**CASE STUDY**
NHS EMPLOYEE PARKING

Click**2**Park | EMPLOYEE PARKING MANAGEMENT

## NHS
Oxford University Hospitals
NHS Foundation Trust

### CHALLENGES
- Four sites with 3100 spaces for 12,345 employees
- Inability to efficiently manage staff permits and payments
- Obsolete, unmanageable system with incomplete and corrupt data
- Admin-led system resulting in costly and inefficient administration
- Illegal parking and huge loss of parking revenue

### SOLUTION
- Click2Park — dynamic employee parking management system with bespoke configuration
- Deployment of dedicated Account Manager and Developer Team
- Open API — internal and third party system integration
- Online payment system introduced
- Automation of common admin tasks mapped to NHS procedures

### BENEFITS
- Immediate revenue increase
- Fair and level application scoring
- Faster and easier application, approval and renewal processes
- Improved Travel Team productivity
- Real-time parking data and reporting
- Intuitive and responsive system accessible across devices

## CHALLENGES

Oxford University Hospitals Trust (OUHT) approached NetFM to find a solution to employee parking issues across four hospital sites. With just 3100 spaces allocated for more than 12,000 employees, OUHT were experiencing numerous problems including double-parking, illegal parking on verges and unpermitted vehicles in staff car parks. Staff and visitors often found it almost impossible to locate a parking space and turned to patient car parks in desperation, resulting in reduced patient parking options, a disgruntled public and adverse PR in local media.

OUHT's legacy parking system used obsolete Access 97 database technology and had evolved over several years to contain incomplete and corrupt data, with minimal third party system integration or upgrade possible. The system was manually maintained by administrators who struggled to keep track of employee applications, permits and appeals — leading to a drawn out application and approval process, wasted working hours, minimal productivity and a huge loss of parking permit revenue.

> *Click2Park has instantly become a highly effective tool within our department, enabling our staff to self-apply for permits and automating the entire approval, allocation and waiting list process. Along with NetFM's great technical support, Click2Park delivers increased team productivity, real-time parking statistics, optimum car park occupancy and maximised parking revenue.*

**Matt Holmes**
**Travel and Transport Manager**
**Oxford University Hospitals NHS Foundation Trust**

## SOLUTION

NetFM's proven employee parking system, Click2Park, was configured to OUHT's requirements with a dedicated Account Manager and Developer Team deployed to work closely with the Travel and Transport Team.

Click2Park was integrated with several internal systems which resulted in a faster and smoother data exchange. A raft of bespoke features and enhancements were designed to fulfil unique NHS business and departmental processes and to fully automate the permit application, approval, issue and permit management processes. A bespoke Admin Dashboard, Reporting Suite, Support Ticket system and online Permit Payment System completed the OUHT Click2Park solution.
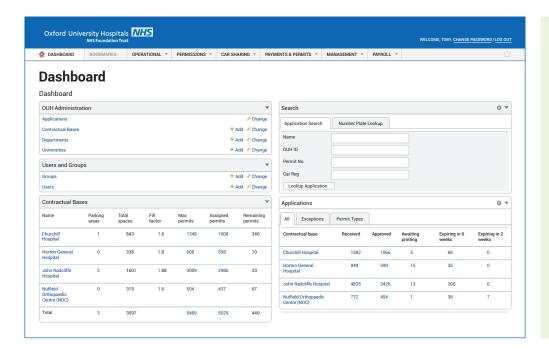
## BENEFITS

Successful deployment of a bespoke Click2Park system has led to numerous benefits — most importantly that OUHT is now able to fully leverage their parking assets, maximising car park occupancy without overcrowding and eliminating illegal parking by easily identifying unpermitted vehicles.
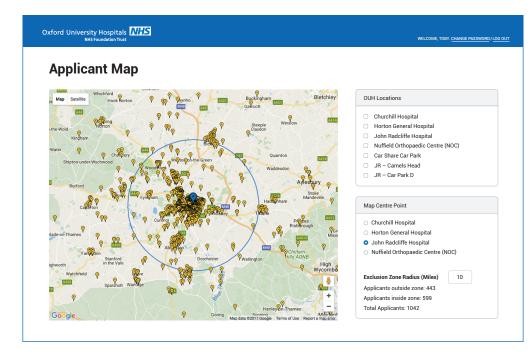
The online application process significantly reduces time spent by Travel Team administration — putting the onus on employees to apply for parking and manage their own data online, whilst automating a fair approvals process. Permits are now issued to strict criteria within OUHT Policy, ensuring that those with a real need for parking are able to drive to work.

Finally, Click2Park's integration with internal systems and a flexible payment gateway now enables OUHT to offer online permit payments, automate the renewals process and maximise car parking revenue — providing robust financial reporting and allowing ongoing reinvestment into onsite employee and patient parking infrastructure.



### DASHBOARD

Displays a statistical overview of system activity in a single glance: Applications received/waiting verification; parking permits issued/ denied; waiting lists; current capacity and occupancy for each car park at each site across the OUHT campus. Bespoke for each client, it delivers different views and functionality for each user level.



### APPLICANT MAP

A powerful Travel Policy Planning tool which maps the location of all potential applicants to virtually test, refine and define exclusion zones - driving OUHT's Parking Policy to ensure those with the greatest need for parking receive permits. Click2Park calculates employees' home proximity to bus and rail services, also assessing potential park and ride options.