

Agility supports Q-Park's commitment to quality in parking



**"Agility does everything, and it has the ability to grow with our business."
Tony Hamilton, Facilities and Property Manager, Q-Park Ltd.**

19th May 2006: SoftSols Group, a leading provider of maintenance management software, today announces that Q-Park UK Ltd, part of the innovative European car parking organisation the Q-Park Group, has purchased its web-based maintenance management system – Agility. Agility will support Q-Park in delivering its exceptional quality of service to its UK customers.

Q-Park UK operates 62 car parking sites across the country, providing spaces for 45,000 vehicles. With operations spanning airports, rail terminals, city centres and NHS trusts, it is one of the UK's leading car parking organisations.

Using Agility, Q-Park site managers will be able to log and raise work orders, which will be out-sourced centrally to a network of national contractors. A total support package will allow Q-Park to build an organisation-wide picture of its facilities, monitoring equipment and analysing the performance of contractors. The reliability of Q-Park's barriers, pay stations, CCTV, lighting, lifts, air-conditioning, IT equipment and welfare facilities is paramount for maintaining its high standards, and in providing a consistent experience across all car parks.

Tony Hamilton, Facilities and Property Manager for Q-Park explains:

"Since Agility is fully configurable, the system was designed to meet our specific needs. It is easy to use, does everything and has the ability to grow with our business. Agility will help us to cut administration, gain the best possible value from our contractors and increase the reliability of our equipment. It all adds up to a better experience for our customers, and reflects what Q-Park stands for – Quality in Parking."

Q-Park has grown rapidly in the UK during the past four years, building new sites and refurbishing existing ones. Maintenance had been carried out by individual site managers using external local contractors on an ad-hoc basis, with an internal group system listing assets, their likely maintenance requirements and approximate associated costs, provided the only company-wide view. The system was merely capturing data, rather than providing the means to manage and control assets and facilities.

David Hipkin, Managing Director of SoftSols Group concludes:

"Because Agility is web-based, it is a powerful tool in helping organisations like Q-Park to maximise control and visibility of their assets across a number of widely-dispersed sites. Agility will help Q-Park achieve a consistent standard, maximise its revenues and provide the level of customer service it requires to continue its rapid growth."

About SoftSols Group

SoftSols Group has an established 22 year track record within the maintenance management sector. The company's market-leading maintenance management products are used by a wide range of customers in a diverse spread of industries across the World, including PZ Cussons, Unilever, Wellstar Hospital Group, D. S. Smith, Hanson Building Products, National Exhibition Centre, Barbican, OCS and Emcor.

Agility is the company's next-generation maintenance management product that provides a cost-effective route for businesses to tailor the maintenance function to meet their exact needs. Real-time operational data, key performance indicators and schedules are accessible through browser technology, providing businesses with a complete overview of their work processes.

**For more information, please visit:
www.getagility.com**

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About the Q-Park Group

The privately owned Holland-based Q-Park Group operates car-parking facilities across seven European countries, providing some 180,000 parking spaces.

The entire Q-Park Group has a reputation for exceptional quality standards at all its facilities, led by superior levels of customer service and an innovative approach to exterior and interior car park design.

About Q-Park UK Ltd

Q-Park Ltd, part of the Q-Park Group, is one of the UK's leading car park operators. With 62 car-parking sites housing some 45,000 parking spaces throughout the UK, Q-Park operates across a wide cross section of the parking market – at airports, rail terminals, in city centres and NHS Trusts.

Commitment to quality has earned Q-Park Ltd a host of industry awards, including Car Park of the Year and Best Car Park Refurbishment, and it is the only car park operator to have won a RoSPA Health & Safety Award. Q-Park Ltd holds 55 ParkMark Safer Parking Scheme accreditations and is the first UK parking operator to receive nine European Standard Parking Awards (ESPA). The company's dedication to quality was also recognised in a recent nation-wide car park survey carried out on behalf of AA Insurance, where two Q-Park car parks – Liver Street, Liverpool and Criterion Place, Leeds – featured in the top ten.

www.q-park.co.uk



Softsols Group

Tel: +44 (0)1924 200344
Fax: +44 (0)1924 200418
Email: info@softsolsgroup.com

Matrix House, Bradford Road,
Wrenthorpe, Wakefield,
WF2 0QH, UK



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