CASE STUDY · FIRST PANGO FAST PASS IMPLEMENTATION

PANGO Fast Pass integrated in Málaga.

Eurogate runs boarding, operations and parking at the Port of Málaga on a single MSC platform.

Since 2018, Eurogate Group Terminals has checked boarding cards on rugged handhelds, run the Estación Marítima from one ERP and operated a car park that is paid entirely in the PANGO app. The license plate is the single identifier: LPR cameras read it at entry and exit and validate access, with or without a reservation. A ticketless, contactless operation: no paper, no cash, no pay machine. It was the first PANGO Fast Pass implementation.





Parking reservations, Passenger Terminal, Port of Málaga

The joint PANGO and EGT Málaga signage on the access pillars, “Enter the car park with your phone”, explains how to get in: the license plate validates access and parking is paid in the app, with or without a reservation. No tickets, no paper.

CLIENT	SECTOR	SOLUTION	STATUS
Eurogate Group Terminals	Ports and ferry terminals	Terminal platform with PANGO Fast Pass parking	Live since 2018; first Fast Pass implementation

THE CHALLENGE

Control of the terminal and its customers, without third parties

- **Any boarding card.** From any shipping line, on the phone, in one system.
- **No staff at the barrier.** Run the car park without checking access by hand before every exit.
- **Automatic plate records.** The mandatory record of every vehicle, in real time.
- **Customers and reports.** Know who parks and sails, and reach them; reports for shipping lines and port authorities with no manual work.

THE SOLUTION

From boarding to parking, one platform

1. **The license plate as the single identifier.** Booking and payment in the app or on Eurogate’s website; LPR cameras read the plate at entry and exit and validate access. Without a reservation, payment is made in the app as well.
2. **One handheld for any card.** Reads boarding cards on the phone (QR) and ID cards; OCR captures the data that staff review in the ERP.
3. **The whole station at a glance.** One record for operations, parking and reports: traffic by shipping line, destination and port, with forecasts.
4. **Secure by design.** On AWS, with a web application firewall and a blockchain integrity layer that keeps records from being altered.

RESULTS · LIVE SINCE 2018

One system for the whole terminal

PASSENGERS
Booking from the phone
Plate recognition for access, payment in the app.

TERMINAL STAFF
One device
Any card on one handheld, and no staff at the barrier.

MANAGEMENT
One view
Traffic by shipping line, destination and port, with forecasts.

COMPLIANCE
One record
Every plate and every boarding, recorded and protected.

- Pay in the app
- Ticketless and contactless
- LPR at entry and exit
- Book in the app or online
- 99.99% availability
- First Fast Pass implementation

> “Our experience with PANGO has been exceptional. Since 2018, the system has maintained 99.99% availability with zero downtime, delivering outstanding reliability. Customers can book their space in advance, with guaranteed availability, and enjoy their ferry trip with complete peace of mind.”
>
> **Ignacio Javier del Río** · Managing Director, Eurogate Group Terminals

> “Mobile Smart City is a trusted partner. We have integrated Fast-Track priority boarding with the shipping lines so that customers can book their parking together with Fast-Track and the VIP lounge. It is an incredible experience.”
>
> **Ignacio Javier del Río** · Managing Director, Eurogate Group Terminals

1 One platform for boarding, terminal operations, parking and reports, with shared data and the same tools. No need to coordinate several vendors.

About Mobile Smart City

Mobile Smart City Corp (MSC), headquartered in Fort Lauderdale, Florida, with offices in Virginia, Puerto Rico and Madrid, delivers parking, mobility, enforcement, access control and payments on one open platform. PANGO, PANGO Fast Pass, ALPHA, ZEUS and OMEGA serve municipalities, airports, universities, hospitals, ports, hotels and private operators across North America, the Caribbean, Latin America and Europe.

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