

# Parker Technology:

## Who We Are

### WHAT WE DO

We believe that people need people, and thus seek to provide a service that fills the need for human interaction within the parking industry. Our two-way video solution puts a virtual ambassador in every lane. When parking guests call for help, we help them pay and get on their way in under a minute.

**We help our clients create a better customer experience while:**

- Collecting more revenue
- Keeping traffic moving
- Freeing up internal staff to focus on higher-priority tasks
- Collecting data insights to run operations more efficiently

### HOW WE DO IT

We combine parking domain expertise, a flexible software platform and our professional customer service center, or your staff, to ensure customer problems are resolved efficiently according to your business rules. Our two-way video allows our CSRs to add a human touch to the parking experience and allow for an excellent customer experience.

### WHY WE DO WHAT WE DO

Automation has overtaken the parking industry. 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. 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's where we come in.



## FIRST-HAND EXPERIENCE

"Mixing Parker Technology's dependable platform, authentic concern and stellar customer service, has provided Penn State a recipe for on-campus success through all our operational changes over the last couple years. Thank you for the fantastic partnership!"

- **Rob DeMayo, Director of Parking & Transportation at Penn State**



### Some of Our Customers:

- Arizona State University
- City of Lansing
- Denison Parking
- UT Health San Antonio
- City of Las Vegas
- UPMC
- Diamond Parking
- Penn State
- Eugene Airport

## LET US INTRODUCE YOU...

We help customers across many verticals. Our solution is versatile which is reflected in our client base. This is just a small sampling of the customers and facilities we help.

Let us know if you would like to get connected to any of these customers to learn more about their experience.

[www.parkertechnology.com](http://www.parkertechnology.com)

