

INDUSTRY WE SERVE: AIRPORTS

PERFECTLY ALIGNED WITH YOUR BRAND

Time is of the essence at airports, as travelers need to quickly and easily park, whether at the beginning, to catch their flights, or end of the customer journey.

Delivering a great customer experience is hard. After all, the expectations of travelers, flight crews and employees are set by world-class brands like Disney, Hilton Hotels, Southwest, or Chick-fil-A.

This is where we can help – quickly answering calls at payment machines and just as efficiently resolving issues to allow travelers to pay and get on their way.

HOW WE BENEFIT AIRPORTS



Collect successful payments
85% of the time, on average



Allow visitors to get where they
need to be without delay or issues



Provide a positive differentiator
in the customer journey



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DO YOU KNOW HOW MANY CUSTOMER SERVICE CALLS YOU'RE GETTING?

According to data from our platform, in 2022 we took 2,611 calls per airport facility on average. That's 217 calls per month, per facility. However, that range can vary widely based on number of lanes, location, etc.

On the high end, the most calls from one airport in 2022 was 11,671 for the year, which is an average of 973 calls per month.

The number of calls you could be getting may surprise you. Shoot us a note and we'd love to take a look.

OUR AIRPORT CLIENTS



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The Parker Technology service has greatly increased our level of customer service we are able to provide our customers by adding in a face to face communication interface. We are now able to assist passengers at all times of the day/night with any questions or concerns relating to our parking systems." - Megan Murray, Assistant Airport Manager at Sawyer International Airport

