

Product Info

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Customer Support FAQ

How do I launch a support ticket?

The best way to launch a support ticket is to email support@ops-com.com. This email is monitored Monday to Friday from 9 a.m. to 5 p.m. EST.

What after-hours support do you provide?

After hours support is limited to critical issues. Critical is defined as system outages or issues that threaten immediate work stoppage. This support is provided by email and is staffed by on-call personnel. Issues will be triaged within 15 minutes and a status notification will be sent to you within 1 hour for Critical issues. This notification will include an estimated time to resolution. The goal is to get you back up and running as quickly as possible with minimal impact on your organization.

How are upgrades delivered?

Upgrades, Hotfixes and new Releases will be assessed by our Project Management Team and rolled out to clients to ensure minimal impact. In most cases, rollouts will be transparent to clients. Release notes are always available on the Upcoming Release page. Typically OPS-COM provides a monthly release of fixes and features. The Upcoming Release page is updated as items are added. We only do rollouts on certain days to ensure that we have a maximum coverage available to support users if issues arise. In the case of a large feature release, we may decide to stage this release to our clients and work directly with them to bring them up quickly and efficiently.

What provisions do you have for training?

New customers get one-on-one system training as per their contract. Extra training hours can be negotiated with your Sales Rep.

The wiki has a full complement of articles, FAQs and videos to help you going forward. The self-guided training agenda is also helpful for learning the system and each client gets a preview environment to use for testing and training. The preview spaces are secured in the same manner as our production/live systems, though they exist in a testing environment.

How is your support team structured?

The support team is staffed with front line and escalation agents. Front line support agents help all customers with support issues by email and Premium support customers by telephone. They also have the ability to do screen sharing if the issues requires it. Escalation points help push fixes through development and manage the customer experience as well as provide guidance to our front line agents.

Do you have online resources, self-help tools?

Yes, we have a public wiki available that contains articles, FAQs, videos and webinars.

What hours is telephone support available?

Telephone Support is available to our Premium customers Mon-Fri 9-5 EST. Standard Plus support clients have email support only during the same hours.

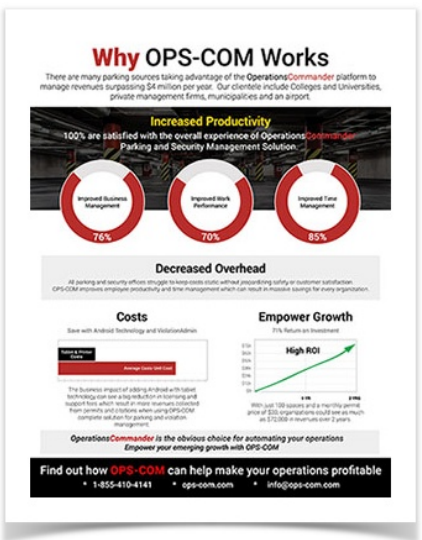

How does your escalation process work?

Issues are escalated when the front line staff has determined through working with the customer and testing that an item is a bug. The escalation manager will assess the bug's severity and the impact it is having on the client and enter the issue into JIRA. JIRA is the system we use to track development work. The issue will be linked through JIRA to the Help Desk conversation. The client will be advised on estimated time to resolution and the Development team will address the bug. Once addressed, it will be passed to the Quality Assurance team for testing. The client will be informed that the issue is addressed and available through the original Support ticket. Please note, depending on the severity of the bug and the availability of a workaround, fix times can range from 1 day to many months.

Product Information Sheets

Welcome to our Information Gallery

Feel free to download our .pdf files to help you better understand the many features and abilities of the **OperationsCommander** platform.

 <p>Why OPS-COM Works</p> <p>There are many parking sources taking advantage of the OperationsCommander platform to manage revenues surpassing \$4 million per year. Our clients include Colleges and Universities, private management firms, municipalities and an airport.</p> <p>Increased Productivity 100% are satisfied with the overall experience of OperationsCommander Parking and Security Management Solution.</p> <ul style="list-style-type: none">Improved Business Management: 76%Improved Work Performance: 70%Improved Time Management: 85% <p>Decreased Overhead All parking and security efforts through license plate recognition processing safely for customer satisfaction. OPS-COM improves employee productivity and time management which can result in possible savings for every organization.</p> <p>Costs Save with Android technology and license plate recognition.</p> <p>Empower Growth The business impact of adding Android with tablet technology can see a significant increase in reporting and support fees which result in more revenue collected than permits and tickets when using OPS-COM complete solution for parking and violation management.</p> <p>OperationsCommander is the obvious choice for automating your operations. Empower your emerging growth with OPS-COM.</p> <p>Find out how OPS-COM can help make your operations profitable. 1-855-410-4141 • ops-com.com • info@ops-com.com</p>	 <p>OPERATIONS COMMANDER Parking & Security Management</p> <p>Parking & security management. One system. Fully scalable.</p> <p>When you're making a decision about a security and parking management solution, you don't want to compromise on features. You want a single solution that can give you what you need today with the ability to grow with you as your needs and demands change.</p> <p>At OPS-COM, we've developed our system and modules with that in mind. We're unique in our industry, offering an integration free experience with more options and features than the competition.</p> <p>Everything you need when you need it. No integrations.</p> <ul style="list-style-type: none">✓ Permits, violations, and tickets managed in one✓ Built to enable parking payment options✓ Option for virtual permits or print your own tickets✓ Customizable permit types, lot definitions, working lots, & printing✓ Full dispatch logging, alerts, and alert processes✓ Exceptional customer service with choice of service package✓ Manage locker assignments✓ License plate recognition technology included✓ Drive 24/7 customer access to applications and reports✓ Handheld paid units with LPR & GPS tracking and real-time data✓ Comprehensive reporting and case tracking✓ Complete customer database with email notifications✓ Technical support for training, customizations, and integrations✓ Easy payment provider integration <p>Stay in control with a simplified parking and security system.</p> <p>WWW.OPS-COM.COM 855-410-4141 SALES@OPS-COM.COM</p> <p>ABOUT OPS-COM The OPS-COM platform offers the industry's most advanced features for more than 20 years, annually 3rd International, Best 1st Annual Parking Solution per year, and over 100,000 licenses. Proven without a doubt to service airports, OPS-COM is a proven solution that can handle the growth of operations through adaptable modules for different parking and security management processes.</p>	 <p>Want more options for ticketing and citation issuance?</p> <p>Streamline Your OPS-COM System with Our New Handhelds</p> <p>Benefits of OPS-COM ViolationAdmin:</p> <ul style="list-style-type: none">✓ Search details button after searching a plate to view Permits, Violations and Chalking History✓ Details about past violations can now be displayed including Unpaid, Paid and Warning Counts show on the plate as search✓ Includes alarms in LPR (License Plate Recognition) screen✓ User friendly "tab format"✓ Ability to see if vehicles are "active" or "inactive"✓ Search permits using only partial permit numbers✓ Provides the latest innovation technology for citation issuance available on any smartphone or wireless tablet✓ Presents easy access for your enforcement personnel✓ Produces quick in the field database queries for vehicle searches and violation histories✓ Synchronizes and issues tickets and warnings effortlessly <p>Why Upgrade to the ViolationAdmin Module? OperationsCommander efficiently streamlines all tickets for you. Our new license plate and database technology to create instant search logs for your organization.</p> <p>How the ViolationAdmin Module Works for YOU:</p> <ul style="list-style-type: none">• Connect your 4G-LTE system to your tablet• Log in and the system will synchronize with the parking control system (GPS updates to real time)• If all coverage is lost, each unit can be reconnected to the mobile network and all operations will resume• In the event that mobile network functionality is not available, the unit type will be used until the unit returns to 4G-LTE network range <p>Hold the power of parking security in your hand... Today! Visit us online at ops-com.com for more information.</p> <p>OPERATIONS COMMANDER</p>
<p>Why OPS-COM</p>	<p>One System</p>	<p>Handhelds</p>



Operate More Effectively

Whether you use a traditional permit model or a virtual permit model, with OPS-COM you are in control of time allocation, price adjustment, virtual lots, and multiple vehicle permit association. Your customers have 24/7 online access to purchase and pay for their permits, and you save time, allowing you to make better use of your resources, and build revenue opportunities.

Key Features

- Easily manage multiple permit types
- Corporate Account Functionality
- 24/7 User access online
- PCI-DSS Compliant
- Integrated LPR
- Role Based Access Control (RBAC)
- Automated monthly rollovers
- Integrations with other PMS/CRM systems

Benefit your Operation

- Automate manual processes to reduce operational costs and labor
- Improved customer access and extensive self-service options
- Maximize revenue for your site and permits
- Simplified reporting for analysis and improvements
- Maximize your automation with our PL8/RDR and LPR add-on

The ParkAdmin software provides premium value for your money. I found the software to be easy to use and learn for my staff. Additionally, the help desk for parking software is top notch and helped us to make higher profits from permit sales and parking revenue.

Kim Lee - General Manager, Ancillary Business Operations - Canadian College



OperationsCommander is the obvious choice for automating your operations. Empower your emerging growth with OPS-COM.

Find out how OPS-COM can help make your operations profitable.

1-855-410-4141 • ops-com.com/parkadmin • info@ops-com.com



Manage More Efficiently

Your enforcement team will be better equipped to identify parking violations, scofflaws, and manage the growing problem with our easy access app for Android mobile devices and/or virtual phones. Add in our PL8/RDR technology and license plate recognition solution and, your patrol officers would be able to patrol 1000 plus vehicles per hour. Do the job better and faster!

Key Features

- Real time access to database
- Easy attach images
- Android app for mobile violations
- Online payments
- Auto-charging shared to all devices
- Built in appeals process
- GPS mapping for hotspots
- Comprehensive reporting

Benefit your Operation

- Significantly lower in-field errors with real-time access to database
- Schedule patrols to target violation hotspots and times based on statistical reporting
- Improve scofflaw identification with automatic notifications in the field of patrol officers
- Reduce appeals with linked photo evidence, attach up to 10 images per citation
- Maximize customer interaction with built-in online appeal process



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IncidentAdmin is a comprehensive case management and investigation solution that is both easy to use and secure. With our OPS-COM system your organization can manage your incident reporting, security logs, incident information and case management requirements.

Key Features

- Incident Tracking & Escalation
- Auto notifications for backlogged people & places
- Unlinked users with Real-time access
- Role Based Security Permissions - RBAC
- Incident Management & Assignment
- Incident Reporting & Analysis
- Full Integration with Log Management
- Incident Response & Audit

Benefit from efficiencies

- Manage your security office from a single system and a real-time dispatch center
- Easily identify and assign resources to specific locations and incidents
- Use custom flags to support your reporting requirements
- Easily share content with appropriate third parties
- 24/7 Access to a help desk for investigating, reporting and resolution



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ParkAdmin

ViolationAdmin

IncidentAdmin



TEXT2PARKME

Pay by phone is the fastest growing payment option in the World.

TEXT2PARKME HAS BEEN AN ABSOLUTE SUCCESS!

Pay by phone solutions are the fastest growing form of payment options in the world today. A Statista forecast shows a 210% growth for pay by phone usage. Already 18% of North Americans use a single phone option regularly with 52% of them being "extremely aware" of its features.

Text2ParkMe requires very little setup separate or effort, just call Customer Support. Customer University says that Text2ParkMe solution in 2015 with very little effort or expense. They converted on-site lots and converted to full-time parking options including evenings and weekends. They rolled out a full multi-lot to their parking website. In year one they were able to generate \$13,885.00 in Text2ParkMe revenue.

In 2016 that revenue shot up by more than 150% in Text2ParkMe revenue without any additional advertising cost. All in all, they took other temp-permitting options which also grew by 18%.

WHY USE A 3RD PARTY SUPPLIER?

- Eliminate the cost of installing and maintaining parking meters or pay-by-phone machines.
- No hardware and make it easier for customers to pay for parking permits.
- With very little cost and effort you can start increasing your revenues immediately.

Find out how OPS-COM can help make your operations profitable.

1-855-410-4141 • www.ops-com.com/text2parkme • info@ops-com.com



Temp Permits Management Feature

Temp permits simplify the process of issuing and distributing temporary parking permits. Customers can register their respective vehicle, select the lot and number of days the permit is required. The temporary permit is then assigned effortlessly allowing the customer to print their own temporary permit.

- Fully available with any OPS-COM system
- Manage all lots and areas where temp permits are available
- Generate reports on temp permit customers, duration and costs
- History Archiving and full audit trails
- Print your own temp permits with integration with the barcode feature that allows temp permits to be printed with a pre-assigned access code



OperationsCommander is the obvious choice for automating your operations. Empower your emerging growth with OPS-COM.

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Improve your Operations

The OPS-COM LPR system is a realistic, viable option for parking operations of all sizes. The flexibility of the system gives you the opportunity to introduce the technology on your patrol team handhelds and then give the program to include vehicle or stationary cameras. Our platform is designed to help you increase revenues and improve your operational efficiency through automation. Your patrol officers will benefit from more accurate real-time enforcement details, management will benefit from improved compliance and decreased labor and your users will benefit from a free flowing and equitable parking environment.

Key Features

- Automatic permit validation
- Capture reflective & non-reflective plates
- Photo-charging
- Capture images to support violations
- LPR Mapping
- Real-time enforcement of all permit types
- Predictable labor costs
- Auto notification of illegal parking
- Identify repeat offenders

Benefit from Efficiencies

- Reduce your permitting and enforcement costs, while automating your parking management
- Use our PL8/RDR technology for mobile enforcement of 1000+ vehicles per hour
- Real-time revenue gains 24/7 in any condition with built-in illumination
- Increase revenues through improved compliance and lower scofflaws
- Enhance customer experience with zero-wait entry and free flowing traffic



The Acting Director of University Safety needed a solution to reduce officers in the office, at home or out of town. OperationsCommander delivered. The evidence reports have helped us save the price to purchase the software suitable for our entire environment which has helped our organization increase revenue and create efficient time efficiency.

Greg Salgado, Acting Director of University Security - Canadian University

TAKE COMMAND OF YOUR OPERATIONS!

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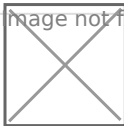
Text2ParkMe

Temp Permits

OPS-COM LPR

OPS-COM Glossary of Terms

Detailed Definitions

Primary Driver	<p>The designation of Primary Driver is put in place to identify the owner of a vehicle in most cases. A vehicle can be in the system under two user profiles however there should only be one primary driver.</p> <p>The Primary Driver will receive communication from the system such as violation notices. There is a nightly script that runs which will designate primary driver to any vehicle that has been added to the system.</p> <p>If there is no Primary Driver on a vehicle when an appeal is launched, the person launching the appeal will be automatically designated as the Primary Driver.</p>
DNTT	<p>A DNTT Note (Do Not Ticket or Tow) information is used to notify enforcement officers that a particular vehicle should not receive any violations in a particular lot, during a particular date and time.</p>
Multiple Offences	<p>An administrator can add multiple Offences to a single Violation (ticket).</p>
Spoiled	<p>This is used to cancel a manual ticket if an officer has started to write a manual violation and then VOIDS it. This could occur when an officer makes a mistake on the ticket or the person at fault comes back to their vehicle and moves it. The violation is marked "Spoiled" as paper violations are incrementally numbered and must be accounted for.</p>
User Profile icon	<p>Image not found or type unknown</p>  <p>This is the icon that is used to link back to the User Profile information</p>

Rollover	<p>A rollover is an action taken at the end of a term/year, in which all assigned permits for a select group (i.e staff/faculty) are carried over to the next term/year. This means that a faculty member with Permit A1 for the fall term, will continue to have Permit A1 in the winter term, as the permit was part of a rollover.</p> <p>Rollovers may be applied to all permits (in this case: parking) or to a selected group of permits. Admins may choose to rollover permits (carry the permit to the next term) while automatically deducting the cost of the permit (or charging individuals – payroll deduction usually in the case of faculty) OR they can choose to not do any rollovers.</p> <p>Rollover is an optional function and does not HAVE to happen, but makes the assignment of permits much easier if a selected group of users (ex. Full time staff/faculty) continue to carry the same permit, rather than being reassigned a new permit every term.</p>
Merge Users	<p>Merge Users is a process in OPS-COM that allows administrators to take two user profiles (usually one has been created in error) and merge (combine, blend) the two user profiles into one user. All user information including history will be merged to the new user.</p>
Merge Vehicles	<p>Merge Vehicles is a process in OPS-COM that allows administrators to take two vehicles and merge them into one. This will correct vehicle duplicates that can be problematic for enforcement.</p>
Common Lot	<p>A Common Lot is not defined by user type, for example, a Bicycle lot. It doesn't matter if you're staff/faculty or student - you can park there if you have a bike, therefore it is a common lot.</p>
Midnight List	<p>The Midnight list shows all permits and lockers that are reserved but have not been paid for. These items will be released back to available stock each day at midnight.</p>

Lot Groups	<p>A lot group is a method to group similar lots. A lot may ONLY belong to 1 group. Lot groups exist to allow similar lots to be seen as 1 single entity for enforcement. For example: Lot 1, Lot 3, and Lot 5 are all student parking lots.</p> <ul style="list-style-type: none"> <ul style="list-style-type: none"> Lots 1, 3, & 5 may belong to one lot group, called "Student Lots". This allows officers to see that they are all student parking lots, essentially as a single entity. Individually, these lots may have their own zones applied to them, but they may only belong to one lot group.
RBAC- Role-Based Access Control	<p>Through RBAC, you can control what end-users can do at both broad and granular levels. You can designate whether the user is an administrator, a specialist user, or an end-user, and align roles and access permissions with your employees' positions in the organization. We utilize RBAC in OPS-COM to control access to functionality in the system.</p>
Mobility (New Parking Lexicon)	<p>A term that is quickly growing more popular as a replacement to the Parking & Transportation Dept. Many are rebranding as Mobility departments or referring to their Mobility Plan.</p>
Curbside Management (New Parking Lexicon)	<p>Curbside management is a new term cropping up in Parking and violations. Seems to be pushed by the Smart City, Internet of Things groups. It refers to street parking and management of the street real-estate.</p>