
DELIVERING STATE OF THE ART FACILITIES MANAGEMENT SOLUTIONS

CASE STUDY

An aerial night view of a city, likely New York City, showing a highway and surrounding buildings. A network of glowing blue lines and dots is overlaid on the image, suggesting a digital or data-driven theme.

servest



Servest's Parking Solution Offering

Servest is an integrated facilities solutions company that provides solutions to enable clients to effectively manage their facilities, while improving the client's triple bottom line. Since its inception, in 1997, Servest has introduced several innovations to transform the way in which business is done in the facilities management sector. From parking innovations to improve the customer experience, the provision of cloud-based revenue flow management systems that tracks all parking transactions remotely, space management and planning innovations to identify cost efficiencies and real estate needs, to the introduction of drone technologies to improve virtual monitoring in maritime, Servest has been at the forefront of innovating different areas in the facilities management sector.



Since 1999, Servest has been providing and managing parking solutions for clients, which include leading listed blue-chip clients. The company has introduced several systems based on cutting-edge technology in its clients' garages or parking spaces. The nature of parking services has changed in light of the risks and protocols that the Covid-19 pandemic have brought to businesses, and state of the art technologies are becoming the new order of the day, not only as a response to the Covid-19 pandemic, but to provide innovative, convenient, and effective solutions to enable ease of access and security for clients and their clients.



Using technology and innovation to raise safety standards, increase efficiency, and reduce costs

With this in mind, Serveset has invested in and taken the lead in developing new technologies that are being implemented in the parking garages it manages. The technologies allow for the introduction of cashless and ticketless systems, for accurate, real-time reporting on revenues; and for centralised control rooms, which reduce staffing and operating costs.

These new systems support clients in a specific area of their businesses – parking – through introducing systems that can manage revenues and mitigate risks and, at the same time, allow for Covid-19 compliance access and exit procedures. The reduction in staffing and operating costs and the improvement in overall service levels and efficiency will benefit clients who are struggling in these difficult economic times.

Touch-free, ticketless parking

The Covid-19 pandemic has placed new pressures on the facilities management industry, with organisations struggling to meet their triple bottom line targets and, at the same time, having to stick to health and safety protocols. The days of entrance paper ticket collection and exit pay station cash payments in parking garages are limited. They are unsafe in terms of infection and disease transmission prevention and deficient in service level and cost limitation. Serveset has invested more than R5 million over the last 10 years in developing systems that can cut costs and raise efficiency and, more recently, of systems that are cashless and remove the need for human contact of any kind required in the Covid-19 world.

No need to stop on your way in, and out, of the parking garage

Servest has invested in the development of KaChing™, a touch-free, cashless payment system that allows for vehicle registration plates, linked to credit cards, to be entered on an app and which will allow customers to drive in and out of parking facilities without stopping to take a ticket on the way in, or to make a payment on the way out. The system monitors occupancy and revenue in real-time and reports them to the client. Valuable marketing information can be gleaned from observing the parking habits of customers.

KaChing™ can be used for Tenant Monthly Parker Management as a self-service portal. This parking solution has transformed the customer experience of the way parking is done. Clients can pre-book parking and use enhanced features that not only reduce shrinkage through control of tenants (centrally) but also provides auto-generated statements for tenants. KaChing™ also integrates into other third-party software and enables a revenue share on a transactional basis including integrating the system with loyalty programmes.

In addition to Kaching, Servest has partnered with Zapper, a leading app-based payment platform, to launch the “first to market” Zapper QR code-based payment optionality through the Designa operating system. Since the introduction of the Zapper, Servest has experienced an exponential uptake in the utilisation of the Zapper solution, resulting from its seamless offering and improved customer experience.

Manage revenue flow and fee collection to reduce risks

Servest also offers clients a parking revenue management solution called Nozy Parker. This is a cloud-based, paperless reporting system that tracks all parking transactions remotely. The platform creates smart, automated workflows linked to non-conformance and real-time reporting that is available to clients in real-time. Nozy Parker offers tech-enabled cost reductions and enables the effective management of internal risk around parking revenues or shrinkage.



Centralised control rooms improve service levels and reduce overheads

Servest has conceptualised and is finalising development on a Centralised Parking Control Centre which has been designed in a way that multiple facilities can be controlled from a central point. This is another innovation from Servest, and through its implementation we will look to reduce overheads, improve operational efficiencies, and have a resultant positive impact on revenue. Through this, the Designa parking systems and pay points deployed in Servest-managed facilities can be controlled from a central point, removing the need for on-site controllers. Resources are shared and costs reduced with the aim to improve the triple bottom line.

The central control room will allow for the management of KaChing™ payment systems as well as the existing Zapper from a central point.

Space management software

During the Covid-19 induced lockdown a shift towards remote working emerged and consequently building occupancy was affected. Servest had to think innovatively to design agile solutions in response to the pandemic and building management software is one of the solutions that the company introduced during this period. The software has been crucial for identifying cost efficiencies and forecasting future real estate needs. The buildings management software utilises current usage data such as building occupation levels and the distribution of occupation in the building to determine buildings efficiencies. It is an important aspect for landlords to incorporate in their space planning strategies and space management applications.

While sub-letting was one solution to deal with occupancy issues, it also presented some new challenges, such as the bulk collection of utility bills. This is where the Internet of Things (IoT) solutions comes into the picture. A crucial part of the Servest offering includes smart meter solutions which helps to seamlessly manage and accurately apportion the correct amounts of water and electricity consumption to each tenant.

Innovations in maritime operations

Servest's innovative offering spans across sectors, including innovations in the maritime sector, where the company has introduced autonomous shipping and Virtual Reality (VR) technologies to enable clients to realise significant cost savings in maritime. Servest has in particular witnessed successful ship to shore deliveries via the use of drone technology, which effectively eliminates the need for hiring expensive boats for the same task. The drone technology offering also plays a vital security role, acting as additional surveillance for stowaways.

Autonomous ships have significantly improved operations and made them much safer. The use of these innovations in the maritime sector has also had a positive impact on clients' bottom-line and improved operations at ports, where the inflow and outflow of ships is much safer.

4IR-based solutions are the next step

An area that will receive greater attention going forward will be the adoption of Fourth Industrial Revolution (4IR) solutions to Facilities Management situations.

New technologies will be integrated into existing services and solutions which will improve output and support while minimising duplication and reducing costs. Online reporting and support and new payment technologies are among the services to be rendered.

Servest has transformed its operating model and effectively geared up for the 4IR to deliver cutting edge facilities management solutions to enable better efficiencies for clients, while doing so remotely.

With a focus on technological infrastructure and its capabilities, driving smart deployment of technology and the development of integrated facilities management solutions that improve efficiencies, enhance the user experience and reduces costs, Servest aims to leverage the power of technology to support clients in their growth strategies as the next phase in innovations – 4IR is upon us.

The facilities management industry will never be the same

Servest's innovations have disrupted the parking management, the maritime and revenue flow management for real estate forever. The biggest emerging trend in the facilities management industry is the integration of different operational platforms, operated from a central online point. The ability to effectively integrate new technologies into operations, thereby reducing costs and improving efficiencies will be vital going forward.

Servest's innovations are unique in the industry. These innovations have enabled the growth of the company, and that of its clients, and in turn improving the client's triple bottom line through operating cost reductions.

Get in touch

We look forward to meeting with you and partnering with your business, to help you deliver on your strategic vision.

info@servest.co.za | 0860 22 55 84 | www.servest.co.za

The logo for Servest, featuring the word "servest" in a white, lowercase, sans-serif font. The letter "v" is stylized with a small triangle above it. The background of the entire advertisement is a dark blue aerial view of a city at night, with a network of glowing white lines connecting various points, suggesting a global or interconnected system.