

AQUA Multiespacio

RENEWS ITS PARKING SYSTEM AND OPTS FOR CAME PARKARE'S TICKETLESS SOLUTION



Just a few meters away from the City of Arts and Sciences, **AQUA Multiespacio** is the first shopping center in the Comunidad Valenciana that brings together leisure, commerce, tourism and business spaces. In terms of vehicles, its car park serves almost 1.5 million customers, making it one of the busiest shopping centers in the area.

CAME PARKARE CAME Parkare was in charge of the installation and digitalization of the car park through the implementation of its **ticketless system**.

The system is based on the **recognition of the vehicle's license plate** through cameras located at the entry and exit lanes. From now on, customers can access and exit the car park **without the need for a ticket**, and payment can be made at the automatic payment station by entering the license plate number.

EVERYTHING IS AN ADVANTAGE

- Queues are drastically reduced as users do not have to stop to collect or insert a ticket.
- Incidents related to paper jams or lost entry tickets are also reduced.
- + All of this increases the parking's availability factor (uptime), as tasks such as changing paper rolls will no longer interrupt the normal operation of the parking and the flow of entries and exits.

Carlos Martínez

ASSET MANAGER AND OPERATIONS MANAGER, TALKS ABOUT THE EXPERIENCE.



With **CAME PARKARE** we have managed to modernize and optimize our business, and therefore improve our revenue thanks to the flexibility and versatility of the new **ticketless system**.



Why did you decide to change your parking system?

After more than 16 years of service and good performance, the previous system became obsolete, and it was necessary to incorporate a highly reliable ticketless system that would allow us to have the latest parking industry technology.

What were the objectives of the change?

The modernization and updating of the installation through a highly trusted partner, taking into account the volume of vehicles that pass through our facility annually, as we reach almost one and a half million vehicles between occasional customers and subscribers.

Taking also account the respect for the environment ...

Exactly. We eliminate the use of paper, reserving it only for printing receipts upon customer request. That's why we consider ourselves a "Green" car park, which is especially relevant in these times, where sustainability and respect for the environment are essential in any sector of activity, including ours.

Was it difficult to choose the system to implement?

The truth is that it wasn't. The shopping center already had extensive experience with Mabyc, a predecessor brand that evolved and has been operating as CAME Parkare since 2014. The proposal was very competitive in terms of economics and installation time, as well as the relationship with the project manager, without forgetting the customized maintenance plans for us, according to our needs.

How has the installation of these devices impacted the customer?

To date, all feedback from our customers and subscribers is very satisfactory, referring to the novelty and convenience of the new system.

So, are you satisfied with your choice?

Absolutely. I already knew CAME Parkare's professionalism and, once again, I was pleasantly surprised by the technological level achieved.

