

Milesight Powers a Smarter, More Seamless Museum Parking in New Zealand

New Zealand

Milesight Partner	Location	Industry Segment	Related Product
Inugo	New Zealand	Parking	Milesight AI Road Traffic PTZ Bullet Plus Camera >

Overview

A major cultural attraction in New Zealand operates a busy underground car park serving a constant flow of visitors, staff, and event traffic. Its legacy LPR system frequently suffered from missed and inaccurate plate reads, resulting in unreliable gate operation, slower vehicle throughput, and a frustrating parking experience. To modernize the facility without rebuilding the existing infrastructure, the operator deployed [Milesight AI LPR Road Traffic PTZ Bullet Plus Cameras as the core vehicle identification component of a new automated parking system](#). With significantly improved license plate recognition performance, Milesight enabled reliable ticketless entry and exit, flexible self-service payments, and [seamless integration with the site's existing parking infrastructure and Inugo's cloud-based management platform](#).

Challenges

Unreliable License Plate Recognition

The existing LPR cameras frequently missed vehicles or returned inaccurate plate information, creating a major failure point in automated gate operation.

Interrupted Entry and Exit Experience

Failed plate reads could prevent gates from operating as expected, slowing vehicle movement and requiring manual intervention, particularly during busy periods and events.

Need for a More Flexible Payment Experience

The operator wanted to move toward a modern, self-service parking model supporting multiple digital payment methods linked directly to vehicle license plates.

Upgrade Without Major Infrastructure Changes

As a busy operational site, the car park needed to remain functional throughout the upgrade. The new solution therefore had to work within the existing layout and workflows while minimizing installation downtime and disruption.

Limited Operational Visibility

The operator also required centralized, real-time visibility into parking activity, occupancy, and revenue to simplify day-to-day management.

Solution

Four Milesight AI LPR Road Traffic PTZ Bullet Plus Cameras were deployed at the car park's entry and exit points, replacing the underperforming legacy LPR cameras. With significantly improved plate recognition performance, Milesight provides the reliable vehicle identification required for automated access, payment, and exit, forming the foundation of the site's upgraded ticketless parking system.

A Seamless Ticketless Parking and Payment Journey

Each recognized license plate serves as the vehicle's digital identifier throughout the parking journey, connecting entry records, parking sessions, payments, and exit verification within the Inugo platform. Visitors can complete payment through multiple self-service options, including:

- Mobile app
- QR code
- On-site payment terminals

At exit, the system [matches the recognized plate with the corresponding parking session and payment status to support automatic gate operation](#). This creates a convenient ticketless experience while reducing the need for staff intervention in routine parking transactions.

Reliable Vehicle Identification for Automated Access

As vehicles approach the entry or exit, [Milesight cameras capture and recognize their license plates and send the plate data to the Inugo's cloud-based parking management platform](#). The improved recognition performance helps eliminate the missed or inaccurate reads that previously caused gate failures, enabling smoother automated gate control and faster vehicle throughput, especially during busy periods and events.

Seamless Integration and Centralized Management

The four Milesight cameras were integrated with Inugo's cloud-based parking management platform, along with the site's existing access control infrastructure, six self-service payment terminals, and two standalone intercoms.

By working within the existing parking layout and infrastructure, the solution enabled the site to [modernize its parking operation without a major rebuild, minimizing installation downtime and disruption to daily traffic](#).

Through Inugo's centralized platform, operators also [gain real-time visibility into vehicle activity, parking occupancy, and revenue, providing a clearer view of day-to-day operations and making parking management more efficient](#).

Results

Since the upgrade, the car park has achieved **smoother vehicle flow and a more reliable parking experience**, particularly during busy periods and events. Fewer access issues and less need for manual intervention have helped simplify daily operations, while the modernized parking experience gives visitors greater convenience from arrival to departure.

More importantly, the project enabled the site to modernize its parking operation **without major changes to the existing infrastructure**, demonstrating how Milesight can enhance an established parking environment with reliable vehicle recognition at its core.

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The upgraded system significantly improved our visitor experience and gave us the tools to manage parking effectively from one platform.

— Customer

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Related Products

AI Road Traffic PTZ Bullet Plus Camera

- Flexible Pan, Tilt and Zoom Tasks
- 5X/12X/20X/23X AF Lens
- 1/1.8" Sensor & 0.002Lux Starlight
- 90fps High Frame Rate
- Traffic Violation Detection
- Intelligent AI-powered LPR Algorithm
- Evidence Camera Linkage
- Plate Data Management