



EziCom²
COMMUNICATIONS

Online Integrated Parking
Management Solution



ADVANCED
PARKING SOLUTIONS



Solution Overview

EziCom2 online software is the vehicle that enables the 360-degree view by connecting all of your parking meter fleet together. Our integrated core product suite provides Maintenance Management, Revenue Management, Asset Management, Customer Service, Support and more .

EziCom2 then acts as "glue," pulling other important information from meter to meter, into one cohesive picture.

Regardless of industry, a key concern is not the lack of information collected, but rather accessibility to that information. EziCom2 helps cut through information silos within an organisation, leveraging current technology investments to provide the right information to the right people at the right time - real time!

HIGHLIGHTS

- Real time communications
- Fast interactive web application
- No messy software to install - compatible with most browsers
- Mobile device compatible
- Compatible with most meter models and other equipment (e.g. note exchanger)
- Over 20 prebuilt reports for performance analysis
- All data is accessible - faults - transactions - events - raw logs
- Pay by Plate Enforcement functionality
- Pay By Plate/Pay by Space Event information
- Secure access provided by Class 2 - 128bit Digital encryption
- Access to Sanitised Credit Card transactions
- Schedule enabled reporting engine with routing to designated users
- Statistical Analysis
- Meter fleet displayed on map for fast location
- User Profile Management
- Tariff update and deployment over the air
- SMS Alert notifications for machine errors or warnings



Analytics and Reporting

Quickly identify, execute, and review performance across the entire fleet.

EziCom2 - Measure Performance

Empower your employees with tools that enable them to analyse the fleet's performance on a real-time basis, resulting in improved customer service across all touch points. The power to measure performance, not just for a selected few but for all employees, allows them to be more responsive.

EziCom2 provides powerful next-generation meter analytics and reporting tools necessary to provide a comprehensive view of your fleet. The benefits are faster generation and distribution of reports, more informed decision-making, rapid deployment of changes, increased efficiency and ROI resulting in a reduction in total cost of ownership.

EziCom2 - Dashboards

When customers call, your employees need an intuitive system that gives them instant access to the information they need. EziCom2 Dashboards provide graphical analytics including:

- Machine Status
- Revenue Status
- Vault Gauges
- Events History
- Machine Status History
- Credit Card Transactions
- Last Transaction times
- Machine Locations displayed on map
- Cash Removal Detail

Instead of having to run a multitude of reports, dashboards provide each member of your team with a comprehensive single view of their responsibilities on one screen.

Employees can see a snapshot of corporate metrics, spot potential problems, drill-down to individual records and "export" critical data in real time to employees or customers.

EziCom2 - Comprehensive Prebuilt Reports

With over 20 prebuilt reports offering hundreds of querying and sorting combinations, employees from the CEO to the service agents will be able to quickly identify, execute and review performance across the entire fleet. Managers will be able to run reports for individuals as well as teams in order to gain insight into parking operations.

EziCom2 - Advanced Security

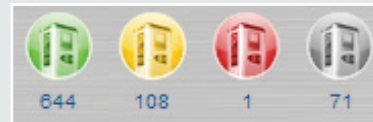
With EziCom2's advanced security features, administrators define who has access to analytics and reporting tools. This helps ensure that the appropriate person has access to the right set of reporting tools to get the job done efficiently.

EziCom2 - Automated Reporting Module

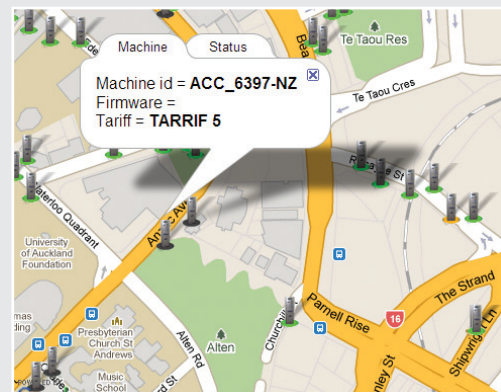
With EziCom2's powerful reporting engine, reports can be routed to designated users via email, otherwise already created reports can be accessed 24/7 as they are stored online.

Employees can quickly schedule Hourly, Daily, Weekly, Monthly or Annually performance reports.

EziCom2 Application



Device Status Graphic



Machine Locations Map



Customer Service and Support

Review and analyse every aspect of the meter maintenance cycle.

EziCom2 - Empower Your Support Staff

By managing, synchronizing, and coordinating customer interactions across all channels, including telephone, e-mail and Internet, your company has the information required to deliver world-class service. EziCom2 provides an integrated system that not only allows representatives to monitor service communications, but empowers your entire team with the comprehensive overview needed to improve customer satisfaction, reduce churn and maximize revenue and profitability. Speak to us about integration of EziCom2 to your third party logging system to take your customer service to the next level.

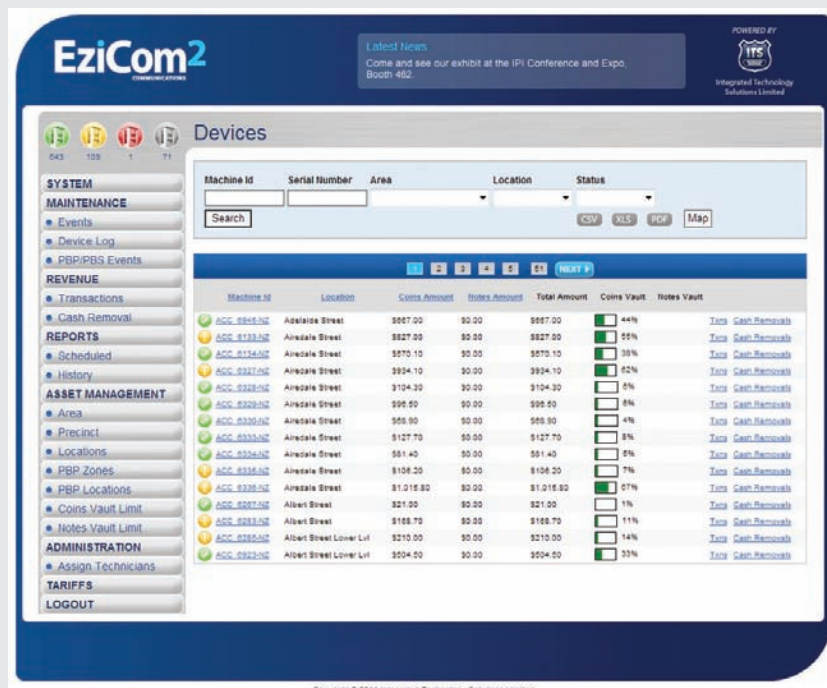
EziCom2 - Reduce Time and Costs

The key to providing outstanding customer support is resolving customer inquiries quickly and accurately. EziCom2 enables your support personnel to work efficiently by using a system that tracks meter statuses in real-time, enabling on the spot diagnosis.

Complete tracking of machine status history, as well as vault lifecycles provide a full picture of each meter, resulting in your ability to provide better support in less time.

EziCom2 provides you the power to access the raw meter data for deeper analysis of any given issue.

The EziCom2 map module provides users with machine status and location knowledge, enabling the maintenance crew quick and easy access to the meter.



Application Screen Shot

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