



THE HILLINGDON HOSPITALS NHS FOUNDATION TRUST

Bespoke Solution across a Multi-Site



One of our private car park operator clients approached us for a bespoke solution on their multi-site, The Hillingdon Hospitals NHS Foundation Trust in Northwest London. The Trust made significant investment in a 'pay on exit' (barrier) parking solution a few years ago. At the end of the contract the machines were no longer usable due to breakdowns and ultimately resulted in poor end-user experience for hospital visitors, patients and staff. The NHS Trust then opted to install Cale MP P&D terminals as well as deploy Pay by Phone across their car parks. These 'coin only' P&D terminals alongside network/signal issues in their car parks meant the car park users did not have the 'ease of use' as a compliant requirement on a robust & reliable P&D integrated solution.

IPS Group, UK met with the Trust and via a series of consultative discussions made notes of the issues & challenges on their existing P&D estate. IPS Group then put together a bespoke P&D solution to meet the Trust's needs & budget. Our Revolution™ MP retrofit kits have been installed as 'coin & card' enabled and with a truly roaming 4G SIM. The first batch of the MP retrofits were commissioned at the start of the new year and in the first month alone, over 86% of total P&D transactions were made via card payments (contactless including digital wallets such as ApplePay & GooglePay). The remaining retrofits have been commissioned earlier this month and we are very proud to be a part of this prestigious P&D upgrade project.

The Hillingdon Hospitals NHS Foundation Trust is very satisfied with this cost-effective, in-situ retrofit solution that IPS UK have offered. Not only this has eliminated waste (re-using existing P&D casing) but also as part of our fully integrated P&D solution, IPS Group have replaced all ageing, outdated components with the latest hardware & firmware. To add to this, our state-of-the-art back-office Data Management System enables the client to have real-time visibility on all operational & financial data at a click. Our truly intelligent & integrated P&D solution has had a positive impact on their on-site Team as they can now patrol car parks at ease whilst guiding car park users to the robust & reliable P&D terminals across their estate.

Sue Bolt, Head of Parking at The Hillingdon Hospital NHS Trust added

"Our customers were enduring a miserable experience with only being able to use cash and pay by phone. The Cale machines were becoming unreliable and the solution offered by IPS has considerably improved customer experience."

Pictured: Rahul Kedia, Regional Sales Director IPS Group, with Ivan Neykov, Deputy Facilities Manager

