Banken

Bank reference from **north Germany**

Challenges

- High customer dissatisfaction due to full parking spaces (city >10,000 inhabitants)

- High number of parking violations

- Lack of transparency of parking processes at branch locations

Implementation

- Dashboard

- Onboarding (incl. whitelisting, cancellations, ...)

- 90 minutes free maximum parking time for customer stays

- QR code implementation for extended parking based on consultations

Results

77 %
less wrong parking within the first 6 months

Almost **30 %**
more correct parking after 12 months

99,8 %
of all parkers have no enquiries to Parkdepot