



PASSENGER COMMUNICATIONS (DRT)

 TRAVELMATE FOR PASS & NOVUS DR

Trapeze's TravelMate offers passengers a direct web link to their booking information, through which they can track their vehicle, check details and make amendments or cancellations, and update personal information when required. Accessed via any Internet-enabled Smartphone or PC, TravelMate empowers passengers by providing all the information they would normally call the office for – only without having to pick up the phone.

And of course it offers profound improvements to the service provider, whose office staff no longer have to deal with enquiries and can instead focus their time on other, higher priority, tasks.

“Where's my vehicle?”

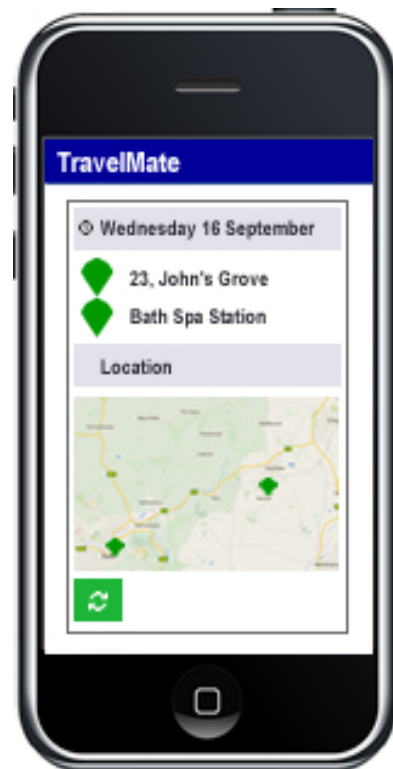
“Do you have my new phone number?”

“Can I cancel my trip?”

Do your staff hear these questions all day?
Then you need TravelMate!

TRAVELMATE: Key Benefits

- Increase engagement by empowering passengers
- Reduce enquiry workload on office staff
- Enable staff to focus on improving fleet utilisation
- Fast return on investment



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TravelMate v2.0

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It is critical that providers of demand responsive transport (DRT) services offer passengers effective channels through which they can manage bookings and easily access required information.

Traditionally this has been managed over the phone, but this creates a huge workload for staff who spend much of their time dealing with mundane queries – most often relating to expected vehicle arrive times – or processing cancellations and amendments to personal information. Integrated Voice Recognition (IVR) tools offer a solution, but can be expensive to implement and maintain. Is there a better way?

Of course! Meet TravelMate...

Multi-Platform Smartphone Solution

- Based on robust Trapeze Responsive Website (RWD) technology
- Works on any Internet-enabled Smartphone, tablet or PC
- Embraces the rise of smartphone technology and mobile web
- Passengers can access anywhere, anytime
- Integrated vehicle tracking
- Scalable solution can be extended with more functions according to the needs of your organisation.

TRAPEZE GROUP: **Technology rides with us**

Trapeze Group supplies reliable, scalable and innovative solutions for the rail and road transport sector. Hundreds of private and public organisations in Europe, North America and Asia-Pacific have selected software solutions from the Trapeze Group in order to improve and broaden the efficiency, quality and scope of their transport solutions, thus enabling them to provide their customers with even more services in a more reliable and cost-effective manner.

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