

CALE WEBOFFICE



Total parking control with Cale WebOffice

Cale WebOffice (CWO) is a web-based Software as a Service (SaaS) solution for managing Cale payment terminals. CWO lets you monitor, program and control Cale terminals from your web browser which makes it quick and easy to transfer information over the Internet. CWO allows you to cut costs by maximising operational efficiency and service. At the same time, it provides very flexible and user-friendly management of parking systems. All you need is an Internet connection.



Easy operation direct from your desk

CWO puts you in control by providing information, reports and statistics directly and securely via a standard Internet browser. As the application is web-based, a computer with access to the Internet is all that is required; no special software needs to be installed. Since each user logs in to the system with their own unique username and password, members of the parking management team can be assigned with varying appropriate levels of access within the system.



CWO supports several languages and can be adapted to support new language requests.

Total monitoring of all terminals

The terminal status page provides an immediate overview of any action that needs to be taken to maintain the full availability of your terminals. Combine this with the terminal map feature and you will be able to plan where to send your maintenance personnel.

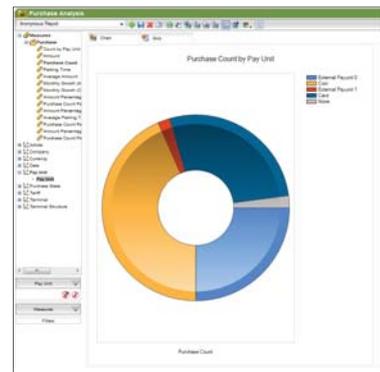
Information such as collection status, revenues, number of tickets sold is clearly displayed in CWO and can be used as the basis for making decisions to ensure that the necessary action is taken to optimise your parking operations.

Information is transmitted automatically between the terminals and CWO, meaning that all users always have up-to-date information about the parking operations.



Simple, clear statistics

CWO offers many administrative and financial advantages. The analysis tool allows you to generate graphs and reports for a specific terminal or terminal group regarding for example number of issued tickets, revenue and time of ticket sales information. Apart from predefined reports, the analysis tool also allows you to create custom-built reports based on the data you are interested in. Reports can be printed or exported to Excel.



Ensuring that there is always optimum availability of terminals within large parking operations can be a difficult challenge. Maintenance requests are often reported by the parking attendants patrolling the streets or by drivers when they cannot pay for their parking. CWO works proactively with automatic alarms processing to not only maximise profit but also terminal availability, which is much appreciated by motorists.

CWO warns you in good time

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Cale terminals send both warnings and critical alarms to CWO for immediate follow-up and future event statistics. If, for example, a terminal is low on tickets, the terminal sends a warning message to CWO, which stores the message and automatically forwards it to an on-duty service technician by e-mail or text message*. The warning received allows the technician to plan when to replenish tickets.

The handling of alarms by Cale terminals, combined with the processing within CWO, means that any faults that may occur will have a minimal effect on income or availability.

All events and purchases are also reported and can be analysed in CWO. The combination of detailed event and purchase information provides a good base for quick investigation of penalty charge notice claims.



*) The text message function requires a separate third party subscription.

Systems configuration

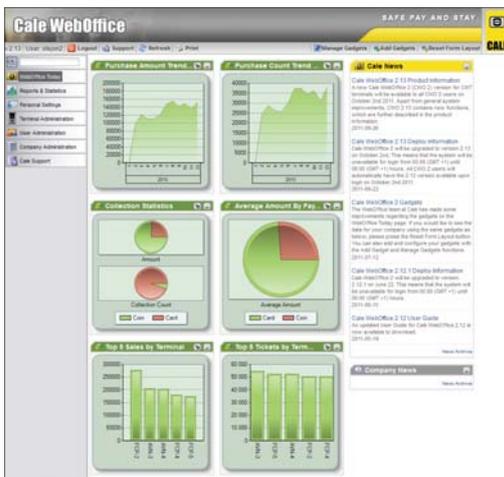
CWO can be used to program, update and reconfigure terminals. The terminals can be divided into different nodes (e.g. sections of a city) so that an update only affects terminals within that node if requested. This is particularly beneficial for larger parking operations with various terminals, tariffs and hours of operation. Also, if a new terminal is added to a node, that terminal can inherit the settings of the already existing terminals in that node.

Add the features you want

To enhance user experience, CWO offers the possibility of adding extra licences to the basic configuration. The idea is that you only pay for the features you need. Available licences include:

- Terminal Map - Gives you a great overview of your terminals and their status
- Online Permit Account - An innovative way of permit handling for residents
- Software Packages - Lets you update terminal software remotely
- Data Export - Exports data from CWO to another system
- Online Purchase Transfer - Sends purchase data in real-time to a third party system
- Terminal Access - Controls who has access to the terminals (both physical and in CWO)

A brochure is available for each licence, describing it in more detail. CWO is constantly evolving and new licences will be added in the future.



Secure and smart solutions

CWO has a high level of security built into it. The administrator can assign different access levels and privileges to users. For example, one person can be allowed to deal with the alarm function, another can only change terminal groups and a third can be allowed to analyse reports and statistics.



Security is the highest priority when implementing and using CWO. Protecting information from being accessed by unauthorised parties is one of the key elements that the system is based on.

The access levels can also be used to control the physical access to terminals equipped with the patented e-lock solution from Cale. By assigning different privileges to different user roles, you can control access to terminals down to the hour. All access attempts are registered so you can monitor who has been accessing the terminal.

CWO has built-in elements ensuring that the confidentiality and security of customer information is protected:

- **Ownership of data**

Only the customer has access to data from the customer's terminals. The data is completely owned by the customer and is securely stored in the CWO database.

- **Secure log-in**

The login procedure requires a unique username and password which gives the users access to functions according to assigned user privileges.

- **Data encryption**

All data transferred between the user's computer and CWO is encrypted with strong SSL (128-bit). This means that third parties cannot monitor transferred data.

- **Backup routines**

CWO contains valuable customer data that is backed up in a secure manner.

Integration with third-party systems

One of the great advantages of CWO is that it can be integrated with third-party for a complete parking solution. CWO supports the sending and receiving of information from other systems. Combining information from several systems really is the future of any successful parking operation.

Cale has numerous examples of successful integrations where information from CWO has been used to help operators achieve improvements in enforcement, control and ticketing.



The Software as a Service solution

One of the growing trends in today's IT services is the Software as a Service (SaaS) solution in which a service provider offers an online application. There are numerous advantages in using SaaS services as part of an IT strategy. The CWO SaaS solution offers many advantages compared to traditional application deployment:

- No assistance is required from application specialists, which minimises overhead costs and makes it easy to estimate and budget the CWO subscription services.
- New applications and functions are launched centrally without requiring any customer resources for installation, upgrades, configuration and troubleshooting.
- The customer doesn't need to invest in expensive equipment.

CWO has a scalable architecture that delivers a reliable service starting from day one, and continues to maintain the same performance as your service demand and operation size increase.

Due to continual product development specifications are subject to change without notice.



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