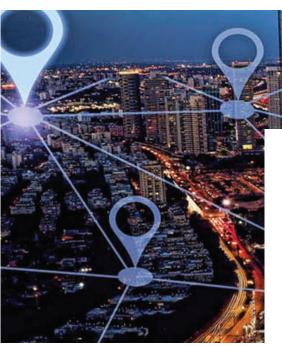
**Business Solutions** 











# Remote Management

# **Efficient Remote Parking Management Services** Delivered to Maximize Returns.

# **Product Overview**

Sphere Remote<sup>™</sup> management offers SP+ clients online facility monitoring capabilities and off-site management solutions that can help maximize automation investments, enhance their customer service and move to a higher level of financial performance from their facility. While other companies may say they are in the Remote Management Services business, SP+ continues to be the leader in this technology with over 13 years of experience, supporting over 550 locations.

# **Solutions That Fit Your Needs**

Sphere Remote™ management, technology powered by SP+, provides customized and multi-tiered remote solutions to help our clients reduce costs at their facilities. From basic remote support to enhanced capabilities

that include expanded admin services SP+ can customize a solution that meets any client's need.

Sphere Remote™ management is also available as a standalone service allowing it to be implemented at any parking facility regardless of whether SP+ manages the facility.

#### **STANDARD**

Basic monitoring solution allows customers to use an in-lane intercom communication with the ability to vend a gate.

## **INTEGRATED**

PARCS integration allows agents to remotely handle automation exceptions such as pushing a lost / unreadable fee, manage credentials, and configure rates.

# **ADMIN**

Provide additional back-end support such as daily revenue reporting, parker administration, accounts receivable and validations management.

#### **Best In Class Services**

Sphere Remote™ management has the capacity to handle your location's needs with service that produces results:

597 Remote Locations 188,000 Calls Per

Command Center Dedicated PARCs Brand Communication Agents Admins Integrations Platforms

As a critical infrastructure, Sphere Remote™ management is housed offsite in an SP+ data center, supported by a power generator and high network availability for business continuity. This footprint in multiple geographic regions for continuity and disaster recovery provides a remote "work from home" infrastructure ready to accommodate today's challenging work environment. All this delivering an unprecedented level of service.