



IPARC™

INTERACTIVE PARKING ASSISTANCE AND RESPONSE CENTRE

AN AWARD-WINNING PARKING
MANAGEMENT SOLUTION

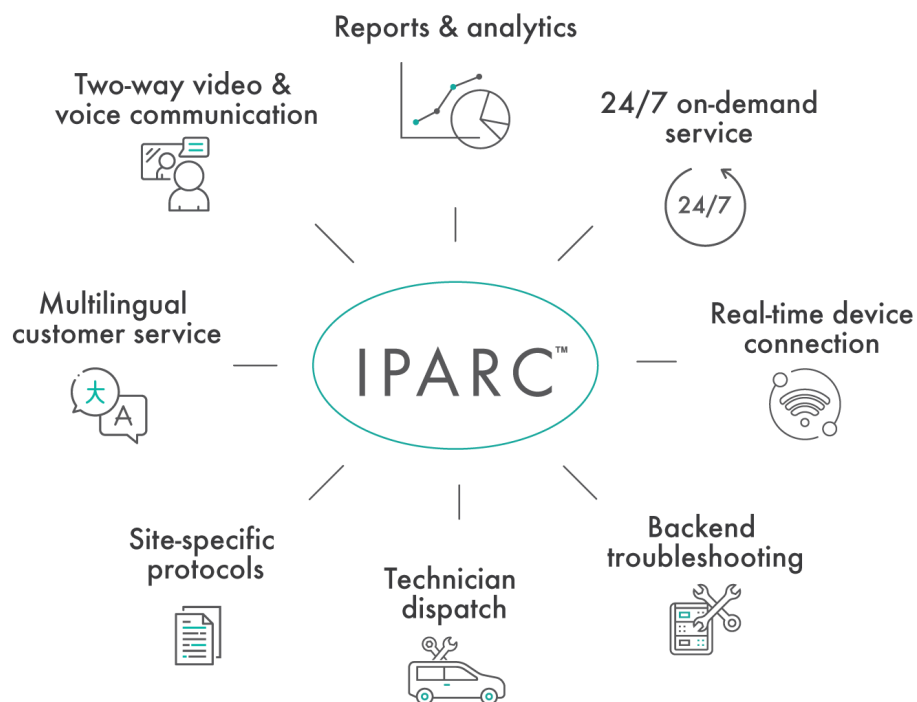


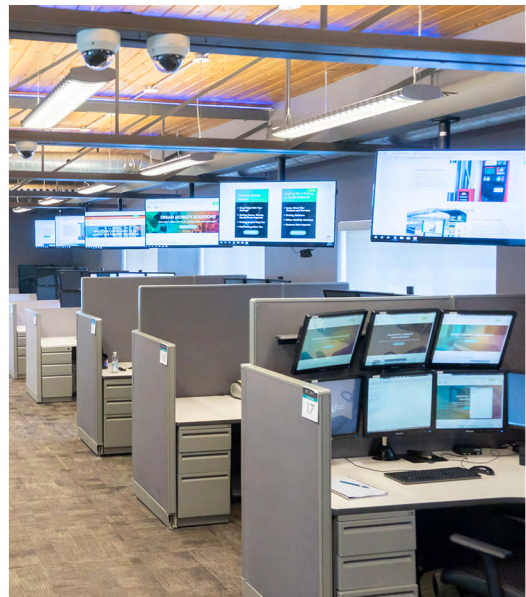
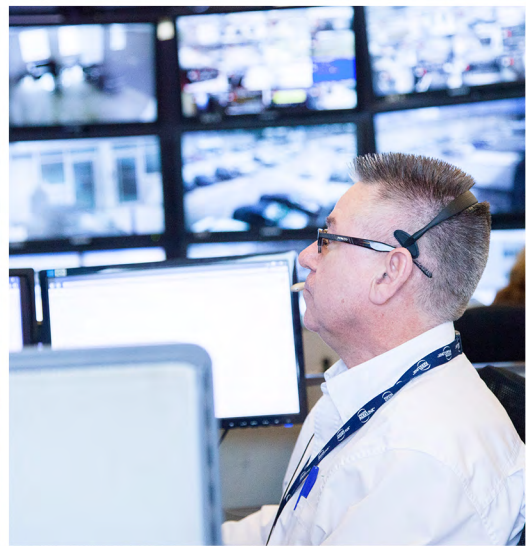
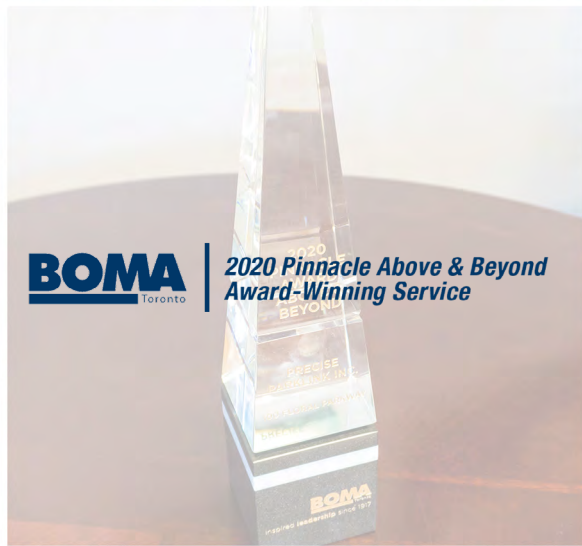
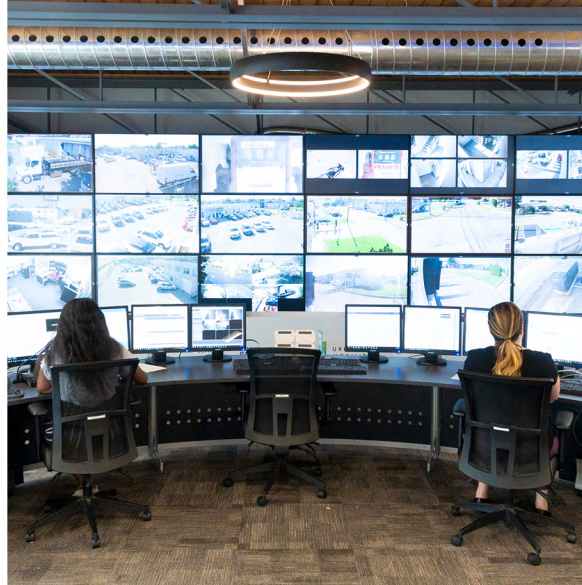


The Only One of it's Kind...

Best-in-class management and technical integration.

Hearing, seeing and responding with a world-leading approach; that is what [IPARC](#) has to offer. Our award-winning live central monitoring facility is ready to assist you and your customers every step of the way. With a real-time connection to each of our devices, we devise complete access and control from anywhere at anytime-- an essential for successful parking and urban mobility operations. [Watch Video](#)







A Virtual Reality Parking management with built-in eyes and ears.



DAILY MANAGEMENT

Experience complete control from anywhere, anytime with virtual site monitoring, customer service and technical support.



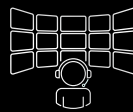
CUSTOMIZABLE PROGRAMS

Your program is built for you. Flexible coverage, site-specific protocols, third party integrations and internal-hosted solutions creates the right fit for you.



REAL-TIME DIAGNOSTICS

Each of our devices are online, monitored in real-time, and communicate real-time alerts allowing us to maintain complete system health at all times.



CENTRALIZED SUPPORT SERVICE

Experience peace of mind knowing your customers are treated with care. Our two-way audio and video communication technology provides reassurance.

Intuitive Operations

All your devices. Monitored in real time.

Your operation runs in real time, so should your technology. Easily monitor and control your program with around-the-clock eyes on your operation, remotely that is. Each of our devices are online and monitored by a central management system. Maintaining a live communication link to our system allows us to detect and timely respond on all fronts: maintenance, technical, customer service.



Recognize.
Respond.
Repeat.

IT'S THIS SIMPLE...

1 Immediate
detection.

3 Efficient
response.

5 Increased
revenue.

2 Smart
evaluation.

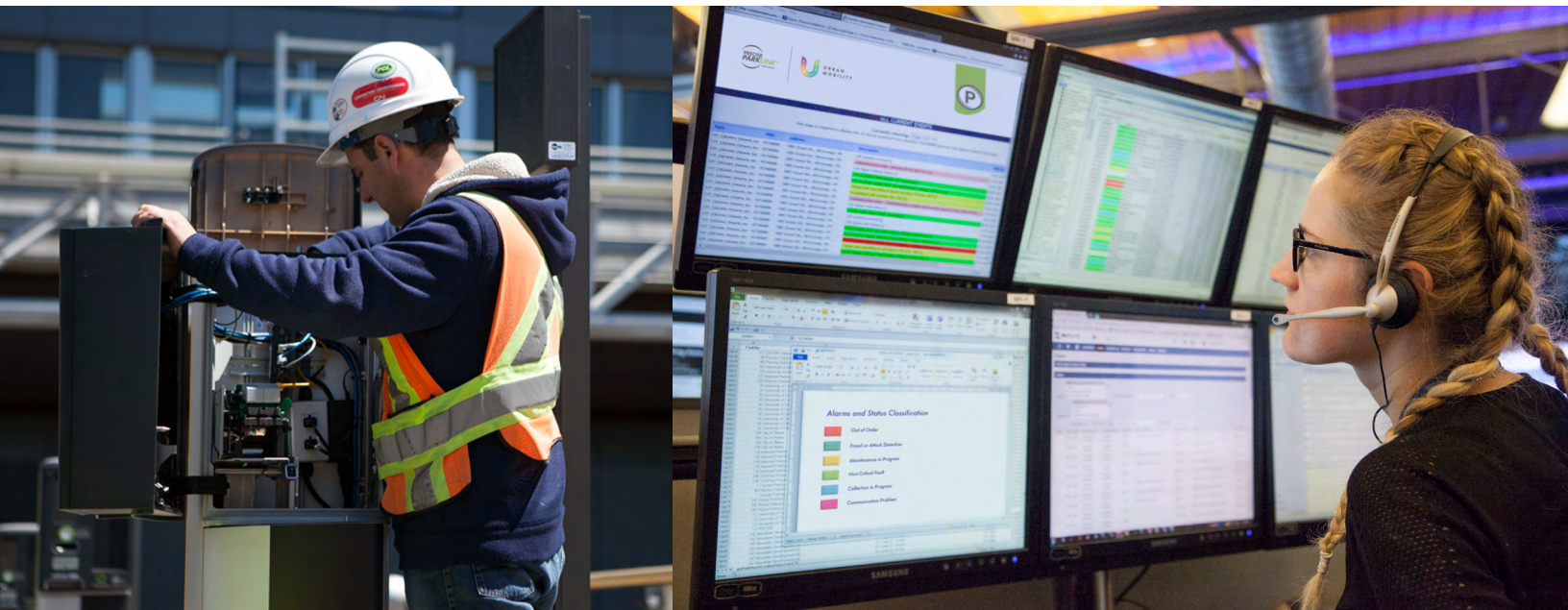
4 Less
Downtime.

Immediate Service and Support

Taking care of you and your business every step of the way.

We're online 24/7 monitoring the status of your equipment. Alerts, alarms and defined thresholds are transmitted and displayed on our central management system. When notified of an alarm, we deploy a suitable solution: back-end troubleshooting or technician dispatch. Our certified technicians are on standby during off and peak hours.

We understand the importance of remaining one step ahead. This is why our technology is configured to predict alarms such as low receipt paper or cash replenishment before exhaustion.



- Data available 24/7/365
- Real-time events, alarms and defined thresholds
- Mappable statistics with colour-coded indicators
- Performance, date and time archives
- On-demand statistical reports
- Remotely download rates, messages, ticket layouts
- Secure central data storage





Customer Service Made Easy

Advanced technology, effective results.

IPARC is more than a customer service call center. We provide full-fledged customer service using internet connectivity to live stream two-way audio and video communication with your customers. We provide a virtual face-to-face experience that can't be matched.

- 24/7/365: fully staffed on holidays and weekends
- Two-way audio and video communication
- Quick and efficient response times
- Multilingual customer service representatives
- Site-specific protocols and procedures
- Service and coverage flexibility
- Onsite staff support



PEACE OF MIND. AT A FRACTION OF THE COST.



Onsite Staff Support Lending a virtual hand.

Not only can our remote communication technology alleviate the duties of on-site parking attendants, it can also be used by on-site staff as a tool to screen visitors who wish to enter the parking office. These virtual communication methods allow both customers and staff to remain and feel safe at all times.



SCREENING SUPPORT:

- Health and safety screenings
- Provide information
- Direct customer to the right place



ADDITIONAL ONSITE SUPPORT:

- Break times
- Peak hours
- Overnight hours
- Emergencies
- Events

Case Study

Bringing visions to life.



2020 Pinnacle Above & Beyond
Award-Winning Service

ABOUT YONGE SHEPPARD CENTRE

The Yonge Sheppard Centre maintains a multipurpose parking facility that caters to residential, commercial, and retail parking users. At nearly 700,000 square feet in area, this is the second largest parking facility in the GTA, second only to Pearson International Airport.



GOALS

- Reduce on-site staff
- Maintain high-level of customer service
- Maintain high-level customer service
- Provide 24/7 coverage

STRATEGY

- Developed a site-specific site profile
- Deployed our Interactive Parking Assistance Response Centre (IPARC™)
- Provide overnight coverage on behalf of Yonge Sheppard Centre

MEASURING SUCCESS

“Precise ParkLink has always demonstrated an unparalleled responsiveness to our needs. When we approached them with a need to create operational staffing efficiencies, it was clear they understood exactly what the issue was and how they could resolve it. Our transition to IPARC was completely seamless. After the transition we polled our customers and were delighted to hear that those who used the service had positive experiences.”

\$60,000
COST SAVINGS



Rosa Garofalo, General Manager Yonge Sheppard
Centre, RioCan Real Estate Investment Trust