Your parking facility is one of your most important customer experience touchpoints. It's time to treat it like that.

What is the NexPark Command Center?

NexPark Command Center is a state-of-the art customer experience technology product informed by Umojo's 10+ years of expertise helping parking operators manage over 3,000 parking locations that generate 2.5 million customer support calls annually.
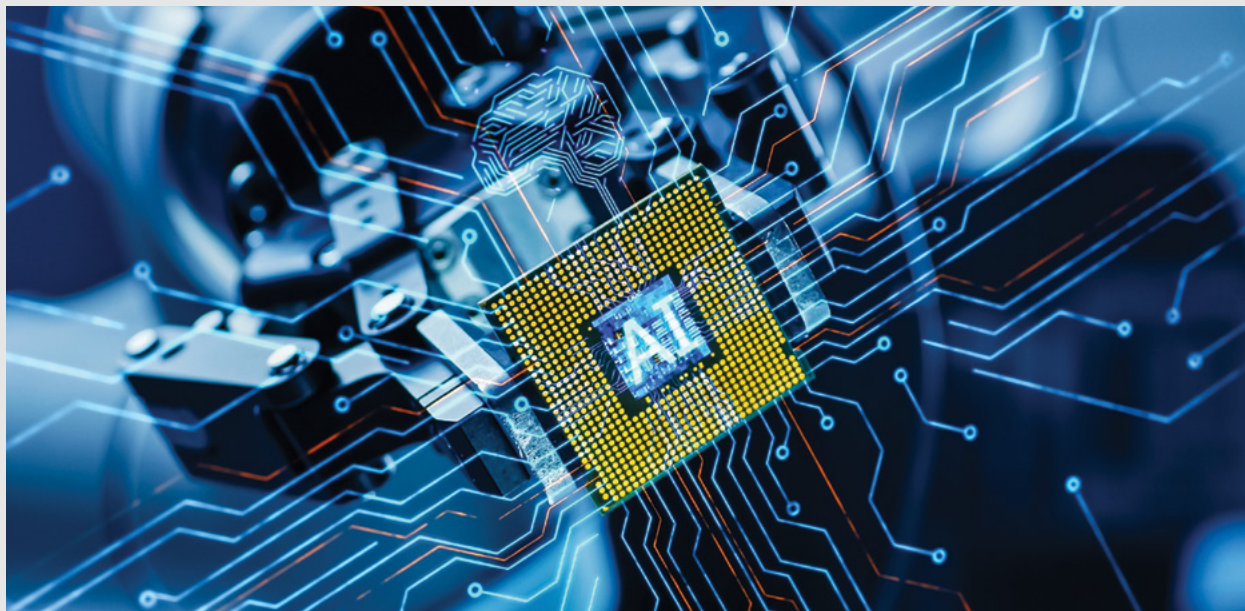
NexPark Command Center is a SaaS product suite to enable easy remote facility management and superior customer service delivery across all of your facilities from a centralized, web-based portal. Key features of NexPark Command Center include:

- Easy-to-manage, automated support call routing technology
- 2-way in-lane intercom systems and real-time customer service problem resolution
- Remote gate vending capabilities
- In-lane transaction video monitoring and recording
- Deep operational data analytics across your entire portfolio

With NexPark Command Center, you can improve your facility's traffic flow and operational efficiencies, making your parkers' experience at this valuable touchpoint the best that it can be.

Innovative Hardware is the Backbone of our Technology

NexPark's core platform is made possible by the most reliable and durable hardware components available. From in-lane cameras to intercom systems and remote vending kits, all Umojo hardware integrates with your current technology infrastructure, saving you time and money without sacrificing capability.

The Command Center Product Suite

NexPark Command Center offers three product levels, flexibly designed to provide you with the right offering, no matter the size or maturity of your operations.

1

Command Center Call Flow

A quick, cost-effective, and scalable solution for smaller operations to manage customer experience

Our foundational offering includes simple, yet superior call routing workflow technology that allows support calls to be automatically routed to a facility manager or staff member anywhere, anytime.
Key features include:

- Easy to implement web-based, drag and drop workflows

- Cost-effective pricing based on the number of lanes

- Remote, auto-vend gates for fast issue resolution

- Simply configured call flow for multi-site management to provide a consistent experience across your portfolio

- Real-time changes to call routing rules based on facility dynamics

- Seamless integration with existing parking technology, intercom systems, or Umojo-provided VoIP intercoms

- Quick implementation in a matter of days

2

3rd Party Managed Call Center Integration

For more mature operations that want full-service customer support, but don't employ an in-house contact center

Command Center provides seamless integration to any 3rd-party managed contact center. Capabilities included are full call flow routing and administration, real-time incident management, analytics and reporting, occupancy tracking via HD cameras and vehicle fingerprinting, as well as multi-site data aggregation. Command Center provides end-to-end customer experience management in one easy-to-manage suite. Umojo can recommend preferred 3rd party contact center providers.

3

Enterprise Command Center

For large portfolios of parking operations with full, in-house managed contact center

Enterprise Command Center delivers the full functionality of the 3rd party managed offering, but integrates directly to your in-house run contact center for the greatest level of control and operational efficiency as you drive superior experience across your entire parking portfolio.
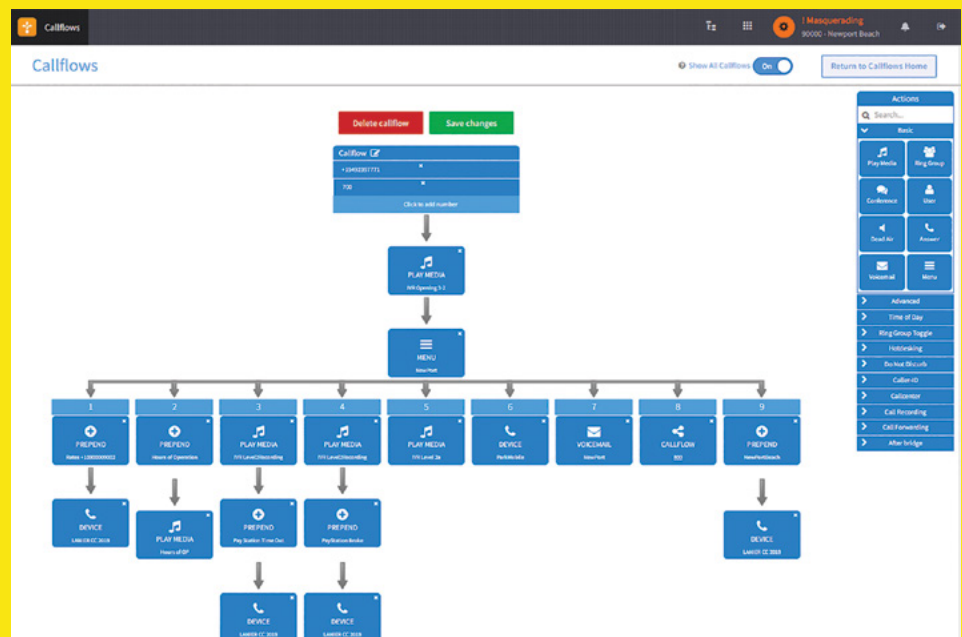
Why You'll Love NexPark Command Center

- **Drastically Reduced Labor Costs** – NexPark's integrations with all major parking equipment and an SLA of 99.95% uptime give you the power to run a 24/7/365 call center operation for every garage remotely from a central location. Save the cost of staffing each location 365 days a year and reduce overall management costs.

- **Faster Agent Training and Time-to-Resolution** – With Command Center's easy-to-use agent portal and simple, straightforward interface, drastically reduce ramp time for Customer Service reps, and empower them to vend gates and resolve parker issues in a quick, efficient manner. And with in-lane camera transaction monitoring and recording, give your agents and management teams a complete view of what is happening 24/7.

- **Remote Customer Service Management Made Easy** – Command Center's Microsoft-based Control Panel allows you to manage your location information with a simple login and a few clicks. Easily add call routing flows, create new procedures, and provide agents with news, notes, or alerts in real-time. Integrate the NexPark solution into existing PARCs systems or use the Umojo web-based facility management back-end.

- **Better Data to Empower Better Decisions** – NexPark's web-based reporting and analytics engine is accessible anywhere, anytime. Gain unparalleled insights into what is happening in your facilities with historical reporting, agent notes, and even audio and video recordings from throughout the facility. Extensive data filtering, search and sort options, and role-based configuration delivers the right intel at the right time to stakeholders and drives decisions that maximize revenue across your portfolio.

- **Plays Well with Your Existing Tech Stack** – You can realize the value and scalability of NexPark without having to "rip and replace" your current technology. Umojo is hardware agnostic and easily integrates with your existing infrastructure, including legacy intercom systems and older analog equipment.

Start treating your parking facility like the valuable asset it is. Get a Demo today!

About Umojo

Umojo is a leading platform provider of mobility technology, omnichannel contact center operations, data analytics, and network security to drive operational excellence and superior customer experience for the Mobility Industry. The Umojo Nexus Platform powers the core of all Umojo solutions, and harnesses deep expertise to allow municipalities, parking operators, and businesses to better serve their customers and citizens. Using the most accurate camera AI, and integrations with everyone in the industry, Umojo can provide unmatched insights and controls to on and off-street parking and mobility.

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