

myParkfolio™

Optimises performance of payment, services, ticketing and information terminals

Increase revenues

Optimise service uptimes

Reduce operating costs



ON-LINE MANAGEMENT FOR COMPLETE CONTROL

€30 Billion

EU parking industry
annual revenue

\$30 Billion

US parking industry
annual revenue

NOT ONLY FOR PARKING...

myParkfolio also supports additional services:

- ▶ Timetables
- ▶ Local maps
- ▶ 'What's On' Guides
- ▶ Advertising & promotions for local businesses
- ▶ Tickets for sports/leisure facilities and tourist attractions

MAXIMISE & PROTECT INVESTMENT

Because on-street services, such as parking, generate significant revenues but can be labour intensive, it is essential that operators ensure that every penny counts.

This means that all payment systems used to access these services should be regularly maintained and supported to ensure optimum availability and a long life for all equipment. It is vital that they operate at optimum efficiency.

Not investing in maintenance simply results in increased downtimes and revenue losses.

EFFICIENT & COST-EFFECTIVE CASH COLLECTIONS

Cash is still the predominant payment method for unattended services, e.g. parking and transport ticket sales.

It is essential that local authorities and private operators continue to accept cash to remain socially inclusive.

Cash collection processes must be managed as cost-effectively as possible, both in terms of the time they take and the personnel and equipment required.

At the same time, it is crucial that security is not compromised at any point during collection, transit and depositing.

ENSURE HIGH QUALITY & ADAPTABLE SERVICES

Parkeon's back-office system is the 'brains' that make all the supported services accessible throughout the city at any time of the day.

Centralised management also enables operators to constantly monitor and analyse the performance of their sales infrastructure.

In parking, for example, they are then able to change and improve their policies armed with accurate data. New tariffs, operating times, messages and information can easily be downloaded to any number of terminals or onto on-line systems.



A RANGE OF WORKSPACES PUTS ALL THE INFORMATION AT OPERATORS' FINGERTIPS

Change
tariffs as
and when
required!



MAINTENANCE

- ▶ Maintenance activity tracking.
- ▶ Sends events and alarms directly to mobile phones and PDAs.
- ▶ Displays line-by-line transaction and alert data.



SERVICE CENTRE TOOLS

- ▶ Remote optimisation and updating of the parking estate.
- ▶ Tariff Editor module for remote downloading of tariffs, messages and ticket layouts.



MONITORING (DASHBOARD)

- ▶ Monitors parking indicators to provide an 'at-a-glance' overview of parking estate performance.
- ▶ Provides real-time and key performance indicators for easier management.
- ▶ Easy-to-read reports that update automatically whenever the system refreshes.
- ▶ Provides the benefit of a high level of customisation by creating portlets (called Parkjets) as direct views on the dashboard.



TRANSACTION HISTORY

- ▶ History of all payment information.
- ▶ Customer support hotline area allows for quick research of each transaction.
- ▶ Easy to compare past and current data to spot trends.



MAPPABLE STATISTICS

- ▶ Graphical representation of individual parking estates.
- ▶ 'Visualise your operation' for optimum efficiency.

CONTROL

- ▶ Guides enforcement officers to areas of low payment activity.
- ▶ Follows enforcement agent activity.



WORKSPACES PROVIDE THE SOLUTIONS FOR ALL PLAYERS

BUSINESS MANAGERS

The **Dashboard** helps high level decision making with a range of key performance indicators, e.g. high/low payment activity maps.

PARKING MANAGERS

The **Dashboard** supports parking policy management with data on parking infrastructure activity.

The **Transaction history** provides the data as dynamic graphs and tables, whilst **Mappable statistics** transform it into cartographic reports.

Service centre tools enable tariff changes, information and messages to be downloaded directly onto terminals.

NEW! The **Discount code** application allows parking managers to provide customers with free or discounted parking via a special code that is created within the my**Parkfolio** system. Features include:

- ▶ Percentage discounts.
- ▶ Codes configurable for use on one parking terminal, groups of terminals or whole site.
- ▶ Also configurable for number of times or the length of time a code may be used

SERVICE PERSONNEL

The **Maintenance module** assist with the preparation of maintenance plans to optimise performance and manage infrastructure.

Terminal visits may be defined relative either to reported supply levels, e.g. ticket rolls and batteries, or technical demands, e.g. alarms by zone, circuit or importance.

The **Dashboard** and **Mappable statistics** provide live indicators to track and monitor maintenance team progress.

The **Transaction history** creates a review of key technical indicators to evaluate the effectiveness of service levels. Managers are able to check terminal uptimes and maintenance team reaction times.

COLLECTION TEAMS

The **Collection management** module optimises the efficiency and security of collection services. It not only improves the volumes collected by planning the most efficient routes and times but also ensures that cash levels remaining in terminals overnight are as low as possible.

Collection routes may be defined according to actual cash amounts or cash box levels or overdue non-collection warnings.

The **Dashboard**, via Parkjets displays, monitors collection agents' operations.

ALL THE INFORMATION OPERATORS NEED

my**Parkfolio**:

- ▶ **Monitors all sales and information outlets** – and integrates information from each channel, e.g. terminals, mobile phones, PCs and tablets, onto one system.
- ▶ **All payment collections 'at a glance'** – a single user interface displays revenues broken-down by each payment method.
- ▶ **Fast and intuitive interface** – usable by anyone with basic keyboard skills.
- ▶ **Displays in individual operators' colours** – a customisable solution that may be branded in end-users' civic or corporate colours.
- ▶ **Available anywhere** – my**Parkfolio** is a portable solution accessible on most internet-enabled devices.
- ▶ **The fast lane for information** – for real performance focus, see what is happening 'right now'!



Highly
flexible and
scalable
solution



myParkfolio

ON-LINE MANAGEMENT OF SALES & INFORMATION INFRASTRUCTURES

Supports
both Parkeon
and 3rd party
applications

myParkfolio is an easy-to-use, web-based system that enables personnel to work faster and more efficiently. It allows greater control with day-to-day tracking of all operations.

The system is designed to benefit the whole organisation. myParkfolio is able to provide the rapid reporting required by management, whilst also supplying the level of detail required by financial, maintenance, collection and enforcement teams.

MAINTENANCE OPERATIONS

myParkfolio improves response and resolution to on-site issues and increases operational efficiency and revenues with:

- ▶ Remote warnings and alerts enabling maintenance staff to respond quickly to faults and operational issues on payment terminals.
- ▶ Easy tracking of maintenance personnel activity.
- ▶ Up-to-date service and repair reports enabling management to ensure adequate staffing levels, plan preventative maintenance and monitor staff response times.

PAYMENT SERVICES MANAGEMENT

myParkfolio provides a complete overview of all activities to provide:

- ▶ Immediate access to all transaction data and financial reports.
- ▶ Comprehensive analysis of business activities, e.g. parking occupancy and space turnover levels.
- ▶ Remote management of tariffs and user messages via downloads.
- ▶ Easy resolution of customers' complaints with historical data of events and transactions.

ENFORCEMENT OPERATIONS

myParkfolio improves deployment of enforcement officers to monitor parking compliance:

- ▶ Guiding enforcement personnel to zones when payment levels fall below average.
- ▶ Monitoring enforcement officers' activities.

CASH COLLECTIONS

myParkfolio optimises cash collection management and security:

- ▶ Enabling collection routes to be planned in response to reported cash box content levels. Also detects cash collections from payment terminals.
- ▶ Monitoring collection agents' activities.
- ▶ Ensuring security with a detailed electronic collection audit trail.

myParkfolio

- ▶ No need to maintain servers or update software
- ▶ Fully web-based
- ▶ Data available 24/7/365
- ▶ Easy to compare past and current data for trend analysis
- ▶ Mappable statistics with colour-coded indicators for easy analysis
- ▶ Events and alarms sent directly to mobile phones and PDAs
- ▶ Remote downloads of tariffs, messages and ticket layouts
- ▶ Integrable with all types of parking and other points-of-sale

**Be fast!
Be efficient!
Take control!**

**Hosted
by
Parkeon**

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