

# 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.

### Why OPS-COM Works

There are many parking owners taking advantage of the OperationsCommander platform to manage revenues surpassing \$4 million per year. Our clientele include Colleges and Universities, private management firms, municipalities and an airport.

#### Increased Productivity

100% are satisfied with the overall experience of OperationsCommander Parking and Security Management Solution.

Improved Business Management  
76%

Improved Work Performance  
70%

Improved Time Management  
85%

#### Decreased Overhead

All parking and security efforts through the OperationsCommander platform, resulting in lower costs for every organization.

##### Costs

Save with Android Technology and ViolationAdmin

##### Empower Growth

7% Return on Investment

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 from permits and tickets when using OPS-COM's complete solution for parking and violation management.

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

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### Parking & security management. One system. Fully scalable.

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.

At OPS-COM, we've developed an 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.

#### Everything you need when you need it. No integrations.

- ✓ Permits, violations, and incidents managed in one
- ✓ Built in mobile parking payment options
- ✓ Option for critical permits or print your own permits
- ✓ Customizable permit types, lot definitions, working lots, & zoning
- ✓ Full dispatch logging, alarm, and alert processes
- ✓ Exceptional customer service with choice of service package
- ✓ Manage ticket assignments

- ✓ License plate recognition technology included
- ✓ Online 24/7 customer access to applications and appeals
- ✓ Realtime permit status with GPS & GPS mapping 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

#### Stay in control with a simplified parking and security system.

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ABOUT OPS-COM  
The OPS-COM platform offers the industry's most advanced parking and security management solution. With over 10 years of experience in the industry, OPS-COM is a proven solution that can handle the growth of operations through scalable and flexible for different parking and security management processes.

### Want more options for ticketing and citation issuance?

#### Streamline Your OPS-COM System with Our New Handhelds

#### Benefits of OPS-COM ViolationAdmin:

- ✓ 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 search
- ✓ Includes alarms in LPR (License Plate Recognition) data
- ✓ User-friendly "tab format"
- ✓ Ability to see if vehicles are "active" or "inactive"
- ✓ Search permits using only partial permit numbers
- ✓ Provides the latest in-camera 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 efficiently

#### Why Upgrade to the ViolationAdmin Module?

OperationsCommander efficiently streamlines all the data for you. Our new allows faster and more accurate technology to create accurate reports for your organization.

#### How the ViolationAdmin Module Works for YOU:

- Connect your handheld system to your database
- Log in and the system will sync up with the parking control system (PMS) updates to use in handheld
- If all-in coverage is not, each unit can be configured for the mobile network and still maintain real-time status
- In the event that mobile network functionality is not available, the unit can still be used until the unit returns to the network range

#### Hold the power of parking security in your hand... Today!

Visit us online at [ops-com.com](http://ops-com.com) for more information.

OPERATIONS COMMANDER

Why OPS-COM

One System

Handhelds

**OPERATIONS COMMANDER** Innovative & Dependable - The Only Solution You Will Ever Need!

## ParkAdmin

OPS-COM ParkAdmin is a parking permit management module that handles all forms of permitting for parking administrators. Make your parking more efficient and profitable with ParkAdmin.

**Streamline Processes** **Realize Revenue** **Drive Down Costs** **Increase Customer Service**

### 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 adjustments, virtual tags, 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. It found the software to manage and report on the "gold" of parking revenue. It made it possible for parking managers to manage and report on the "gold" of parking revenue. It made it possible for parking managers to manage and report on the "gold" of parking revenue.

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

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## ViolationAdmin

ViolationAdmin uses innovative mobile technology to efficiently track, manage and record violations to support your parking environment.

**Improve Accuracy** **Real-time Access** **Identify Scofflaws** **LPR Integration**

### Manage More Efficiently

Your enforcement team will be better equipped to identify parking violations, scofflaws, and manage the resulting process with our easy access app for Android mobile devices and/or virtual phones. Add 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 repeat offenders
- 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

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 even maintenance requirements.

**Case Management** **Role Based Security (RBAC)** **Blacklist/Notifiable** **Integrated Database**

### Streamline your Security Operations

The IncidentAdmin module will provide your organization with a comprehensive reporting and investigation solution. You will have the ability to create, track and report on investigations, incidents, a real-time incident log for your officers, submit notifications to designated people or vehicles and even allow a 24/7 request to line for incident notifications and/or maintenance requests. With its RBAC access web screens and 24/7 real-time updating from mobile devices and any computer, IncidentAdmin will provide you with a strong security reporting solution.

### Key Features

- Incident Tracking & Escalation
- Auto notifications for backlogged people & places
- Unlinked users with Real-time access
- Role Based Security Permission - RBAC
- Incident Management & Assignment
- Incident Reporting & Analysis
- Full Integration Log functionality
- 24/7 Request to Patrol

### Benefit from efficiencies

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

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ParkAdmin

ViolationAdmin

IncidentAdmin

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## TEXT2PARKME

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

**Text2ParkMe is a built in pay by phone solution from OPS-COM**

- Offer an easy way to location temporary or meter permits
- Being rolled out over one year and more, to all major parking areas and locations
- Any size of your parking location and revenue or no single parking
- No app required, text with any SMS enabled phone

### 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 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 moved to full-time parking options including evenings and weekends. They rolled out a full multi-page to their parking website. In year one they were able to generate \$1,000,000 in Text2ParkMe revenue.

In 2016 that revenue up by more than 150% in Text2ParkMe revenue without any additional advertising cost. It's a fact. Think other temp-permitting options which also grow by 15%.

### WHY USE A 3RD PARTY SUPPLIER?

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

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## Temp Permits Management Feature

Temp permits simplify the process of creating 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.

### Key Features

- 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

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## LPR with PL8 & RDR Technology

OPS-COM license plate recognition (LPR) system is an all-in-one solution for mobile or fixed-mount locations. The OPS-COM LPR system can help you greatly decrease cost per read for permitting and enforcement while improving your efficiency and management savings.

### 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
- Captures reflective & non-reflective plates
- Photo-charging
- Captures 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 license plate 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 solution 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

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