



The eXpert Dispatch System ("XDS") is a modular, Windows based reservation & dispatch software application built upon the powerful Microsoft SQL Server. XDS is used by fleets ranging in size from 5 vehicles to more than 1,500 vehicles.

XDS can be deployed with or without Mobile Data Terminals with many clients opting for a two-phased approach to dispatch automation:

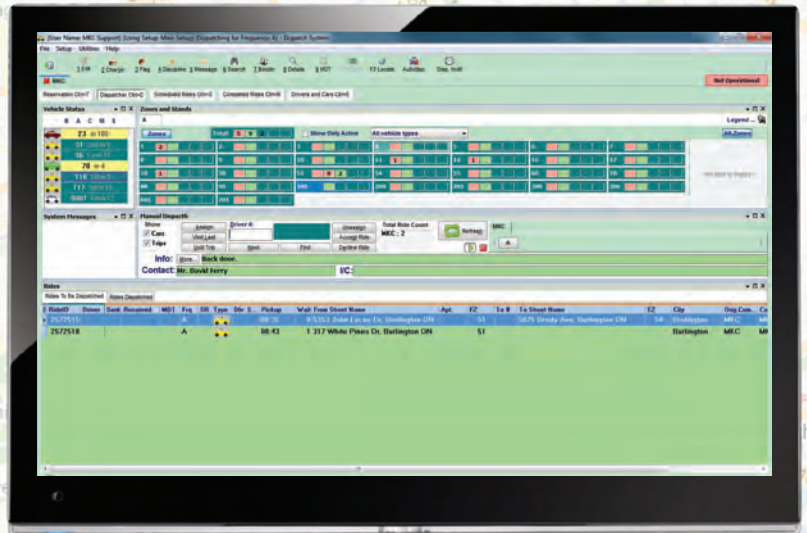
Phase 1 – Computer Aided Voice Dispatch ("CAVD"):

Jobs are dispatched by voice leveraging either an existing Private Mobile Radio Network, or even Driver Cell Phones. Assignment of Drivers/Vehicles is partially automated for the Dispatcher with XDS matching available and qualified Drivers/Vehicles to fares based upon priority and exceptions.

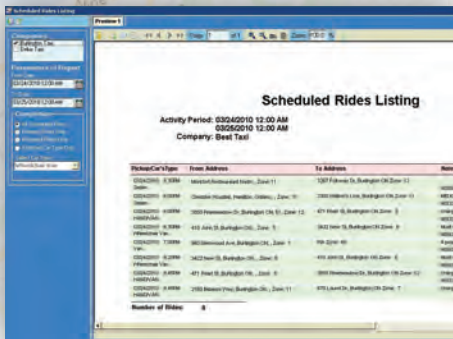
Phase 2 – Automated Data Dispatch ("ADD"):

Jobs are dispatched electronically to Drivers using either Mobile Data Terminals or Google Android Smartphones/Tablets. Assignment of Drivers/Vehicles is fully Automated based upon dispatch methods configurable for each zone. Wireless communications are achieved via conventional Private Mobile Radio ("PMR") systems or Public Data Networks (3G/4G).

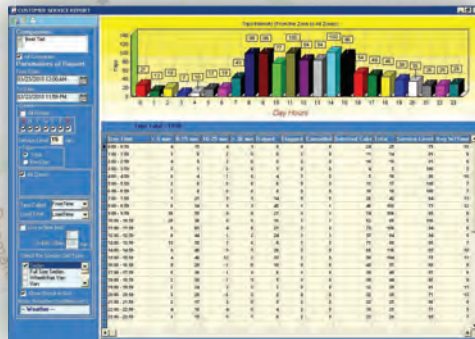
XDS automates the call center function improving accuracy & efficiency, allowing you to increase your business capacity without adding another vehicle to the road.



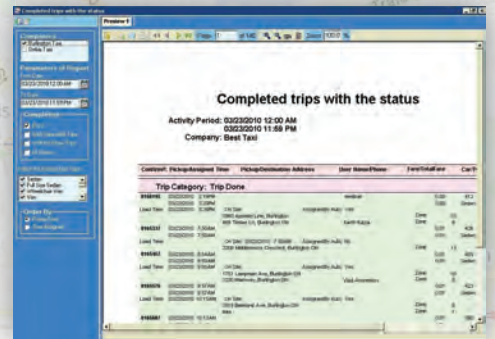
Dispatcher Screen



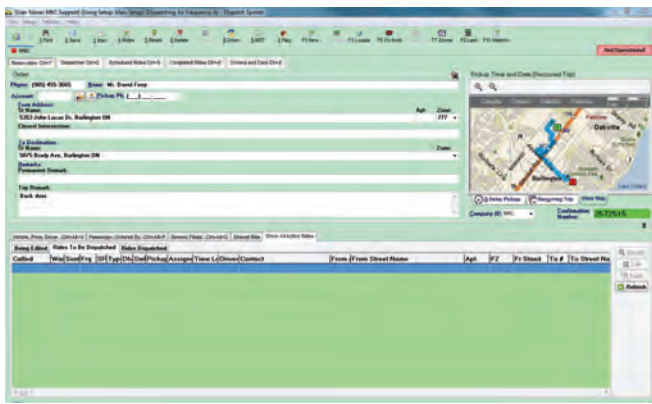
Scheduled Rides



Productivity Reports



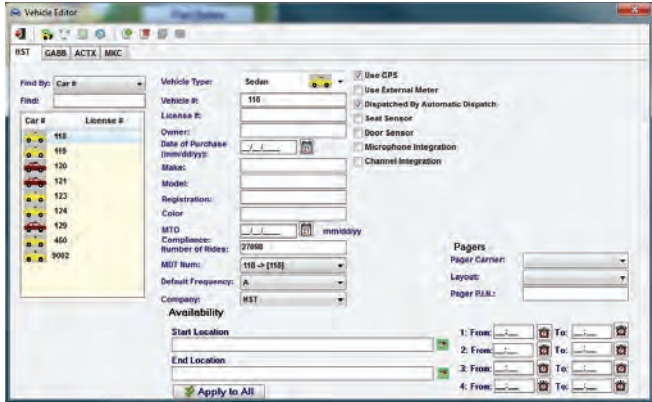
Completed Trips



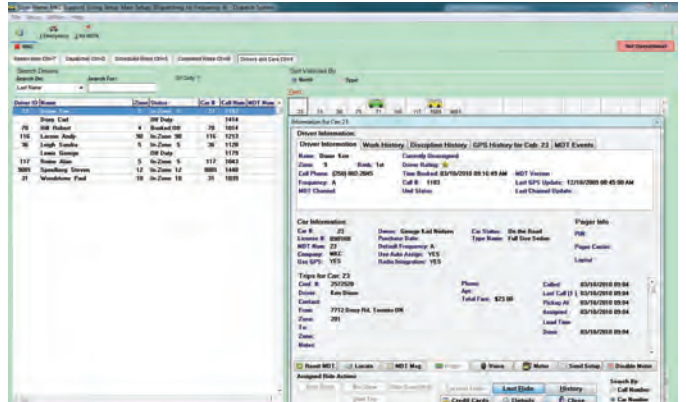
Reservation Screen



Map Point Editor



Vehicle Editor Screen



Driver & Vehicles Screen

XDS Modules

- **eXpert Automated Screen Pops (XSP)**

When used in conjunction with XDS, this option allows passenger information for existing customers to be instantly displayed when the Call Taker picks up the phone.

- **eXpert Payment (XPS)**

The XPS feature facilitates Credit Card and debit card transactions providing maximum payment flexibility to your Passengers and safety for your Drivers.

- **eXpert Private Label Card (XPLC)**

The XPLC feature allows you to replace paper chits with account or gift cards that you create with your own corporate branding for distribution to your valued account clients.

- **eXpert AutoCallout (XAC)**

The XAC feature allows your Drivers to notify Passengers that they are out-front so that the Driver can remain in the safety and comfort of the vehicle until the Passenger is ready.

- **eXpert Driver Messaging (XDM)**

The XDM feature allows Drivers to receive fare details via email-to-SMS text message on their cell phone or pager device.

- **eXpert Text Back (XTB)**

The XTB feature allows XDS to provide automatic notifications to reservation customers via SMS text message including Ride Dispatched and Vehicle Out Front functionality.

- **Internet Booking System (IBS)**

The IBS feature allows your website administrator or 3rd party developer to develop a web based data entry screen that feeds reservations into XDS leveraging the IBS protocols and minimizing the workload on your Calltakers during peak business hours.

- **Shared Ride Engine (SRE)**

The SRE feature seamlessly integrates with XDS to provide Fleet Operators engaged in mixed-modal transportation services the ability to automatically group trips into optimized runs and routes based upon a suite of business rules and resource availability.