

YOUR TROUBLESHOOTING PARTNER

Operational Excellence is Our Middle Name

We can help make your operation more efficient by answering your parking-related intercom help calls and solving problems in the lane. First, we do this by taking care of the **immediate need**, then we provide the data in our software platform to help solve any **deeper issues**.

MEETING THE IMMEDIATE NEED

We're a first line of defense in your parking facilities, by handling intercom calls in real-time, according to your business rules, with quick response time and fast resolution.



HERE ARE SOME OF THE WAYS WE HELP YOUR PARKING PATRONS IN THE MOMENT:

- Talk them through the problem they are facing
- Train them to use the machine/s properly
- Guide them through the right steps
- Help them follow procedures

Our problem solving steps for your facility/s are as unique as your operations are.

As an example of how our business rules can be tailored to suit your specific facility, for hospitals and universities, customer service may be the top priority, so we can provide a lighter touch and do simple troubleshooting and then collect info and vend, to keep wait times short. However, for high ticket, lower volume garages, we may need to spend more time turning over every pebble to make sure all revenue is captured.

The below continuum serves as a visual for how we can adjust business rules according to your operational needs.



LEVERING THE DATA TO INCREASE EFFICIENCIES

With the data we provide in our software platform, we can go deeper and identify other areas for operational improvement. Additionally, our Customer Service team will identify recurring problems and then give you the data you need to solve them.

AS AN EXAMPLE, HERE ARE SOME OF THE BROADER ISSUES WE CAN HELP YOU IDENTIFY:

- Confusing signage
- Problems with new features on a machine
- Maintenance issues with components
- Habitual offenders
- Network issues

By starting with an overall view of your calls and breaking down the most common issues, you can start to pinpoint potential areas that need to be addressed. To learn more about your specific use cases, ***connect with one of our specialists today.***