



InterPark Integrates Audio, Video and Revenue Control Technologies to Enhance Service and Increase the Bottom Line

The Client:

Founded in 1997 by merging two companies with over 50 years of parking management experience, InterPark provides parking management services at more than 350 facilities in targeted 24/7 markets nationwide. InterPark offers a full complement of services ranging from garage management and consulting on operations to design and equipment selection. InterPark tailors its management services to the needs of its clients all over the U.S. for maximum profitability, tenant service and operational efficiency.

"We are always looking for ways to improve our business and ParkMAXX helps us do that. Honeywell uses their expertise in creating solutions and adapting them to each unique customer to ensure that we have the right configuration in each location,"

Bob Johnson, director of location systems for InterPark



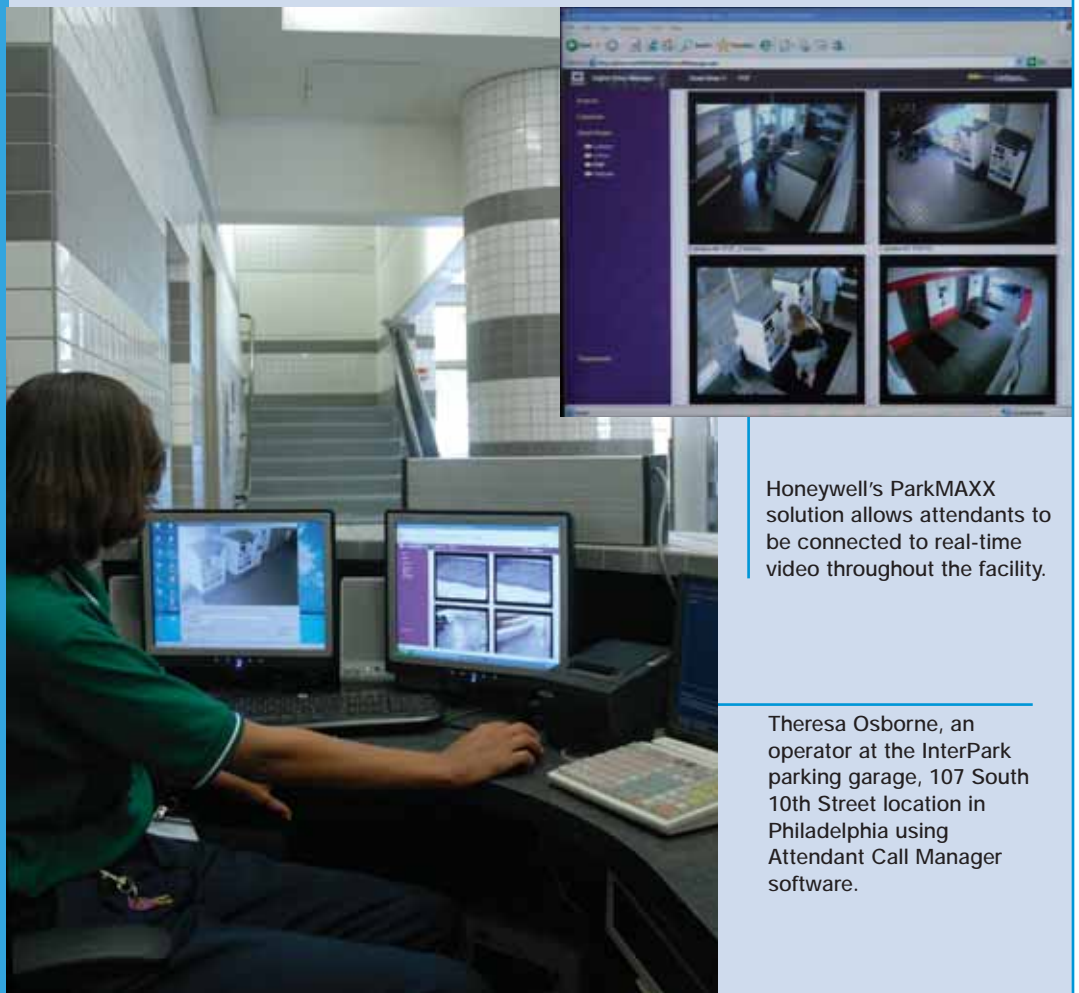
When a patron needs assistance, the ParkMAXX solution allows attendants to have a visual of the customer along with audio. An archive of each event with the associated video and all reason codes can be transmitted to the revenue management system to provide an easy audit trail for later analysis.

The Situation:

InterPark management is dedicated to ensuring that both customer satisfaction and asset performance are handled effectively across all the company's properties. They are serious about cash control, customer service and maintenance—no matter the size of the garage. To support its commitment to improve its industry-leading customer service capabilities, InterPark went looking for a technology solution that would integrate in-garage capabilities for push-to-talk audio, closed circuit television (CCTV), and revenue control in order to increase operator productivity and garage profitability. They needed to integrate real-time audio and video in such a way that customers could be connected to operators within a single garage or from a remote location. They also wanted a solution that would tie together gate control and revenue accountability, but at the same time provide a simple user interface for garage operators.

Historically, when a patron needed assistance he pushed a call-box button to be connected to an operator on-premise. Often, the operator did not have a visual of that patron. If the patron was having trouble with a ticket or gate, the operator would manually override the revenue system, open the gate and allow the patron to exit—possibly without paying and certainly without triggering a log or audit trail of the incident. The parking industry is served by large independent suppliers who are experts in their respective areas, such as emergency alert equipment, revenue control software, gates and control equipment.

The Honeywell portfolio includes many of the basic items necessary—cameras, power supplies and distribution solutions, audio/video servers, video management systems and call boxes—to create the powerful upgrade sought by InterPark. Management chose Honeywell as their partner to implement ParkMaxx™ that would integrate seamlessly with equipment already in place to increase operator productivity and improve garage profitability.



Honeywell's ParkMAXX solution allows attendants to be connected to real-time video throughout the facility.

Theresa Osborne, an operator at the InterPark parking garage, 107 South 10th Street location in Philadelphia using Attendant Call Manager software.



Jacques Chapusette, facility manager for the 107 South 10th Street location, with equipment rack. Working with Honeywell, NetStar Telecommunications, Inc. was able to migrate all equipment into one secure rack as planned.

The Solution:

Installing the ParkMAXX solution at InterPark's Philadelphia garage, Honeywell's DVM (Digital Video Manager) was deployed to provide garage management with a historical log of video information. DVM is capable of storing events and transactions for over 30 days. By packaging Honeywell core products into one solution, Honeywell created a means for InterPark to successfully integrate audio and video information with an operator and revenue-control interface. The operators can still control a transaction, but the Attendant Call Manager software now forces them to provide a reason code for the transactional decision. Then, based on the reason code selected, the software works in the background to automate the response of the control system.

In addition, Honeywell worked with NetStar Telecommunications, Inc. from Houston to provide the Philadelphia facility with a closed wireless broadband network that enables audio communication between patrons and operators. When operators leave the central office, they carry a handheld PDA loaded with Attendant Call Manager. Voice calls are routed to attendant stations and to the PDA simultaneously, thus allowing calls to be answered promptly and reason codes communicated automatically to the revenue control system. "Wireless coverage tested excellent throughout the garage and was tested with Dell Axim handheld onsite. An additional AP was added in the computer room to give coverage to the office area and ground level Pay on Foot Station areas," explained John Agathon, vice president of sales for NetStar Telecommunications, Inc. "We were able to migrate all equipment into one secure rack as planned."

The Benefit:

"We are always looking for ways to improve our business and ParkMAXX helps us do that. Honeywell uses their expertise in creating solutions and adapting them to each unique customer to ensure that we have the right configuration in each location," explains Bob Johnson, director of location systems for InterPark. "They walk the site, design the system and spec the equipment, and then bring in the right partners to assist with deployment and service after the installation. Everybody wins."

Having accurate details and audit information for attendant transactions has made an impact—in Philadelphia, they anticipate better revenue tracking and expect the solution to pay for itself long before the original equipment has been fully depreciated. Add the potential to share personnel across more locations without sacrificing customer service and the ParkMAXX solution offers the potential for real impact to InterPark's bottom line.

The Product:

- Honeywell ParkMAXX
- Honeywell Cameras and Accessories
- Honeywell Digital Video Manager



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