

CUSTOMER CASE STUDY

Innovolt increases revenue and uptime for parking automation technology provider – and their clients



THE CUSTOMER

Since 1969, clients throughout the Southeast have trusted ITR with their parking, access, and revenue control (PARC) needs. From gated communities to government and commercial properties, and from universities and hospitals to churches, ITR provides their clients with innovative, technology-driven solutions tailored to their specific needs.

ITR products and services ensure high customer satisfaction, protect and secure property, and maximize revenues by integrating the most advanced equipment from the world's leading manufacturers into their comprehensive parking automation solutions.



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Innovolt allows our equipment to recover during power fluctuations, sags and overages, and that is critical to our customers and that is critical to their business.

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— Joey Burns
Vice President of Customer Service
ITR Parking Solutions

THE CHALLENGE

As a full-service provider of a wide range of parking solutions from revenue control to access control to security and lighting, ITR relies heavily on the uptime and reliability of the technology that keeps their clients open for business.

ITR technology is constantly exposed to power fluctuations and disruptions that can be caused by powerful storms, overloading of the network, poor facility wiring, power switching on the lines or even other equipment in the facility turning on and off. And if ITR technology fails, their clients' facilities fail: parking garages go dark, gates don't function, revenue can't be collected and customers are very likely to have negative experiences.

“With the unmanned systems we have in the field today, power disruptions and anomalies can cause the equipment to lock up and require service calls,” said Joey Burns, Vice President of Customer Service for ITR.

While uptime is certainly important to ITR clients, reliability and system lifespan is equally important to ITR's success. Minimizing service calls is critical to maximizing margins – and customer satisfaction – while maximizing the usable life of their technology assets deployed in client facilities has a significant impact on financial performance.

THE SOLUTION

To protect the critical electronic equipment that keeps their clients' facilities open for business, ITR embedded Innovolt's ROC™ technology in parking control and access equipment as well as payment equipment. Innovolt's comprehensive solution provides Remote Optimization and Control to enhance each machine's uptime, durability and dependability to help ITR protect its customers from service interruptions, hassles, and loss of profitability due to power fluctuations like overages, sags, and outages.

"We decided to integrate the Innovolt technology into our equipment to deliver a more reliable product to our customers and increase their revenue" said David Williams, Vice President of Operations for ITR.

In addition, Innovolt's comprehensive analytics tools help ITR remotely monitor the performance of their assets and identify recurring problem areas to help them minimize the frequency of disruptions and maximize asset lifespan.

"If something happens with the power, the Innovolt product brings the equipment back up, online, and operating without human interaction with the equipment," said Burns.



BENEFITS

By partnering with Innovolt, ITR will be able to improve the uptime and lifespan of its parking automation equipment while also reducing costs and keeping customer service levels high. The integration of Innovolt's technology is expected to increase equipment uptime and lower the number of service calls. With the ability to remotely prevent unmanned parking equipment from locking up and going down, it provides a great advantage to not require human intervention.

"The Innovolt product allows us to stabilize our equipment, reduce service calls, and maintain the reliability of our products," said Mike Givens, President of ITR Parking Solutions.

By embedding Innovolt ROC™ technology into its parking automation equipment, ITR has been able to:

- Reduce service calls
- Increase machine uptime
- Protect, optimize, and manage asset performance and lifespan
- Improve customer satisfaction and loyalty

"By installing the Innovolt product on our equipment such as our pay-on-foot and our pay-in-lane, we will keep this equipment up and running more efficiently and make the components last longer," said Burns. "The more this equipment is up and running, the more revenue it generates."

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ITR is excited to be working with Innovolt because they bring such an innovative solution to our industry.

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— Mike Givens
President, ITR Parking Solutions

About Innovolt

Innovolt® combines patented electronics protection technology with comprehensive monitoring and analytics applications to deliver the leading Intelligent Asset Management platform. Significantly reducing the cost of electronics ownership, Innovolt intelligently protects and manages the productivity and usable life of the technology that powers today's digital world. The company's proven solutions guard expensive and sensitive electronic assets against the damaging effects of power disturbances while simultaneously giving businesses the tools they need to predict, measure, and maximize their performance across the distributed enterprise.