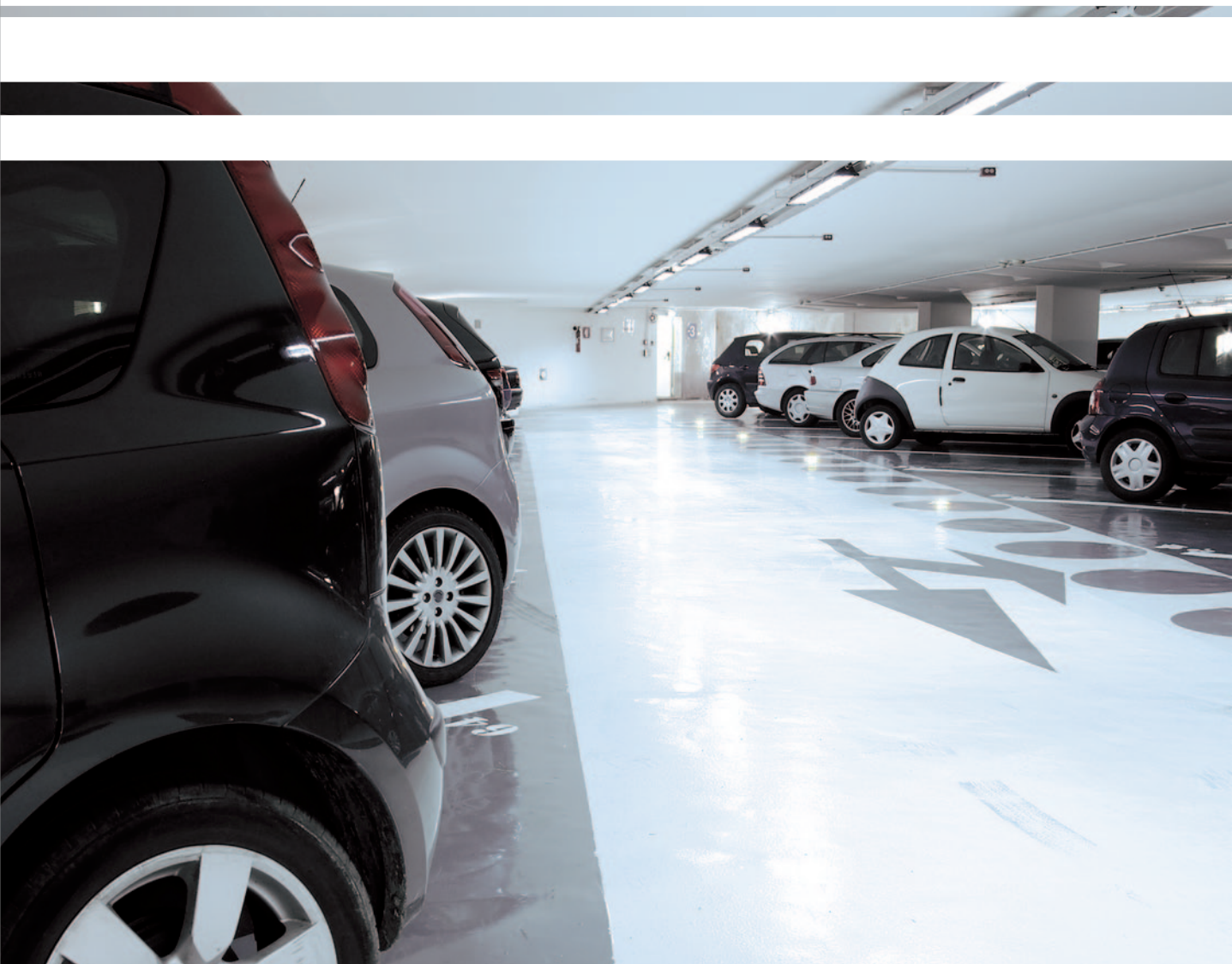




DESIGNA

Reference

OPG-Parking GmbH



english

OPG-Parking GmbH

World premiere: Control of 1.2 million parking operations per month - via Cloud service



The Osnabrück-based OPG group of companies operates more than 60 multi-storey car parks in the whole of Germany. For more than 3 years now, all the parking spaces have been controlled by web access via application service providing (ASP), a "Cloud service" that from the point of view of data security is far superior to the solutions offered by competitors. That is why DESIGNA calls it CloudPlus. All 252 terminals are connected to the central DESIGNA ASP server in Kiel. The central control room is located in the airport building of Münster/Osnabrück airport (FMO) from where currently more than 1.2 million parking operations are monitored per month. Absolutely reliably and secure. OPG is regarded as the first operator worldwide to control its systems via Cloud and to completely outsource IT services.

Since the beginning of 2011, OPG is also responsible for technical operation of the Karstadt car parks and multi-storey car parks. The order was won thanks to the possibility of interfacing the Karstadt systems to the central control room in Osnabrück in a minimum of time via DESIGNA ASP. Within only 14 days, all the existing DESIGNA PM ABACUS systems (17 multi-storey car parks with more than 120 terminals) were also interfaced to the server without interrupting the day-to-day operation. In September 2011 OPG also received a service contract for the car parks and multi-storey car parks at FMO which since then are also operated via DESIGNA ASP.

Brief description of the project

Commissioning timetable

Since the start of the cooperation with DESIGNA it has been OPG's goal to become Germany's technological leader in car park operation. This is made possible thanks to highly innovative products and concepts which are developed and continuously optimised in close cooperation with DESIGNA. This cooperation led to the development of DESIGNA ASP - the world's first "Cloud service" - via which all of OPG's car park facilities have been operated since 2008. These developments are incorporated into the PM ABACUS standard.

- | | |
|-------------------|---|
| 2008 | OPG: Gradual interfacing of all OPG car parks to ASP without interrupting day-to-day operation |
| 01.03.2011 | Karstadt Warenhaus GmbH: ASP interfacing within a period of 14 days by a fixed date without interrupting day-to-day operation. |
| 09.2011 | Airport Münster/Osnabrück: ASP interfacing without interrupting day-to-day operation, incl. takeover of all the master data |

Installation and conversion without interrupting the day-to-day operation

Since the changeover, all conversions and upgrades are continuously carried out on the ASP server in Kiel.

- | | |
|----------------|---|
| 04.2011 | Modernisation of the operating system to 64-bit Microsoft Server 2008 |
| 04.2011 | Modernisation of the database system to SQL Server-2008 R2 |
| Ongoing | Expansion and modernisation of the parking management system, implementing new concepts, parking products and functions; installation of new PM ABACUS software releases, such as SMS payment, mobile pre-booking app |

"Anyone who wants to be technological market leader needs the right partners."

(Dipl.-Ing. Karl-Heinz Ellinghaus, authorised representative of Osnabrücker Parkstättenbetriebsgesellschaft mbH)

"Since 1967, OPG has developed from a communal multi-storey car park operator to a leading national service provider for parking management. Our focus for many years has been on achieving the highest customer satisfaction through constant technological innovations - a fact confirmed by numerous awards, including the ICSC Award. That was only possible through the cooperation with DESIGNA, our partner from the very beginning. Together we are always that crucial step ahead when it comes to parking management and customer services."



Facts & figures

- **Operator:** OPG-Unternehmensgruppe, Karstadt Warenhaus GmbH, Airport Münster/Osnabrück
- **Parking facility management:** OPG Parking GmbH
- **Parking areas:**
 - 60 multi-storey car parks (throughout Germany), in Bad Rothenfelde, Berlin, Dresden, Duisburg, Essen, Frankfurt, Hamburg, Hanover, Ibbenbüren, Melle, Mönchengladbach, Oldenburg, Osnabrück, Wangerland
 - 42 multi-storey car parks of **Karstadt Warenhaus GmbH** as service provider
 - 11 multi-storey car parks at **Münster/Osnabrück airport** as service provider
- **Parking spaces:**
 - OPG Parking GmbH:** > 12.000 parking spaces, **Karstadt Warenhaus GmbH:** > 6.000
 - Airport Münster/Osnabrück:** > 7.500
- **User groups:**
 - Short-term parkers
 - Long-term parkers
 - VIP customers (VIP services)
 - Employees / staff with different access authorisations
- **Installed equipment (controlled via ASP):**
 - **OPG:** 75 entrance control terminals (ENT 120), 74 exit control terminals (EXT 120)
 - 94 automatic pay stations (APS 120), 9 other installations
 - **Karstadt:** 22 entrance control terminals (ENT 120), 31 exit control terminals (EXT 120)
 - 67 automatic pay stations (APS 120), 10 other installations
 - **Airport Münster/Osnabrück:** 16 entrance control terminals (ENT 120), 15 exit control terminals (EXT 120), 18 automatic pay stations (APS 120), 4 other installations
- **Server**
 - Central high-availability server system via application service providing (ASP)
- **Workstations**
 - > 10 units via MS Terminal Server
 - Individual user authorisations for the workstations with correspondingly defined spheres of duties and security levels.
 - In addition, the management of OPG has mobile access to the system via VPN.

OPG-Parking GmbH

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Special functions and services

Equipment of the field terminals

At present 252 field terminals from OPG are online. The majority of the field terminals already have an integrated equipment and preparation standard even today which meets the demands of future technologies and further developments of existing technologies. Of particular note here are the web-based long-term parker management and reservation systems.

The **entrance and exit control terminals** were configured specifically for the specific object and are in use in practically all equipment variants with respect to ticket technology, display variants and processing of transponder and customer cards.

Centre track magnetic cards are predominantly used. At individual locations, however, the barcode technology is also in use. EasyMove transponder cards are processed at the entrance and exit control terminals, enabling ticketless entrance for long-term parkers. The **automatic pay stations** are also represented in practically all equipment configurations, depending on the object.

Parking products

• Prepaid parking card

The prepaid parking card stores a time credit that the customer can top up at any OPG automatic pay station. The customer uses the credit for parking by using the card at entrance and exit with the corresponding fee being deducted from the purchased card credit.

The OPG customer card is not vehicle-specific, but can be assigned to the concrete holder by a personalised number. Apart from the parking convenience, the card also offers the holder discounts in shops and other facilities.

• VIP parking ticket

The VIP parking ticket allows its holder to use a selected OPG car park as often and as long as desired for the period of the contract. For this the card is used as authorisation medium at the entrance and exit control terminals. A permanently reserved parking space is made available to the card holder. The card is not vehicle-specific and the parking fees are settled monthly by direct debit.

• Park & Rail

Discounted tariff for holders of a BahnCard. After inserting the normal parking ticket into the automatic pay station, the BahnCard is presented and the corresponding discount is given on the parking ticket.

• Electronic GuestCard

The GuestCard is used predominantly in tourist centres. It serves as registration form, spa tax receipt, parking ticket, admission ticket, ski pass or campsite access. The card is based on the barcode technology and can be produced by any hostel with PC and printer.

Tariffs

• At present there are more than 50 different tariff structures. In addition, special tariffs and discounts have been implemented in cooperation with trade and commerce, as well as different online discount systems. Various debit cards, credit cards and season tickets can be processed by the PM ABACUS system.



E-commerce

• Pre-booking

Various online reservation concepts have been implemented for car park customers in a wide variety of fields of use. Of particular note here are the pre-booking system for FMO as a classic parking space reservation system at airports, the pre-booking concepts for ship passengers at the cruise terminal in Hamburg-Altona and in the Vitihof Shopping Center in Osnabrück for the sector of classic city parking.

• Parking app

Free app for displaying all OPG car parks, incl. addresses, tariffs, opening hours, access heights and occupation status. The display of the vacant parking spaces is automatically updated. In addition, a routing and reservation function has been integrated. The mobile reservation system is unique on the market.

PIP

• The PIPs are separate parking areas with dedicated entrance and exit within the public multi-storey car park. For OPG these have been implemented at selected high-traffic locations, such as in the Hamburg inner city.

License plate recognition system (LPR)

• For pre-booking and VIP customers to permit ticketless entrance and exit

Others

- Static and dynamic parking routing systems
- Online display of the dynamic occupancy data
- Dynamic occupancy data on WAP mobile telephones
- Integration of the dynamic occupancy data with ADAC and navigation systems
- TFT displays and barrier arms as advertising media

Electronic payments

• Electronic payment transactions are handled in accordance with the standards of the PCI directives. DESIGNA PM ABACUS is PA-DSS certified.

The following electronic payment media are processed:
EC card, American Express, VISA card, Mastercard

Control and monitoring

OPG has set up a control centre with 8 workstations from where the day-to-day operation of all the interfaced car parks throughout Germany is controlled.

• Reporting

Analysis of the customised indicator reports via DESIGNA WebReport

Service and maintenance

There is a comprehensive service and maintenance contract with DESIGNA. Both repair and maintenance of all the equipment and components belonging to the parking management system are performed by qualified DESIGNA personnel.



contact

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