



News Release

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PARC Group Puts Customers First Commits to Long-Term 3M/FAPD Support Plan

January 2015 – Members of the PARC Group, met last week and established a consortium to ensure the continued care and success of their existing customers who are using 3M/Federal APD parking access and revenue control (PARCS) systems. The move was in response to 3M's decision to discontinue its PARCS product line. PARC Group has identified multiple repair resources to assist in maintaining 3M equipment and components, and is exploring options for specialized software services.

Mark Henke, vice president of TAPCO, is currently serving as PARC Group president. "All of us agree that our number one priority is maintaining a superior level of service for our clients," said Henke. "We're significantly increasing our inventories of spare parts and equipment, and will continue to benefit from the unique depth of knowledge, services and resources we gain from being part of the large network of PARC Group companies." Henke noted that all warranties from 3M are still in effect for their duration.

John Curtiss is president of NextGen Parking and a long-time PARC Group member. "We have established a level of self-sufficiency in equipment repairs, software maintenance, and system support with very limited reliance on the manufacturer," said Curtiss. "This will continue. Our goal is to deliver the return our customers expect from their investment in 3M equipment, and to service and support their systems for a normal life expectancy."

"Moving forward we are working with new OEM partners to provide state-of-the-art solutions for our clients," says Henke. "But at our core, PARC Group still has the same purpose. We are an extremely dedicated group of companies that bring value to all of our customers by using shared knowledge and resources – to help clients save money and run their facilities in a more profitable manner."

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Since 1991, Richard N. Best Associates has been a member of [PARC Group](#), a select organization of leaders in systems integration and innovation for the parking and access control industry. This network of companies from the United States, Canada, Mexico and the Caribbean was formed to share ideas and resources, and to provide member companies with an expanded range of customized,

integrated solutions to share with their customers. For more information, visit the PARC Group Web site at www.parcgroup.com.