

Kehren TAXI

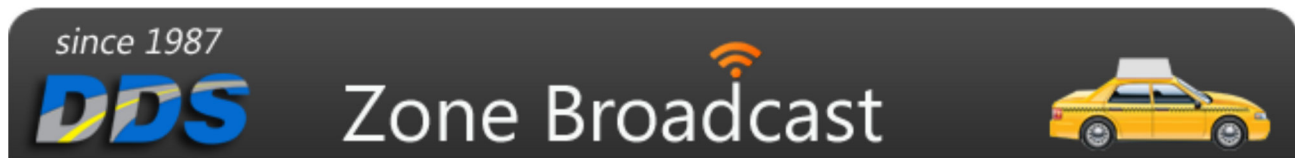
Von: Digital Dispatch [dds.activehosted.com@s3.acems10.com] im Auftrag von Digital Dispatch [marketing@digital-dispatch.com]

Gesendet: Freitag, 8. März 2013 19:41

An: Stefan Kehren

Betreff: DDS Zone Boardcast - 2013 Q1

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Dear Stefan

Q1 2013

DDS Reaches Agreement With Large LA Fleet

DDS is pleased to announce that it has entered into agreements with one of the largest taxi fleets in the Los Angeles area. DDS will upgrade the LA fleet of more than 520 vehicles to the Vector 9000 MDT. The upgrade will replace their existing KST terminals originally installed over 15 years ago and position them for increases in service demands with the latest technology for the years ahead. With the installation of the Vector 9000 the fleet will realize faster response times, enhanced GPS tracking, and benefit from onboard turn-by-turn navigation while enjoying unparalleled reliability and connectivity.



Michael Silmont, Director of Sales at DDS shared his thoughts on the upgrade, "This fleet has come to expect the best data dispatch system together with the most reliable terminals available on the market. DDS has had the privilege of serving this long standing partnership with one of the leading fleets in California for more than 15 years. We look forward to assisting in their technology growth and well-managed excellence."

A New Approach to Customer Support



The DDS Customer Support team recently launched an online live support system for our registered customers. Online live support is an effective alternative to our traditional phone support. This new system will ensure that all messages reach the support team directly, even if all representatives are currently on the phone.

Live support chatting becomes available after customers are successfully logged into the DDS support website. Customers have the option of initiating a chat session with a particular online support member, or leaving a general message for the entire support team.

For more information, or to obtain a login ID and password, please contact the DDS support team at 1-888-821-9321.

TaxiBook Launches New Features

SMS Text-Out Feature (Optional)

Available now, is an SMS text-out to customers feature. This feature allows TaxiBook to notify customers via SMS text message when a driver has arrived at their pick-up location.

In addition, a new SMS text-out to drivers feature will also become available to customers by May 2013. This new feature will allow TaxiBook to notify drivers by SMS text message when there is a job offer at the terminal, at which point drivers need to return to the car to accept it. If the driver is unable to get back to the car within a stipulated time frame, the job will then be automatically rejected and offered to the next car in the line-up.



SMS for drivers

SMS for passengers

TaxiBook Scheduled Maintenance



TaxiBook servers need to undergo regular maintenance to upgrade its hardware and software. DDS is planning to implement two scheduled downtimes for TaxiBook each year in order to reduce the impact of the updates on customers. Spring maintenance will be in March, and fall maintenance in October. The scheduled downtimes will last for two hours and will be conducted on Sundays. Dates and times will be announced on the DDS customer login website.

Join us at the TLPA Spring Tradeshow



Date: April 24-27, 2013
Location: Savannah, GA
Hotel: The Hyatt Regency Savannah

It is that time of year again! DDS will be exhibiting and demonstrating its innovative dispatching solutions at the TLPA Spring Tradeshow from April 24-27 in Savannah, GA at the Hyatt Regency Savannah.

This year at the TLPA we will have interesting live demos on our products, including our latest iPhone booking app, Pathfinder, TaxiBook, Back of Cab, and more. As usual, we will bring a variety of giveaways, so come to talk to us and don't forget to drop off your business card.

Come see us at Booth F, located right next to the food bar.

Learn more about the Spring Conference on the TLPA website www.tlpa.org

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