Parker Technology

INDUSTRY WE SERVE: HEALTHCARE

PERFECTLY ALIGNED WITH YOUR BRAND

Healthcare facilities have the special mission to make the parking experience easy and welcoming for patients and visitors alike. Patient survey scores can make or break a hospital's reimbursement, and parking is the first and last touch during that experience.

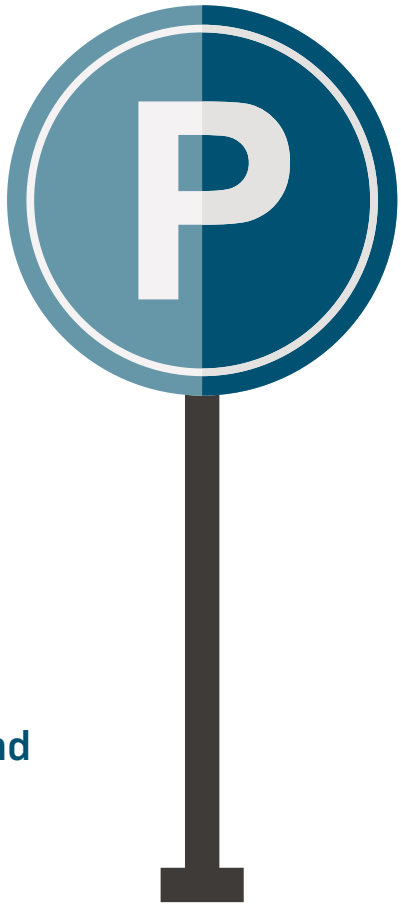
With our ability to deliver a high level of service from virtual ambassadors dedicated to answering parking-related "help" calls, we can contribute to a positive experience and expedite interactions, so your patients, guests and staff get to where they need to be quickly.

HOW WE BENEFIT HEALTHCARE

Provide 24/7 live help without additional staff

Allow visitors to get where they need to be without delay or issues

Deliver a high level of service and empathy to parking guests



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INDUSTRY WE SERVE: HEALTHCARE

DO YOU KNOW HOW MANY CUSTOMER SERVICE CALLS YOU'RE GETTING?

According to data from our platform, in 2022 we took 5,677 calls per healthcare facility on average. That's 473 calls per month, per facility. However, that range can vary widely based on number of lanes, location, etc.

On the high end, the most calls from one healthcare campus in 2022 was 32,062 for the year, with a monthly average of 5,278 calls once all facilities were live.

The number of calls you could be getting may surprise you. Shoot us a note and we'd love to take a look.

OUR HEALTHCARE CLIENTS

UW Health

Norton Children's Hospital

DMC Detroit Medical Center

IU Health

UT Health San Antonio

Texas Health Resources

Tallahassee Memorial HealthCare

Eskenazi Health

ShareMD

UPMC Life Changing Medicine

Riley Children's Health, Indiana University Health

> Parker's customer service platform allows drivers to speak directly with a trained customer service representative who can solve any problems they may be experiencing when they are trying to enter or leave the facility, or when they are trying to pay."
> *- Mark Jesse, former Director of Parking & Transportation at UT Health San Antonio*