



## **SAFE PAY AND STAY**

The world's leading solutions  
for unattended payment of parking,  
public transport and other fees

## **CALE WEBCONCEPT**

# Cale WebConcept

– new opportunities  
to streamline your operation

Cale has become one of the leaders in remote unattended payment terminals. With the launch of Cale WebOffice, we were seen as the benchmark for web-based monitoring. Now we're introducing the next generation of web-based terminal technology – Cale WebConcept. Comprising the proven Cale WebOffice and the Cale WebTerminal 2100, Cale WebConcept offers completely new opportunities to improve your unattended payment terminal operation.

All that's needed to operate the system is a PC and an Internet connection and you have access to your operation 24 hours a day, 365 days a year – wherever you happen to be stationed.

## **Made to fit your business needs**

Cale WebConcept is an exceedingly flexible management tool. It can be easily adapted to the size and complexity of your business and functions can be added when and where you need them. In fact, this concept is ideal where there's a need for secure and efficient automated tickets sales.

But Cale WebConcept offers much more. Not only can you offer traditional pay and display tickets or public transport tickets, these terminals can also sell other types of tickets such as green-fee tickets, tickets for the theatre, concerts and other local events. In fact, you can charge for printing other useful information, such as tourist tips.

## **At your finger tips**

By being connected to the Internet, you have complete control of your unattended payment terminals. You can follow the latest data and statistics, such as the monthly revenues or when it's time to refill the tickets or empty the coin box. Should a terminal stop working, you receive a warning from Cale WebOffice, while a message is sent to the service technician – and the fault can be rectified.

It's also very easy to change the information on the terminal screen – adjust the tariffs and ticket prices or other relevant news. Just add the changes into the Cale WebOffice, add the publication date and time and the information will be sent to a single terminal, to some terminals, or even to all your terminals simultaneously.

Cale WebConcept quite simply enables you to manage your operation more efficiently, streamline your organisation and offer your customers a better service.



# Cale WebConcept

## in a nutshell

Based on Cale WebOffice and Cale WebTerminal 2100, Cale WebConcept makes your work easier, more secure and more efficient. Follow our round tour and find some of the tools you need for efficient ticket sales, for managing the operation and revenues, and for effective maintenance and service – with one user-friendly concept. And naturally other terminals from Cale can be integrated to the Cale WebConcept.



### Cale WebOffice

Cale WebOffice helps you to monitor, program and manage all your Cale terminals. You don't need to worry about backup routines or program updates for your computer, because thanks to this web-based system all the updates are sent out centrally by Cale.

### Cale WebTerminal

Cale WebTerminal 2100 is the first in a new generation of unattended payment terminals. Its attractive design is combined with new smarter and secure functions. These reliable terminals are extremely robust and withstand tough and demanding conditions.

### Efficient maintenance and service

Cale WebOffice continuously generates detailed information on the state of the terminals, which in turn helps to simplify planned maintenance and service. This means there is no need for staff to go round and regularly check the terminals. It also leaves the service technicians time to concentrate on preventative maintenance.

### Secure surveillance

Built-in sensors react directly if anyone tries to vandalise the terminal. This information is sent to the Cale WebOffice server and logged, as is information from other types of incidents and faults. The terminal's audible alarm can also be triggered.

### Improved control

With Cale WebOffice, it is easy to analyse all the status and incident reports from the terminals. This means, for example, that if users claim that they could not pay because the payment terminal was out of order, their claim can easily be checked out.

### Improved decision-base

Cale WebOffice makes management of the operation easier. There are functions where you can easily create statistics on revenues from the terminals, or number of sold tickets per day or when and where these transactions took place.

### On-line updating

With Cale WebOffice, you can easily update your tariffs or other relevant information. You can also control when this information should be published on the terminal screen.

### Improved customer service

Your help desk function has full control of the ticket terminals. It even has a number of new options, for example, information about local events, places of interest or discount offers can be shown on the terminal screen together with the payment information. The customer can pay for this to be printed out or receive it free-of-charge.

### Interaction with the customers

You can use the terminal's loud speaker to inform customers about opening hours or warn them about leaving valuables in the car.

### Secure payments

Cale WebTerminals can handle cash, national or international chip cards or on-line credit card transactions. All parts of the system are designed to protect this sensitive information. There are also advanced functions for the safe transfer of payments. Data encryption, detailed login and backup routines are but a few of the components available in our security package.

### Minimised carbon-footprint

Thanks to continual contact between the terminals and Cale WebOffice, service visits are kept to a minimum. This saves fuel and reduces CO<sub>2</sub> emissions. Our terminals can also be equipped with solar panels as an alternative renewable energy source.



# We listen

## to our customers

Developing such integrated solutions for the management of remote unattended payment terminals required a lot of input. We listened to our customers' ideas and needs and we checked out the market trends. And the result was Cale WebConcept.

Here are a few examples of the result:

### Keys are a thing of the past

To lose a key to a payment terminal just shouldn't happen. But occasionally it does, or rather, did.

The combination of Cale WebOffice and Cale WebTerminal 2100 helps you throw away the keys for good. We introduced a new electronic key system.

#### Here's how it works:

Selected members of staff have their dedicated electronic key card and password.

Should this card go astray then it's immediately blocked and therefore made useless.

These cards can also be programmed with different levels of authorisation so that the card is only valid for certain parts of the terminal at certain preselected times.

Cale WebConcept simply facilitates full control of security without using traditional keys.



### Keeping vandals at bay

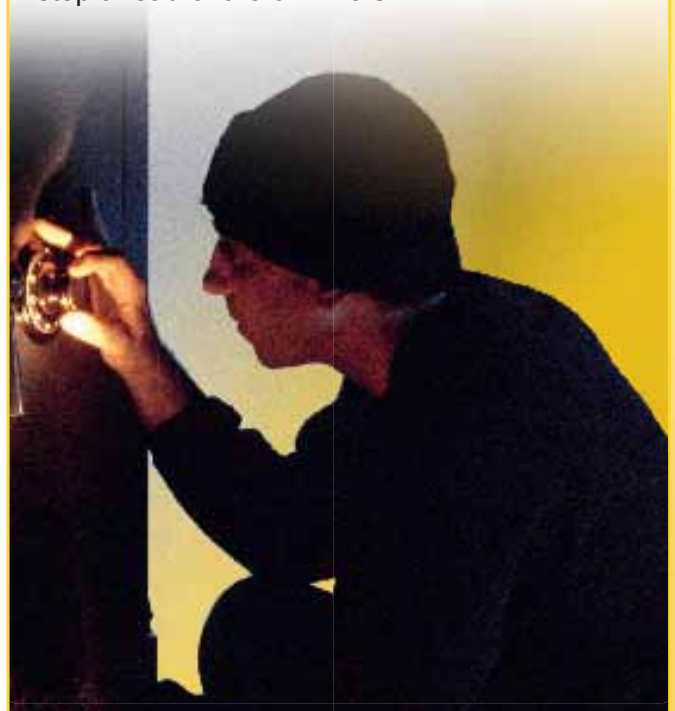
Vandalism and burglaries are an unfortunate fact of daily life today. As unattended payment terminals have become a ripe target, our customers have demanded better protection.

With the introduction of Cale WebConcept we are able to help. Our Cale WebTerminal 2100 is in direct contact with Cale WebOffice and this means a warning signal is sent immediately. The siren in the terminal can also be activated which scares off most intruders.

Built-in sensors can differentiate between vibrations from a truck, for example, and an attempt to vandalise the terminal. This means false alarms are kept to a minimum.

Cale WebOffice can analyse the alarms that occur and identify problem areas, which can form the basis for further security measures by the terminal operator.

With Cale WebConcept, we try to keep one step ahead of the criminals.

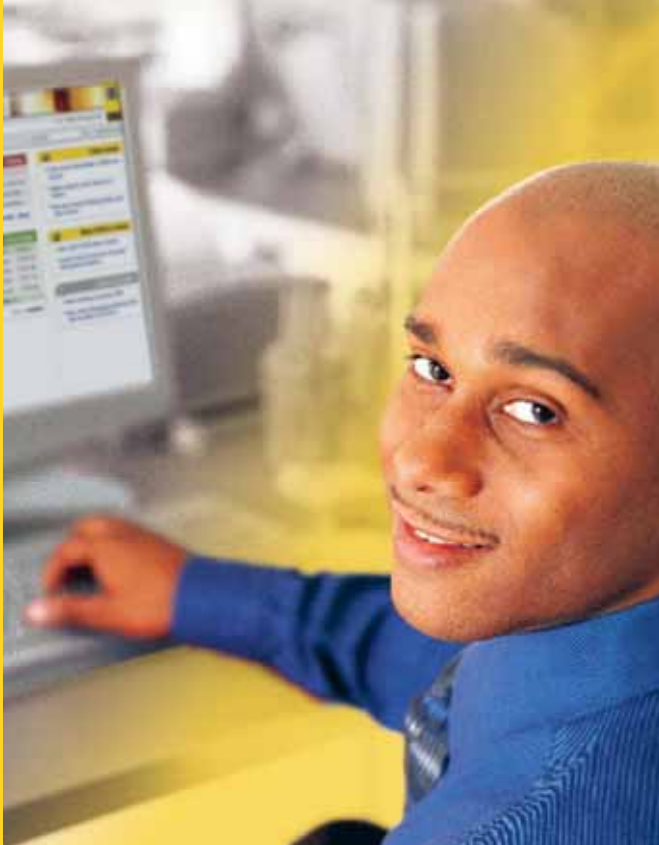


### Statistically better

One of the fundamental ideas behind Cale WebConcept was to give our customers more for their investment. Accessing all the information needed for your operation as quickly and easily as possible was one important factor.

Thanks to your input, we've improved our analysis and statistics module to give you even better control of your operation. There is no need for you to develop your own spreadsheets; we have ready-made tools for all your analytical and statistical needs right at your finger tips.

Cale WebOffice helps you to run your operation smoothly.





**CALE GROUP OPERATES ALL  
OVER THE WORLD WITH COMPANIES IN SIX COUNTRIES.**

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