In-Parking

In-Parking empowers Miami Parking Authority, integrating technology to improve community services

Disconnected technology, inefficient processes

Miami Parking Authority realized disconnected, outdated technology was holding them back from fulfilling their mission. To provide a more convenient way to sell and purchase short-term and long-term parking, decals, and permits, they proactively implemented a custom-built e-commerce system years ago.

They currently lead the US in pay-by-phone adoption, with over 70% of on-street transactions done through the mobile app. However, back-office operations were managed in an outdated JD Edwards financial system and several independent applications, including Point of Sale (POS), GIS, Revenue Control, and Document Management. None of the systems could talk to each other or the eCommerce system, causing serious problems for both staff and customers.

Miami Parking Authority

A self-sustaining government agency serving the city of Miami that manages and develops on-street and off-street parking assets in the city of Miami, Florida. They manage approximately 42,000 parking spaces, including 15 garages, 67 surface lots, five county parks, and about 10,600 on-street spaces. Miami Parking Authority operates the facilities it owns and others owned by other government units, non-profit entities, and public-private sector joint ventures.

> " *The driving factor for us is how can we provide a better service for the Miami community, and In-Parking is helping us do that."*
>
> -Henry Espinosa – IT Director at
> **Miami Parking Authority**

Fully integrated parking ERP, Information Management System, and an Intelligence Dashboard.

Miami Parking Authority created a list of requirements and went through a formal request for the proposal procurement process. They performed thorough market research and had conversations with several major players in the Parking Management System market. It was important that the vendor they chose could integrate ERP, eCommerce, an information management system (IMS), and a business intelligence solution, something not all can do. After evaluating all the proposals, In-Parking was selected to help Miami Parking Authority optimize its operations and boost efficiency by implementing In-Parking's fully integrated data-driven ecosystem of solutions that included:

1. An ERP aimed at the Parking industry, developed within Microsoft Dynamics 365 Finance & Operations

2. In-parking IMS, a SaaS application designed to provide a 360-degree view of the business

3. A parking intelligence dashboard In-Parking Sight

4. Integrations with SANA eCommerce, POS, GIS, and Revenue Control applications.
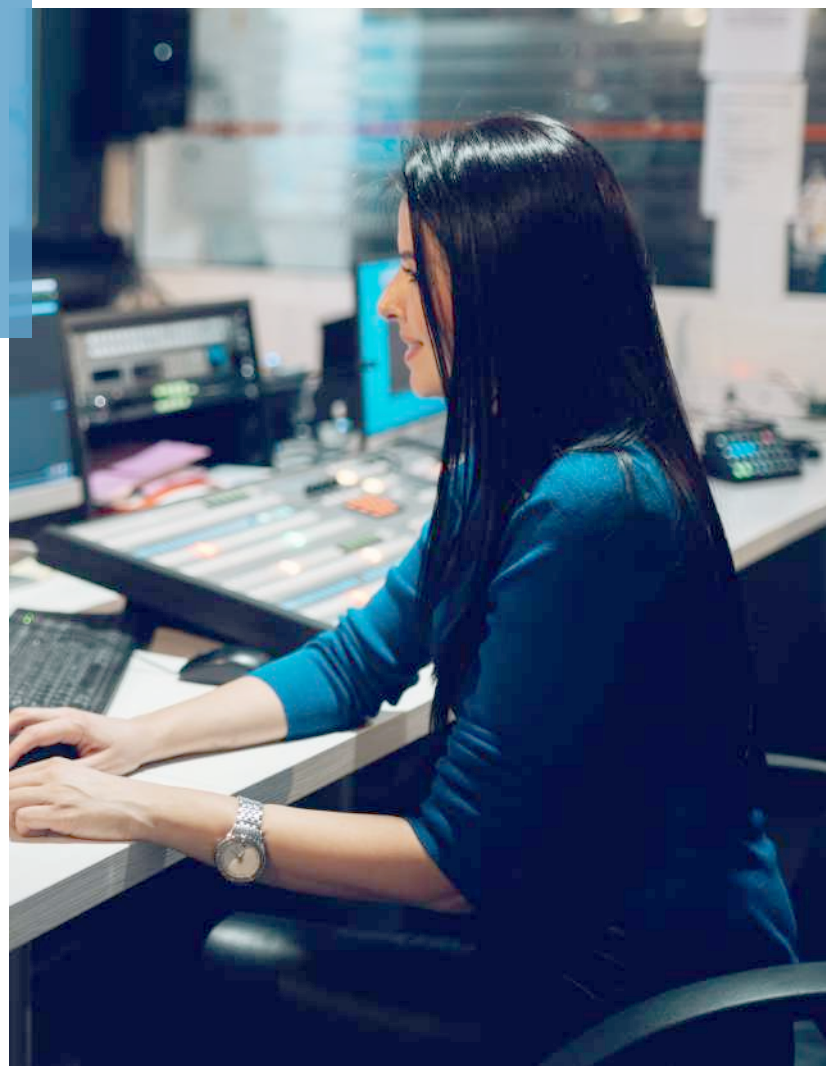
After the contract was in place, In-Parking spent much time with each department to determine how they worked and create improvements.

Efficient parking services for the city of Miami

After their full implementation, Miami Parking Authority looks forward to sharing the many benefits with its customers.

Key
benefits

🚗 Fully integrated, end-to-end parking and facility management solution including ERP, financial management, eCommerce, GIS, POS, IMS, Revenue Control, Purchase Orders, Document Management and Business Intelligence

🚗 Real-time services, decals, and permits for customers

🚗 Streamlined internal operations and processes

🚗 Improved reporting with deeper visibility into parking operations and performance via In-Parking SIGHT

🚗 Eliminating multiple manual data uploads and redundant data entry

🚗 Saving on average 160 hours per week of manpower

🚗 Reduced in-person visits to the customer service office

🚗 Timely requisition and expense approvals and processing

🚗 Widely supported Microsoft and eCommerce technologies.

Products and Services

1	**In-Parking ERP**
2	**In-Parking IMS** (Information Management System)
3	**In-Parking SIGHT** (Intelligence Dashboard)
	Quick integration & eCommerce
	Customer service add-on

Henry and his team are pleased with In-Parking's knowledge and commitment to Miami Parking Authority and its customers.

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>
> **-Henry Espinosa – IT Director at MPA**

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In-Parking is an end-to-end flexible parking management system solution that integrates, operates, and modernizes operations for owners and operators. It is a data-driven ecosystem of solutions that helps facilitate, enhance, and manage parking operations with a tried and proven solution based on modern app architecture.