



ZEBRA

SUMMARY



Customer
Q-Park Sweden AB



Partner
Signal Partners

Industry
Parking

Challenge
Q-Park wanted to update its mobile fleet to boost attendants' productivity and efficiency

- Solution**
- Zebra TC75x Touch Computers
 - Zebra ZQ510 Mobile Printers
 - Zebra Network Docking Stations and Vehicle Charge Cradles
 - Zebra Carry Cases and Belt Clips
 - Zebra OneCare (3-year contract)
 - SOTI® MobiControl

- Results**
- Reliable, robust, future-proof Android enterprise device
 - Significant increase in productivity and efficiency of parking attendants, due to no longer needing to switch devices and optimal uptime, even in extreme temperatures
 - Exceptional connectivity and fast download and upload speeds
 - Excellent end-user feedback, citing, for example, ease of use and reliability
 - Very limited downtime due to robust devices
 - Remote device management saves time and costs
 - Services and operational continuity ensured by Zebra OneCare



Leading Parking Company Equips Attendants With Zebra Technologies Touch Computers And Mobile Printers To Boost Efficiency

ABOUT Q-PARK SWEDEN AB

Q-Park Sweden AB provides car parking, parking enforcement and parking fine solutions. It operates private car parks and manages parking spaces for businesses, shopping centres, hotels, municipalities and airports; it also patrols some public streets, in conjunction with the local council. The company, formerly known as CP Group AB, was founded in 1959 and is based in Stockholm. In 2006 Q-Park AB became a subsidiary of Q-Park N.V. Q-Park N.V. is based in Maastricht and is the second-largest parking operator in Europe, managing more than 800,000 parking spaces at more than 3,500 locations in Belgium, Denmark, Germany, Finland, France, Ireland, the Netherlands, Norway, the UK and Sweden.

Challenge

Q-Park's parking attendants had been using a mix of older generation mobile computers and printers, which were becoming outdated. It decided to update its range of handheld computers and printers (which included earlier Zebra models) to the latest Android technology, as Svea Ekonomi AB, its software provider, was also moving to an Android platform. It also wanted to deploy just a few uniform devices for all parking attendants, for ease of deployment, use and management.

Q-Park had conducted its own market research and had already decided on the Zebra TC75x Touch Computers (specifically due to their reliability, processing speeds and power, functionality and best-in-class camera) and Zebra ZQ510 Mobile Printers (which can house both the 2-inch and the 3-inch ribbons Q-Park requires). And, following a competitive tender, it selected long-term Zebra partner Signal Partners to deploy the solution, primarily due to Signal Partners' excellent service and support offering. Signal Partners also delivered a training day for Q-Park staff, prior to deployment.

SUCCESS STORY

Q-PARK



Solution

Signal Partners delivers the TC75x computers to Q-Park preconfigured with Svea's Octavius software (for checking car parks and electronic tickets, and issuing parking fines) and SOTI® MobiControl, having also installed Q-Park's SIM cards. The SIM cards allow the parking attendants to work on any available network, to ensure they have continuous 4G connectivity and best coverage.

Parking attendants report for work and collect their devices. They use the TC75xs to check that an electronic ticket has been issued for a car, if a paper ticket is not displayed, by scanning the car's number plate. The car's details are then checked against internal or external (in the case of street parking) systems. If the car is not legally parked, no electronic ticket has been issued or the paper ticket has expired, the attendant can input the type of offence and directly issue a time- and date-stamped parking fine for the car, printing it out using the ZQ510 printer and attaching it to the vehicle's windscreen. The fine amounts are preconfigured in the Octavius software, depending on area and type of infraction. The attendant also needs to take a minimum of six photos of the vehicle in situ, its number plate, expired tickets and signs displaying the parking restrictions and charges, for example, in compliance with Q-Park's internal policies. All this information is wirelessly transmitted to Q-Park's systems in real time.

As Swedish law dictates that wider paper is needed for fines issued on city streets or in public parking areas, Q-Park attendants previously had to carry two printers. However, the ZQ510 can print tickets for both private car parks and those for public spaces; the attendant just needs to quickly change from a 2-inch ribbon to a 3-inch ribbon, which they carry with them.

Signal Partners hosts and operates SOTI MobiControl for Q-Park, to remotely update and manage its fleet of TC75xs across Sweden. Q-Park and Svea have the ability to log in directly to SOTI MobiControl too, if needed and Q-Park also uses it to check any messages requesting assistance from attendants. These requests are directed to Q-Park's own helpdesk, to ascertain whether the issue is hardware or software related. The query is then directed accordingly. Q-Park has signed up to a SignalONE ServiceDesk & Lifecycle management contract, with Signal Partners holding a spare pool of devices, for same or next day replacement, in conjunction with a Zebra OneCare agreement to ensure optimal solution uptime.

Results

User feedback has been exceptional; attendants appreciate the robustness and performance of the Zebra handhelds and printers, finding them easy to use and reliable. The optimal uptime and flexibility of the devices has led to increased operational efficiency for both the attendants and the company as a whole. Moreover, having reduced its fleet to comprise just two types of devices has saved Q-Park time on training and eased deployment and device management.

Q-Park is so pleased with the devices that they are due to be deployed in Finland, too. And the plans don't stop there. In the future Q-Park will use SOTI MobiControl to manage the printers and Q-Park is also looking at added functionality such as work schedules, route planning or other forms of communications, all via Zebra's multifaceted TC75x.

"We have been delighted with the Zebra touch computers and printers. They are really reliable and cope with anything we throw at them, even the extreme Swedish winters when temperatures can regularly get down to -30°C. They just keep on working optimally. Their ruggedness is equally impressive; since deployment we've had hardly any devices which have needed servicing or repair. I firmly believe that having the right devices in your business makes all the difference. And our parking attendants now have just that; they are working more efficiently and effectively than ever."

Rolle Stavland,
Application
Manager Parking,
Q-Park Sweden
AB

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