

CALE WEBOFFICE



Total parking control with Cale WebOffice.



CALE

EASY OPERATION DIRECT FROM YOUR DESK

WebOffice is a web-based ASP solution developed by Cale Access to manage Cale pay and display terminals. WebOffice lets you monitor, program and control Cale terminals from your PC using a web browser which makes it quick and easy to transfer information via the Internet. Cale WebOffice gives you the ability to maximize operational efficiency and service, thereby minimising costs. At the same time, it provides very flexible and user-friendly management of parking systems. All you need is a PC with Internet connection.

ADAPT WEBOFFICE TO YOUR NEEDS

Cale WebOffice 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 additional or special software needs to be installed. As each user logs in to the system with their own unique username and password, each member of the parking management team can be assigned with varying appropriate levels of access within the system.

TOTAL MONITORING OF ALL TERMINALS

The terminal overview function lets you look after all your Cale terminals displayed in one comprehensive screen view. Each terminal is recorded with information on current status, geographic location, cashbox balance, revenues, number of tickets sold and other necessary data.

SIMPLE, CLEAR STATISTICS

WebOffice offers many administrative and financial advantages. The financial function allows you to

generate statistical reports for a specific terminal or terminal group regarding number of issued tickets, revenue and time of ticket sales information. Reports from Cale WebOffice can be printed or exported to MS Excel by a simple click. All payment methods are separated and graphically presented.

Information is transmitted automatically between the terminals and Cale WebOffice meaning that all users always have up-to-date information from the system.

WEBOFFICE WARNS YOU IN GOOD TIME

Ensuring that there is always optimum 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. Cale WebOffice works actively 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 Cale WebOffice for immediate follow-up and future event statistics. An example would be where a terminal gets low on tickets. The terminal sends a warning



message to Cale WebOffice which stores the message and automatically forwards it to a service technician by e-mail or as an SMS. The warning received allows the technician to plan when tickets need replenishing in a terminal.

The handling of alarms by Cale terminals, combined with the processing within Cale WebOffice, means that any faults that may occur will have a minimal effect on the income or availability.

Cale WebOffice also lets you analyse all status reports and listed events received from the terminals. The event information is detailed down to the second. All vends are also reported and can be analysed in Cale WebOffice. The combination of detailed event and vend information provides a good base for quick investigation of penalty charge notice claims.

SYSTEMS CONFIGURATION

Cale terminals can be programmed in both offline and online mode. Using the online facility is especially advantageous when there is a larger number of terminals to be programmed or reconfigured. The great flexibility of Cale WebOffice makes this sort of operation fast, easy and cost efficient.

SECURITY

WebOffice 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 operate the organisation module.

WebOffice is built as a true enterprise platform with a secure and flexible architecture designed to comply with the international standards ICO/IEC 17799:2000 "Information Technology - Code of practice for information security management".

Security is the highest priority when implementing and using Cale WebOffice. Protecting information from being accessed by unauthorized parties is one of the key elements that the system is based on.

Cale WebOffice has built in elements ensuring that the confidentiality and security of customer information is protected and only displayed to the customer:

- **Ownership of data**

Only the customer has access to data from the customer's terminals. The data is completely owned by the customer and is securely stored in the Cale WebOffice database.

- **Secure log-in**

The login procedure requires a unique username and password which gives the users access to functions according to assigned user privileges.

- **Data encryption**

All data transferred between the user's computer and Cale WebOffice is encrypted with strong SSL (128-bit). This means that third parties cannot monitor transferred data.

- **Backup routines**

Cale WebOffice contains valuable customer data that is backed up in a safe manner. The customer can also save MS Excel files exported directly from Cale WebOffice.

- **Firewall**

A firewall provides a physical separation between non-trusted networks and Cale WebOffice.

THE ASP SOLUTION

One of the growing trends in today's IT services is the Application Service Provider (ASP) model in which a service provider offers an online application. There are numerous advantages in using ASP services as part of an IT strategy. The Cale WebOffice ASP model gives many advantages compared to traditional application deployment:

- Assistance from application specialists are not required which minimises overhead costs and makes it easy to estimate and budget the Cale WebOffice subscription services.
- New applications and functions are launched centrally without requiring any customer resources for installation, upgrades, configuration and troubleshooting.
- The use of ordinary PCs or MACs means that the customer doesn't need to invest in expensive equipment.

Cale WebOffice 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 your operation size increases.

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



**CALE
ACCESS**

CALE ACCESS AB

P.O. BOX 1307
SE-171 25 SOLNA, SWEDEN
PHONE: +46 8 629 04 60
FAX: +46 8 92 06 82
INFO@CALE.SE
WWW.CALEACCESS.COM