

Parkable Parking Management Platform: Service Definition

1. Service overview

1.1 Service name

Parkable Parking Management Platform.

1.2 Service description

Parkable is a cloud-based Software as a Service (SaaS) parking management platform. It helps organisations manage, allocate, and improve how they use their parking spaces.

The platform provides:

- real-time information on parking availability
- booking management
- integration with access control systems
- data analytics through web and mobile applications

1.3 Service type

Software as a Service (SaaS) for parking management.

1.4 Service features

- **Real-time availability:** View and book parking spaces instantly.
- **User applications:** Dedicated mobile apps (iOS and Android) and web access for all users.
- **Administrative portal:** A central hub for managers to oversee parking operations.
- **System integration:** Connects with existing access control hardware.
- **Analytics:** Dashboards for detailed reporting on usage and trends.
- **Visitor management:** Tools to manage guest parking.
- **Electric Vehicle (EV) integration:** Manage and monitor EV charging stations.
- **Automated allocation:** Smart tools to manage waitlists and space distribution.
- **Multi-site management:** Oversee multiple car parks from one account.

- **Role-based access control (RBAC):** Set specific permissions for different types of users.
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2. Pricing

All prices are in British Pounds Sterling (GBP) and do not include VAT.

2.1 Core SaaS fees

Monthly fees are charged per parking space:

- **Non-transacting spaces:** £4.00 per space.
- **Transacting spaces:** £7.00 per space.
- **Visitor parking:** £10.00 per space.
- **Transient per pay:** £4.00 per space.

2.2 Electric Vehicle (EV) charging fees

Monthly fees per charger:

- **1 to 10 chargers:** £20.00 each.
- **11 to 50 chargers:** £15.00 each.
- **51 or more chargers:** £8.00 each.

2.3 Implementation and setup

One-off fees for starting the service:

- **Standard implementation:** £500.00.
- **EV setup (1 to 4 chargers):** £60.00.
- **EV setup (5 or more chargers):** £120.00.
- **ANPR provisioning:** £1,000.00 (Automatic Number Plate Recognition).

2.4 Additional software and services

Monthly fees:

- **ANPR software:** £125.00 per camera.
- **Access control integration:** £99.00.
- **Multi-site management:** £25.00.
- **Single Sign-On (SSO):** £1,000.00 per campus plus £1.00 per space.

- **Tenant Foundation:** £1.00.
- **Enforcement:** £4.50.

2.5 Mapping fees

Monthly fees based on the number of spaces:

- **Under 200 spaces:** £38.71.
 - **201 to 500 spaces:** £62.41.
 - **Over 501 spaces:** £78.21.
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3. Technical specifications

3.1 Infrastructure

The platform is hosted on the **Google Cloud Platform (GCP)**. The primary data centre is in Iowa, United States. We use a multi-tenant model, meaning many customers share the same infrastructure while their data remains strictly separated.

3.2 System architecture

- **Scaling:** The system automatically adds more power as demand increases.
- **Reliability:** Traffic is spread across multiple servers (load balancing) to prevent slow-downs.
- **Security:** Every customer has unique encryption keys to keep their data private.

3.3 Supported platforms

- **Web:** All modern versions of Chrome, Firefox, Safari, and Edge.
 - **Mobile:** Dedicated apps for iOS and Android devices.
 - **API:** Programmatic access for custom technical integrations.
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4. Security and data protection

4.1 Security certifications

Parkable is certified to high international standards, including:

- **SOC 2 Type II:** Independent proof that we manage your data securely.

- **PCI DSS:** Standards for protecting payment card information.
- **GDPR:** Compliant with General Data Protection Regulations.

4.2 Encryption

- **Data in transit:** Protected using TLS 1.2 or higher (Transport Layer Security).
- **Data at rest:** Stored using AES-256 encryption, the industry standard for high security.
- **Key Management:** We use GCP's Key Management Service (KMS) with keys rotated every 365 days.

4.3 Access control

We follow the "principle of least privilege," meaning staff only have access to what they absolutely need.

- **Multi-Factor Authentication (MFA):** Required for all access to sensitive personal data.
- **Single Sign-On (SSO):** Compatible with Azure, Okta, and Google.
- **Monitoring:** We use Cisco Meraki to monitor endpoints and maintain a full audit trail of all activity.

4.4 Incident and vulnerability management

- **Monitoring:** Security is monitored 24/7.
 - **Incident response:** We respond to critical security issues within 4 hours.
 - **Vulnerability scanning:** We use tools like Snyk to scan our code and dependencies for risks.
 - **Penetration testing:** Third-party experts test our security every year.
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5. Support and service levels

5.1 Support channels

- **Telephone:** +44 808 164 1889.
- **Email:** support@parkable.com.
- **Availability:** Support is available 24 hours a day, 7 days a week.

5.2 Response times

- **Critical issues:** Response within 4 hours.

- **Standard telephone calls:** Answered within 30 minutes during business hours (8am to 6pm, Monday to Friday).
- **Emails:** Answered within 8 business hours.

5.3 Availability (Uptime)

We guarantee a Service Level Agreement (SLA) of **99.9% uptime**. You can check our live status at status.parkable.com.

6. Termination and data return

If you end your contract:

- **Data return:** We can return your data within 72 hours of a request.
 - **Data deletion:** All live instances of your data are permanently deleted within 30 days.
 - **Standards:** We follow the NIST SP 800-88 standard for securely destroying data.
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7. Contact information

- **Company:** Parkable UK Limited (trading as Parkable).
- **Email:** support@parkable.com
- **Website:** www.parkable.com.