-free.com)

For more information, contact [sales.intrada@q-free.com](mailto:sales.intrada@q-free.com)  
Specifications are subject to change without prior notice.

Q-Free Netherlands B.V. is an **ISO27001** accredited company.  
Copyright© Q-Free 2020. All rights reserved. Document revision 20201218.

