

MSX™ Multi-Space Parking Kiosk

Many private operators face challenges with their existing (aging) payment kiosks: power issues, clear instructions, payment integrations, and - most importantly - connectivity. The quality of your parking kiosk plays a huge role in revenue, compliance, and complaints. IPS developed MSX, a multi-space parking kiosk, to simplify the user experience and increase revenue through convenient, contactless, and mobile parking payments.

If the parking pay station is unintuitive or inaccessible, customers simply won't use it - that's a big risk. With evolving, new digital systems, operators must weigh the cost of upgrading to an expensive kiosk or letting old equipment expire. Facing that common challenge, one of IPS's clients (a West Coast private operator) decided to make the switch to MSX.

Spoiler: Within 3 months, the client's monthly kiosk transactions tripled!

CHALLENGE: Disconnected Hardware and Inaccessible Support



Connectivity is a persistent challenge for smart parking meters. The client reported frequent connectivity issues with their previous vendor. When smart parking systems go offline, they cannot generate revenue. This connectivity issue resulted in kiosk payments representing less than 10% of all transactions.

Beyond the low usage rates, connectivity problems also created operational headaches and customer complaints. Making matters worse, the previous vendor was difficult to reach for support, whether by phone or through their ticketing system.

SOLUTION: Unbeatable Hardware Quality and Hands-On Support



MSX is equipped with 4G LTE wireless technology, adapts to changing network conditions, and has advanced connectivity features that ensure reliable performance. MSX solar-powered parking meters were installed in less than 30 minutes, and the clients were very positive about the change, saying:

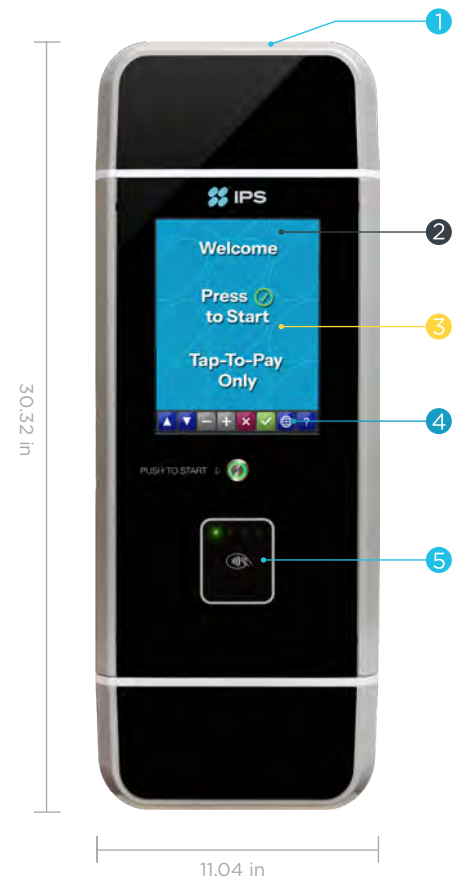
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It was quite honestly the simplest install and deployment we've ever had. IPS did it all for us, and it was a wonderful experience. If we call IPS, somebody will pick up the phone immediately. The support aspect alone is reason enough for anybody to move over because you just don't get that with other vendors. We've had no connectivity problems, no staff issues, no complaints.”

MSX has a user-friendly, full-color touchscreen that self-guides users through digital payments in multiple languages. By centralizing digital options in a single kiosk, MSX lets users choose what's easiest for them, including contactless tap to pay, text-to-pay, mobile app integrations, and more.

Compared to their old hardware with very low usage, the client saw a huge shift, saying, **“I think because it's so easy to use, people choose MSX over the other forms of payment.”** The end result? A better user experience and increased compliance.

Within 3 months, kiosk transactions tripled at the client's parking lot; improving from 6.9% of all payments to 22.2%. By the end of the fifth month, users chose the MSX kiosk 28.7% of the time!



- 1 Solar Panel (AC Option Available)
- 2 Vibrant Full-Color Display
- 3 Modern Touchscreen
- 4 Multi-Language Support
- 5 Contactless Payments



User-Friendly



Future-Ready



Modular



Power-Efficient



For more information on the IPS Fully Integrated Smart Parking Ecosystem, please contact us.

Schedule a Q&A:
877.630.6638 | [ipsgroup.com](https://www.ipsgroup.com)

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