

Online Permit Management System Ensures Accurate Vehicle and Parking Data 24/7



“ Trigent has been our trusted partner since 2014. Their domain expertise in lease management has revolutionized every aspect of our application - made it simpler, more organized, and with enhanced user experience. ”

Industry

Real Estate

Business Value

- 50% drop in Infrastructure Costs
- 100% growth in Customer Base
- Improved Customer Relations

Customer Profile

The client is a US-based online parking permit management company whose SaaS-based application provides property managers, residents, and multi-unit housing owners online access to vehicle and permit information and activity, making parking management easy, with substantial time and cost efficiencies and happier residents.

The Challenges

The client wanted a multi-layered software that would help property managers to set up property related information and provide consolidated views of all properties. The application should update vehicle and permit data automatically and provide managers and administrators real-time accurate view on vehicle parking permits.

The application had to remove all grey areas for residents to understand parking rules and encourage online ordering of permits. They should be able to edit parking information and have real time access to information and activity.

Finally, the client wanted periodic enhancements to be made to the software to change the way customers approached the parking administration of their properties.

Technology Stack

- **Platform:** HTML5, CSS3, Bootstrap, Windows Server 2008 R2 (64-Bit), .NET 4.x, C#, MVC, Web API
- **Database:** SQL Server 2012 R2
- **Browser:** IE 11, Chrome on windows
- **Mobile Browser:** iPad 2, Samsung Galaxy Tab
- **Other:** SVN

Solution Highlights

- Simple user-friendly online ordering for parking permits
- 24/7 real time access to parking information and activity
- Fast, easy parking permit ordering/reordering
- Ability to monitor permits on a per unit & property basis, log vehicles while patrolling and assign parking spaces to units
- Notifications to users on parking permit status such as expiration dates, registrations and so forth
- Supports paperless permitting
- Manage unlimited permit types
- Multiple vehicles allowed per permit
- Print temporary permits on demand
- Waitlist management for sold out parking areas

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Trigent's Solution

Trigent has been the client's chosen software services partner since October 2014 and over the years, Trigent's engineers have helped to transform the software to exceed customer expectations.

1 Trigent's engineers worked on the application's interface to make it compatible across a wide range of browsers and devices without compromising security. Residents can order their parking and guest permits super-fast from their phones or tablets.

2 The team has added several features to the application such as:

- User friendly dashboard
- Accurate resident vehicle and permit ordering data
- Residents move-in and move-out dates and timings
- Time zone updation
- Unit transfer of parking spots between owners/residents
- Future resident(s) data
- Notifications
- Alert mails for property owners
- Reset options for guest permits
- Fire lane and My Space reporting
- Activity list
- Leasing agents information

As the number of customers grew, Trigent's team helped to migrate the software to Amazon AWS. This move has helped to bring down infrastructure dependency. It has also resulted in reduced costs and increased operational efficiency.

On an ongoing basis Trigent's engineers check the health status of the application in cloud and provide support to the client's team to update the software as and when required.

Client Benefits

The enhancements to the application resulted in improved customer relations and expanded the customer base to over a hundred properties across the U.S.

Migrating to Amazon AWS cloud brought down the cost of infrastructure and empowered the client to add customers without incurring additional costs.

The client's focus on providing intuitive features to the application has resulted in long lasting customer relationships.