

TAILWINDS

THE UI FOR AI

BUILT ON  **Amazon Bedrock**
POWERED BY  **IBM watsonx Assistant**



ParkStashTM

ParkStash, a leading provider of digital parking management solutions, serves various industries including multifamily residential communities, universities, and commercial properties. Their platform combines digital permits, automated enforcement, and parking access control to streamline parking operations. Looking to enhance their B2B SaaS offering, ParkStash sought to integrate advanced AI capabilities to automate key processes and improve customer experiences.

By partnering with Innovative Solutions and using its Tailwinds software, ParkStash transformed their platform with intelligent automation, resulting in enhanced operational efficiency and improved customer satisfaction. The implementation of AI-powered features has positioned ParkStash at the forefront of parking management innovation.

BUSINESS OBJECTIVES

1	Automate the permit reservation process to reduce manual processing time
2	Implement AI-driven support ticket resolution for faster customer service
3	Streamline enforcement processes through intelligent automation
4	Enhance overall user experience for property managers and end-users

THE CHALLENGE

ParkStash faced increasing demand for their digital parking management solution, but manual processes were limiting their ability to scale efficiently. Property managers were spending significant time processing permit applications and responding to support tickets, while enforcement teams needed a more streamlined way to add additional enforcers, access historical permit data, and coordinate their activities.

The company recognized that maintaining their high customer satisfaction rates and impressive ROI metrics would require intelligent automation to handle routine tasks.

THE SOLUTION

Innovative Solutions used Tailwinds, its AI workflow automation platform, to build AI software running on Amazon Bedrock using IBM watsonx Assistant, resulting in four enhancements to ParkStash's application:

Permit Reservation Automation

- ✓ Integrated Amazon Bedrock with Claude to process natural language permit applications
- ✓ Implemented intelligent form filling and validation
- ✓ Created automated approval workflows based on predefined rules

AI-Powered Support System

- ✓ Enhanced the ticket routing and response system leveraging IBM watsonx Assistant software running on AWS
- ✓ Integrated historical data analysis for context-aware responses
- ✓ Implemented automated follow-up and satisfaction tracking

Enforcement Automation

- ✓ Utilized watsonx Assistant to assist users with enforcement scheduling and coordination
- ✓ Implemented automated permit history analysis
- ✓ Created real-time notification systems for enforcement teams

TRANSFORMING THE CUSTOMER EXPERIENCE

The implementation of Tailwinds has revolutionized ParkStash's operations and service delivery. Property managers now spend significantly less time on routine tasks, while end-users enjoy a more seamless parking management experience.

KEY RESULTS

50% reduction in permit processing time

70% decrease in support ticket resolution time

60% improvement in enforcement team efficiency

30% increase in platform scalability

CUSTOMER TESTIMONIAL

"Tailwinds adds AI to our industry-leading parking management platform. What used to take hours now happens in minutes, and our customers are thrilled with the intelligent automation, and we're thrilled with the efficiencies this provides."

- Sameer Saran, CEO

WHY WORK WITH A GENAI PARTNER

Innovative Solutions is a Premier Tier AWS Partner, specializing in AI and machine learning solutions. Our Tailwinds platform, coupled with expertise in Amazon Bedrock and IBM watsonx Assistant, enables businesses to leverage cutting-edge technology to solve complex challenges and drive growth rapidly and efficiently.

For more information on how Innovative and our Tailwinds platform can help transform your business with AI-powered solutions, visit innovativesol.com/tailwinds.