

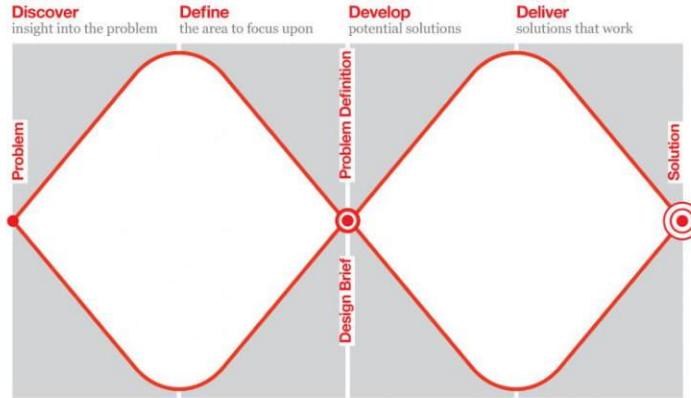


GroupNexus

USER EXPERIENCE DESIGN

Jan 29, 2020





PROBLEM STATEMENT, SCOPE, STAKEHOLDER MEETINGS, USER RESEARCH



GroupNexus



Stakeholders

(Left) **Elli Morris**, Director GroupNexus and CEO Ranger Services

(Right) **Grahame Rose**, Director GroupNexus and Board Member, British Parking Association



GroupNexus

CP Plus T/A
GroupNexus
10 Flask Walk
London NW3 1HE

Registered in
England

Company No.
2595379

Products/Offers

NexusPark
Parking mgmt,
enforcement,
security & tech
solutions

NexusFM
Facilities Mgmt

NexusInsights
Tools to understand
your customers better
Using the feed from
our ANPR cameras
we can provide
greater insight into
customer behaviour

NexusPark
Parking mgmt,
enforcement,
security & tech
solutions

NexusFM
Facilities Mgmt

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your customers better
Using the feed from
our ANPR cameras
we can provide
greater insight into
customer behaviour

GroupNexus
Uniquely combining experience
in parking management, FM and
parking technology

GroupNexus manage over 500 retail locations across the UK
and Ireland, and over 1,200 sites across the globe.
Our mission is to realize the future of parking through
cutting-edge technology and products that provide
landowners with insight into their car park usage, whilst
enhancing the customer journey and experience.

Delivering the
future of parking

Connecting our
clients with their
customers

Expertly managing
1,200 sites across
the UK

End-to-end
technology-based
parking solutions

Comprehensive
facilities management

Providing facilities
management services
tailored to your
business needs and site requirements.

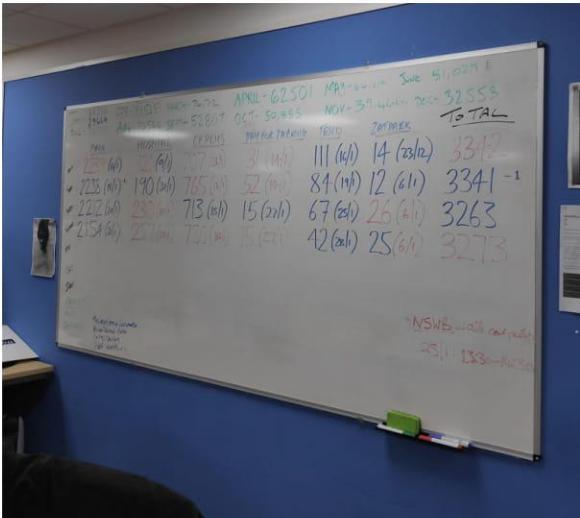
- Cleaning
- Security & CCTV monitoring
- Waste management
- Health & Safety reporting

Real-time dashboard

Self-service reporting

Security alerting

Message



PCN Ops Board

Status board
maintained on a
daily basis
categorized across
major car parks/sites
with PCN count,
subtotal and grand
total

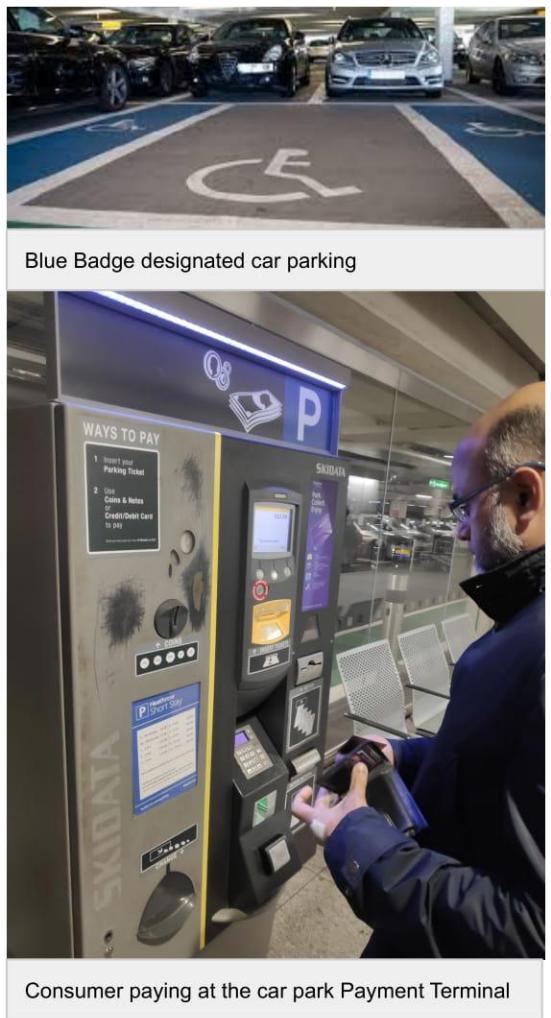
Picture Checking
Manager reviews all
status. Reviewers
are paid per PCN
transaction



Car parks (in Birmingham) having ANPR (Automatic Number Plate Recognition) cameras installed.



Hospital car parks allowed for Staff Permit Holders.



Consumer paying at the car park Payment Terminal

Default

Vaxtor Germany ALPR-MMC

OCR Video: 1920x1080 pixels Stream: 50 FPS / Display: 25 FPS



ALPR Camera ID: 1
 Global Confidence: 98,8 %
 Characters Height: 20,0 (px)
 ROI Id: 1
 Timestamp: 13:18:52
 Multiplate Rate: 2
 OCR Time: 97,6 (ms)



MTKR6044

Main-Taunus-Kreis, Hesse -

MTK R6044

AUDI

A4

BLACK

Moving FARTHER



13:17:52 All ALPR camera processes are running

System Time: 13:18:52

Latitude: ?



Software Uptime: 1 min

Longitude: ?



Plates Read: 26

13:17:53 HPXX777
 13:17:56 MACS2016
 13:17:58 FNGB389
 13:17:58 LUQA368
 13:17:58 HDAE504
 13:18:04 HPA335
 13:18:10 WOLF474
 13:18:13 HDGR2016
 13:18:17 HHPD1090
 13:18:21 BMHJ421
 13:18:22 WIZP423
 13:18:26 FTJS605
 13:18:29 WOMK2641
 13:18:34 HGCI1173
 13:18:35 WOCH333
 13:18:41 DÜWF11700
 13:18:41 MTKRT47
 13:18:42 IKAS2150
 13:18:42 HO2615
 13:18:43 HPJB949
 13:18:43 MLD3330
 13:18:44 GGO1075
 13:18:45 HPFC14
 13:18:47 GGAK210
 13:18:51 DÜWW444
 13:18:52 MTKR6044

ALL CORRESPONDENCE TO
PO BOX 3573, Barnet, EN5 9QA

Date of Notice: 07/11/2019
Charge Notice Ref No: 17621
Vehicle Registration: BF13LXM
Make: Toyota
Colour: White

PARKING CHARGE NOTICE

The vehicle was recorded parked on our client's property at Arena Birmingham, Birmingham, B1 2AA on 07/10/2019 at 16:22 in violation of the terms and conditions displayed on the signage:



BF13 LXM

The driver of the above vehicle breached the terms and conditions of parking which were clearly and prominently displayed on our car park signs. These terms and conditions were agreed by the driver when your vehicle was parked on private land. We, therefore, had reasonable cause to obtain your details from the DVLA as you were the Registered Keeper of the vehicle at the time of parking.

Highview Parking Ltd do not know the name and address of the driver. We therefore invite you, the Registered Keeper, to pay the Parking Charge or provide us with the name and current address of the driver so that we may write to them and request payment; and you should also pass this notice to the driver.

In accordance with the Terms and Conditions agreed to when your vehicle parked on our Client's property, the payment of £90 is required within 28 days from the date of this Notice. We will accept the reduced amount of £30 if payment is received within 14 days of the date of this Notice.

7/10
07/10/2019
16:48 16:48
16:48 16:48

Operating in accordance with the British Parking Association's Code of Practice.



PLEASE SEE OVERLEAF FOR DETAILS ON HOW TO PAY, OR MAKE A REPRESENTATION



VAT Number: 916 1466 30

Parking Charge Notice (PCN) issued by Highview Parking (taken over by GroupNexus UK) to a consumer (car park user) in violation of the terms and conditions on the car park signage.

The consumer name and address has been masked to ensure user privacy and maintain confidentiality.

HOW TO MAKE A PAYMENT

All payment methods can be made 24 hours a day, 7 days a week.

ONLINE: highviewparking.edcap.com

BY TELEPHONE: Credit/Debit cards via our automated payment line on 03330066114

BY POST: Cheques or Postal Orders to: PO Box 3573, Barnet, EN5 9QA, accompanied by the payment slip below.



APPEALS AND COMPLAINTS PROCEDURE

Whilst we take great care to ensure that our information is accurate, we appreciate that errors can occur and therefore investigate representations promptly. If you feel that the Charge Notice has been issued incorrectly or should have been addressed to someone else, you may appeal to us. Appeals Section, PO Box 3573, Barnet, EN5 9QA.

Please ensure you state your charge reference number, your registration number, and state clearly why you feel the Charge Notice should not have been issued or made a representation.

If you wish to appeal against this Charge Notice, you should submit your case in writing within 28 days from the date of this Notice being issued. We aim to write back to you within 10 working days, but certainly no more than 30 days after your representations have been received. We will hold any action on your Charge Notice until we have replied to your representations.

Where our client's property is located in either England or Wales, should your appeal be rejected, we will provide you with full details of how to appeal your notice through POPLA, the independent adjudication service. If you decide to appeal through POPLA and your appeal is unsuccessful then you will lose the opportunity to pay this Notice at the reduced rate.

HOW TO CONTACT US

BY TELEPHONE: Monday to Friday between 09:00 am - 17:00 pm on 0333 939 0108

BY POST: Appeals Department, PO Box 3573, Barnet, EN5 9QA

BY EMAIL: highviewparking@appealpcn.co.uk

DATA PROTECTION ACT

Your information is confidential and is subject to the Data Protection Act.

This Charge Notice has been issued for the reasons set out overleaf, giving reasonable cause to apply to the DVLA for details of the registered keeper.

If you believe your details have been used inappropriately, you should notify us immediately and can notify the DVLA or Information Commissioner by writing to Customer Services Manager, DVLA, Swansea, SA1 2EE / The Information Commissioner's Office, Wycliffe House, Water Lane, Wimborne, Cheshire, SK9 5AF.

CHARGE NOTICE PAYMENT SLIP

PLEASE SEE OVERLEAF FOR PAYMENT INFORMATION

TO:
Highview Parking Ltd
PO Box 3573
Barnet
EN5 9QA

Charge Notice Ref No: 17621
Vehicle Registration: BF13LXM

I enclose with this payment slip a cheque /
postal order for the full amount due of £90
payable to: Highview Parking Ltd

A RECEIPT WILL NOT BE ISSUED UNLESS REQUESTED.

Please write the charge notice number on the reverse of the cheque / postal order.

RETURN THIS COUNTERFOIL WITH YOUR PAYMENT TO ENSEURE NO FURTHER ACTION IS TAKEN.

The back-side of the PCN letter detailing how to make a payment and appeal for further investigation, if the consumer wishes to.

PARKING CHARGE NOTICE (PCN) NOTICE TO KEEPER (NTK)



Arrives Today
Arrives Tomorrow
Arrives Next Week
Arrives Next Month
Arrives Next Year

Issue Date (posted): 29/01/2020

PCN Ref No: 648163

VRM (Registration No.): BF13LXM

Vehicle Make: Toyota

Vehicle Model: Auris

Contravention Date: 25/01/2020

Contravention Time: 16:41

Site Name & Location:

135 Wright Street, 135
Wright Street,
Birmingham, B109RP

Contravention (Reason for issue):

Parked without
displaying a valid
permit

Period of Parking (occurred between the times stated below):

From: 16:38:51
To: 16:40:54

Failure to make payment within 28 days of the issue date of this Notice will result in the full charge of £100 being plus additional costs incurred through debt collection, legal action and court action. Where debt collection costs are incurred, the full amount of the PCN up to the value of an additional £600.00 where court action is taken, additional charges and interest may be incurred on the payment of a Court Order may affect your credit rating and history.

If the issue date of this notice we do not know both the name and current address for the service for the driver and the registered keeper of the vehicle you are not entitled to:

- ① Pay the unpaid Parking Charge.
- ② Remove the vehicle to another place.
- ③ Change address for service of the notice by following the instructions in Section C and current address for service of the notice by following the instructions in Section C on the reverse of this notice.

If you do not wish to pay the full amount of the issue date of this notice, please provide relevant details by following the instructions in Section C on the reverse of this notice to provide relevant supporting evidence.

Please be aware that if after the period of 28 days beginning with the day after the issue date of this Notice, the amount of the unpaid parking charge specified in this Notice and not paid by the consumer, the amount of the unpaid parking charge will be passed to the relevant debt collection agency. The debt collection agency will then be entitled to take action against the driver for the debt. The notice will be deemed to have been received by you on the second working day after the issue date stated above unless the contrary is proven.

Please see reverse of this notice for more information on what to do next, including how to appeal.

EuroParking Services Ltd | Registered in England & Wales | Company Registration Number: 09370159 | Registered Office: Office 2, 51 Pinfold Street, Birmingham, B2 4KT

Parking Charge Notice (PCN) issued by EuroParking Services Ltd.



Dave

"Estate Manager"



Frank

"Site Owner"



Abigail

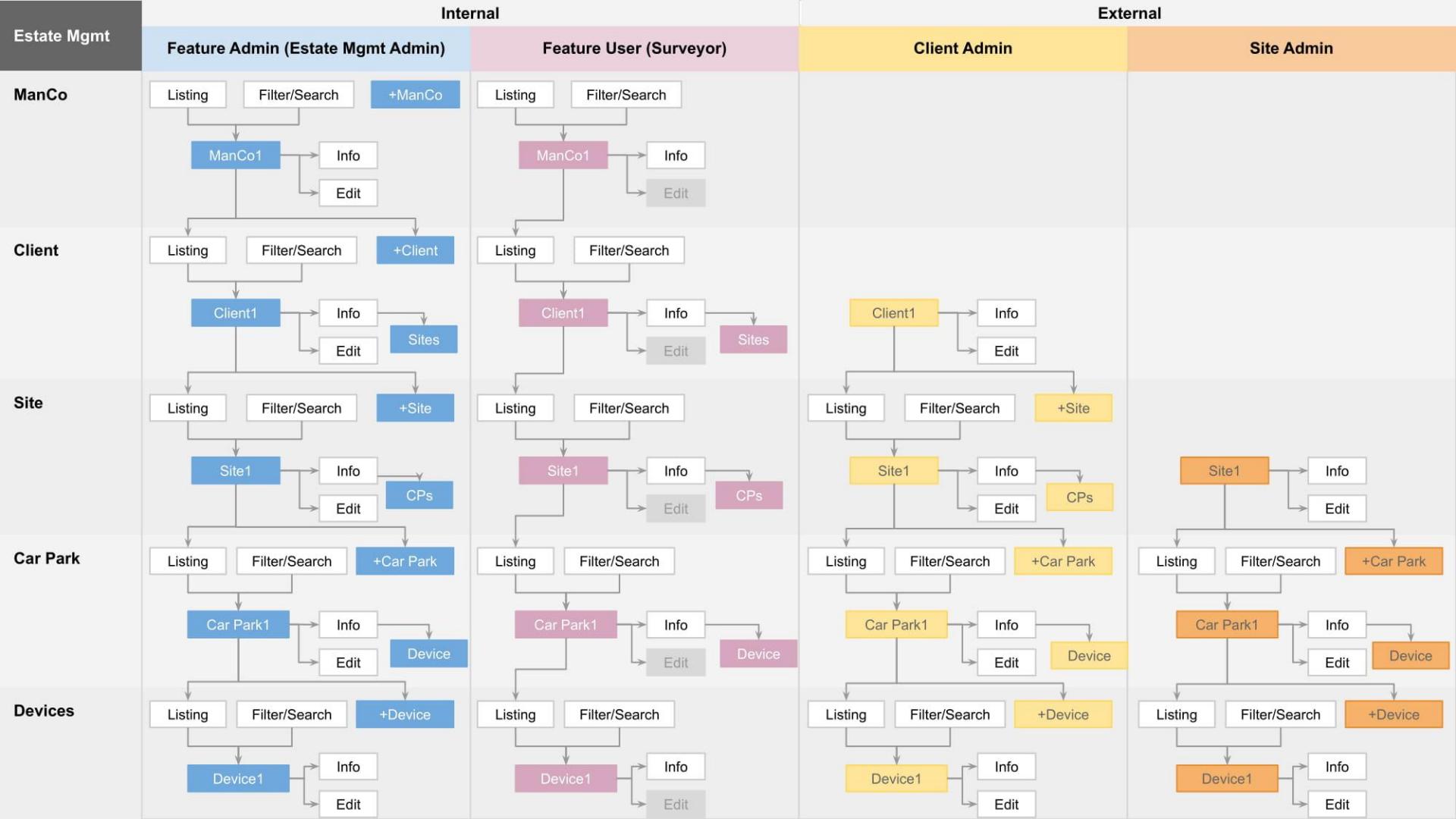
"Picture Checker"

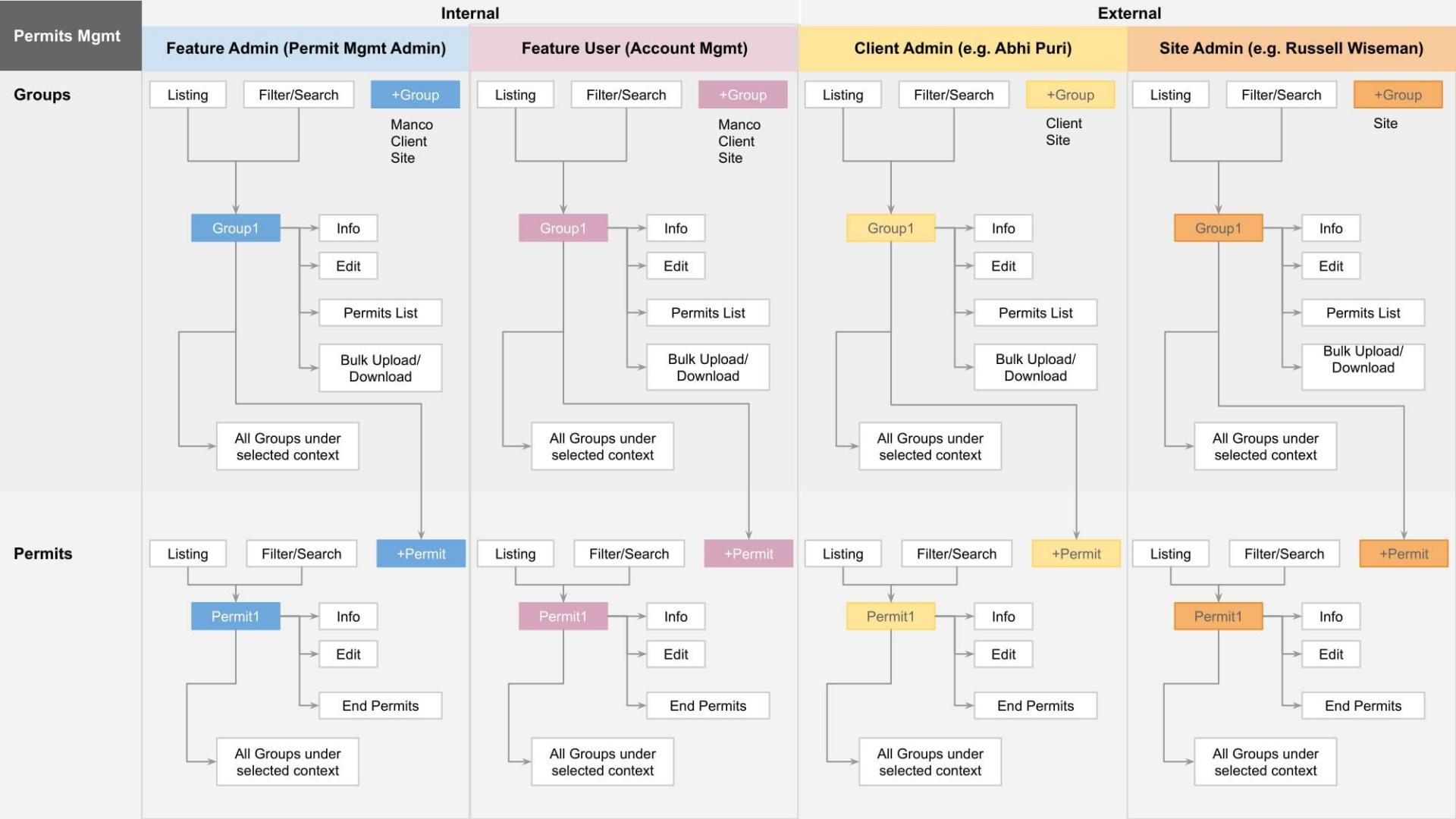


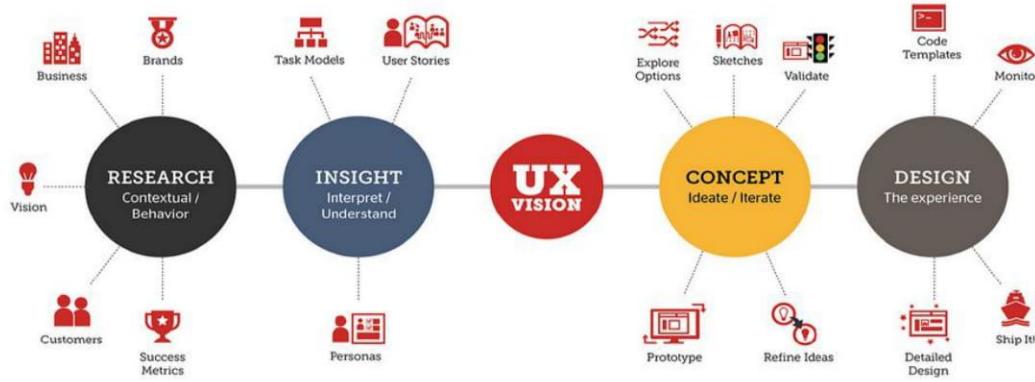
Sally

"Picture Checker Reviewer"

UNDERSTANDING THE PERSONAS & USER FLOWS







USER EXPERIENCE STRATEGY, DESIGN CONCEPTS

Estate Management



+ Manco

ManCo

Clients

Sites

Car Parks

Devices

No. of Groups

+ Client



7

9

Scalable Navigation

- Across products/offerings
- Act as accordions
- Ability to expand and view the labels



+ Manco



ManCo

Clients

Sites

Car Parks

Devices



Manco Name



CPI CP Plus Ltd (BL)



GroupNexus



Highview Parking



No. of Clients

No. of Groups

+ Client



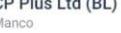
7

9

Top Persistent Links & Actions

- Consistent place to take page level actions (filter, search and add an item)
- Breadcrumbs to navigate to inner pages

Filters Applied

 CP Plus Ltd (BL) Manco	 British Land Client	 Roadchef Client	 MOTO Frankley North Site
---	--	--	--

Manco Name ▾

No. of Clients ▾

No. of Groups ▾

 CP Plus Ltd (BL)	14	+ Client (i) L
 GroupNexus	12	7
 Highview Parking	13	9

Data Display

- List view with pre-canned list of columns
- On-demand context-sensitive actions
- Filtered views (applicable to page level)

Groups

GroupNexus
B E T A

ManCo Client Site

Group Name Status ManCo

GroupNexus Staff Active GroupNexus

Site Contractor Staff Inactive CP Plus

Right Panel

- Consistent experience for viewing details and acting upon
- Wizard approach for heavy-duty forms
- Tabbed views for details
- Sticky button bar

Add Group

Group Level Selected Car Parks Group Details

ManCo Client Site

Search Client

All Clients (235)

3 Selected Clients

Client A (15 Sites)

Client B (9 Sites)

Site 1	<input checked="" type="checkbox"/>
Site 2	<input checked="" type="checkbox"/>
Site 3	<input type="checkbox"/>
Site 4	<input type="checkbox"/>
Site 5	<input type="checkbox"/>
Site 6	<input checked="" type="checkbox"/>
Site 7	<input type="checkbox"/>
Site 8	<input type="checkbox"/>
Site 9	<input type="checkbox"/>

Client D (5 Sites)

Groups



ManCo

Client

Site



Group Name

Status

ManCo



GroupNexus Staff

Active

3



Site Contractor Staff

Inactive

1

Add Permit



Permit Details

Permit Applicability

Permit Details

Title*

Mr

First Name*

Type

Last Name*

Type



Blue Badge Holder

VRM*

Type

Permit Duration 

Default Permit Duration

1 Year

0 Months

0 Days

0 Hours

0 Mins

Start Date*

29/01/2020



Start Time*

13:30



End Date

28/01/2021

End Time

13:30

Next



Groups



ManCo

Client

Site



Group Name

Status

ManCo



GroupNexus Staff

Active

3



Site Contractor Staff

Inactive

1

Add Permit



Permit Details

Permit Applicability

Permit Timings*

Start Time

11:30

End Time

14:30

Duration

6 Hours

Active On*

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

Car Parks Allowed*

Car Park A



Car Park B



Car Park C



Car Park D



Car Park E



Back

Add Permit



Estate Management

[ManCo](#)[Clients](#)[Sites](#)[Car Parks](#)[Devices](#)

Car Park Name

Status

Site Name

Client Name

[Tesco Car Park A](#)● Active

Whiteley Shopping Center

British Land

[Car Park Northend](#)● Active

MOTO Frankley North

MOTO



Add Car Park



Import Timing Settings From

Select Car Park

Timing Settings

Mon

Tue

Wed

Thu

Fri

Sat

Sun

Bank Holidays

Open Timings*

00:00 to 23:59 10 Mins

Consideration Period

Enforcement Timings*

Full Day Duration 00:00 to 23:59

Grace Period*

Staff 10 Mins General Visitor 10 Mins Blue Badge 10 Mins

Free Period*

Per Visit Per Day 00:00 to 23:59

 No Return to Car Park

Duration

Rest of the Day

1 Hrs

Custom Override

Back

Next



	ManCo	Clients	Sites	Car Parks	Devices
	Device Name	Device Type	Status	Site Name	
	North A Entry Camera	Camera	● Active	Whiteley Shopping Centre	

	Payment Console 1	Payment Console	● Active	Whiteley Shopping Centre
--	-------------------	-----------------	----------	--------------------------

North A Entry Camera ● Active X

Device Details Car Parks Assigned

Camera Details

Camera Name*

North A Entry Camera

Camera Type*

Digital

Analogue

Make*

Camera Make

Model*

Camera Model

External Reference*

123943

Installation Date*

02/01/2020



Warranty Expiration Date*

02/01/2025

Serial Number*

C194302

Authentication Token*

ABC123456CED7890

IP Address*

12.34.56.78

Facing Direction*

North

Default Direction*

North

Activation Date

02/01/2020

Activation Time

10:30



Deactivation Date

02/01/2022

Deactivation Time

10:30



Notes

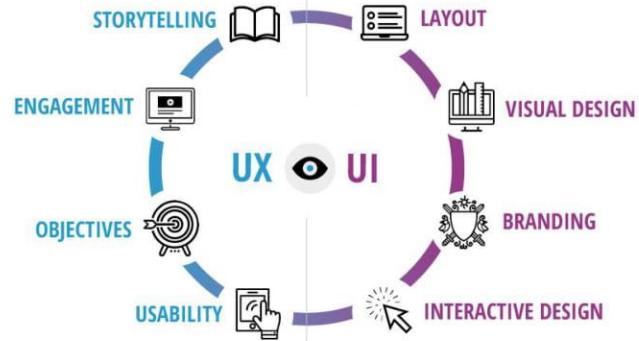
Type

Deactivate Device

Close

Edit

USER EXPERIENCE USER INTERFACE



USER INTERFACE DESIGNS



Intelligence

Insight

Incentive



Movements

452,892 +12%

Visits

211,564 +7%

PCN

343 -2%

Filters Saved

Mercedes & BMW

23,032 Movements | 10,463 Visits | 145 PCN

Only British Land

23,032 Movements | 10,463 Visits | 145 PCN

Cars Red Tesco Colidale

23,032 Movements | 10,463 Visits | 145 PCN

Citroen C4

23,032 Movements | 10,463 Visits | 145 PCN

Mercedes

23,032 Movements | 10,463 Visits | 145 PCN

Sedan

23,032 Movements | 10,463 Visits | 145 PCN

Red

23,032 Movements | 10,463 Visits | 145 PCN

Petrol

23,032 Movements | 10,463 Visits | 145 PCN

Audi

23,032 Movements | 10,463 Visits | 145 PCN

Only British Land

23,032 Movements | 10,463 Visits | 145 PCN

Tesco Colidale

23,032 Movements | 10,463 Visits | 145 PCN

Citroen C4

23,032 Movements | 10,463 Visits | 145 PCN





Filters Applied

Sedan
148 In
60 Out

[View Vehicles](#)

Coupe
196

Yellow
199

Pay by Visa
201

Petrol
226

Electric
199

[+5 Filters](#)

MOVEMENTS

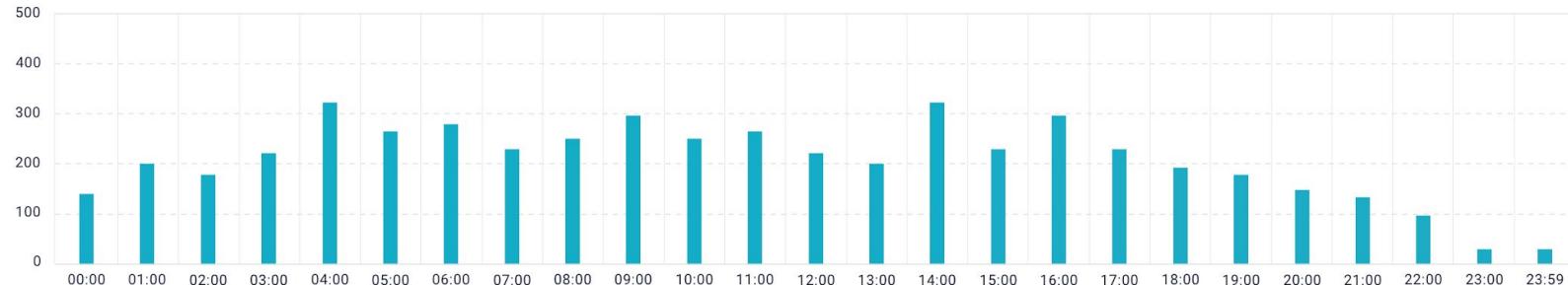
VISITS

VEHICLES

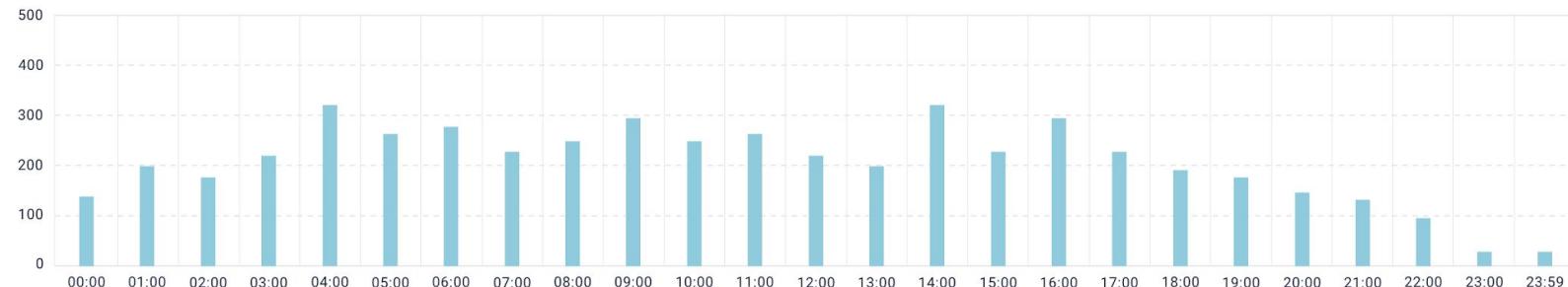
Total Movements **5,049**



Movements in **2,563**



Movements out **2,563**





MOVEMENTS

VISITS

Total Movements 5,049



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**MOVEMENTS****VISITS**Total Movements **5,049****IN**00
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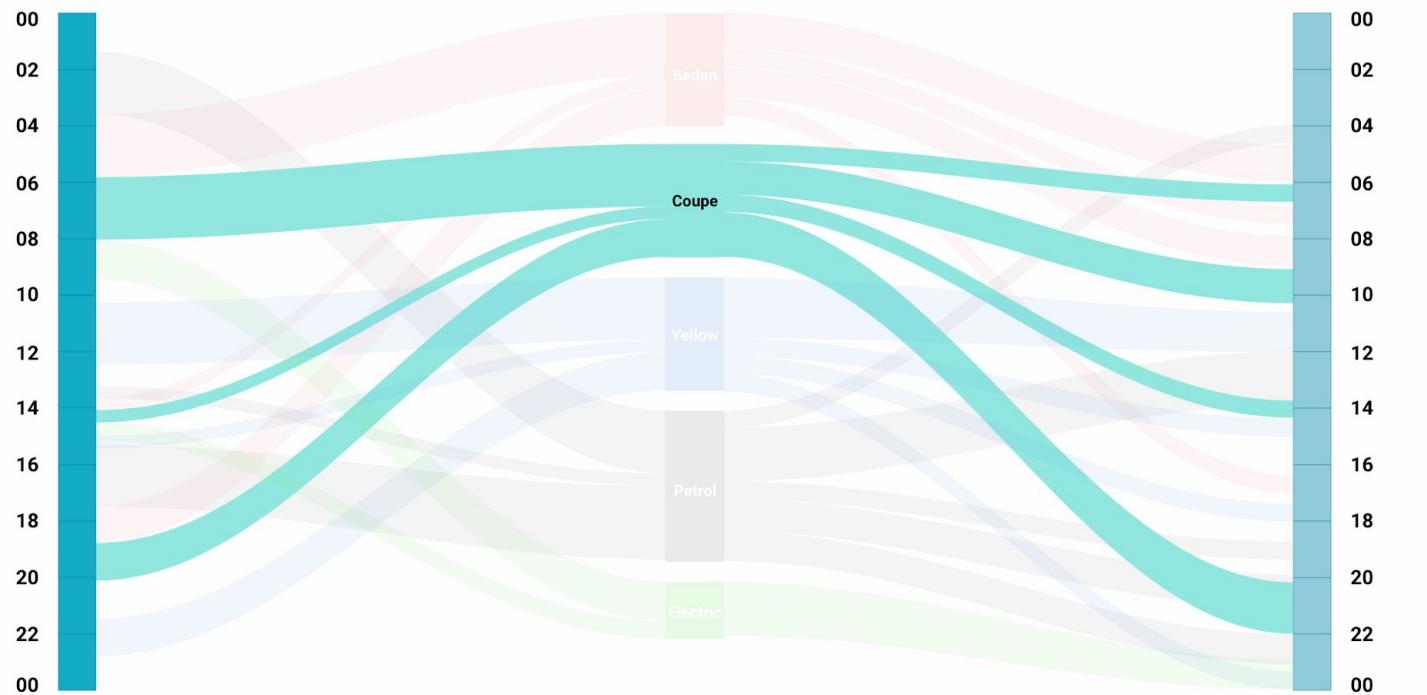
Sedan

Coupe

Yellow

Petrol

Electric

OUT00
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Filters Applied



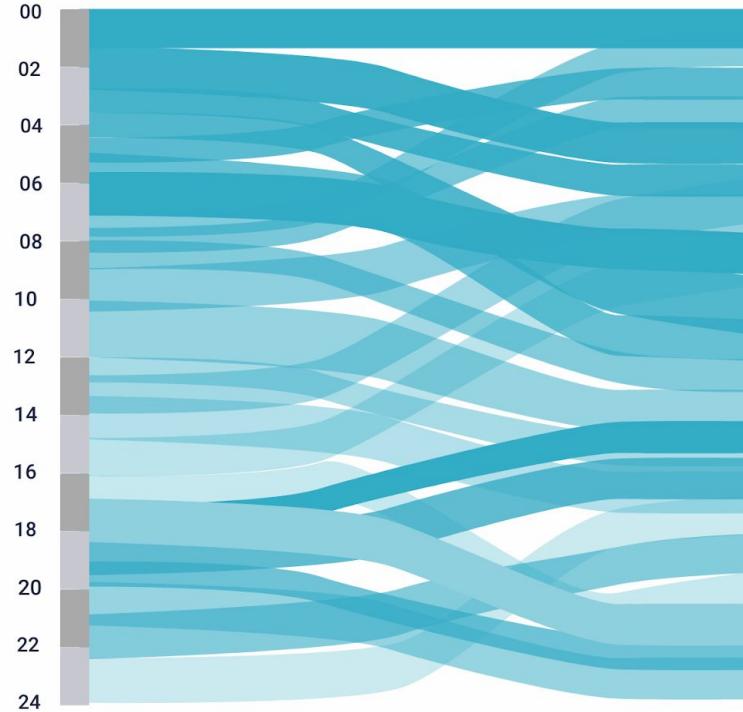
MOVEMENTS

VISITS

Total Movements 5,049



IN



Sedan

Hatchback

Coupe

SUV

Pay by Visa

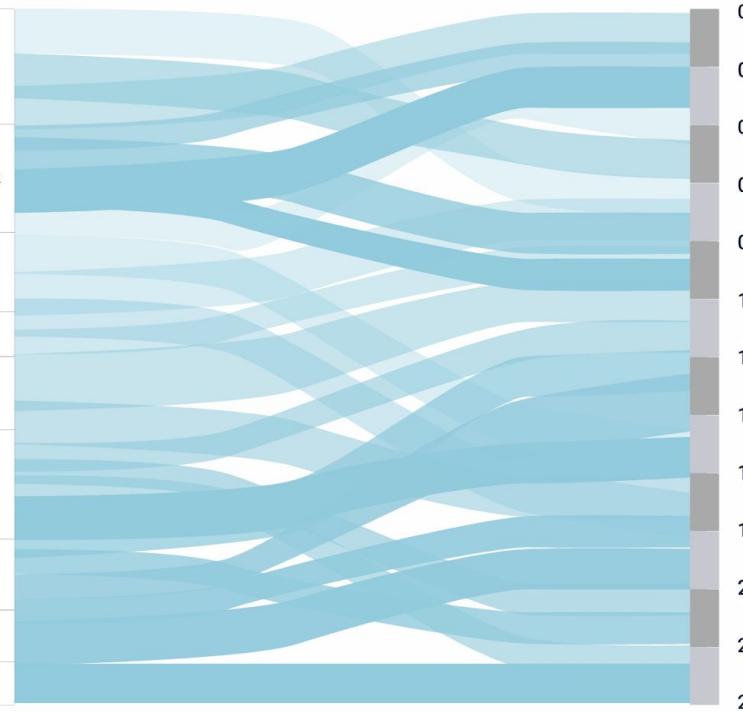
Petrol

Electric

Diesel

Yellow

OUT





Site



Activity

Time

Dwell Time

Occupancy

Frequency



Car Parking



Car Parking



Settings



Profile



Ferrari



BMW



SUV



Red



Yellow



Electric



Petrol



Diesel



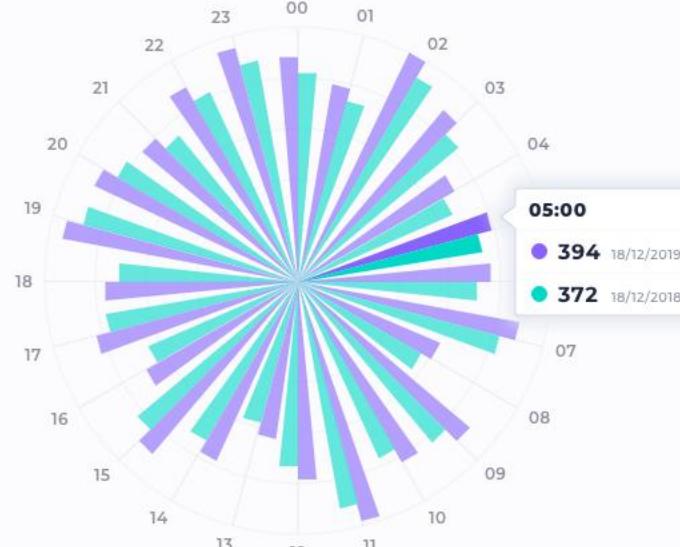
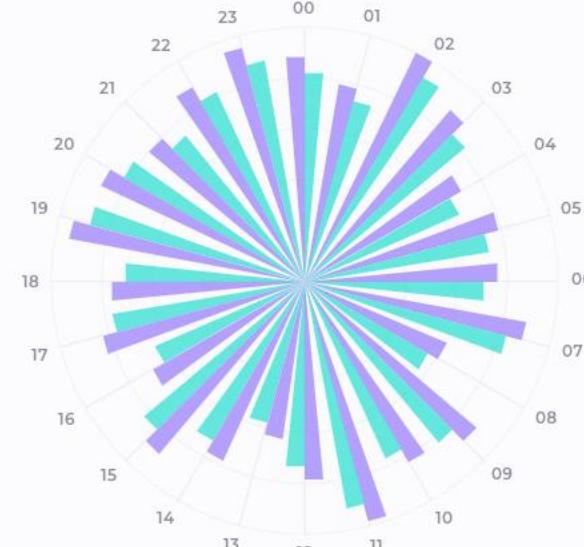
Pay by Visa



+5 Filter

Movements

Visits

Total Movements 5,120 / 5,049**Movements In 2,563 / 2,526****Movements Out 2,563 / 2,526**

My Reports

Activity

Dwell Time

Occupancy

Frequency

Picture Checker >

Permits >

Enforcement >

All Sites >

Settings

Profile

Ferrari

BMW

SUV

Red

Electric

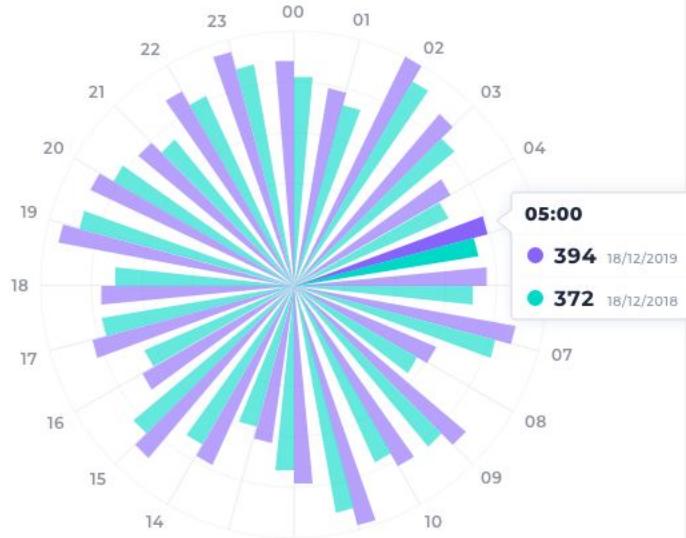
Petrol

Diesel

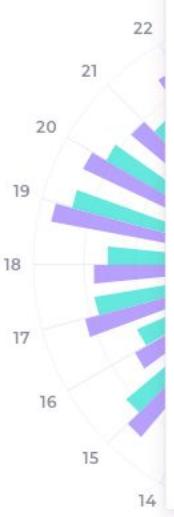
Pay by

Movements

Visits

Total Movements **5,120 / 5,049**Movements In **2,563 / 2,526**

Movements Out



Today

Weekly

Monthly

Period 1

Start
05-05-2019End
11-05-2019

Period 2

Start
05-05-2019End
11-05-2019

May 2019

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

 Select specific time slots

+ Add new slot

Apply

My Reports

Activity

Dwell Time

Occupancy

Frequency

Picture Checker >

Permits >

Enforcement >

All Sites >

Settings

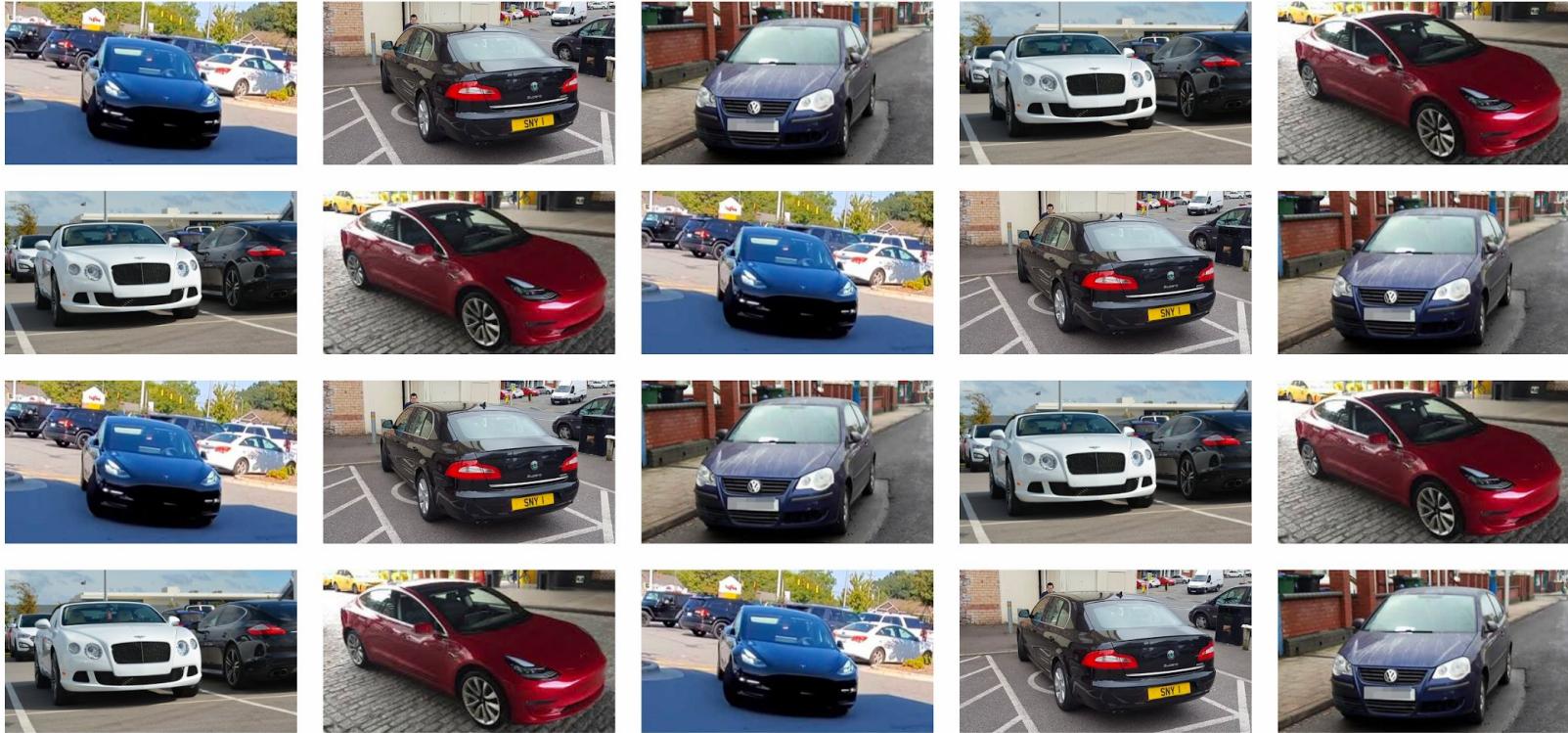
Profile

**Movements**

Visits

Total Movements 5,020 / 5,049





Thank you