



# Car Park Concierge

## Manage your car park from anywhere

### Your Personal Concierge at the car park

The Watermelon Concierge control centre consists of highly skilled customer service personnel trained in the delivery of professional parking services including ticketing, payment processing, security surveillance, emergencies, complaints resolution, site navigation and site information.

### Operate your car park at greatly reduced costs and with minimal staff

The Watermelon Concierge provides effective and immediate communication with your customers and remote-control operations of the car park. It allows you to reduce staff to offer a fully automated man-less car park which drastically reduces your onsite labour costs, service responsibilities and occupational health and safety risks.

### Optimise Your Car Parks Performance

The Watermelon Concierge system has deep functionality with a wide range of operational and management capabilities which enables you to centrally and remotely manage parking rules and permits lists in real time without any delay. Detailed reporting and data mining capabilities such as video and audio playback, occupancy trends, and fee transaction analysis provides continual improvement in the service delivery and the financial performance of the car park.

### Enhanced Levels of Customer Service

The Watermelon Concierge is connected to your car park using high speed internet and utilises high resolution video cameras and intercoms which enables our control room staff to identify potential hazards and solve operational problems and customer complaints quickly.

### Minimise Risk

The Watermelon Concierge is your eyes and ears on the ground closely monitoring and recording all aspects of your car parks operations and helping to reduce risk to staff, tenants, customers and owners.

The Watermelon Concierge provides a premium level of support, assistance and security to your car park 24 hours a day 365 days per year.



### Key benefits:

- 24 hours per day monitoring
- Remote control operations
- Enhanced customer service support
- Less customer complaints
- Reduce labour costs
- Increased car park financial performance
- Minimise risk
- Low initial set up cost
- Low ongoing service fees

### Join the revolution

Make the switch to Watermelon and experience the future of car park management.

