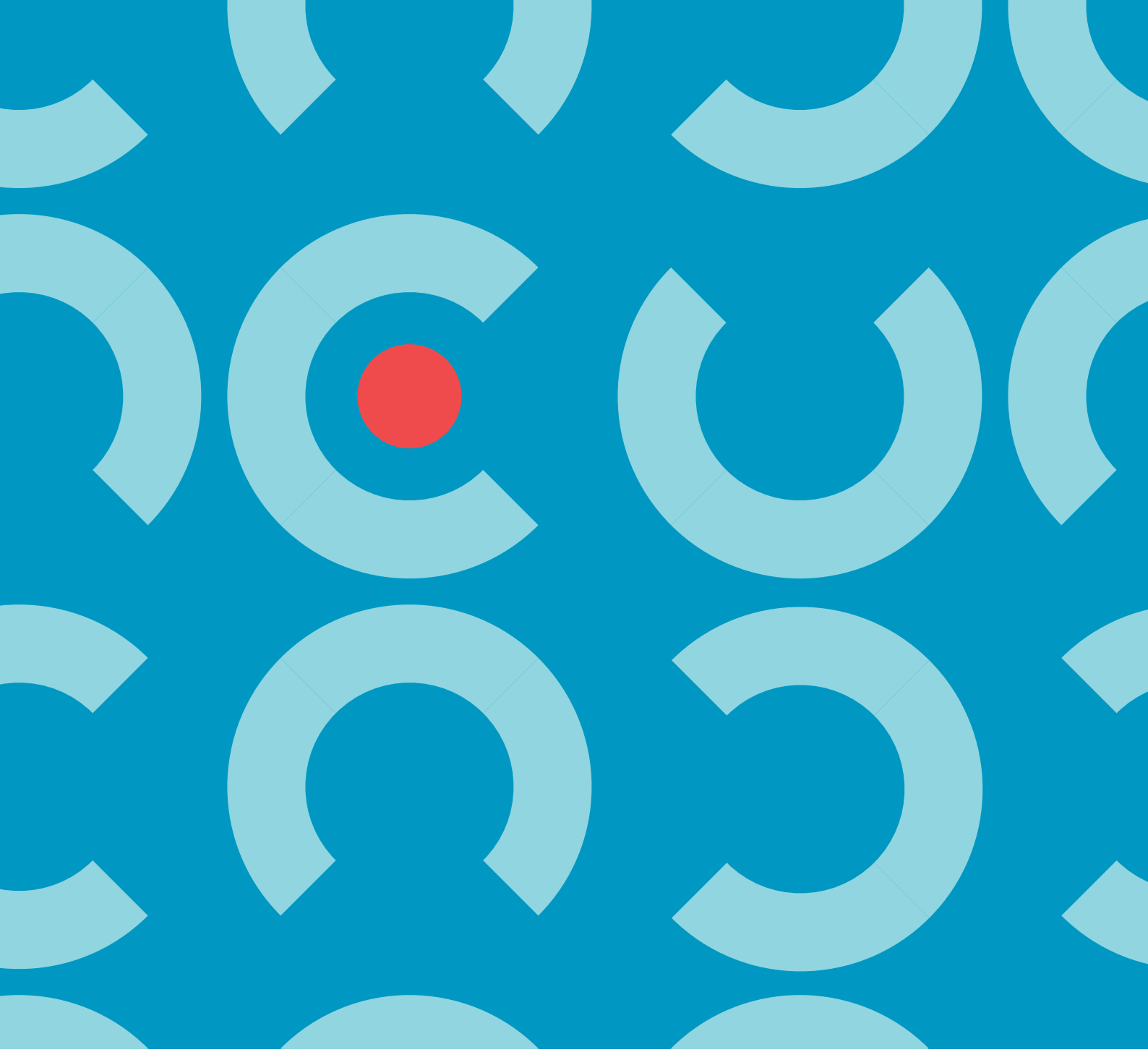


Project Implementation Plan

Nine steps to a successful implementation of the Capacity Platform

cegeka

creating capacity

Index

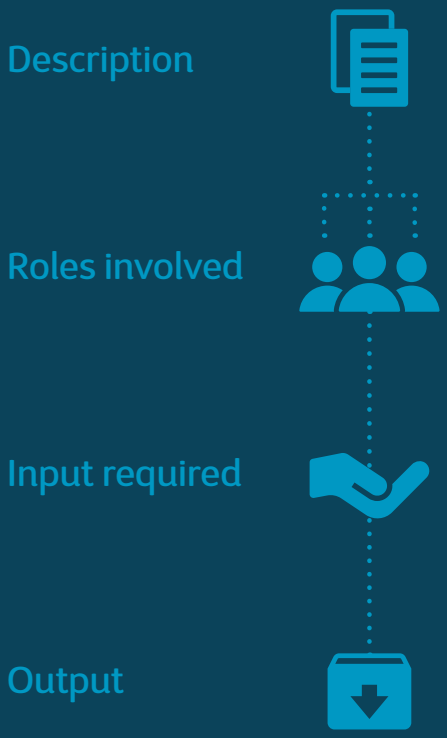
Introduction

In order to ensure that the implementation process of the Capacity Platform runs as smoothly as possible we have a Project Implementation Plan in place. This plan gives you an insight in the different steps of the process and helps you to identify all necessary preparations and actions associated with the implementation.

Unlock operational excellence and smooth parking experiences.

Implementation plan

Our Implementation Plan consists of nine steps. With each step comes specific information about people, resources, input, and output.



1 Fit gap analysis

Description
As a first step, the business problems of the current solution or the the requirements for the new solution are analyzed. What are your organization's needs? Which requirements are available? We will match the answers to the features available in our Capacity Platform.

Roles involved
The fit gap analysis is performed by the Cegeka Capacity product team and one of our parking hardware specialists.

Input required
To perform a thorough analysis, the following documentation will be very helpful to match our solution with your requirements:

- Groundplan of your parkings current or future parking locations.
- As-is description of your current solution including hardware overview of barriers, loops, loop detectors, ANPR camera's, payment stations, access device readers, intercoms, and so on.
- List of requirements of the current and future parking solution.
- Description of different foreseen users.

Output
The first outcome of this analysis is a requirements matrix which will be the base of the project scope.
Based on this, a value proposition is created including a draft pricing proposal with a draft of the bill of materials for possible required hardware. We always strive to reduce complexity and to use a minimal amount of hardware. We think in digital solutions – we add intelligence by using state of the art technology.

2 On-site visit & quickscan

Description
After an approval to proceed with a final pricing offer, an on-site visit & quickscan is planned at the location. This visit is intended to clarify any open questions and to determine the exact hardware to support all user journeys at your facilities. We will do a final check of the bill of materials including the hardware that is required for all possible entries and exits, and required infrastructure (power supply, network connections, etc.).

Roles involved
The quickscan is performed by the Cegeka Capacity product team and one of our hardware specialists. During their visit they would like to consult with your facility team, your or our hardware partner, and/or the local hardware installation partner.

Input required
To finalize the requirements overview and the bill of materials the following artefacts will be used:

- Initial Bill of materials.
- Requirements matrix from the fit gap analysis.
- An overview of the current hardware including an electricity and network plan (if available).

Output
The value proposition, including pricing proposal and bill of materials, is updated based on the on-site visit and quickscan with a final price quotation as a result.

3 Ordering & installation hardware

Description
After the final approval, project sign-off, the necessary hardware will be ordered and installed at your parking facility.

Roles involved
Finalizing the bill of materials is the responsibility of the hardware partner and the Cegeka business development team. After that, the designated hardware partner will order and deliver the actual hardware (barriers, loops, loop detectors, ANPR camera's, barrier island, Capacity edge computer, and so on). The actual installation of the hardware is handled by a local hardware installation partner, under the supervision of the selected hardware partner.

Output
Installation of the local hardware such as barriers, detection loops, ANPR camera's, access terminals, payment kiosk and Capacity screens.

4 Platform & infrastructure setup

Description
This task is twofold. On the one hand the infrastructure for the hardware is configured. Everything is accessible for the customer on premise. And Cegeka has remote access in order to do the initial backoffice setup, and give support in a later stage.
The second part is setting up the backoffice system. Together we configure the entire parking location(s) in the Capacity backoffice. Some test accounts for customers and renting organization(s) are created in order to fully test the system in the next phase.

Roles involved
Our hardware specialist will provide the infrastructure setup.
And Cegeka's product team will take care of the platform setup In cooperation with selected employees of your organization.

Output
A working Capacity backoffice that can be further configured by you and your tenants. It is connected to all local hardware such as barriers, detection loops, ANPR camera's, access terminals, payment kiosk and Capacity screens.

5 Training AI ANPR model

Description
In contrast to traditional optical character recognition (OCR) based technologies, Capacity uses artificial intelligence to perform the automatic number plate recognition (ANPR). This way, the system keeps learning and improving itself with every implementation of a new location. Our neural network is generally applicable for all types of ANPR / infrared cameras and is capable of learning affine transformations, such that it can automatically rotate and/or stretch the license plate if necessary. To make sure the model runs smoothly on the new location(s) for each project, it is trained with a dataset of actual number plate images from the specific locations/facilities.

Roles involved
Cegeka's Capacity hardware specialist and data scientist will take care of training the AI ANPR model.

Output
A fast and reliable AI ANPR model that is much more accurate (> 99% successrate for recognizing number plates) than most current ANPR systems that are based on OCR technology.

6 Testing

Description
When the platform is configured and the infrastructure setup is completed, the testing phase can start. There are three different testing phases:

- System testing
- End-to-end testing
- User acceptance testing

Roles involved
The Capacity development team, Capacity product team, customer administrator and renting organization(s) administrator will be involved in the various testing processes.

Input required
A full list of test scenarios that will be executed in the back-office system and for each parking facility, including:

- Various types of users (administrator, tenant, employee and visitor).
- Access rules for the various entries and exits at the parking facilities.
- Various access devices that can be used to enter and exit the facilities (ANPR, badge readers,...).
- Entry and Capacity terminals to provide real-time information about the capacity.
- Payment kiosks to test payments and pricing.
- Reporting suite and invoicing information.
- External systems connected to the Capacity Platform.

Output
The output of this phase will be an updated test report and an OK for the go live that will be scheduled after the test phase.

7 Training & handover

Description
Besides receiving the Capacity user manual as documentation, the key users of the Capacity Platform receive training. During this phase we also set up the reporting support governance in order to have everything up and running for the nest step: go live.

Roles involved
The Cegeka Capacity product team will train the key users of your organization and if relevant the key users of renting organizations as well.

Output
The output of this phase will be an OK for the Go Live.

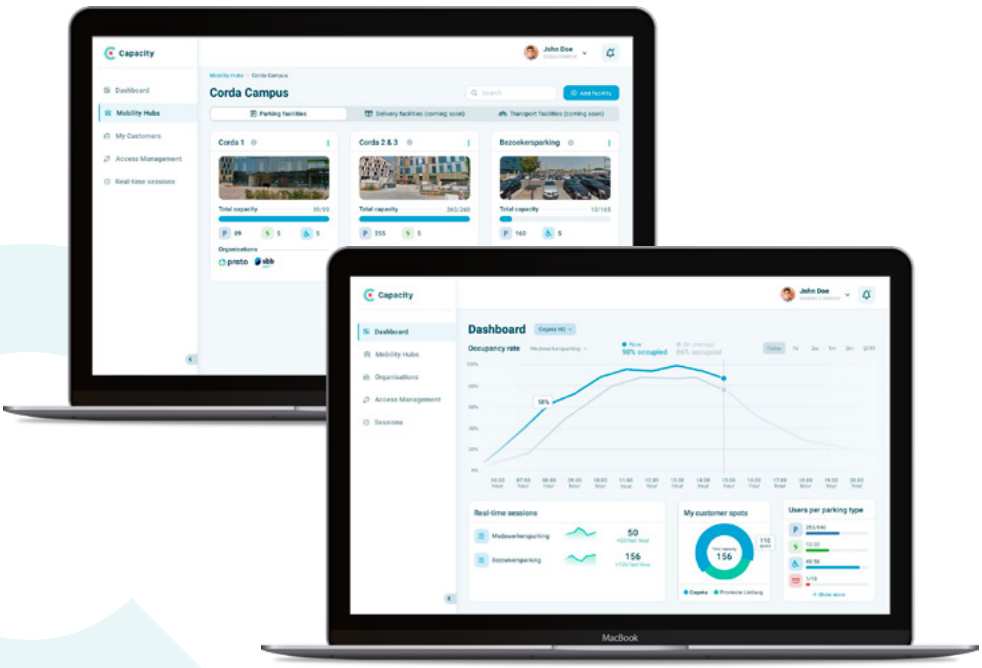
Introduction

Implementation plan

8 Go Live

Description

The system is ready to be fully used by your organization, renting organizations and end-users.



9 Aftercare

Description
Depending on the service agreements, certain levels of support are available from the moment of go live. Standard we deliver support on work days during office hours, proactive monitoring of the Capacity Platform included.

Roles involved
Support processes will be handled by the Capacity incident manager, the development and product team, customer care support team and/or the facility manager.

Output
Incidents will be resolved in a swift and correct manner.

Contact us

Do you want to unlock the true potential of your assets and join the evolution towards mobility hubs? Send an email to:

creatingcapacity@cegeka.com

WWW.CEGEKA.COM/CAPACITY