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DESIGNA

DESIGNA HOSTED SERVICES - BUSINESS

PREBOOKING

Convenient pre-booking of the ideal parking space online.

You can provide this service to your car park customers with the DESIGNA PREBOOKING web application. The link to the parking space booking website can be easily integrated into your existing web pages to ensure car park customers can make bookings directly and easily.
Use is pleasantly simple: After opening the booking website, customers can book a space in the desired car park, including the planned length of stay, quickly and easily – and pay for it.

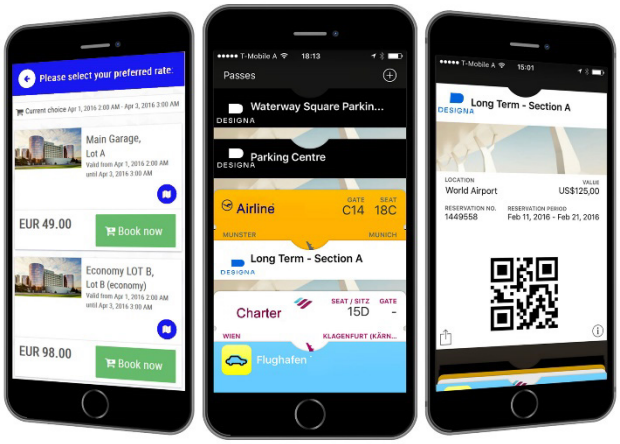
FEATURES

Administration portal

- User-optimised back office for management
- Automatic contract conclusion via email
- Secure integrated online payment with certified payment service providers
- Reporting on operating figures, capacity utilisation and sales

Customer portal

- User-friendly web application for easy booking of a parking space in advance
- User interface optimised for smartphones, tablets and browsers
- Selectable identification medium, e.g. licence plate or QR code



ADVANTAGES FOR CAR PARK OPERATORS

- Enhanced car park attractiveness
- Sales guarantee for pre-booked parking spaces
- Reduced data maintenance costs, as the web application uses data in the parking management system
- Less effort for handling cash when online payment is carried out in advance
- Targeted control of parking space occupancy and thus a simplified flow of traffic
- Reduction of personnel numbers due to automated processes and customer self-administration (cancelations, changes, master data management)
- Greater throughput
- Reliable income thanks to seamless integration of currently certified payment methods (PCI compliant)
- Better planning of car park utilisation
- Extensive reporting on operating figures, sales, etc.

ADVANTAGES FOR CAR PARK CUSTOMERS

- Simple booking process
- Guaranteed parking space in the desired car park
- Time savings, as it is no longer necessary to search for a parking space
- Full control over transactions by managing their own customer profile (bookings, cancelations)
- Cost savings when utilising targeted early booking discounts
- Convenient processing, as the payment process and keeping the parking ticket safe, particularly for longer stays (e.g. at airports), become obsolete
- Flexible payment methods
- Selection of an individual identification medium for entrance and exit, e.g. QR code or licence plate
- Direct exiting without having to go to an automatic pay station

HOW IT WORKS...

- The web application is customised with the operator's logo and can be linked directly to the existing operator website or app.
- The customer opens the operator's application and selects the desired car park.
- The customer enters the desired parking period for the reservation. Certain booking parameters, such as minimum parking periods, are configured by the operator.
- After confirming the entered data, the product and tariff are calculated and the availability checked. Maintenance and configuration of parking products and tariffs take place in the DESIGNA parking system.
  Advantage: The data only have to be maintained in one system.
- The customer selects one of the calculated parking products.
- The booking is triggered by storing customer data. The following selection options are available in this case: Creating a customer account, login with an existing account, booking without registration.
- After confirming the booking details:
  Forwarding to the payment process to select the payment and identification medium.
- After completing the booking, the following data are forwarded to the parking management system: Reservation period, parking fee, identification medium.
- Within the system, the payment transaction is enabled, the booking and payment confirmation are generated and sent to the customer's stored email address

SYSTEM REQUIREMENTS

- ABACUS system, version x21 or higher
- Concluded e-commerce payment processing contract with a certified payment service provider: PAYONE, Wordline, ADVAM and Windcave (Australia), PLANET
- Secure connection to DESIGNA HOSTED SERVICE DATA CENTRE.

TECHNICAL DETAILS

- Logos and the operator's details are stored in the application and in the customer email templates.
- Use of a DESIGNA mail server to send automated emails directly to customers. The sender of the email address can be partially adapted to the operator.
- Back-office applications: Implementation and monitoring of billing and payment processes, complete handling of e-commerce business processes, administration and configuration
- Optional payment options, such as credit card, instant bank transfer, Giropay and PayPal, are available depending on the authorised certified payment service provider
- Identification media depending on the actual technical equipment of the car park devices:
  QR code (Smartphone Wallet or print@home), licence plate recognition
- Multilingual (standard languages GER, ENG, FRA)
- Dashboards and reporting

OPTIONALLY EXTENDIBLE

HS BUSINESS ADD-ON-MARKETING

- Acquire key customer information for analysis and targeted marketing campaigns.
- Operate customer loyalty programs based on customer profiles.
- Run and manage marketing campaigns on your own for registered customers
  (e.g. giveaways, vouchers for discount campaigns).

HS BUSINESS ADD-ON-B2B

- Combination with partner offers:
- Grant business partners limited access to the back office to make bookings for their own customers (e.g. travel agents).

Overbooking FUNCTION

- When interacting with DESIGNA parking systems, an overbooking function is available that dynamically adjusts the quota for the various user groups.

CONTACT

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