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[NOVOMAX SMS PARKING]

This document is for purpose of introduction to activities on implementation of NOVOMAX SMS parking software in municipalities in country and abroad.

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Phase 1: negotiation and setup

Agreement on the sale of licenses

Before starting the implementation of the system a licence sale contract between NOVOMAX DOO and Parking Service need to be sign.

For a license to use NOVOMAX SMS parking service, parking system should provide the following:

- Amount in euros define in contract for initialization of the system (once) + Amount in euros define in contract for the initialization of each client PDA device(once). These price may vary depending on size of city and other terms in contract with parking service
- Percentage of the payment via SMS (monthly)
- Percentage of the collected scratch parking cards (monthly)
- Percentage from the collected subscription and penalty parking cards (monthly)

Payments will be charged to the account NOVOMAX after receiving invoices NOVOMAX.

Licence includes unlimited use of software on working area of parking service unless otherwise agreed. All percentages are define in document about partnership proposal that You will receive.

Setup and adaptation of system

- Defining the parking zone
 - Working Hours
 - tolerance
 - limit
 - charge (1h and day)
 - price of subscription parking cards
 - sectors / micro zone
 - Scratch cards
 - types of scratch cards
 - subscription cards
 - additional (penalty) cards
- Users
 - administrators
 - controllers
- System parameters
- More
 - Streets
- Vehicle Brands

Phase 2: negotiation with the mobile operators and supply

Equipment

At this stage, NOVOMAX doo should sign contracts with mobile operators and thereby obtain the equipment for controllers, and install the necessary software. These activities can be performed parallel.

Agreements with mobile operators

Agreements with mobile operators are standard, and they define the rights and obligations of operators, parking and service providers. NOVOMAX as the majority owner of SMS parking system represents the provider when contracting with other parking services and mobile operators.

Rights and obligations relating to: maintenance of the technical part, charges and interest in the collection, end-user complaints, confidential data, marketing activities, etc..

mt: s (Example how it works with Serbian mobile operators)

Account services

Before signing the contract it is necessary to make the marketing and technical profiles of service for the new service and send them to marketing service of mt: s mobile operator.

Contract

Standard tripartite agreement between mobile operators (MTS), service (NOVOMAX) and Parking service (e.g. Novi Sad).

Request for approval of price

One of the requirements in the procedures for activating the service on the mt: s network is request for approval of price.

Request for rental of short numbers

It is necessary to rent a short code (e.g. 8351, 8352, 8353).

Acceptance test

Acceptance testing is the final testing of the service by the operator, which is done before the activation of service.

Telenor (Example how it works with Serbian mobile operators)

Procedure with the mobile operator Telenor is much simpler.

Part of the standard tripartite agreements are contributions defining short numbers, and responsible person for technical correctness of the system (someone from NOVOMAX) and the person responsible for customer complaints (someone from parking services).

Vip mobile (Example how it works with Serbian mobile operators)

Procedure with the mobile operator Vip is also simple.

Part of the standard tripartite agreements are contributions defining short numbers, and responsible person for technical correctness of the system (someone from NOVOMAX) and the person responsible for customer complaints (someone from parking services).

Supply of equipment

Equipment for control is ownership of parking services.

Parking service buys equipment in accordance with its procedures for supply, and based on specifications that will make in consultation with NOVOMAX.

Client devices

NOVOMAX will provide support for the use and maintenance of hardware. NOVOMAX have good experience with the company LS Data from Belgrade <http://www.lsddata.co.yu/> and PsionTeklogix Workabout Pro G2 portable devices.

GPRS cards for mobile connection to the server

It's necessary to connect mobile devices to the server. The most robust variant of the connection is through mobile operators, through the GPRS network. NOVOMAX and parking service in Novi Sad, have a good experience with corporate access via GPRS mt: s network <http://www.mts.telekom.yu/index.php?ID=3280> with a monthly fee per GPRS card of 3 €.

Portable printers

Printers used to print the information on penalties (additional cards). Printers are not required because all the information visible on the screen and control them can prescribed in the order, but facilitate the work of collector. If the parking service decide to purchase a printer NOVOMAX proposes to completes acquisition of printer together with supply of portable devices, if possible from the same suppliers.

Install the client software to control

After the purchase of equipment NOVOMAX will install and configure the software required for operation of controllers on the ground. Client applications are link to the server via a secure Internet connection and encryption of data.

Installing software for administrators

Parking service is obliged to provide one or more workstations (PC) connected to the Internet. Access to the administrative panel is protected by several levels. For access to panel user hat to had user name and password and digital certificate is obtained from NOVOMAX. In addition, need to have additional settings on the administrator workstation.

Training of controllers and administration parking service

After the purchase of equipment and software installation NOVOMAX will conduct training for proper use of hardware and software modules (modules for subscription cards, modules for additional cards, statistics, etc.). Emphasis will be on the training of administrators. Parking service administrators will be trained to be independent to do settings of their workstations or client device in case of need (e.g. acquisition of new equipment, reinstallation of computers, etc.).

Phase 3: Activation Service

After phase of signing of contract with operators, equipment procurement and configuration, and successful acceptance tests, follows the release of the service to work. Putting into operation of the service will take place separately for operators and depends on the procedures with them. From our experience the fastest procedure is VIP, and Telenor, and the

procedures with Mt: s far more complicated and may take the longest (Procedures may vary and depends on mobile operator's procedures and local laws).

Together with the activation of SMS billing is done and putting control in the work. Controllers in addition to checking the SMS payment, penalty and write tickets, make entry of scratch cards, with their serial numbers and so attempts to prevent counterfeiting of scratch cards.

Phase 4: Support

After the activation phase follows the phase of support. NOVOMAX is with contract with Parking Service and contracts with mobile operators obligated to assist the Parking Service and concerned about the technical correctness of the system.

Specially NOVOMAX will:

- **ensure that all the** technical parts of the system will be under the supervision of a qualified staff
- **provide support to operators and to respond** to any request by the operator regarding the implementation of SMS as soon as possible and no later than 24 hours of receiving the request from call centre or the services management of electronic payments.
- **In case of inability to provide services** for maintenance or technical problems NOVOMAX doo will notify operators of problems and in cooperation with operators to resolve problems soon as possible.
- **Keep data** transactions at least two years.
- Assist parking service in processing complaints of end users.
- **Assist** parking service to the problems with the use of hardware.
- **Provide** monthly reports to parking service and operators to 5th in current month for realized transactions in the previous month, and if necessary detailed
- Statistics
- **After coordination of monthly reports on the number** of SMS parking tickets with mobile operators sending a final report to parking service which will be base document for sending invoices to the mobile operators.
- **At the request of the operator, to implement all the changes in communication protocols** of NOVOMAX parking system with SMS centres and platforms for SMS billing provider.