




**CONNecPARK**  
Smart customer assistance



Innovative customer assistance  
delivering better results with no hassle.

### **24/7 Immediate Assistance**

Connecpark® answers calls at any time, whether your parking facility is open or closed. Enjoy peace of mind knowing our professionals are constantly available to your customers and can attentively solve problems following the protocol specific to your parking lot.

### **Person-to-Person Remote Assistance**

Connecpark, provides your customers with assistance that's closest to an experience in person as possible: a direct exchange in real-time between the user and customer support. Our system enables customer support staff to actually see the user. It also instantly identifies where the call is coming from so our staff can implement your facility's specific response protocol. Our approach is friendly and personal: a far more satisfying customer experience than a phone call to an intermediary or worse still, a machine!





### Remote Gate Activation

Once a problem has been identified and addressed, Connecpark's assistance personnel can remotely open the gate so the customer can exit.



### Archiving and Producing Reports

Connecpark keeps you up-to-date with regular and detailed reports on all activity including calls, issues addressed and procedures implemented. We also provide archiving, analysis and recommendations.



### Connecpark is a single solution to multiple problems

Our support personnel are customer service specialists well-versed in addressing the needs associated with the use of parking services such as payment procedures, lost tickets, equipment failure, vehicular problems, off-hour access, etc..



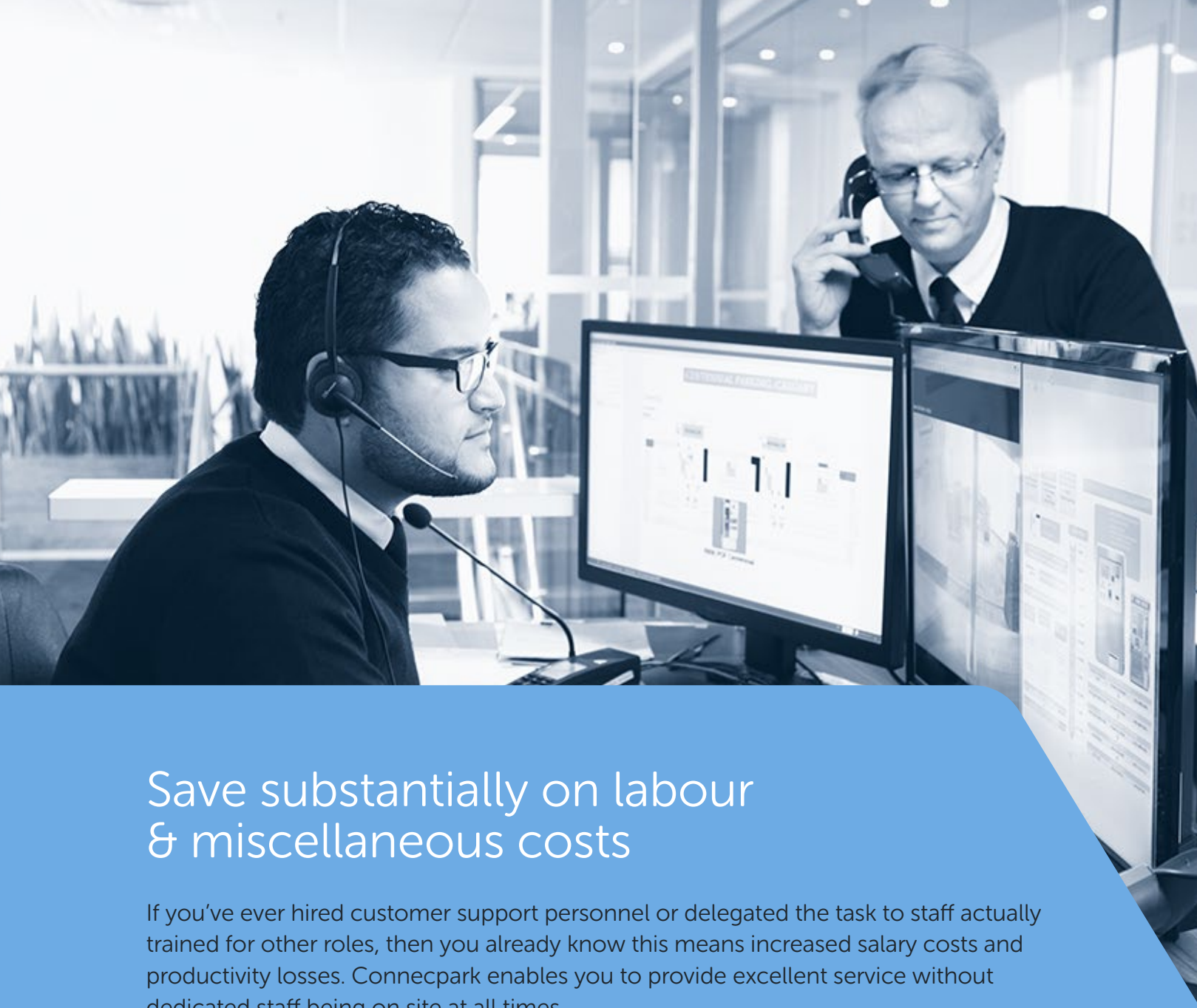
### The secret behind smart assistance?

Connecpark uses innovative technology and equipment. Cameras and displays are installed in strategic locations and connected via the internet to a support centre with state-of-the-art software.

### World-Class Customer Assistance

Connecpark's customer support personnel are trained according to the exacting customer service standards of Indigo, a world-leading parking Company. Our personnel take pride in being perfectly bilingual, helpful and reliable. Our staff is also closely supervised and undergo regular evaluations.

**INDIGO**



## Save substantially on labour & miscellaneous costs

If you've ever hired customer support personnel or delegated the task to staff actually trained for other roles, then you already know this means increased salary costs and productivity losses. Connecpark enables you to provide excellent service without dedicated staff being on site at all times.

Alternately, poor or no customer support causes problems: customer dissatisfaction, equipment breakdown, complaints, loss of income – all of which often contribute to considerable shortfalls.

Connecpark is a valuable solution that can deliver substantial savings and improve your customer support in the process.



## On-site Smart Customer Assistance plus Smart Management Parking Software

**With Connecpark Suite™, you get access to the first software suite specifically designed to optimize parking facility use.**

Parking operators can now count on a solution tailored to their needs – one with characteristics no generic accounting system has. Connecpark Suite facilitates the management and billing of monthly rental spaces, permits, access cards and stickers; the monitoring and treatment of receipts and daily operations; as well as the processing of data for reporting and decision-making.

Connecpark Suite comes in an autonomous or integrated version compatible with numerous access card systems. Once installed, the suite acts as a gateway to the access card system, eliminating double entries and it automatically blocks users who fail to pay.





## Accounts & Monthlies Invoicing Module

No more oversights or uncertainty from the moment you invoice to receipt of payment!

The Accounts & Monthlies Invoicing module provides, amongst other things:

- **Invoicing for all active access cards** and keeps the register of monthly renters up-to-date
- **Responsive invoicing to reflect the terms of evolving leases** including future price increases, minimum amounts payable and user limits
- **Easy collection monitoring for invoices issued**
- **Management of exceptions**, such as accounts begun after the start of the month; lost card fees, etc.
- **Payment Management** by automatic debit, credit card or payroll deduction
- **Report Generation** including the list of monthly customers by category, site or other.



## Daily Cashing Module

Designed specifically for parking facilities, this module facilitates your daily receipts accounting and tracks statistics.

It instantly generates a detailed picture, relieving your operational staff from the time-consuming task of drawing up reports, while ensuring accuracy, consistency and timely access to historical data.

Forget laborious and generic spreadsheets! The Daily Receipts Module simplifies and speeds up:

- Producing countless key statistics
- Registering entries in the general ledger



## Business Intelligence Module

The Business Intelligence module compiles real-time data so you can visualize the parking facility's activity. Compatible with most current systems, it provides information previously available only on the ground that you can now consult at all management levels.

Say goodbye to the chore of inputting and crunching numbers! Important statistics are accessible directly from the Daily Cashing module or your revenue control system.

The Business Intelligence module makes many tasks easier, including:

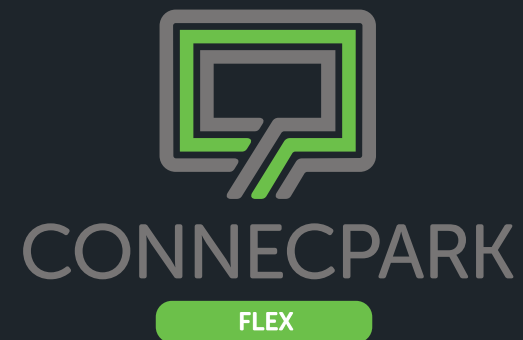
- Vacancy analysis by the minute
- Tariff structure analysis
- New tariff structure modelling and impact measurement
- Maximizing profitability
- Performance management



## An Advanced No-Hassle Program

You expect a powerful management tool to eliminate problems - without creating new ones. We designed our Connecpark suite with advantages that ease your workflow:

- **Training** – With the installation of the software suite, we provide training for operating personnel.
- **PCI standards compliant**
- **Technical assistance**
- **Updates**
- **Hosted Solution** - Connecpark suite is hosted on our servers, so you don't have to worry about it. We manage and keep it up-to-date.
- **Personnel** – When it comes to data entry, we can even provide personnel (for a fee).



## On-site Smart Customer Assistance plus a selection of services at preferential rates

### Go ahead, pick & choose your services!

With Connecpark Flex™, enjoy preferential rates and the freedom to choose from a selection of services on the Indigo menu. Your Flex, fits best.

Once you've made your selection, one of our representatives will put together a customized package and quote with no obligation on your part. You can change your plan to suit your evolving needs at any time - we're just a phone call away. Finally, your customized Connecpark Flex package will be billed monthly... and appreciated daily!



- Available 24/7
- Immediate Assistance
- Response and Assistance Pro to your facility
- Audio-Video contact
- Remote gate activation
- Recording of c
- Archiving
- Detailed
- Biling

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Connecpark® offers you three ways to access the expertise of a global leader in the parking facility industry.



- Available 24/7
- Immediate Assistance
- Response and Assistance Protocol customized to your facility
- Audio-Video contact via internet
- Remote gate activation
- Recording of calls and procedures
- Archiving
- Detailed report generation
- Bilingual, professional assistance personnel

Save on:

- Salaries
- Productivity
- Other costs



All the benefits of Connecpark customer assistance  
AND the Smart Management Parking Software.

Accounts and Monthlies Invoicing Module

- Billing
- Account History
- Label printing
- Account monitoring with various parameters
- Automatic programming and implementation of tariff increases
- Waiting list management
- Generation of nearly 100 reports
- Autonomous or integrated software for most parking systems
- And other additional features

Daily Receipts Module

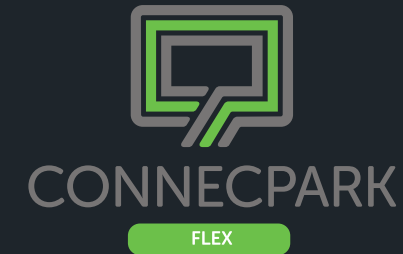
- Revenue Tracking
- Bank Deposits
- Auto Report to the general ledger
- Budget management
- And other features

Business Intelligence Module

- Real-time info on use - monthly customers or visitors
- Numerous reports
- Tariff Projections
- Usage statistics
- Detailed analysis of revenue and use
- Auto Report data to the general ledger and revenue control system
- Ability to model at different prices
- Ability to remotely change the parameters of tickets and access cards
- And more!

Save on:

- Time
- Productivity gains
- Specialized Centralized Management
- Avoid increasing salaries



All the benefits of Connecpark customer assistance  
AND your selection of services from the Indigo menu.

For example:

- The Smart Management Parking Software
- Equipment and parking supplies, installation, maintenance, updates
- Staff - employees, clerks and more
- Mobile staff
- Claim notice verification
- Management and collection of money
- Parking permit management
- Consultant services
- Business Intelligence

Other services:

- Snow removal
- Maintenance and Repairs
- Marking
- Cleaning
- Full management of parking operations

Your Connecpark representative can provide you  
with a list of all our services, and prepare the package  
and quote that best meets your needs.



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