Future Processing

Trapeze®

TRAPEZE GROUP (UK) LTD

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🜨 http://www.trapezegroup.co.uk

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INTRODUCTION ————

In this case study we explore the cooperation of Future Processing with Trapeze Group (UK) Ltd, part of Trapeze Group, that for more than 40 years has been planning, developing, and implementing transportation systems around the world.

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First, we look a the problem they faced and the solutions that Future Processing were able to provide. This is followed by a reflection on the outcomes of this collaboration and a look at the plans for the future.

ABOUT THE CLIENT ————

Trapeze Group is a provider of software solutions used for public transport, including taxi and private hire fleet management.

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Trapeze Group is an international transportation software company with over 2,500 customers worldwide. Their main business is to deliver the best technology, systems and services, in order to automate the multitude of tasks in transportation services.

Their solutions consider the full 360 degrees of their client's operations. The integrated approach provides a complete enterprise solution connecting the back office, operations and information centres with vehicles, as well as on-street and on-road equipment.

Trapeze Group is a subsidiary of Volaris Group, which is mainly focused on acquiring, strengthening and growing vertical market technology companies enabling them to be clear leaders within their focused industry.

FUTURE PROCESSING'S ROLE

Our cooperation with Auriga Taxi Systems Ltd (later acquired by Trapeze Group UK) started in 2009 and resulted in many interesting projects. We have developed a number of server, web and mobile applications for Trapeze's Auriga Dispatch System, which manages private hire and taxi fleets.

The most tangible effect of our cooperation is EVO SOLUTIONS – an internal desktop app written in Java, used mainly to manage tens of thousands of jobs every day – from the process of ordering a taxi and scheduling it, to staff asset management.

How does it work in practice? To put it simply, a taxi company gets a booking which is then sent to the most efficient vehicle for the job to be completed satisfying the end customer's needs.

Many interesting business rules have been implemented such as dispatch optimisation based on zones and point-based mathematical algorithms as well as loyalty benefits for regular customers.

We have updated the maps, so that they display more detailed, up-to-date information. This allows telephonists to view and track vehicles on their own screen, giving them the ability to provide better "back on the phone" service to their customers. Improving the appearance of maps contributed significantly to increasing usability, especially with the possibility to manually dispatch a job to a vehicle from the enquiry screen.

> *I think the team cooperation has to be the strongest plus point for Future Processing. Both teams we work with communicate well with my team based in the UK, are open to offering suggestions of improvements with functionality and technology stacks.*

DAVE ROSE
Operations Manager

It is safe to say that we are being trusted and treated as a partner, which is manifested, among others, by the fact that we are given a lot of freedom in the case of technological solutions.

PRIMARY TECHNOLOGIES & TOOLS USED

- Java
- Swing
- Oracle 9i
- MSSQL
- Spring Framework
- JBoss 4
- Open Street Maps
- Google Guava
- Junit
- Liquibase
- Ant
- Maven
- iOS
- Android

MOBILE APPLICATION

At the beginning of 2014, Future Processing were also asked to address the need to streamline the client's iOS app for the Auriga Dispatch System – TAXIBOOKING.

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The app provides a simple way for customers in the UK and Ireland to make their own taxi bookings, with just a few taps on their phone.

We assisted with issue resolution, the application's Graphical User Interface (GUI) and implementation of additional features.

Currently, TAXIBOOKING is an application, which allows booking a taxi or private hire vehicle, available for iPhones and Android devices.

An iOS booking application presents Trapeze clients' with functionalities that the app offers, for example: ordering a taxi, selecting the location or tracking the taxi using Google maps. It is also possible to choose a payment method.

An additional advantage of the app is that, depending on the season (e.g. Christmas party period), it can adjust and take more bookings, therefore meeting Trapeze clients' needs at all times.

After we released the enriched second version of the app, it became more attractive to Trapeze's clients, as it better met their demands.

After we worked on an iOS booking, it was only natural that we started to work on an Android version of the app.

Main functionalities allow the user to:

- Make a booking
- Cancel a booking
- Check booking status
- Receive an automatic text or phone call when their car is dispatched
- Track the vehicle on a real-time map
- Manage previous bookings
- Manage favorite addresses
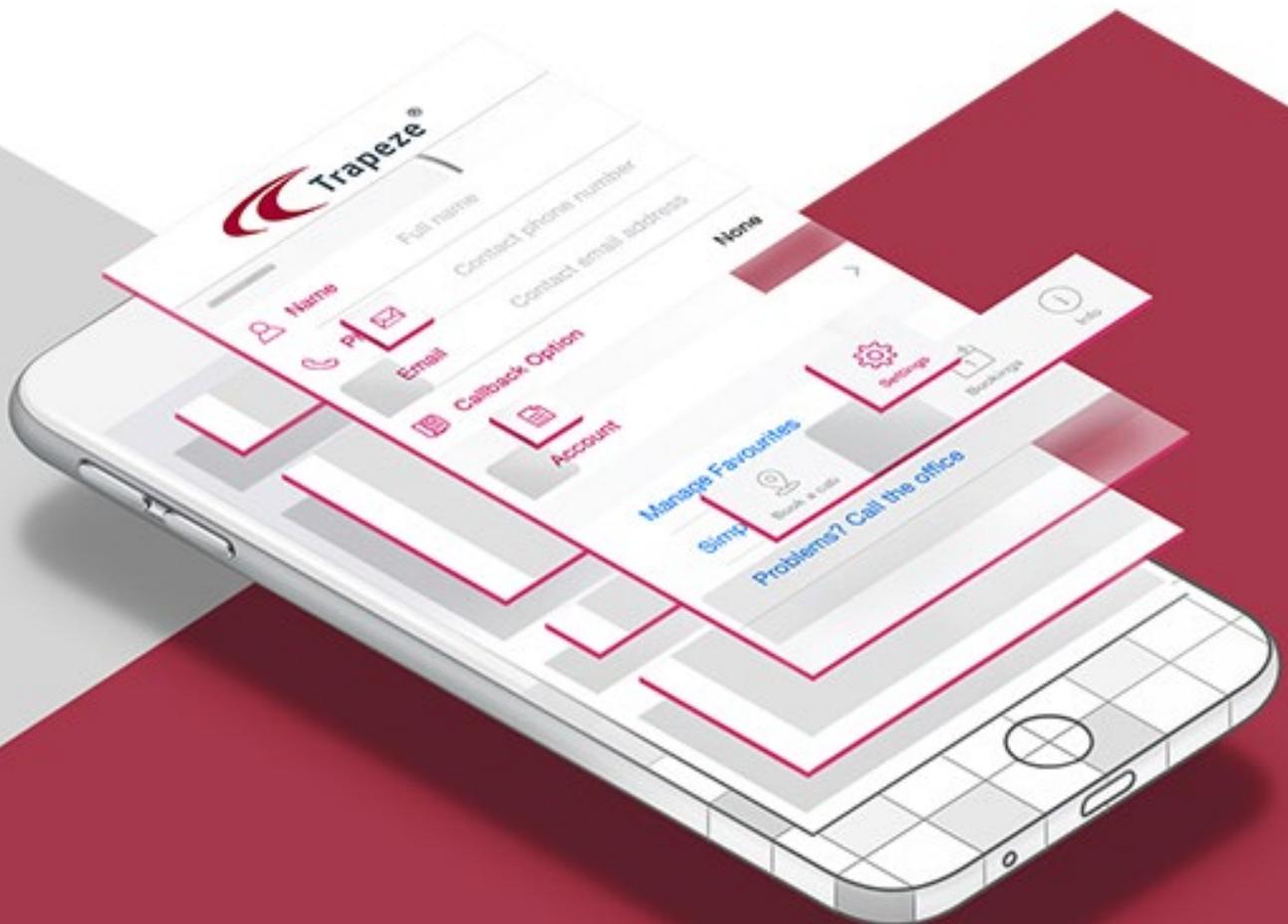
BUSINESS PROBLEM THAT WE ARE SOLVING

Our main goal is to ensure that Trapeze can continue to offer a competitive product that is used by the biggest taxi companies in the country, making passengers' lives easier.

Thanks to updating their software and adding new functionalities, we would like to make it possible, among others, to optimise route planning and reach the passengers faster.

This will reduce time and money, previously spent on driving additional miles.

Adding and developing new components will allow greater optimisation, bringing Trapeze more satisfied clients.

WHAT HAVE WE LEARNED?

What really helped us was a visit to Trapeze's end Clients' offices, where we talked to real users and saw how the software is used on a daily basis.

Thanks to this, we could learn from the inside and had a wider perception of users' real needs.

We also saw the reports presenting bounce rate of calls, which again focused our attention on how important it is for the software to be responsive, since the passengers can change their mind if waiting time is too long.

This was a very valuable lesson that showed us how important it is that the software remains responsive, even during peak seasons (e.g. Halloween, Holiday time etc.)

It is safe to say that right now, we are being trusted and treated as a partner. This is manifested, among others, by the fact that we are given a lot of freedom in the case of technological solutions.

LOOKING TO THE FUTURE

Our role in the future will be to further develop and streamline Trapeze's applications, so that they are even easier to use and more competitive.

Additionally, we would like to move the solution into the Cloud, which may be a great breakthrough for Trapeze, when it comes to fleet management, bringing them more possibilities for growth.

In future, if we were to outsource then I would definitely consider Future Processing when making this decision.

DAVE ROSE
Operations Manager

✉ CAN WE HELP YOU SOLVE YOUR BUSINESS PROBLEM? CONTACT US TO FIND OUT. ▶