




CALE WEBOFFICE



The simple route to parking control

-  Efficient Maintenance Support
-  Enhanced Operation Management
-  Dynamic Financial Control



When you need it, where you need it



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.

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.

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.

Total cost of ownership

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 increases.

There are numerous advantages in using CWO services as part of an IT strategy. The CWO solution offers many advantages compared to traditional application deployment:

- The customer does not need to invest in expensive equipment.
- 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.

Customized statistics and reports

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.

With simple drag and drop actions you are able to create the reports and statistics that you need. With the Schedule Reports you can get the all the reports when you need them (daily, weekly or up to you) via E-mail.



The simple answer to your parking operation

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.

Ensuring that there is always optimal 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.

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.

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 if requested only affects terminals within that node. 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.



Integration with third-party systems

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



CWO can be integrated with third-party systems for a complete and optimized parking solution.

CWO supports the sending and receiving of information from other systems with help of standardized interfaces for export and import of data. Combining information from several systems really is the future of any successful parking operation.

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.

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Secure and flexible access

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.

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.

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.

*) The text message function requires an SMS package from Cale.

Flexible packages that suit your needs

To enhance user experience, CWO offers the flexibility of choosing the package that suits your parking operational needs. Beside the packages, CWO also offers the possibility to add separate add on licences. The idea is that you only pay for the features you need.

Available packages include:

Feature:	Basic:	Professional:
Error handling module	•	•
Coin handling	•	•
Basic purchase statistics	•	•
Terminal administration	•	•
Alarms via e-mail	•	•
Software updates remote	•	•
Terminal map		•
Full reporting, statistics and analysis		•
Flexible pricing remote		•
Terminal access (Electronic locks)		•

Available add on licences include:

Add on licence:	Basic:	Professional:
Export of data	•	•
Ongoing purchase (real time purchase data)	•	•
Scheduled reports	•	•
SMS Package for alarms (500 per month)	•	•
Pay by Space		•
Post payment		•
Online Permit Account		•

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



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