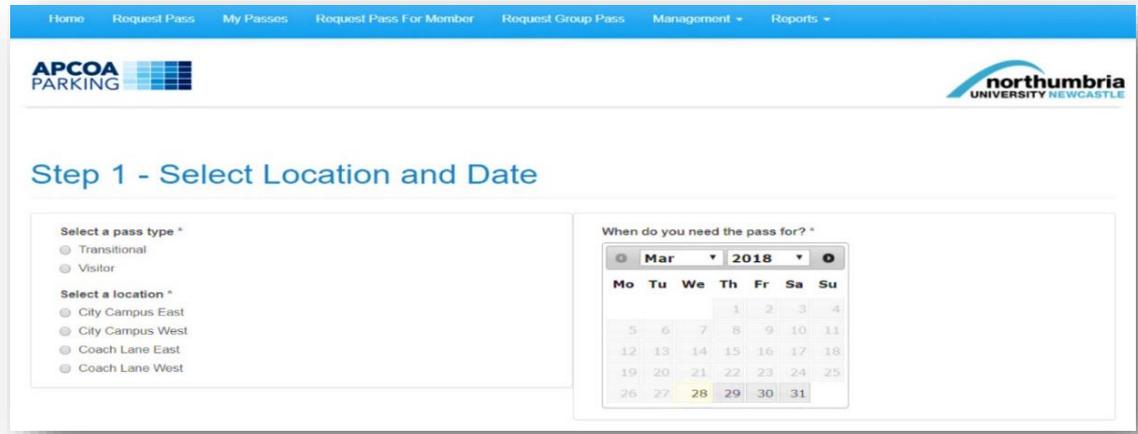




Case Study



APCOA PARKING is the largest parking operator in the UK providing high quality car parks and value for money in cities throughout the UK.

APCOA approached MWP for the development of an online Self Service Permit Portal system for one of their customers University campus car parks.

'We are very pleased with this project and our customer Northumbria University is extremely happy with the look of the Self Service Permit Portal and the functionality provided by the system. MWP has aced this project!'

- Graham Smith, Technical Services Project Manager at APCOA PARKING.

Mobile Worker Plus (MWP) delivers a Self Service Permit Portal for one of APCOA PARKING's key customers

OVERVIEW

APCOA's customer Northumbria University required an online portal solution to improve the process of booking and managing both visitor and transitional parking permits at their large campus location.

Northumbria University's old system for booking daily parking permits was a manual process using spreadsheets. The old process was not only time-consuming but also prone to human error. As a result, Northumbria University in consultation with their parking management partner APCOA decided to replace it with a web-based Self Service Permit Portal system (powered by MWP). The new system would improve their parking administration process and replace the paper-based process.

SOLUTION

APCOA already had successful experience of MWP delivering Self Service Permit Portals for a number of their other customers in rail and hospitals. Therefore, it was an easy decision to ask MWP to deliver the solution for Northumbria University.

Working closely with APCOA and their customer Northumbria University, MWP developed an intuitive web-based Self Service Permit Portal system through which visitors can quickly book and manage short-term parking spaces online, selecting variables such as date and location. The system also allows administrators to fully manage the spaces, easily verify the status of bookings, book multiple passes and more.

The project was successfully delivered on time and budget.

RESULTS

The Self Service Permit Portal system provided by MWP was received very well by APCOA and Northumbria University. Despite the tight timeline, MWP developed and delivered the booking system as per requirements in a quick and efficient manner. Northumbria University was very satisfied with the end-result, with a new online portal system to simplify the parking booking process, saving administration time and cost, and also being GDPR ready (for data protection).