



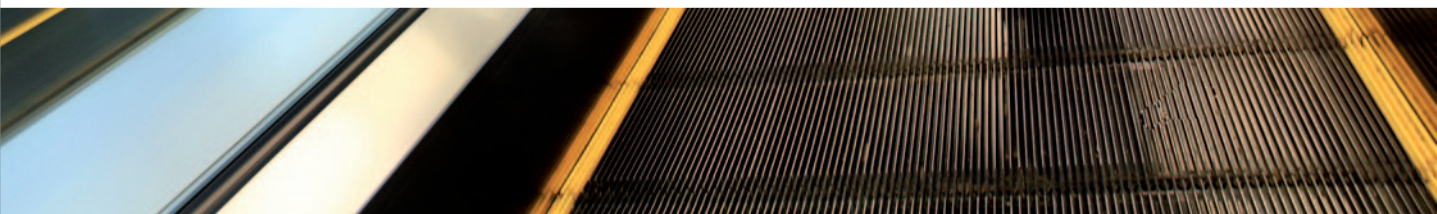
DESIGNA

Reference

Mid Valley Megamall



english



Mid Valley Megamall

Larger, more beautiful, megamall:
Shopping in a new dimension

The Mid Valley Megamall opened in 1999 is located in the south of Kuala Lumpur, the capital of Malaysia. It is three times the size of the city's best-known shopping centre, the Suria under the Petronas Towers. In 2000 it received the "Best Shopping Complex Award" from the Malaysian Ministry of Tourism.

On 6 floors and covering an area of more than 420,000 m², the megamall houses more than 630 shops and service outlets, catering establishments, entertainment areas and several large supermarkets such as Jusco and Carrefour. In addition the complex comprises a congress and convention centre on an area of 4,500 m², 4 hotels with more than 1600 rooms, a cinema with a total of 18 theatres, an office tower with 30 business offices, a Hindu temple and a church.

In September 2007 the megamall was considerably expanded to include "The Gardens". The existing system no longer met the growing demands of the customers and was replaced during the course of the expansion without interrupting the day-to-day operation. The whole system was fully functional in time for the official opening date. Since then the DESIGNA PM ABACUS System handles up to 30,000 vehicles a day and offers services in a very wide range of areas. This makes the system world class in terms of complexity and technical standards even today.

Brief description of the project

Commissioning timetable

26.09.2007	Commissioning and go-live of the Phase 1 Existing Mid Valley Mall Phase 2 New construction of Mid Garden Mall
	Replacement, modernisation and expansion of the parking system with continuous implementation of new concepts, parking products and functions. Cold standby server with cold standby storage area network without impairing the day-to-day operation.
	Installation and conversion without interrupting the day-to-day operation Complete data migration from the existing third-party system without impairing the day-to-day operation.
Ongoing	For the duration of the contract, the system will be continuously updated with the latest PM ABACUS software releases and functions.
2010	Upgrading to RAID 16 SAN glass fibre system with replication of the database
2011	Modernisation of the operating system to 64-bit Microsoft Server 2008 Modernisation of the database system to SQL Server-2008 R2
1 Q 2012	Upgrade with a further 14 automatic pay stations

Special functions and services

Staff parking

- 5000 additional parking spaces for staff and service providers are planned. Employees hold Mifare RFID cards allowing them to enter one of the 16 PIPs within the stored authorisation contact-free; tracking of the cards to prevent or correspondingly sanction misuse.

Hotel ticket

- Separate ticket processing, validation of all guest tickets (FOC)

Congress centre

- Separate ticket processing as a day flat rate

Tariff structure

- Office / business tariff (7.00 a.m. – 7.00 p.m.)
- Evening tariff (7.00 p.m. – 0.00 a.m.)
- Night tariff (0.00 a.m. – 7.00 a.m.)
- Public holiday tariff

Discounts

- 14 TCU discounting units for the shopping customers in use.

PIP

- 16 PIPs for separate user groups

Single-space monitoring

- Single-space monitoring currently only in one zone, successive upgrading of the whole public area is being planned.

Pre-booking

- Pre-booking offer for the hotel guests, congress participants and visitors to the congress centre currently only in one zone, successive upgrading of the whole public area is being planned.

Valet parking

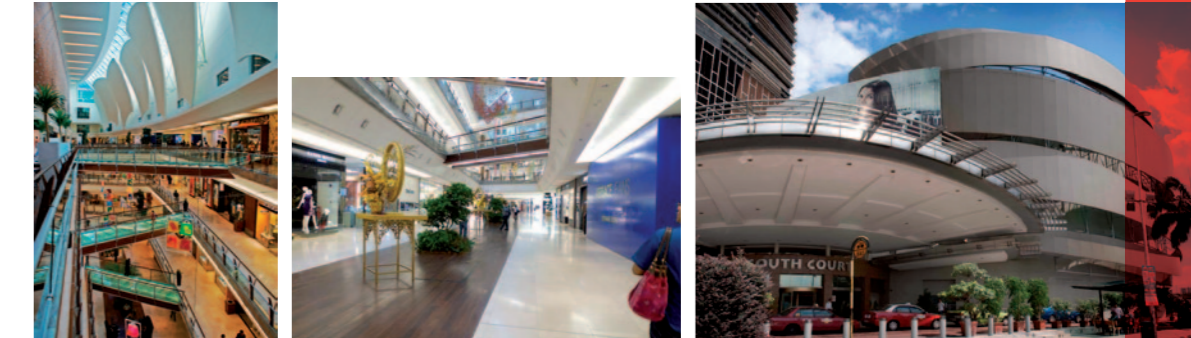
- 3 valet parking zones, use of Mifare RFID cards, programming in one group without I/O check permits multiple vehicle transfers; each transaction is registered and a lump-sum fee is charged.

VIP

- 1 VIP parking area, configured as car park in car park (PIP), with wider parking spaces and corresponding personal service.

Electronic payment

- Integration of the Malaysia toll card (Touch & Go) is just being finalised



Control and monitoring

The whole parking area is monitored by CCTV, and the CCTV system is linked to the intercom system.

• Reporting

Generation of all available reports by the internal audit of the financial accounting department, use of statistical report by the marketing department for the event planning.

• Revision security

Revision-secure PM ABACUS reporting system, implemented mechanisms for reporting non-conformities, generation of a customer-specific "crystal report".

Service and maintenance

The DESIGNA partner, Dominion Technology, has a comprehensive maintenance contract.

Details:

2 full-time technicians are stationed in a dedicated service room (equipment: two-way radios, motorbikes, complete spare parts package on site).

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