Archkey/Mona

Powering business operations at scale with streamlined fleet management

Background

Archkey/Mona is an industry-leading electrical, technologies, and specialty systems service provider. They've been involved in many major projects including a comprehensive renewal of the historic Capital Cannon House and the audio, visual, and safety installation for the Smithsonian National Museum of African American History and Culture to name just a few.

With over 150 service technicians on staff, Archkey/Mona utilizes a fleet of over 250 vehicles to handle hundreds of service requests.

"Our service department mostly works within Washington D.C., which means they do a lot of street parking," explains Cora Haines, the Corporate Insurance Coordinator who is also in charge of managing Archkey/Mona's large number of company vehicles.

Adopting B2B digital parking to streamline operations

In the D.C. area, the vast majority of on-street parking is pay-to-park, which created numerous logistical challenges for Archkey/Mona's team. Parking receipts and tickets were all processed manually, with data kept in a spreadsheet.

ParkMobile was adopted in 2011 in Washington D.C. as the city's digital parking partner. Since a single driver expense sheet can take upwards of 20 minutes to fill out, Archkey/Mona's team saw an opportunity to streamline their fleet management by collaborating with ParkMobile on a B2B digital parking solution.

The implementation moved quickly and was fully up and running by fall 2012. Since implementing ParkMobile's B2B solution, all parking transactions within the city are consolidated into a single monthly statement.

ArchKEY SOLUTIONS
M MONA ELECTRIC

Archkey/Mona by the numbers

250+
Vehicles

400+
Monthly transactions

150
Service technicians

Streamlining parking experiences and vehicle management

The adoption of ParkMobile for Business has been a resounding success, simplifying the parking experience for both drivers and the fleet management team.

Haines particularly enjoys the streamlined process of onboarding new technicians and vehicles. When adding new drivers, Haines simply enters the driver's email, mobile number, and vehicle information into the ParkMobile for Business Portal, which automatically prompts the driver to download the app. Friction points are rare, and ParkMobile makes it obvious to users what information may be missing for them to get started.

> "ParkMobile's expense management is very user-friendly, it takes no time to get a vehicle and driver set up on the system, and even our least tech-savvy drivers have used it with minimal issues."
>
> **Cora Haines**
> Corporate Insurance Coordinator, Archkey/Mona

It's made life easier for drivers as well thanks to ParkMobile's user-friendly features. "When drivers go to park they don't have to put in their credit card information, just the zone number, which makes it really convenient for them," Haines explains. Since jobs usually last from 4 - 6 hours, drivers frequently need to extend parking time, which they can do remotely from the app.

In the off-chance a driver is unable to set up parking themselves, Haines can enter the zone number and start a parking session remotely to avoid disruption. "Honestly, the biggest issue we've had with ParkMobile is drivers forgetting their password," Haines laughs. "But all I have to do is go in and reset it for them and it's all good to go."

Keeping operations running smoothly with proactive support

Haines praises the ParkMobile for Business team as always being helpful and quick to address issues when they do arise. "Most of the time if I have a support issue I use an online chat and the problem is fixed within 15 minutes," she notes. "And if for some reason that doesn't work, they'll quickly send me to the right department to get it resolved."

Archkey/Mona will only get larger, with a recent acquisition adding another 40 vehicles to their already sizable fleet. Haines never hears complaints about ParkMobile from technicians and is thankful that they can continue to help Archkey/Mona's parking scale together with the business.