CONTROL CENTER

PARKINGHQ© Control Center – Customer Service in an entirely new dimension

Customer Service has become a vital differentiator in the parking industry – in fair weather, a parking space is a parking space. In adverse weather, when something goes wrong and customers become impatient, you need to know all the details of the issue at a single glance. You need to have the correct tools right at your fingertips and be able to action end-to-end service processes to deliver quality service. Thanks to ilogs, the necessary fully integrated ControlCenter features are now part of ParkingHQ©, the most comprehensive Parking-Productivity Suite on the market: Call-Center agents are presented with the up-to-date device status, Car-park and Customer information – all whilst answering Intercom calls. Field Service employees benefit from automated, individually tailored workflows to deliver superior service quality. If satisfied Customers are important to your parking business, ParkingHQ© ControlCenter is the solution to enable, measure and optimise your Customer Service quality.

MAIN FEATURES
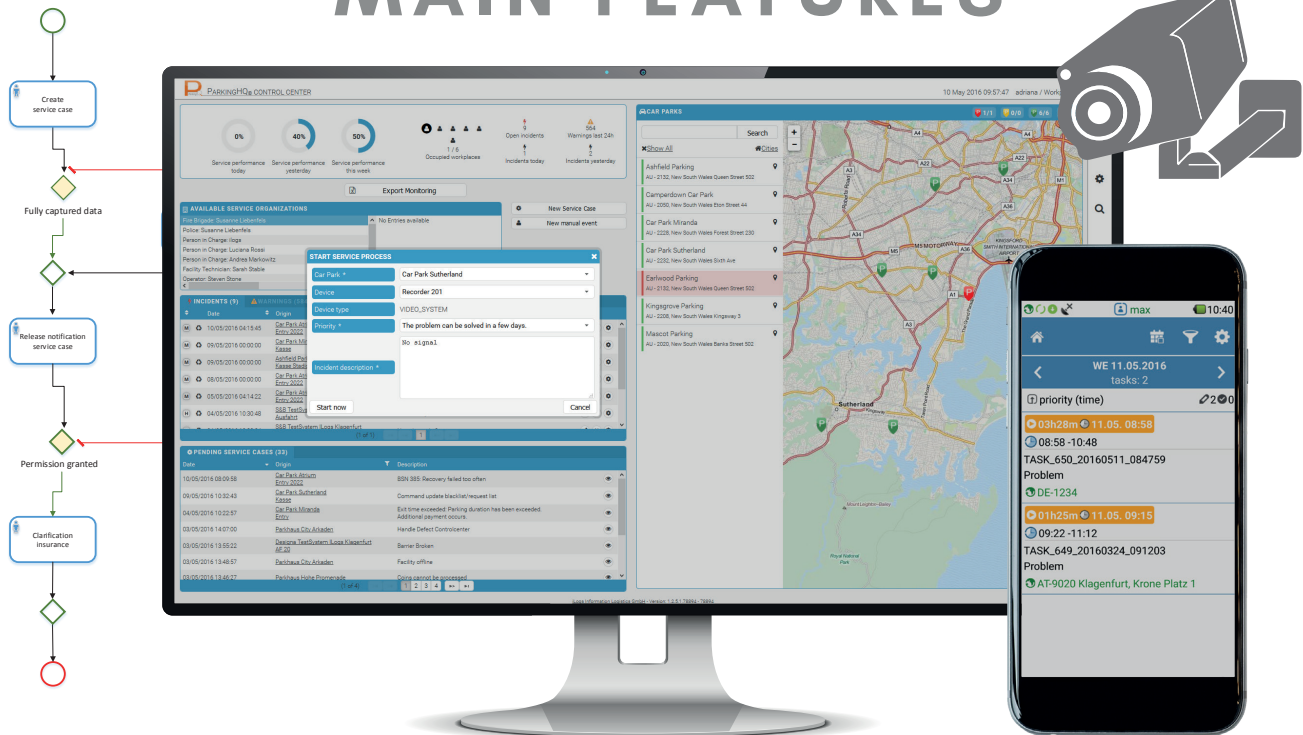
Control Room application for the entire service organisation. Handling of 1st level call center, 2nd level service management and mobile technical field service

Mobile field service application with integrated monitoring and control capabilities, online and offline capabilities, running on any Android tablet or Smartphone

Comprehensive, end-to-end Reporting and KPI dashboard

State of the art, high performance, load balanced server architecture

Multi-tenant and multi-user capabilities

Built from the ground up to address monitoring and control of various car-park management systems, integrate intercom/video and link to facility management software systems
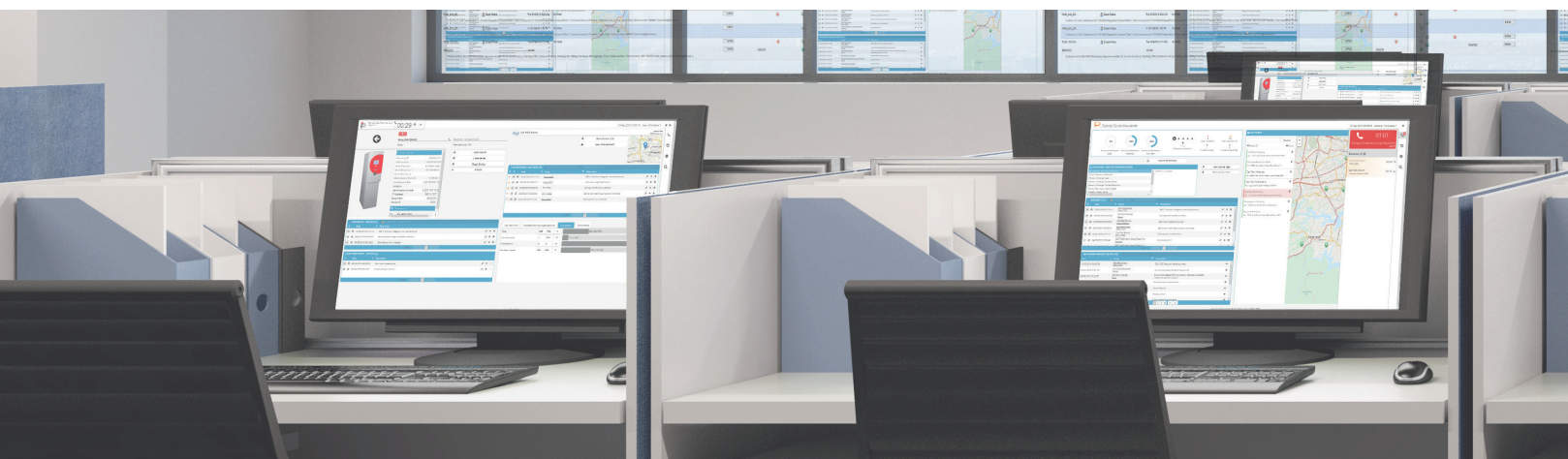
Monitoring of facility management components such as access control, CO_2 levels and fire alarm

Webbased administration portal including import of master data and configuration settings

Fully integrated workflow engine to configure all individual service process requirements and create (mobile)work orders
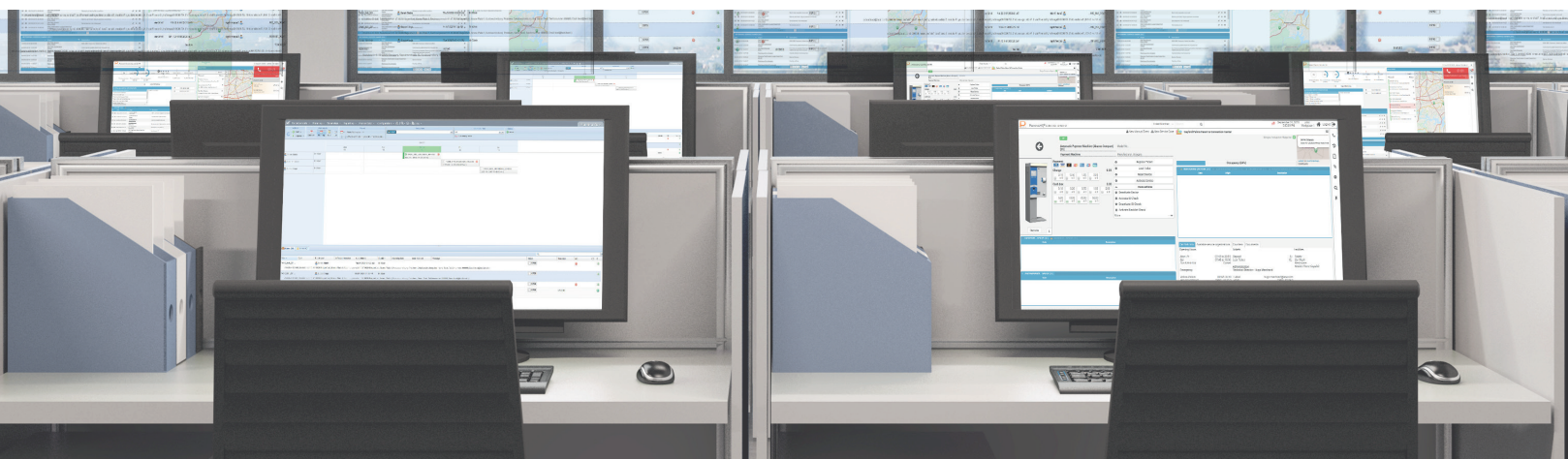
BENEFITS

- ☑ Supplier independent integration of car-park- and facility system devices with audio and video connection

- ☑ Service information of all your car-parks is directly available with easy drill down capabilities to any detail you may require

- ☑ Always know what's going on in your entire service organisation based on comprehensive reporting and up-to-date KPI monitoring

- ☑ Have your 1st level call center agents benefit from a touch-screen enabled application to efficiently solve customer enquiries

- ☑ Central database for the entire car-park inventory (master data) down to device-level

- ☑ Performance optimized system architecture for larger car-park operators

BENEFITS

- Real time monitoring and control for any car-park management device and integrated 3rd Party system

- During a call, all relevant car-park, device and customer data is on your screen to deliver superior and personalised customer service

- Your entire team is clear of irrelevant and disturbing information by using the innovative rule based alarm monitoring system
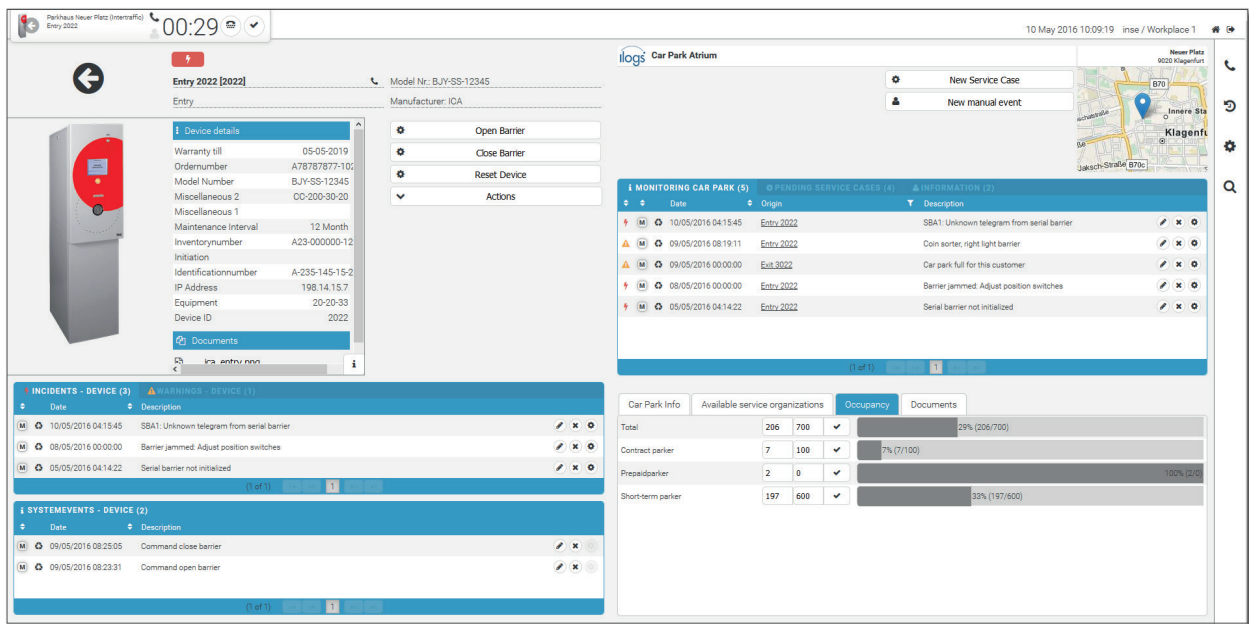

- Easily integrate your backoffice environment, car-park equipment, video and Intercom infrastructure via ParkingHQ Connector framework

- Analyse and classification of incoming alarms, warnings and state of events with rule-based reaction to defined alerts

- Automated generation of work orders based on predefined events

- Manual creation of work orders

- Monitoring and control of all pending tasks and activities

- Integrated escalation management for overdue work orders
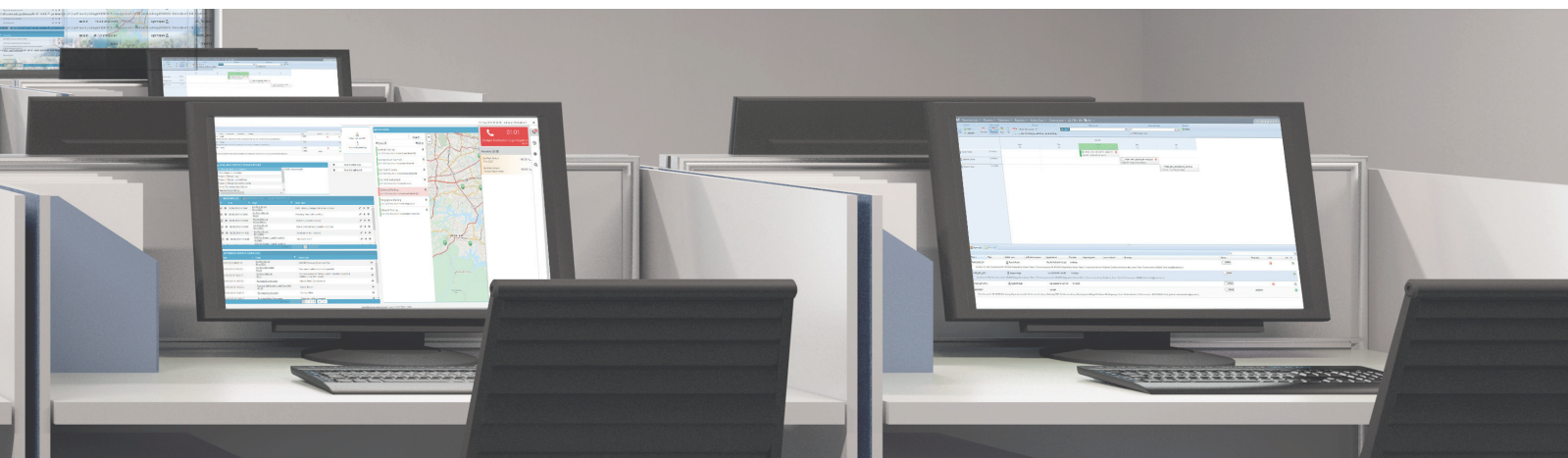
MOBILE FIELDFORCE

☑ Integrated workflow management system for the generation of work orders. Configurable to individual process requirements of your organisation with user-friendly process designer

☑ Define your individual service processes to reflect how your service organisation works efficiently

☑ Equip your field service team with a mobile (service management) App running on any Android device - online and offline

☑ Manage end-to-end service processes - from alarm to repair - via powerful scheduling and dispatching functionality
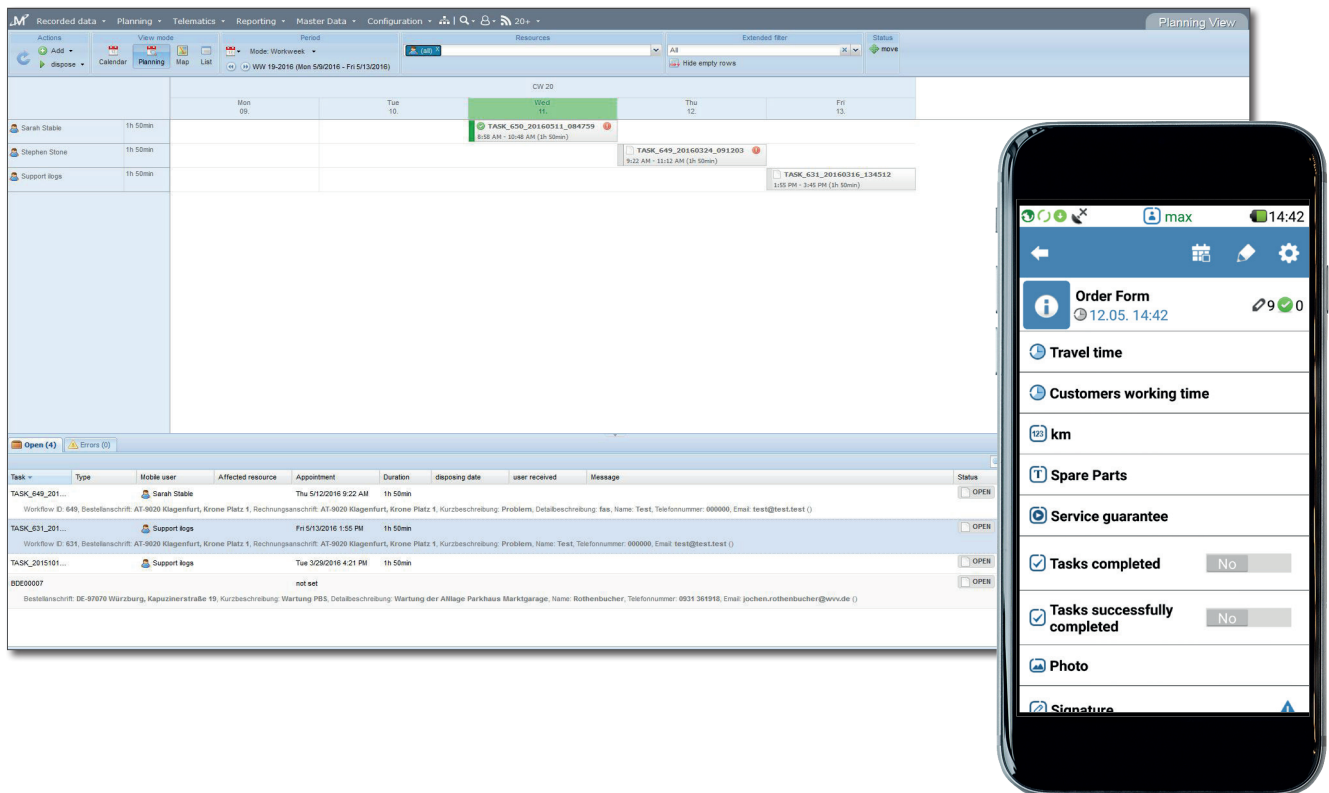
SYSTEM REQUIREMENTS

☑ Hosted Server environment

☑ Interface to Car-park Management Systems (Monitoring, Control)

☑ Interface to Intercom Systems (optional)

☑ Interface to Video Systems (optional)

☑ Interface to Facility Management Systems (optional)

REFERENCES

PARKINGZÜRICHAG
BERATUNG UND BETRIEB

Parking Zürich AG
www.parkingzuerichag.ch

WVV

Würzburger Versorgungs- und Verkehrs GmbH
www.wvv.de

WIPARK

WIPARK Parken GmbH
www.wipark.at

saemes

Saemes
www.saemes.fr

INDIGO

Indigo
www.parkindigo.com

THE PORT AUTHORITY
OF NEW YORK & NEW JERSEY

The Port Authority of New York and New Jersey
www.panynj.gov

TRY IT NOW!

CONTACT US!

AUSTRIA (HEADQUARTER)
ilogs, information logistics GmbH

Office Klagenfurt
Krone Platz 1
9020 Klagenfurt
Austria

📞 +43 463 504 197 600
✉ sales.austria@ilogs.com

Vienna
Argentinierstraße 42/2
1040 Vienna

SWITZERLAND
ilogs AG

Dammstrasse 19
6300 Zug
Switzerland

📞 +41 41 723 2486
✉ sales.swiss@ilogs.com

USA
ilogs information logistics USA, Inc.

Building 141 Federal Circle
Jamaica, NY 11430
USA

📞 +1 718 656 8133
✉ sales.usa@ilogs.com

FRANCE
ilogs information logistics France sarl

22, Rue de la Fédération
75015 PARIS
France

📞 +33 (0)6 14 03 23 78
✉ sales.france@ilogs.com

www.**ilogs**.com