

Case Study



Client Profile

Organization

Parking management company

Size

Almost 4,000 employees

Industry

Retail and hospitality

This client is one of the most significant parking companies in North America, with over 2,000 facilities in more than 30 cities across the continent.

MONTHLY PARKING MANAGEMENT SYSTEM

Business Needs

To support planned expansion into new regions, the client needed to upgrade its account management systems for customers paying monthly fees. Key goals of this upgrade project included:

- Replacing separate systems for each region with a single, centralized monthly parking management solution
- Automating the process of managing complex billing agreements (which was being completed manually, in Excel)

Solution

Knowledgetech deployed a custom system, built on Microsoft technologies. This solution included three key components:

1. A Web-based portal, allowing customers to manage their billing agreements and pay their fees online
2. A back-end system (based on SQL Server), facilitating the automated management of complex billing agreements
3. An access device system, for validating parking passes

Benefits

- Maximized customer satisfaction by making it easier for customers to access their parking places, pay their bills, manage their accounts and get service information
- Facilitated business growth by centralizing key IT systems, making it easier to implement these systems in new regions
- Increased operational efficiency and minimized human error by automating complex tasks and processes



www.knowledgetech.ca

604-484-8099