

PARKOPS CORP

OVERVIEW 2016

OUR DNA



PARK OPS CORP. HAS CREATED SYSTEMS TO MANAGE
AND SUPPORT ALL SORT OF ENTERTAINMENT VENUES:

FROM A SINGLE HOSPITALITY LOCATION

RESTAURANTS & HOTELS,

THEATER PRODUCTIONS

MUSEUMS

OR COMPLEX MULTI-SITES AMUSEMENT PARK
OPERATIONS.

OUR DNA



COMBINING THE INTRINSIC KNOWLEDGE OF PARK OPERATIONS AND SOFTWARE SOLUTIONS OF PARK OPS SYSTEMS IS AN ADVANTAGE FOR ANY ENTERTAINMENT OPERATOR.

OUR TEAM MEMBERS HAVE BEEN A CRITICAL SUPPORT PIECE FOR PROGRAMING FOR MANY OTHER INDUSTRIES, BESIDES THE ENTERTAINMENT INDUSTRY:

WE HAVE PROVIDED SERVICE TO SOFTWARE INTEGRATORS, SOFTWARE SOLUTIONS FIRMS, BANKING AND FINANCIAL INDUSTRY, CONSTRUCTION, MANUFACTURING AND MANY OTHERS.

FROM DESIGN TO OPERATIONS

PARK OPS CORP IS A SUBSIDIARY OF IMMERSIVE PLANET, INC., A LEADING DESIGN COMPANY:

IN OUR SUPPORT OF IMMERSIVE PLANET'S DESIGN REQUIREMENTS, PARK OPS SYSTEMS HAS CREATED MULTI-SITE MANAGEMENT SYSTEMS TO MANAGE ARCHITECTURAL AND CONSTRUCTION PROCESSES. OUR SYSTEMS WILL INTERACT WITH WORLDWIDE BASED VENDORS TO MANAGE DELIVERABLES, TRANSPORTATION LOGISTICS AND CUSTOMS REQUIREMENTS.



AREAS OF SERVICE

OPERATIVE DESIGN

SECURITY

MANAGEMENT SYSTEMS

TRAINING AND OPERATIONS MANUALS

TICKETING

CRM – CUSTOMER RELATIONSHIP
MANAGEMENT

ON-GOING SYSTEMS SUPPORT

CRISIS MANAGEMENT PLAN

OPERATIONS MANAGEMENT

MANAGEMENT PRACTICES AUDITING

TRAINING

CONSULTING

UPGRADE MANAGEMENT SYSTEMS

THIRD PARTY SOFTWARE PROGRAMING



OPERATIVE DESIGN

A large crowd of people is gathered at an outdoor event, possibly a festival or fair. The scene is filled with people of various ages and backgrounds, many wearing hats and casual clothing. In the background, there are structures, including a building with a sign that says 'Coca-Cola'. The image is overlaid with a semi-transparent dark filter, and the text 'OPERATIVE DESIGN' is prominently displayed in white, bold, sans-serif font on the left side.

OPERATIVE DESIGN

Integrated design of the plan of operations of our projects:

- Security
- Management Systems
- Training and Operations manuals
- Ticketing
- CRM
- On-Going Systems Support
- Crisis management plan



Our many years of experience in operations field of different leisure concepts, not only allows us to develop the optimal operational plan for any project, but also consider the park operation if demanded.



SECURITY

SECURITY SYSTEMS ARE KEY FOR ANY ENTERTAINMENT VENUE

PARK OPS WILL INTEGRATE “BEST OF BREED” MARKET APPLICATIONS WITH YOUR MANAGEMENT AND OPERATIONS SYSTEMS ALLOWING:

REMOTE OPERATION CONTROL

REDUNDANCIES

THIRD PARTY MONITORING

RECORD KEEPING APPLICATIONS

SEAMLESS OPERATION = MAXIMUM SECURITY



MANAGEMENT SYSTEMS

INTEGRATION OF ALL MANAGEMENT CRITICAL CONTROL AREAS INTO ONE SYSTEM THAT PROVIDES ONE VISION OF THE OPERATION.

PARK OPS PROVIDES FROM STAND ALONE SOLUTIONS, TO INTEGRATED CLOUD BASED SERVICES CUSTOM MADE TO YOUR OPERATIONAL NEEDS.

MANAGE SALES, INVENTORY, SCHEDULING, TRAINING MODULES AND ALL OTHER MANAGERIAL TASKS ON REAL TIME FROM ANYWHERE.

TIER ACCESS TO ALLOW SENSITIVE DATA USE BY THE APPROPRIATE PERSONNEL.

CUSTOM MANAGEMENT SYSTEM CREATED BASED ON OPERATIONS MANUAL OF VENUE



TRAINING & OPS MANUALS

ONLINE TRAINING SYSTEM

LOWERS COSTS AND SIMPLIFIES TRAINING

RECORD PER EMPLOYEE AND TASK

SCORE KEEPING FOR HUMAN
RESOURCES VALUATIONS

EASY TO ADD NEW MODULES OR UPDATES

HUMAN RESOURCES EMPLOYMENT TOOL

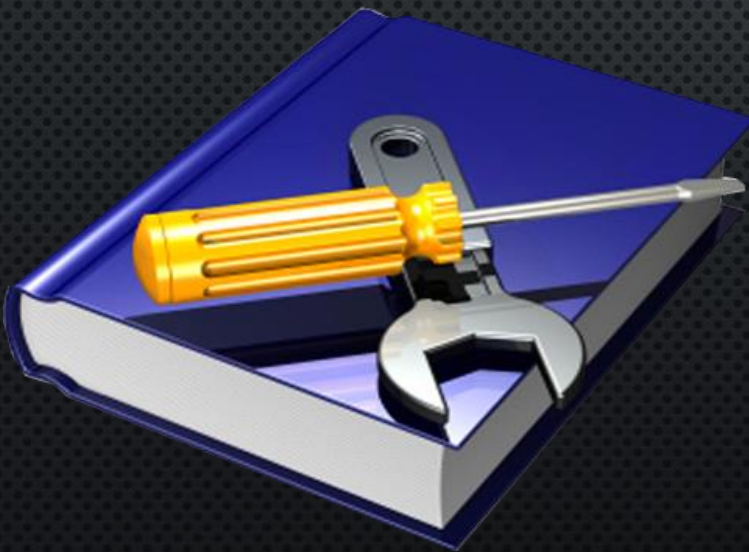
OPERATIONS MANUALS ONLINE

ALLOW EASY ACCESS PER EMPLOYEE FOR
ANYWHERE

MAINTENANCE TASKS RECORD KEEPING

KEEPS RECORD KEEPING OF ACCESS BY
EMPLOYEE

TASK OR EMERGENCY ALERT SYSTEM FOR
MANAGEMENT



TICKETING

INTEGRATED TICKETING SYSTEM
EASE OF PURCHASE AND USE BY VENUE CLIENTS

REGULAR AND VIP TICKETS PER HOUR OR PER DAY

INTEGRATION OF ONLINE -APP, SOCIAL MEDIA, WEB - & TICKET COUNTER

ALLOWS FOR EASY PROGRAMING OF DISCOUNTS, PACKAGES OR ONLINE PROMOTIONAL FEATURES.

REPORTING OF SALE PER HOUR, DAY, OR AS NEEDED.

EASY VENDING KIOSK APPLICATION FOR OUTSIDE BOOTH SALES AT AN EVENT, SHOPPING MALL OR INTEGRATION WITH OTHER SYSTEMS.

FULL INTEGRATION WITH MANAGEMENT SYSTEM



CUSTOMER RELATIONSHIP MANAGEMENT



CRM

CUSTOMER PROFILE

CRM ACCESS TO ONLINE CHAT/CALL FROM WEB SITE

TRACKING DATABASE OF CALLS & NATURE OF REQUESTS

ONLINE

ONSITE

REPORT MECHANISM PER NATURE OF REQUEST

ANALYTICS OF REQUESTS AND TIME TO RESOLUTION

CUSTOMER SATISFACTION METRICS AND REPORTING

MANAGEMENT ALERT SYSTEM



ON-GOING SYSTEMS SUPPORT

ONLINE 24 HOURS SERVICE SUPPORT

UPGRADES AND UPDATES AS REQUIRED FOR
MAINTENANCE AND SUPPORT

REVIEW OF CRITICAL APPLICATIONS WITH LOCAL
MANAGEMENT PERIODICALLY

HARDWARE INSTALLATION AND MAINTENANCE OR
SECOND LINE OF SUPPORT FOR LOCAL INSTALLER



CRISIS MANAGEMENT PLAN

DEFINE MANAGEMENT SYSTEMS ALARM LEVELS BASED ON PRIORITY AND FUNCTION.

LEVELS: LOW, PRIORITY AND CRITICAL.

OPERATIONS PLAN AS DESIGNED FOR EACH VENUE'S CRISIS MANAGEMENT MANUAL WILL BE AUTOMATED AND SYSTEM INTEGRATED TO ENSURE THAT INTERCOMMUNICATION IS AUTOMATICALLY ENGAGED:

PROPER SYSTEMS WILL BE SHUTDOWN

TEAM MEMBERS WILL BE ALERTED TO THEIR FUNCTION AND PLACE BASED ON LEVEL ALERT

PROPER AUTHORITIES AND EMERGENCY RESPONSE UNITS WILL BE NOTIFIED AUTOMATICALLY BY SYSTEM



OPERATIONS MANAGEMENT



OPERATIONS MANAGEMENT

PARK OPS PROVIDE CONTINUOUS MANAGEMENT SUPPORT AS NEEDED

- CONSULTING FOR VENUE MANAGEMENT
- AUDIT SERVICE & QUALITY CONTROL PROGRAMS
- IN VENUE TEMPORARY MANAGEMENT RESOURCES
- ADAPTING OR INTEGRATING NEW ACTIVITIES, GAMES OR ANY OTHER PROGRAMS TO THE VENUE'S MANAGEMENT SYSTEM.



OPERATIONS MANAGEMENT

TRAINING

PARK OPS CREATES TRAINING PROGRAMS FOR NEW ACTIVITIES, ATTRACTIONS, EXPERIENCES OR ENTIRE PARK VENUES.

INTEGRATION OF TRAINING MODULES WITH MANAGEMENT SYSTEM.

PARK OPS TRAINERS EXCEL IN LOCAL TRAINING SUPPORT FOR LOCAL MANAGEMENT ENSURING HIGHEST TRAINING STANDARDS ARE MET.



Operations

OPERATIONS MANAGEMENT

UPGRADE MANAGEMENT SYSTEMS

PARK OPS WILL AUDIT YOUR VENUE MANAGEMENT SYSTEM AND PROVIDE EFFICIENCIES BY UTILIZING NEW MANAGEMENT METHODS, UPGRADE SYSTEMS OR TRAINING OF YOUR LOCAL PERSONNEL.

THIRD PARTY SOFTWARE PROGRAMING

PARK OPS SOFTWARE ARCHITECTS WILL REVIEW YOUR EXISTING SYSTEMS AND PROVIDE SOLUTIONS TO MAXIMIZE EFFICIENCIES AND INTEGRATION OF NEW APPLICATIONS WHILE MINIMIZING INVESTMENT.

