

The next generation: entervo.com 2
Sustainable. Efficient. Integrated.

entervo



Parking Management Software



SCHEIDT&BACHMANN 

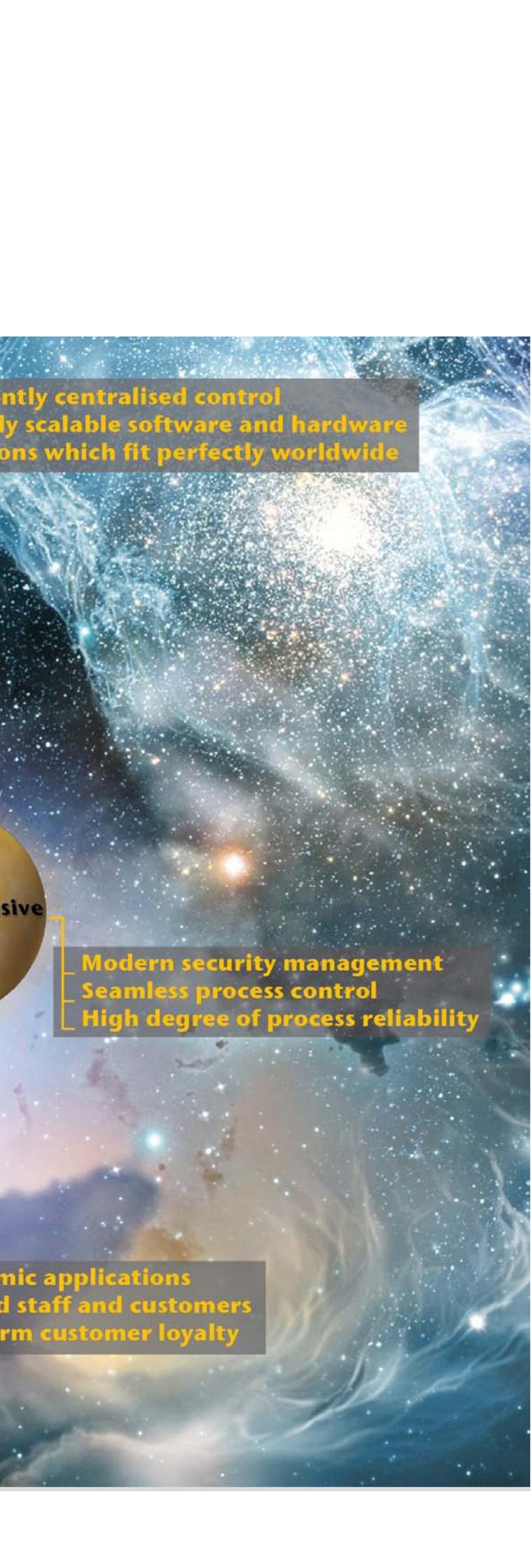




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entervo – The world of integrated parking solutions:
System generation 2.0 – The new sustainability





**ntly centralised control
ly scalable software and hardware
ons which fit perfectly worldwide**

sive

**Modern security management
Seamless process control
High degree of process reliability**

**mic applications
d staff and customers
rm customer loyalty**

With its perfectly harmonised hardware and software, entervo offers a technological product world of consistently integrated parking solutions. The innovative strength of the new system generation entervo.com 2 transforms the growing demands of our age into a source of growth potential for parking operators.

entervo stands for a broader vision and philosophy which brings together all the key aspects of modern parking management. An approach determined by global responsibility, the establishment of trend-setting standards and integrated systems, the realisation of maximum security, service and convenience... All these are the essential components of our integrated solutions. With their wide range of positive effects, they essentially consist of intelligently networked functionalities for globally scalable applications.

With the global brand entervo and its new system generation, Scheidt & Bachmann takes a deliberate stand for sustainably successful development, working in partnership towards a secure future.

System Generation 2.0:

Interactive intelligence – comprehensively integrated

entervo.com 2 contains all the functionalities required by control software for future-oriented parking management: Java technology with web capability, an ergonomic user interface, fully integrated modules which allow real-time data flow between levels and units: this architecture allows Scheidt & Bachmann to provide free scalability – from regional to global format. This means top performance and optimum efficiency throughout the entire world of parking.

Thanks to web technology: seamless and intelligent networking

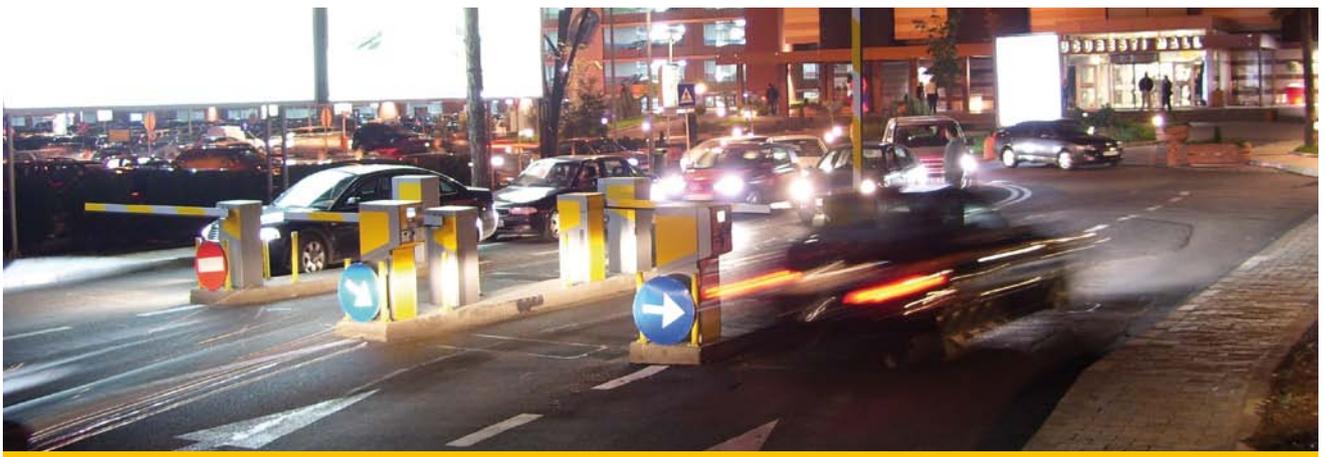
Web-based systems and Java have become established worldwide as industry standards for controlling future-oriented IT systems. This is why Scheidt & Bachmann has consistently geared itself towards this particularly open-system, versatile technology with entervo. Java-based applications can be installed on all established computer and operating systems on the market. The principle of the virtual machine means that Java programs can be used for the most diverse operating systems – whether operators have chosen Windows or open source Linux solutions.

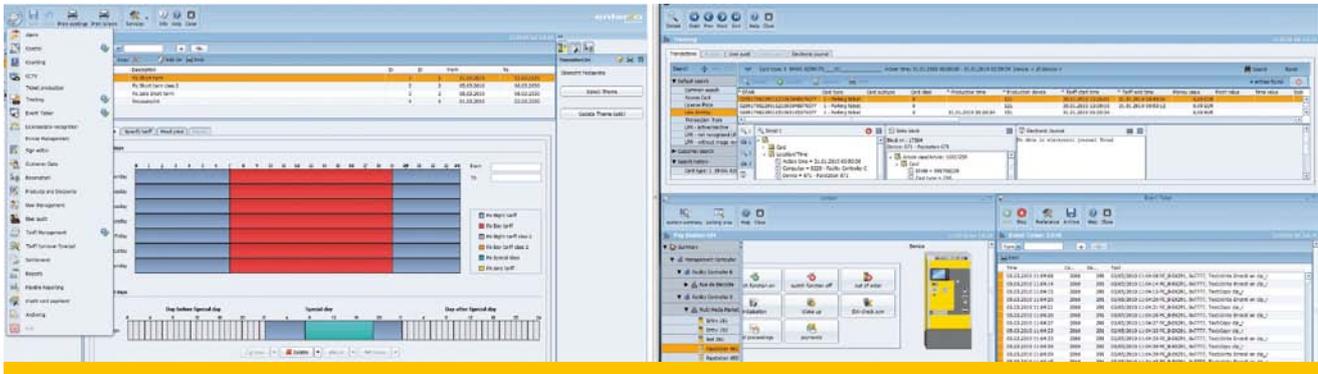
Unlike conventional client/server architectures, web-based applications save the time-consuming and high-maintenance installation of software applications on workplace computers. The internet link to the entervo server turns every computer workplace and every notebook into a fully functional parking management workstation in an instant. An especially convenient feature is that after each new en-

tervo release, the new functions are automatically available to all web client users after the server update.

Simply secure and flexible – as a matter of principle

entervo cannot only just be very simply and conveniently integrated into existing IT infrastructures, the parking management system is also especially secure, reliable and flexible. To ensure integrated system operation, web-client access is set up via a so-called VPN (Virtual Private Network). This secure “data tunnel” means that virtually all operative processes can be viewed, analysed, aligned and optimised in real time online from any location in the world and at any time. The only requirement is a computer which has an internet browser with Java capability. Since entervo is practically unlimited in terms of system scalability – from regional to global – the system naturally offers multi-user and multi-car-park capability, too. The administration of access resources is governed according to the concurrent user model: this tried and tested licence model entails advance definition of a maximum number of clients who





can access the server simultaneously. The balance between flexibility and cost effectiveness is optimised: essentially, any number of computers with browser capability can be in the network at any given time. The server does not reject connection requests until the maximum number of simultaneously logged in clients has been reached.

Multifunctional and with modular extension capacity as required

If necessary users start their browser more than once, enabling them to run a different application in each window and work in parallel. This means that a user can monitor the status of various sections in the “Device Control” application while at the same time monitoring all incoming reports in the “Event Ticker” which can be configured for a specific user. In another window – on a second screen for example – CCTV images from live cameras or recorded images relating to critical alarms can be viewed. And it goes without saying that Office applications such as MS Word or MS Excel can be run at the same time. What is more, operators can connect their Scheidt & Bachmann systems or equipment via the internet through any provider of their choice and using dynamic IP addressing.

In spite of the high degree of standardisation, entervo also offers a high degree of flexibility for implementing bespoke solutions appropriate to specific operators and car parks. entervo is based on a modern IT component architecture.

Each of these components is an integral or fully integrable element of the overall modular application. There are precisely defined interfaces which guarantee full compatibility of all components with each other. In practical terms, this means that every entervo software component can be linked and run without any further adaptation to every other component of the entervo family.

In order to provide every operator using entervo with optimum individual usability via the GUI (Graphical User Interface), the highly flexible construction allows even whole groups of modules to be conveniently combined. Central functions such as critical alarms can be made available across all applications and modules by means of a so-called “Drawer” function. This means that they are always in view and within easy reach of the user.

Key Features – entervo.com 2:

- Investment security and long-term feasibility due to the use of recognised IT industry standards.
- Worldwide connectivity due to web technology.
- Extensive process control with integrated functions.
- Flexibly expandable as needed due to modular architecture.
- Scalable from regional to global.

Green Efficiency:

Global responsibility in the world of parking

Due to its close connection with the automobile, parking management is very close to the heart of the global debate on sustainability. In some 140 years of company history, Scheidt & Bachmann has repeatedly demonstrated how new concepts can be created in the face of challenging developments to implement groundbreaking solutions. Sensitive to the signs of the times, Scheidt & Bachmann's future-oriented concept therefore deliberately bears the name Green Efficiency.

When everything is at stake, everything counts

Green Efficiency reflects the internal, company-wide mission to place all planning, development and measures even more deliberately in the context of global responsibility and practiced sustainability. In a nutshell: the future of individual mobility is at stake here and – more broadly speaking – the future and preservation of a world worth living in for all those on the planet.

For this reason, Scheidt & Bachmann has set itself an ambitious goal within its own areas of activities and developed the Green Efficiency concept. This project will be applied globally through the new entervo.com 2 technology and set new standards. The resulting effects speak for themselves: the potential of the latest entervo generation in terms of increasing efficiency and saving resources will bring about energy savings and therefore CO₂ reductions of up to 70% – sustainability which is worthwhile in every way!



The solution: simple - and comprehensively effective

State-of-the-art equipment sensors ensure that parking systems are only in active operation when required by current use. By means of light, temperature or motion sensors, equipment can be automatically switched from a resource-efficient standby mode into active function mode. As a supplement to this, facility operators can even directly bear in mind off-peak times such as nights, weekends or low season periods.

In addition, automated openings of barriers result in significantly faster entry and exit procedures. Single space detection and internal parking guidance systems enable vacant spaces to be found swiftly. Increasingly automated processes provide clear benefits, both economically and ecologically - and all this is geared towards shortening the running time of combustion engines in the context of parking.

The use of rewritable and therefore reusable access media such as chip coins or transponders makes the use of paper tickets increasingly superfluous. The efficiency effect here is to reduce the ongoing need for expendable materials, thereby protecting the environment and cutting costs considerably.



entervo eMobility

With entervo eMobility by Scheidt & Bachmann, parking operators are best set for the future. In future, recharging of electric vehicles will take place where the parking does – mostly in car parks and in shopping centres. entervo eMobility combines recharging infrastructure, authorization of the power column and payment with standardized operating elements of the parking system.

The customer will pay his parking ticket, together with the power supply as usual, at the automatic pay station. For the operator this means: no additional costs for an authorization and settlement system of the recharging infrastructure. The customers do not need to get used to a third-party system.

Key Features – Green Efficiency:

- High Savings potential.
- Energy savings for your own purse and the environment.
- Longer life of parking field devices as equipment can be automatically switched from active function mode to resource-efficient stand-by mode.
- Adapts for low seasonal traffic.

The operational picture: comprehensive overview and control:

A single glance and a click are all that's required

As a next-generation parking management system, entervo.com 2 enables perfect process transparency and control of all units and decision-making levels involved. The consistent ergonomics of the graphical user interface makes for an intuitively use of the software application. It generates an interactive information flow on the current status of parking devices and enables direct and flexible intervention in the facilities on site – seamlessly documented and audit-proof.

Virtual depiction of real conditions – systematically 1:1

entervo users have parking management software at their disposal which offers a state-of-the-art 'Visual Management Interface': the VMI displays car parks and equipment locations across all hierarchy levels in a visually appealing manner. This means that it is possible to zoom into every single piece of equipment with an online connection from the very highest level of the hierarchy. This drill-down function of entervo.com 2 opens up a whole new range of possibilities for consistent control working from centralised operating structures.

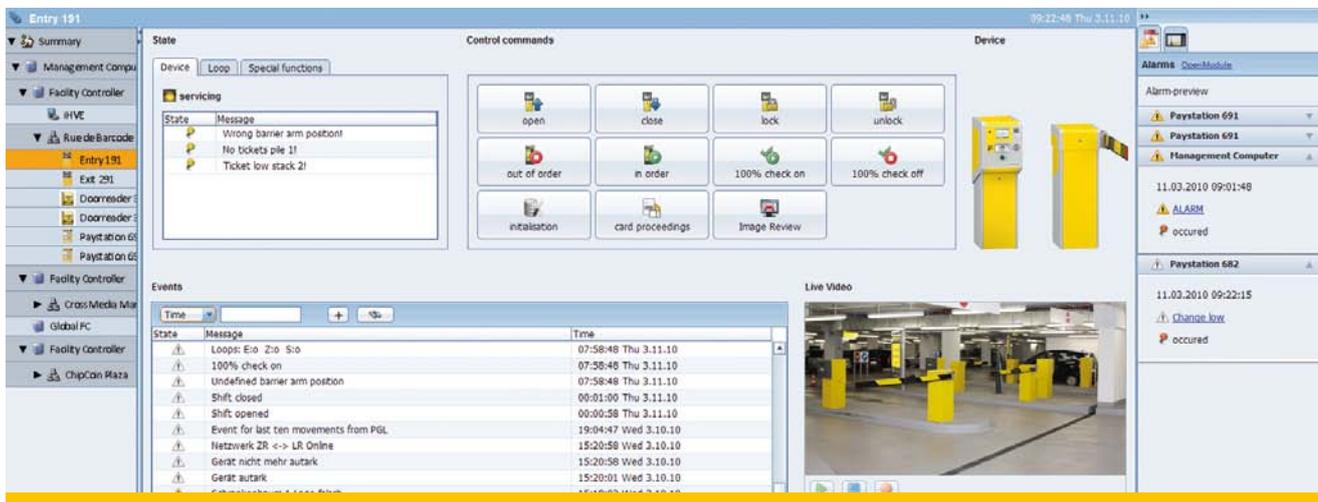
Everything under perfect control by digital control command

Whether entrances and exits, pay stations, manual cashiers

or parking space displays: each control command is documented by the system as an event message. This means that all processes such as "Set system offline", "Open" or "Lock" are documented across the entire system, and all equipment status information related to time and place can be conveniently tracked.

The display of the current equipment function or process status is based on the traffic light principle. Green indicates smooth operation, yellow indicates defects or upcoming service or maintenance measures, while red stands for a concrete, acute fault in operation. In order to ensure efficient and proactive process management, this clear colour coding covers the entire event and action spectrum in parking management.





Some practical examples

The barrier operating statuses “open / closed / locked” are displayed visually on the graphical user interface. Based on this status information, the user can identify directly whether action needs to be taken or not. If necessary, the user can open or close the barrier ‘manually’ by remote control – and this includes complete documentation of all activities and measures taken.

Routine processes such as “Lost ticket” or “Replacement ticket” at pay stations or exits can also be handled at fixed or variable price rates. What is more, it is possible to conveniently obtain detailed status information updates such as “Remaining cash reserves” at any time by remote control. Thanks to entervo, customer requests, unusual events and regulatory measures can be identified and flexibly implemented virtually without any time delay.

User audit – complete documentation

entervo is not just able to seamlessly log all process-related events, it can also attribute all actions to the individual employees concerned. The so-called user audit thus enables operators to optimise personnel-related processes based on this documentation or trace serious incidents if necessary. This is a level of transparency which opens up new potential

– for co-ordinated, disciplined and responsible team work to the benefit of the parking operator.

Communication functionalities – visibly integrated

Voice and video functionalities are ergonomically optimised and thus very conveniently integrated in the Visual Management Interface (VMI). For example, if a parking customer initiates an intercom call from a pay station or from an entrance or exit lane, the call is automatically directed to the control room and to the relevant employee. It is not necessary to start another program or open another window to deal with the matter. If a camera system is also integrated, the relevant image will be displayed through an automatic drill down to that device.

Key Features – entervo Device Control:

- Realistic and ergonomic display of car parks and equipment locations.
- Drill-down function to every piece of equipment.
- Integration of intercom and video functionality.
- Seamless logging of all equipment status reports and process-related events.
- Optimisation of personnel-related process routines.

Effective, centrally controlled alarm management: The appropriate response to sudden occurrences

entervo.com 2 users have at their disposal a flexible, centrally controlled and locally effective alarm management system. Not only are all routine operations recorded but also any exceptional situations deviating from the norm. The latter are assigned an alarm classification based on comparison with specified parameters and forwarded to the relevant staff member. entervo based alarm management enables operative business processes to be handled more directly and efficiently in the future.

Flexible at all times: an appropriate and prompt response

As an operating system, entervo offers “vigilance ex works”. It is based on the principle that wherever and whenever a parking-related occurrence is classified as unusual, alarms or so-called “events” are generated and recorded in the central parking server. The spectrum of such alarm-worthy events ranges from normal operative warnings such as “Ticket shortage”, “Device offline” or “Small change shortage” to unexpected scenarios such as “Barrier run off” or “Pay Station assault” etc.

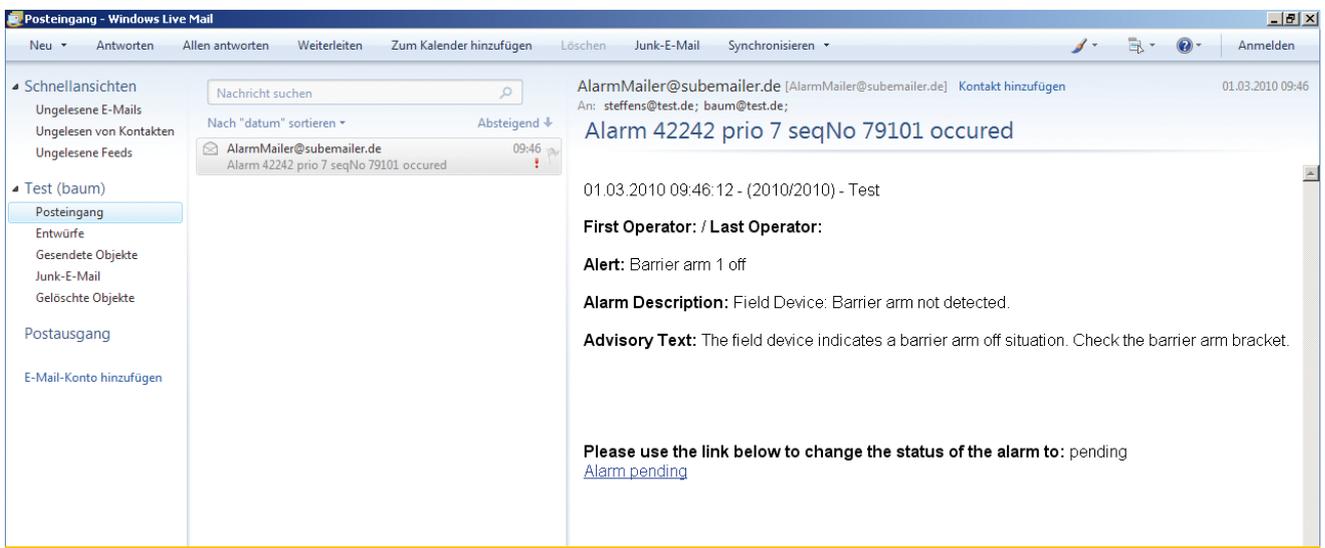
The operator enjoys obvious benefits here: entervo alarm management with its intelligent, interactive sensor system and network functionality always keeps a vigilant eye on operations and parking facilities. What is more, a so-called ‘Event Ticker’ has been integrated as a special real-time monitoring instrument. Thanks to the multi-window con-

cept of the entervo user interface, this screening window with up to 1,000 directly displayed event logs is available at the same time as the system’s other applications.

Alarm event ranking – not all events are the same

Each event requires a response which is appropriate to its characteristics. For this reason, a list of event priorities is defined based on the operator’s specifications and circumstances. It allows the configuration of the alarm management according to both security and efficiency criteria. entervo alarm management records all alarm-worthy events in the parking server and forwards them directly – including e-mail notification – to all supervising entities responsible for processing the alarm in question.

These alarm addressees will include personnel in the car parks and mobile service staff but also staff and decision-makers at the administrative and customer service levels.



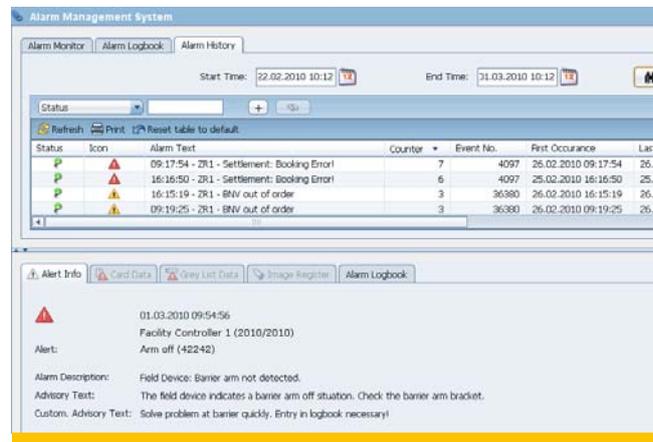
Here again, alarm message routing and distribution can be carried out dynamically based on hierarchies and event priorities, as with a modern telephone system.

Shift by shift – seamless handovers

entervo alarm management means that staff and teams are fully informed when there is a change of shift. This is because in addition to alarm registration and tracking functions, events can also be supplemented with specific comments and instructions. For example, whether or not the problem which generated an alarm has already been eliminated, respectively, an overview of all measures taken. At a higher level, this also enables effective staff performance during shifts to be retraced if necessary.

Security in advance – keeping an eye on key accounts and “black sheep”

As a supplement to the alarm management functions the so-called “Grey List Tracker” is an important feature. Service to key accounts can be improved by notifying the on-site staff in a car park actively about the arrival of previously marked customers. Additionally, the “Grey List Tracker” can be used to track transient parkers via LPR: If one or the other customer has claimed in the past not to have sufficient funds to pay for parking, you can keep an eye on any movements of that customer and chase the debt. The “Grey List” can also be useful for monitoring tasks, for example when public authorities request help over offences such as car theft: by entering the licence plate of the stolen car it is possible to monitor any entry or exit of that vehicle and generate silent alarms whenever there is a data match.



No redundant alarms

According to predefined process routines, equipment status reports are transmitted to the system and visualised on a continuous basis. In practice it might happen that the status “Ticket shortage” is displayed but tickets cannot be instantly refilled. To ensure that this alarm is not repeated endlessly within a certain period of time, it is possible to show alarm messages as a ‘summary alarm’. The initial record “Ticket shortage” is shown as a valid alarm message until rectified. However, redundant and confusing multiple alarm messages for the very same event are avoided by introducing a ‘counter’ for that initial alarm. That improves transparency and minimizes the risk of ‘overlooking’ critical alarms!

Key Features – entervo Alarm Management:

- Clearly structured, list view of alarms.
- Historical tracking of alarms.
- Separate alarm logbook.
- Reduced number of alarms by means of summary alarms.
- Extended alarm message functions with priority, solution assistance and freely definable text for specific information, e.g. for shift change.
- Alarm forwarding via e-mail.

Tariff Management – Flexibility results in capacity-optimisation:

To increase the parking benefit

Rigid parking tariff systems are a thing of the past. With entervo.com 2 operators conveniently manage all tariff modalities for their parking facilities themselves – flexibly in line with anticipated or current utilisation levels. This means that tariff rates can be raised during peak times so as to increase profits – as in the hotel and aviation sectors – while lower rates based on the “happy hour” or “early bird” principles can be used as an incentive to new customers during off-peak periods. The entry into Yield Management with entervo!

Optional settings and displays – for systematic pricing

There are two display options for actually defining parking tariff rates in the entervo tariff management module: a graphic mode for creating standard rates and an expert mode for developing more complex pricing systems. The user interface of the tariff management system is user-friendly in design, enabling the operator to run the tariff system independently and optimise it as the need arises. Simulate potential tariff models in advance

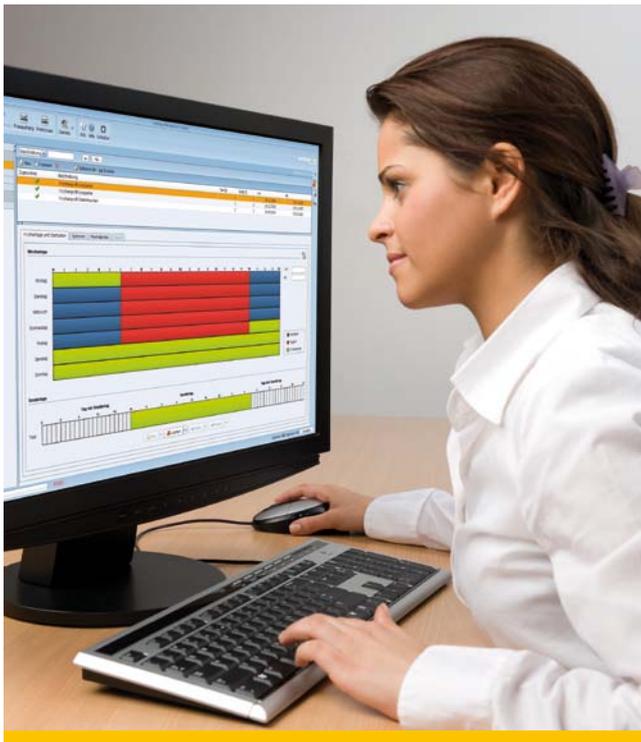
In order to be able to calculate the anticipated effects of tariff modifications in advance, tariff simulations can be carried out using the operator’s own utilisation data based on time and facilities. Existing data can be used to specifically project various modification scenarios.

It is not just possible to simulate an increase in existing tariffs: individual rate modifications can be compared in order to achieve the most effective optimisation – also accounting for changes in parking behaviour as a probable result of tariff changes. With these practically oriented tariff simulations based on real data, entervo supports users alike by providing a key tool for positioning tariff rates on the market which are consistently optimised for profit and capacity use.



Convenient and prompt publication of tariff rates

With structured tariff systems in particular it is a good idea to display rates clearly so that parking customers can easily understand how a total tariff is calculated. The integrated entervo tariff module provides clarity and transparency with the price list. Additional tariff boards can also be generated easily with the module, especially if current changes in rates have to be posted immediately in entrance driveways. The car park operator thus diligently fulfils his business obligations and customers are fully informed of changes.



Key Features – entervo Tariff Management:

- Two display versions to choose from: graphic mode and expert mode.
- Professional tariff management – optionally run by the operator independently.
- Flexible adaptation of tariff rates.
- Tariff simulation: anticipated revenue effects can be realistically simulated prior to actual tariff changes being implemented.
- Fast creation of parking price lists and notices for posting.

Flexible Reporting – decisions based on sound figures:

Ensuring familiarity with the facts

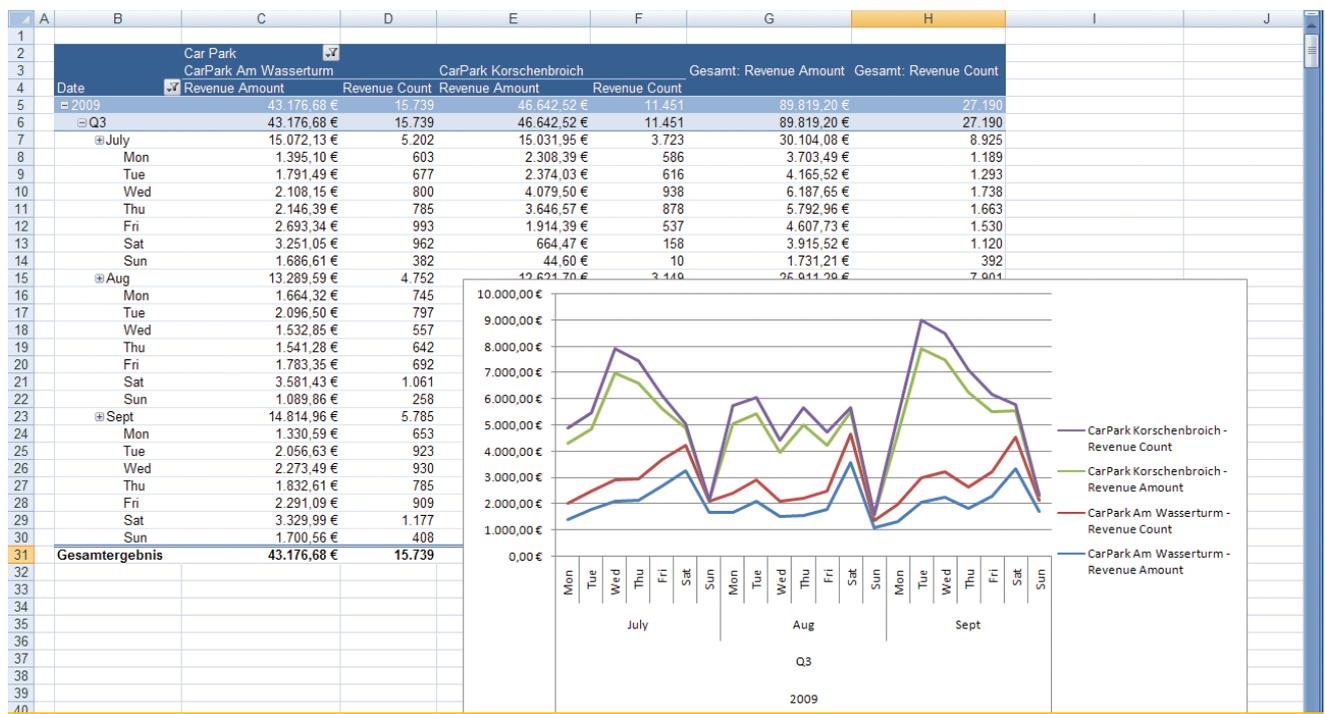
The success of any company is determined to a large extent by which course of action its leading decision-makers opt for. So as in any other sector, it is very important in parking management that decisions are based on statistics which have been transparently collected and plausibly combined. The more reliable the reporting system and its data, the more effective the decisions based on it. This is where focused expertise can be turned into entrepreneurial success.

A matter for top management: knowledge growth

Whether decision-makers want to see a graphic display of last month's sales figures or quickly change the diagram format of a statistical analysis, whether period comparisons are required or overall averages: entervo.com 2 offers an extensive range of functions for the highly professional handling of figures. Flexible reporting tools provide reliable analyses of parking products and their statistically significant aspects – based on a diverse range of perspectives and time frames. It is not only possible to analyse the entire spectrum of themes with an entrepreneurial focus, one can also literally “zoom” forwards and backwards along the timeline.

A broader analytical range on which to base action and communication

The latest form of entervo reporting opens up entirely new areas of knowledge which were previously only accessible with external assistance or in some cases simply unimaginable. Although some of the analysis perspectives are part of the standard business repertoire in the sector, their validity can be significantly increased by bringing specific site-related or more detailed geographical aspects into the equation. This high degree of analytical flexibility provides an entirely new dimension of reporting precision from a business management point of view.



The screenshot shows the 'Flexible Reporting' application window. The main area displays a data table with the following structure:

Device Type Device	2009		Q3		July		Aug		Sept	
	Revenue Amount	Revenue Count								
Automatic Pay Stations	87,657.80 \$	27,824	75,117.50 \$	24,402	85,308.60 \$					
Automatic Pay Station 631	30,303.40 \$	9,048	27,406.80 \$	8,499	30,785.40 \$					
Standard Short Term Ticket	29,664.00 \$	8,132	26,934.80 \$	7,648	30,205.40 \$					
Prepaid Ticket	25.40 \$	5			3.50 \$					
Lost Ticket	139.00 \$	32	67.00 \$	14	101.50 \$					
Standard Access Card										
Money Value Card	475.00 \$	69	405.00 \$	54	475.00 \$					
Unknown	0.00 \$	810	0.00 \$	783	0.00 \$					
Automatic Pay Station 656	29,625.40 \$	9,627	22,525.60 \$	7,752	27,155.20 \$					
Standard Short Term Ticket	29,253.30 \$	8,023	22,210.90 \$	6,453	26,839.70 \$					
Prepaid Ticket	6.80 \$	3			15.00 \$					
Lost Ticket	95.30 \$	22	94.70 \$	18	85.50 \$					
Money Value Card	270.00 \$	34	220.00 \$	28	215.00 \$					
Unknown	0.00 \$	1,545	0.00 \$	1,253	0.00 \$					
Automatic Pay Station 657	27,729.00 \$	9,149	25,185.10 \$	8,151	27,368.00 \$					
Standard Short Term Ticket	27,120.70 \$	7,667	24,606.80 \$	6,840	26,817.30 \$					
Prepaid Ticket	4.40 \$	1			7.00 \$					
Lost Ticket	28.90 \$	9	93.30 \$	17	38.70 \$					
Money Value Card	565.00 \$	81	485.00 \$	76	505.00 \$					
Standard Refund Ticket	10.00 \$	1								
Unknown	0.00 \$	1,290	0.00 \$	1,218	0.00 \$					

Reporting presentation tools – making company figures look good

The entervo Reporting provides the user with considerable breadth when it comes to presentation design. It also includes a range of useful presentation tools which help convey complex material such as statistical analyses plausibly and transparently. When creating a report, you can either start from scratch with a digital blank sheet or you can choose from a wide range of professionally designed templates provided.

The so-called drill-down function is especially useful for precision-oriented factual research. It can be used to zoom in deep at any given point in the statistics, “drilling” right down to the concrete transaction level. In order to ensure sound compatibility, entervo reporting has an open IT format, so convenient data export to MS Excel is possible at any time. In concrete terms, this means access either through the entervo web-client or direct access from MS Excel. So it is simple for the customer to share data for

further processing as required. For long-term, broad-based analyses entervo also enables high-performance access of extensive historical data pools. In short, entervo offers all the functions required for professional reporting in parking management today.

Key Features – entervo Flexible Reporting:

- Flexible Reporting based on preconfigured templates or the user’s own forms and diagrams.
- Reports based on authentic data drawn from actual operations – with the freedom to apply any analytical perspective and formatting.
- Intentionally separated reporting data base to enable high-performance data analysis.
- Subsequent data processing either using entervo web client or MS Excel.

Tracking provides transparency: Honesty becomes a reality

Wherever human beings come into contact with services subject to a charge, inconsistencies can always occur – whether deliberate or by mistake. Controversial claims and active manipulation attempts by customers have always been one of the most sensitive and time-consuming forms of customer contact for operators. entervo tracking now means that customer claims can be conveniently and fully checked against the evidence. The consequence: contradictions are virtually impossible!

Absolute certainty: proof is the most powerful argument

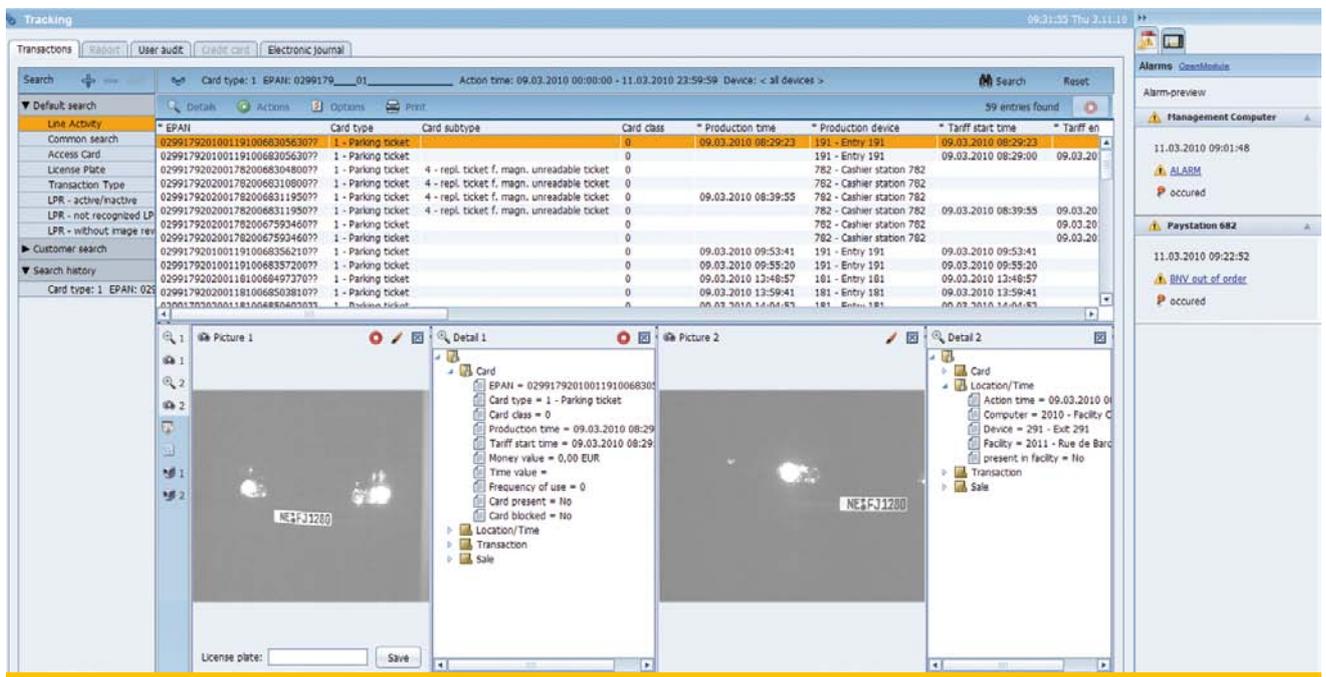
Every company in the parking industry is confronted with the situation again and again: a customer claims not to have received enough change, or says the fee was deducted from his credit card even though he didn't use the parking facility.

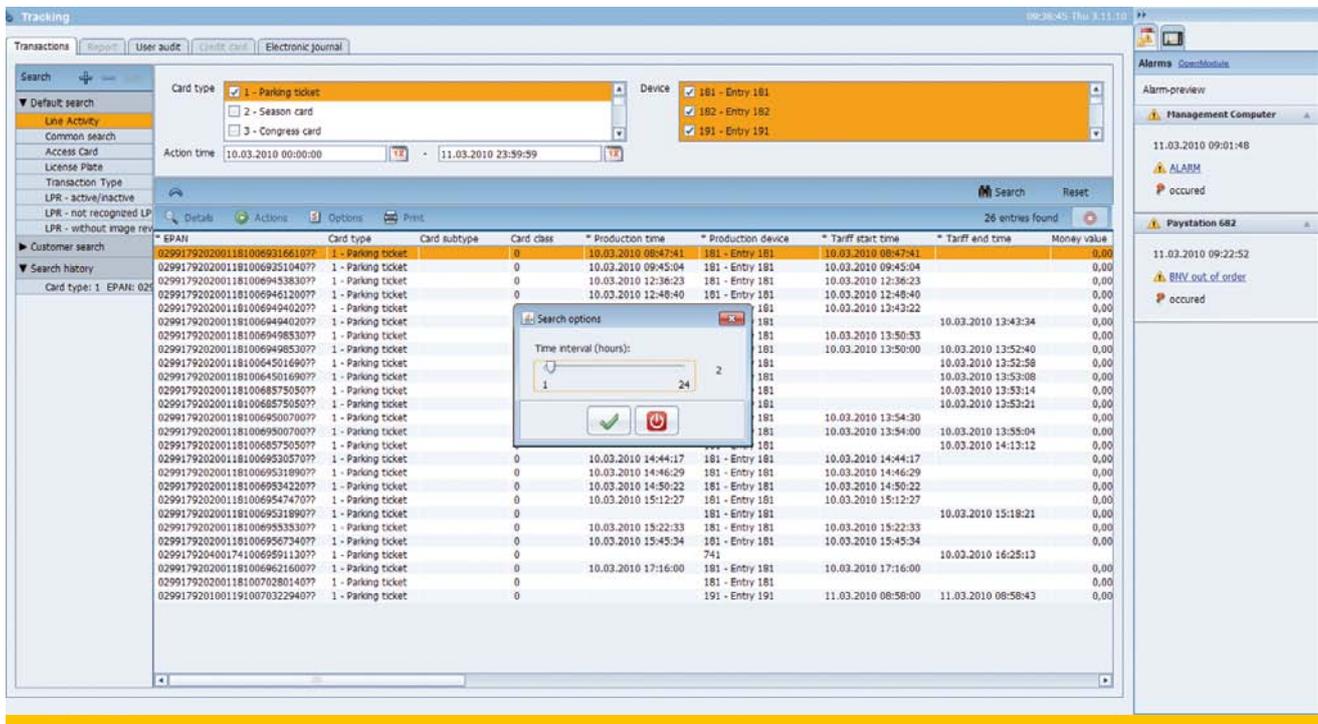
Thanks to the entervo.com 2 tracking function, these contentious situations and many like them are no longer a problem to handle. With just a few clicks it is possible to research whether the customer's claim is true or not. It is no longer a question of the customer's word against the operator's: indisputable proof is now there in the form of documented facts. The opening of an exit barrier on the

operator's expense as a courtesy to the customer is no longer an imperative. It is one of several options for action.

Extensive process documentation: high-resolution like a film

Since entervo tracking digitally records all events which occur at entrances, exits and payment points, these can be traced in real time if required or else reconstructed at a later stage. All details available in the system relating to these events can be referred to for research requests, in particular facts such as entrance time, time of ticket production, device number and time of payment. These data sets can be accessed conveniently at any time using the electronic journal. The tracking-related documentation of the electronic journal is based firstly on card information and,





secondly, on the transactions linked to each card. The range and depth of data will vary according to the specific system in use.

Where the optional LPR system for automatic licence plate recognition is integrated in entervo, the licence plate number is added to the parking transaction as an information detail. If a video-monitoring camera system is connected, the image sequence for the transaction will also be available. The tracking system journal can also be used to apply a full-text search to other details.

Depending on the amount of data available, extended search and filter options can also be selected which permit further systematic analysis of transactions by associations – especially exchange transactions between control card and payment card, between transactions of a card and sales block and between transactions of a card and a device. This precise cross-reference tracking function enables fast and reliable evaluation, which means that decisions such as “Block card” or “Release card” can now be based on a much higher level of data expertise.

Key Features – entervo Tracking:

- Detailed information generated through prompt access to all system events.
- Seamless recording of events for control cards, payment transactions, receipts and information from integrated systems such as licence plate numbers, image files, video sequences etc.
- Conclusive evidence to resolve any inconsistencies.
- Strengthening of corporate image due to reliable information.

entervo Contract Parker Administration:

Highly convenient service to recurring customers

Who wouldn't want to provide each customer with a level of individual care and attention which matches that customer's personal – and ultimately highly individual – pattern of parking usage And yet which operator is able to invest the kind of time required for such personalised treatment? entervo contract parker administration is a service tool which offers an elegant and convenient remedy here. It allows contract customers to be provided with optimum service in line with their needs and data profile. The contract parker administration module allows operators to individually tailor their own products without any significant additional effort, offering special individualised terms reflecting specific usage limitations.

Convenient customer care with entervo

In the parking industry – as in every other business and service sector – recurring customers want and of course deserve to be given special treatment. But up to now, analysing the details of usage patterns has required a very considerable administrative effort on the part of operators With entervo specific usage entitlements for contract customers can now be configured and administrated very conveniently.

Regular customer status takes immediate and comprehensive effect

With entervo all product and service-related customer

data is saved and maintained in a central database. Tariff changes or modifications to service products and the flexible composition of service packages will be much easier to handle for all the relevant contract parkers in future: thanks to entervo, time-consuming adaptation of individual contracts is a thing of the past.

What is more, entervo has a function which allows contract parkers to renew their contracts efficiently and independently at automatic pay stations. This benefit of entervo is even effective if cards from 3rd party systems like access control solution for clinics are to be used for the contract parkers.

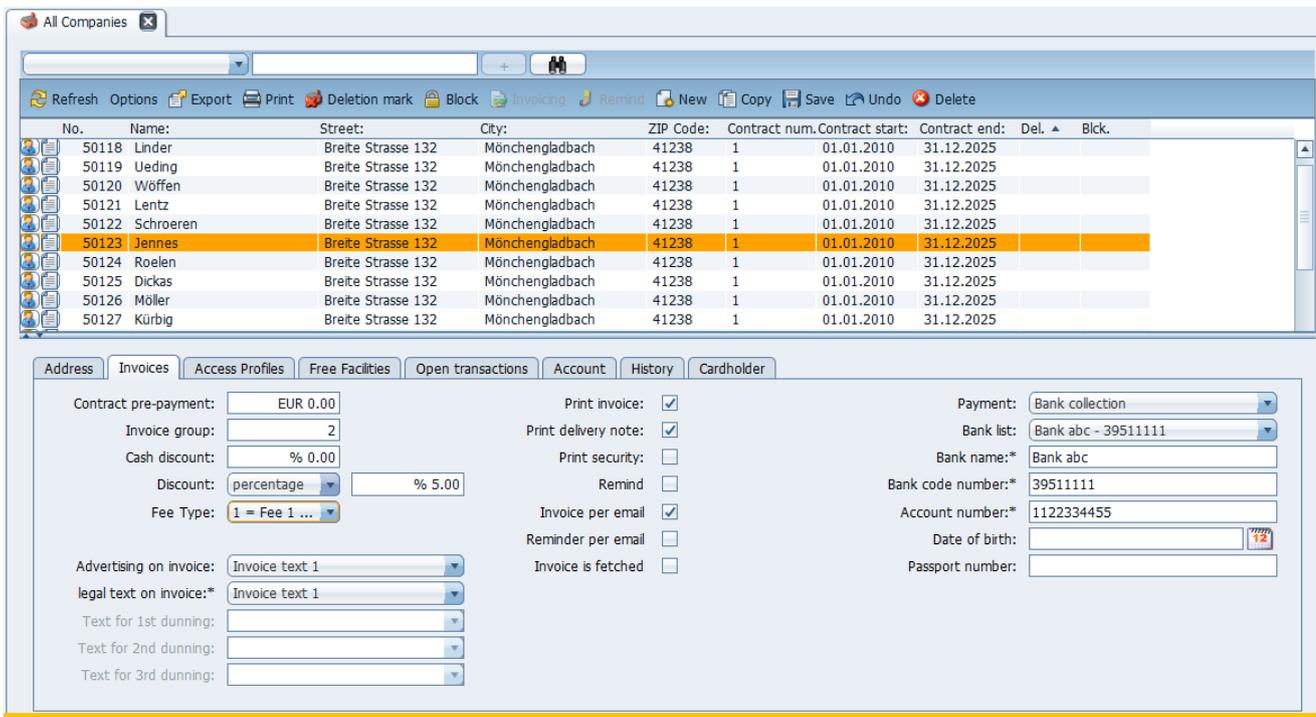
The screenshot displays the entervo software interface. At the top, there's a menu bar with options like Refresh, Options, Export, Print, Deletion mark, Block, Invoicing, Remind, New, Copy, Save, Undo, and Delete. Below this is a table listing contract parkers with columns for No., Name, Street, City, ZIP Code, Contract num., Contract start, Contract end, Del., and Blck. The row for contract number 1 (Jennes) is highlighted in orange. Below the table, there are tabs for Address, Invoices, Access Profiles, Free Facilities, Open transactions, Account, History, and Cardholder. The 'Account' tab is active, showing a form with fields for Street, ZIP Code, City, Country, Telephone, Fax, E-Mail, Internet, Contract number, Contract start, Contract end, Group counting, Maximum vehicles, Present vehicles, Charge, Monthly lump sum, Downpayment for x month, and Billing cycle.

No.	Name:	Street:	City:	ZIP Code:	Contract num.	Contract start:	Contract end:	Del.	Blck.
50001	Scheidt & Bachmann GmbH	Breite Strasse 132	Mönchengladbach	41238	1	01.01.2010	31.12.2025		
50118	Linder	Breite Strasse 132	Mönchengladbach	41238	1	01.01.2010	31.12.2025		
50119	Ueding	Breite Strasse 132	Mönchengladbach	41238	1	01.01.2010	31.12.2025		
50120	Wöffen	Breite Strasse 132	Mönchengladbach	41238	1	01.01.2010	31.12.2025		
50121	Lentz	Breite Strasse 132	Mönchengladbach	41238	1	01.01.2010	31.12.2025		
50122	Schroeren	Breite Strasse 132	Mönchengladbach	41238	1	01.01.2010	31.12.2025		
50123	Jennes	Breite Strasse 132	Mönchengladbach	41238	1	01.01.2010	31.12.2025		
50124	Roelen	Breite Strasse 132	Mönchengladbach	41238	1	01.01.2010	31.12.2025		
50125	Dicks	Breite Strasse 132	Mönchengladbach	41238	1	01.01.2010	31.12.2025		
50126	Möller	Breite Strasse 132	Mönchengladbach	41238	1	01.01.2010	31.12.2025		
50127	Kürbig	Breite Strasse 132	Mönchengladbach	41238	1	01.01.2010	31.12.2025		

Match Code: FJ
 Name1: Mr.
 Name: Jennes
 Name2:
 Memo:

Street: Breite Strasse 132
 ZIP Code: 41238
 City: Mönchengladbach
 Country:
 Telephone: 0049 2166 / 266 - 765
 Fax: 0049 2166 / 266 - 555
 E-Mail: parkhaus@scheidt-bachma
 Internet: www.scheidt-bachmann.d

Contract number: 1
 Contract start: 01.01.2010
 Contract end: 31.12.2025
 Group counting:
 Maximum vehicles:
 Present vehicles: 0
 Charge: Write invoice
 Monthly lump sum: EUR 25.00
 Downpayment for x month: 3 month
 Billing cycle: Manually



Flexible specification and direct monitoring

Modalities and service packages agreed on with contract customers using entervo are subject to highly flexible and precise definition. Operators can let their customers choose when they are able to use particular parking areas or faci-

ties on flat-rate terms, or they can define these terms by offering packages. At the same time, limits or restrictions can be applied as to how often certain parking products can be sold or used. Adherence to such restrictions can also be conveniently monitored as violations to the defined rules generate alarms in the entervo alarm management module.



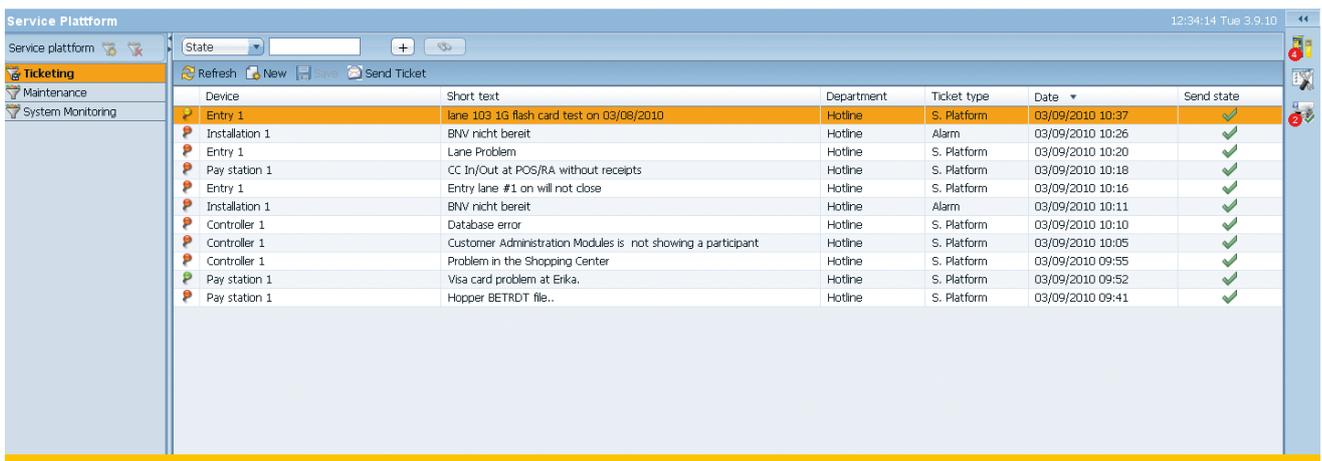
Key Features – entervo Contract Parker Administration:

- Professional and convenient service for contract customers.
- Flexible and efficient invoicing and payment (incl. payroll deduction and credit card invoicing).
- Simple billing for contract parkers – also by e-mail.
- Direct rate differentiation and fee allocation in the event of passing agreed quota.
- Automated tracking of detailed parking transactions and general use patterns.
- Support in identifying new potential contract customers.
- Fast tracing and overview of changes made to contract parker cards (user audit).

Service Platform:

Maintenance, support, status view: built into the system

Nowadays the increasing versatility and complexity of modern software systems require extremely careful and vigilant monitoring of all components involved. This applies more than ever to the control systems of parking technology. For this very reason, entervo.com 2 has system maintenance installed “ex works” – in fact it is a core function. In future, the entervo Service Platform will ensure that all system statuses are registered by means of standardised reports drawn from all software and hardware components. Above and beyond this, the aim is to ensure that a diverse range of additional systems and applications can be seamlessly linked up and used efficiently by the operator on site.



The screenshot shows the 'Service Plattform' interface with a sidebar on the left containing 'Ticketing', 'Maintenance', and 'System Monitoring'. The main area displays a table of system events with columns for Device, Short text, Department, Ticket type, Date, and Send state. The table contains 12 rows of data, including entries for lane 103, installation issues, lane problems, pay station issues, and controller errors.

Device	Short text	Department	Ticket type	Date	Send state
Entry 1	lane 103 1G flash card test on 03/08/2010	Hotline	S. Platform	03/09/2010 10:37	✓
Installation 1	BNV nicht bereit	Hotline	Alarm	03/09/2010 10:26	✓
Entry 1	Lane Problem	Hotline	S. Platform	03/09/2010 10:20	✓
Pay station 1	CC In/Out at POS/RA without receipts	Hotline	S. Platform	03/09/2010 10:18	✓
Entry 1	Entry lane #1 on will not close	Hotline	S. Platform	03/09/2010 10:16	✓
Installation 1	BNV nicht bereit	Hotline	Alarm	03/09/2010 10:11	✓
Controller 1	Database error	Hotline	S. Platform	03/09/2010 10:10	✓
Controller 1	Customer Administration Modules is not showing a participant	Hotline	S. Platform	03/09/2010 10:05	✓
Controller 1	Problem in the Shopping Center	Hotline	S. Platform	03/09/2010 09:55	✓
Pay station 1	Visa card problem at Erika.	Hotline	S. Platform	03/09/2010 09:52	✓
Pay station 1	Hopper BETRODT file..	Hotline	S. Platform	03/09/2010 09:41	✓

Not just an IT support system but a laboratory of the future

The entervo Service Platform is not just designed to maintain, support and safeguard ongoing parking processes, it also forms an interactive substructure. Its sophisticated system of sensors is geared towards the prompt implementation of optimisation measures where necessary, as well as sounding out innovation potential on an ongoing basis.

Concrete fields of activity

The entervo Service Platform is linked to all the system-related components, both hardware and software, i.e. logging and access rights management, documentation of various database and filling level states, implementation of supervised deletion and data compression operations, administration of software and hardware statuses available

in the system and their associated alteration history. What is more, all interventions by remote service or on-site service teams are completely documented.

Key Features – entervo Service Platform:

- Optimised system status transparency.
- Accelerated fault containment / elimination.
- Further improved operational reliability of facilities and systems.
- Increased lifetime of components.
- Reduction of internal and external service capacity.
- Easily accessible and quickly attainable service expertise.
- Lasting quality improvement of all processes.
- Indirect support for the process of technological innovation.

entervo – in the modern world of parking:
The perfect formula for success “beyond barriers”

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