Streamlining Field Service Operations with All-in-One Mobile Payments

How Stratix helped a leading parking tech company replace complex point of sale setups with a simplified, scalable solution

Customer Profile

A leading technology company specializing in end-to-end parking management solutions, including mobile point-of-sale (POS) systems for contactless payments and integration with major ticketing and reservation platforms. It works across a wide range of industries such as sports and entertainment, higher education, municipalities, commercial real estate, and airports.

Challenge

In high-volume environments like stadiums and parking structures, frontline staff were using a two-device POS setup consisting of a mobile phone paired with a payment sled. This setup was not only expensive and prone to hardware failures but also led to frequent maintenance needs and operational downtime. Additionally, the company was facing inconsistent service from its managed mobility services provider.

Solution

Stratix replaced the fragmented two-device system with rugged, all-in-one Android payment devices: the PAX A6650 and A77. This shift streamlined the POS experience, reduced support incidents, and lowered the total cost of ownership. Stratix delivered a turnkey mobility program built for scale and efficiency, enabling faster deployment and a better frontline experience.

Services Provided

- **Mobile Solution Architect**
  Stratix's expert mobile solution architects partnered with the parking company to assess their environment, design the optimal device strategy, and ensure the new PAX solution met both current operational needs and future scalability requirements.
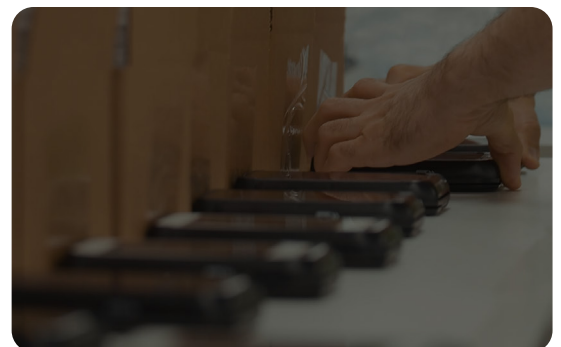
- **Project Management**
  A [dedicated Stratix project manager](#) oversaw the deployment from planning through execution, ensuring timelines were met, risks were mitigated, and cross-functional teams were aligned throughout the transition.

- Mobile Integration Center
  Devices were configured, kitted, and tested in [Stratix's Mobile Integration Center](#) before being shipped directly to field locations. This ensured devices arrived out-of-the-box ready, reducing on-site setup time and errors.

- **Lifecycle Management**
  Stratix's [Mobile Lifecycle Management (LCM) services](#) cover every phase of the device journey—from procurement and provisioning to repairs, replacements, and eventual decommissioning. This ensures consistent device performance and minimized downtime.

- **Help Desk**
  The company's field staff are supported by [Stratix's 24/7 U.S.-based help desk](#), staffed with mobility experts trained on the PAX A6650 and A77 devices. This provides fast, knowledgeable support to minimize downtime.

- paxRhino Endpoint Management
  Stratix deployed the cloud-native [endpoint management platform](#)—paxRhino—for remote device monitoring, security enforcement, and software updates, giving the company full control over its Android fleet.

- **itrac360**
  The customer has Stratix's [proprietary itrac360 mobility visibility platform](#) to track inventory, monitor device status, and view support tickets in real-time—empowering data-driven decision-making and accountability.

Results

The transition to PAX all-in-one payment devices, combined with Stratix's end-to-end mobility services, delivered immediate and measurable improvements for the parking technology company. Field operations saw a significant reduction in hardware-related downtime, support tickets dropped thanks to more reliable devices and responsive help desk support, and total cost of ownership decreased by eliminating the need for multiple devices and frequent replacements. Deployment timelines were shortened, frontline workers received ready-to-use devices, and IT teams gained full visibility and control through itrac360 and paxRhino. Overall, the company achieved a more scalable, efficient, and supportable mobile strategy across its venue operations.

Why It Matters

In high-volume, high-pressure environments like stadiums and parking decks, even small inefficiencies can lead to lost revenue, frustrated customers, and overburdened staff. By consolidating to a single, rugged payment device and partnering with Stratix for full lifecycle support, the parking services company eliminated operational friction and gained a mobility program built for scale. Reliable, well-supported technology means faster transactions, fewer service disruptions, and a better experience for both employees and customers—ultimately driving profitability and competitive advantage in a crowded market.