

IT Helps Influence Migration to New Parking Management System

When choosing new parking management software, or deciding to upgrade your current system, the IT department's input and recommendations often help influence the final decision and are valuable to helping the parking department meet its business objectives. A great example of this is the University of Texas (UT) at Austin.

UT Austin has a student population of 50,000, with an additional 25,000 faculty, staff and visitors. With only 15,000 available surface and garage spaces at the growing university, it's vital that the Parking & Transportation Services department manages space turnover and permitting efficiently. With the help of T2 Systems, UT Austin issues an average of 25,000 permits and 61,000 citations annually with an impressive collection rate of 80 percent.

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In 2000, the university began working with T2 Systems using the T2 PowerPark parking management system. While happy with T2's services, support and the PowerPark system, UT's Parking & Management Services was also interested in the additional flexibility and ability to do even more with their system. A steering committee began meeting in November 2005 to determine needs, including Web application interface development, server and system support, and bandwidth and database support.

The committee decided to migrate to T2 Flex™ and by May 2006, the new system was up and running.



"The university wanted to stay on the leading edge of customer service and functionality, which made Flex's offerings very alluring," said Jeff Reed, senior systems analyst of Technical Resources, UT Austin.

"This campus serves a younger generation whom are versed in Web-based services and fast customer service. Not only are these types of services desired by management, they are often expected by customers."

Now, UT Austin is operating with 70 percent of activity taking place online and 30 percent in the office. "Web Services have allowed us to be flexible and make anything we want available online," Reed said.

Contracted by the university's Parking and Transportation Services, Reed has been directly involved in behind the scenes technical management of the university's parking operations for the past five years. Because the university has a sizable IT support staff and a hands-on approach, Reed was able to help influence the university's move from PowerPark to T2 Flex.

Several factors played a role in the decision to move to T2 Flex, including its functionality, Web-interface capability, Events Manager component and the

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ability to customize features. Additionally, T2 Flex is a thin client application, which means that all data and software reside on secure servers in one location, allowing each user to access data via a Web browser. "Being able to use control groups (T2 Flex term/functionality) and the flexibility of the database is a big change. We can now sub-classify customers – also a big plus," added Reed.

In addition, Reed says having the ability to automate many functions of the parking department is a huge benefit. The T2 Flex Task Scheduler makes this possible. "The task scheduler is just great. It makes it easier to get data in and out of the system. We use it for sending out permits, imports from the registrar, vehicle imports from the DMV, collections, billing, customer mailings and more," added Reed.

Reed said the new system is "absolutely" helping management meet objectives. "The entire system is a huge improvement – permit management is less



complicated and more intuitive. From a front end user perspective this system is extremely user-friendly. It has made everybody's lives easier," said Reed.

For more information on T2 Systems, please call 800-434-1502 or visit T2systems.com.