Customer Service
24.7.365

Risk Management

Virtual Parking Management

Data Aggregation & Analysis

Increased Revenue Control

Real-Time PARCS Monitoring
**Remote Management Center**

**Business Intelligence — 360° Garage**

**Game Changer**

The Cloudpark Remote Management Center uses advanced revenue control systems combined with integrated camera technology and personal command center parking managers to remotely interact with your customers resolving management issues in real time. Our virtual parking management model provides a high level of facility assessment, enhances your onsite management capabilities and ensures efficient operations.

- 360-Degree View Of Your Facility
- Advanced Revenue Control Systems with Instant Customer Contact
- Effectively Reduce Payroll Expenses and Optimize Staffing
- Protect and Accurately Account For All Of Your Revenue
- Smart Garage Management with Smartphone Exit Booth
- Superior Risk Management Documented On Camera
- Remotely Monitor PARCS Equipment Functionality
- Generate Detailed Facility Profiles and Projected Activity Heat Maps
- Incident Resolution with Onsite Response Team
- Data Aggregation and Analytics Broken Down to Key Metrics
Increased Revenue Control

Advanced Revenue Control Systems

The Cloudpark Remote Management Center has the capabilities to get the most out of your technology, resulting in air-tight revenue control and enhanced reporting metrics.

Our smart management systems reduce payroll expenses. By integrating state-of-the-art revenue control technologies into our virtual parking management platform, Cloudpark is able to protect and accurately account for all of your revenue. With no cash transactions, the possibility of human error is eliminated. Our oversight also eliminates unexplained vended gates with 100% documentation.

By employing remote management solutions, your staffing is optimized, payroll is dramatically reduced and revenue streams are protected, with savings and increased earnings flowing right to your bottom line.

Remote Management Center
**Smartphone Exit Booth**

The exit booth is central to smooth traffic flow and garage revenue controls. This focus point is effectively managed with the combination of advanced technologies and interactive communication.

Cloudpark managers will assess exit lane activity and provide real-time solutions following established protocols. These include credential verification, exception documentation, guest assistance and immediate incident response. All transactions are recorded for verification.

Parking access and revenue control systems (PARCS) are an important part of your parking operations. Cloudpark is able to monitor the equipment’s functionality remotely and if the unit needs maintenance or service, our analysts can notify the appropriate personnel immediately to fix the problem.
Smart Resolution Around the Clock

Teams of Remote Management Center parking managers are on duty around the clock and are able immediately to react to events as they happen, addressing issues that would require customer assistance. If a guest does need help, our analysts are standing by to assist immediately.

In the event that an onsite presence is needed, we will immediately dispatch one of our roaming customer service managers directly to your location to resolve situations to the guest’s complete satisfaction.

With voice over IP capabilities and smart camera technology, the human connections that are so important in life are enhanced with our virtual parking management model.
Risk Management with Recorded Documentation

The Cloudpark Remote Management Center has successfully minimized risk and liability so often associated with urban parking garage operations.

We audit locations remotely to ensure our service standards exceed expectations. We make sure shuttle loops are efficient, employees are in uniform and that everything is operating at peak performance. Events are viewed in real time or via recorded verification.

Cloudpark analysts understand premium service and risk management, ensuring that you and your asset are well-represented and protected.
**Benchmark for Success**

Our systems allow us to data mine and log information in real-time, allowing our analysts and operations teams to monitor the Key Performance Indicators (KPI) that are important to you. Because we have a 360-degree view of your facility, we are able to anticipate and make immediate adjustments when necessary to boost your profitability.

Our Remote Management Center call center reporting tracks every call in real time; who called, why they called and how the situation was resolved. You will have direct access to this data so you know exactly what is happening at your property.

Our robust reporting is transparent, easy to comprehend and is available on-demand.