

OVERVIEW



History

In the early 2000's, Parker Technology was born as a small technology division of a regional parking operator. We had an idea, for remote attendants to assist parking guests in automated parking facilities via face-to-face video intercoms. With the launch, we became the first company to design, build and deploy a two-way video intercom system in a parking facility. We were awarded several patents during the early years for two-way video intercoms in a parking environment (U.S. Patents 7,711,601, 8,352,313, 8,799,090, and 9,538,127).

In 2014, Parker Technology became a separate company. In 2015, a million-dollar infusion from investors allowed Parker Technology LLC to launch our cloud-based software, to make the scalable platform that we are today. We dramatically improved our video quality, system scalability, and reduced operational costs, which enabled us to make Parker Technology even more affordable for clients.

We now offer audio-only connectivity to most existing intercoms, in addition to our two-way video technology and 24/7 call center services. Today our 24/7 call center handles more than 100,000 monthly calls. Between our clients who operate their own call center using our software platform, and those who redirect calls to our 24/7 call center, Parker Technology is now in use at more than 550 locations throughout the United States.

Our Team

Brian Wolff President & CEO

Brian Wolff has 30 years of business experience in parking, technology, and life sciences. He holds a B.S. in Economics and German from the University of Michigan.

Tammy Baker COO

Tammy Baker has 25 years of experience in process improvement, team management, systems, change management, training and inventory control. She holds a B.A. in Organizational leadership and Supervision from IUPUI.

Scott Gould Sr. Vice President of Business Development

Scott Gould has 20+ years of experience in the parking industry. He's been with Parker Technology since inception and was previously with a parking management company, doing everything from operations to business development, and a decade of executive leadership.

Heidi Barker Sr. Director, Marketing & Sales Operations

Heidi Barker has 8 years of marketing and sales experience, with a penchant for digital strategy, content creation and process development. She holds a B.S. in Marketing & International Business from Butler University.

Our Solution

Every call handled... personally.

In the past decade, automation has overtaken the parking industry. Now, **a second big change is here, and it's all about the human touch, and the customer experience.** Now, customers expect experiences that are on-par with brands like Chick-Fil-A, Hilton Hotels, and Disney.

Parking guests want to enter and exit garages without interacting with staff. But, when they need help, they want it instantly, and at a social distance. **Customer service is expected to be "everywhere and nowhere" all at once.** Live help must complete the transaction to capture revenue, get the guest on their way quickly, and deliver a great experience, so that the guest wants to come back.

That is exactly what we do. **Our solution puts a virtual ambassador in every lane.** When parking guests call for help, a highly-trained CSR answers within 11 seconds on average, and resolves the issue in under a minute. Our customer service representatives help guests pay and get on their way, according to your business rules and branding. All this is done with measurable excellence, due to our quality assurance program.

We are the customer service solution of choice in parking. Our customer service solution increases your level of service and revenue, according to your needs. Whether you need a call center solution, or a software platform to support your existing call center, we can help.

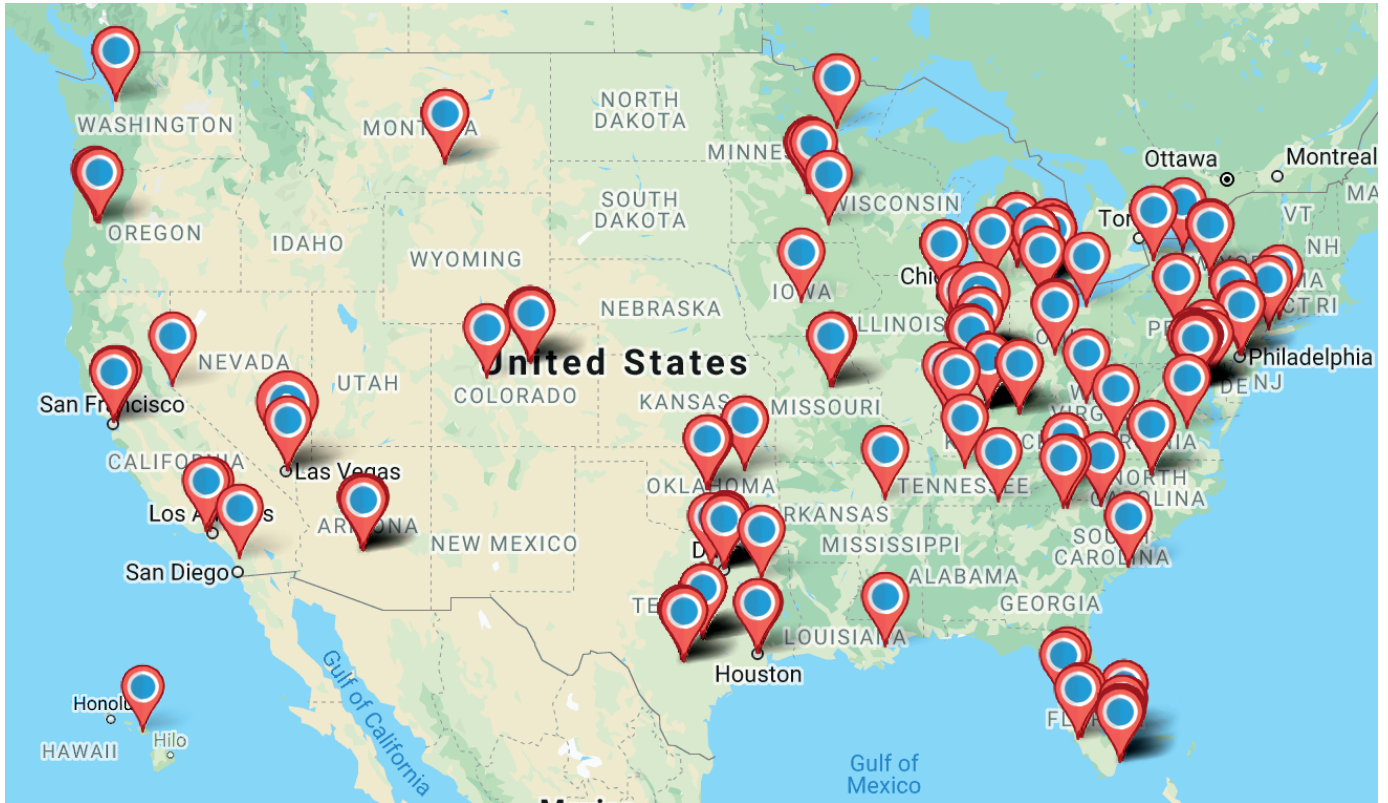
Our flexible software platform puts a dashboard with facility information at customer service representatives' fingertips, for efficient call resolution. Plus, it provides real-time call performance data and call recordings, so that you get the valuable insights you need to run your operation better.

Our solution is compatible with any PARCS brand of equipment. We also offer integrated FlashParking, TIBA and Amano McGann solutions. You can use our two-way video or audio-only intercoms, or your existing ones, to redirect all calls to our 24/7/365 call center or your own. Or, use the hybrid approach. For instance, take your own calls during business hours and seamlessly redirect calls to our call center on nights and weekends.

No matter what your needs are, our flexible customer service solution can help.

WHO WE
SERVE

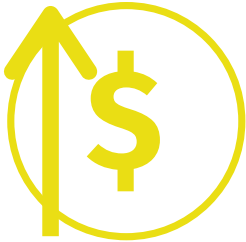
Our Clients



We serve over 140 entities, in over 550 garages across the US.
Here's a small sampling of some of our clients...



Solution Benefits



Collect More Revenue

Our highly-trained customer service representatives guide patrons through a successful transaction, to help them pay and get on their way quickly. Plus, if we complete one successful transaction a day, we pay for ourselves.



Improve Customer Experience

When parking patrons call for help, we deliver excellent customer service on your behalf. Our software puts the information customer service representatives need at their fingertips, to handle calls according to your business rules and branding.



Maximize Resources

Our 24/7 call center services are a fraction of the cost of employing additional after-hours and overnight staff. Plus, without the interruption of intercom calls, internal staff can be redeployed to accomplish other, higher-priority tasks.




Get Data Insights

Enjoy access to call recordings, and real-time call performance data, including call volume, duration, issue, resolution and more. These metrics are the insight you need to improve efficiencies and the customer experience in your operation.



Rest Assured with Our Quality Guarantee

Our quality assurance program screens thousands of calls each week, to ensure that each is handled according your preferences, and with a high level of customer service. We deliver measurably excellent customer service.



"Parker's level of consistency is second to none. We're liking Parker so much, that I wouldn't want to open another automated garage without them."

Nick Aubrey, Park-Rite CEO



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