Solutions Overview
Taxi • Black Car • Limousine
Mobile Knowledge has been a leading innovator in the evolution of dispatch technology for over 35 years. With more than 70 dedicated staff, and installations around the globe, we are focused not only on keeping up with current trends, but setting them as well. To date, we have deployed more than 200 systems and greater than 50,000 mobile devices.

Our goal is to be the first and last place you go when seeking a technology partner to assist you in achieving your strategic objectives for both growth and operational excellence. As our clients will attest, we at Mobile Knowledge understand the mission critical nature of your operations, and recognize that your day often begins where others’ end.

Our clients include many of the largest and most successful operators in their respective markets which affords us an intimate understanding of the inner workings of complex fleet operations. Our solutions scale to accommodate fleets ranging in size from 5 to >10,000 vehicles.

"Over the past 25 years, the Mobile Knowledge product has been an extremely reliable component of our communications and computer technology infrastructure. We have also found the Mobile Knowledge software team to be very responsive when we have a suggestion that we believe would further enhance their software applications."

Mr. Paul Mears, Jr. Chairman of the Board, Mears Transportation Group

"Key in our decision to switch to Mobile Knowledge was the open architecture of their system design and their ability and willingness to embrace and integrate 3rd party platforms. With the Cabmate dispatch system, we have seen a 50% reduction in void trips, response times have improved by 15% and we have significantly improved our overall “on-time” performance."

Mr. Mike Pinckard, President of Total Transit

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Solution Overview

Dispatch & Business Process Automation

Mobile Knowledge dispatch technology, including GPS enabled Mobile Data Terminals ("MDTs"), allow you to achieve fully automated dispatch where fares and vehicles are matched based upon GPS position and a wide range of other business criteria. Data communications between the Office and the Vehicles can be over conventional Private Mobile Radio channels or, more commonly, Public Data Network (cellular) channels, providing unparalleled coverage and reliability.

Benefits of Dispatch & Business Process Automation:

- Comply with regulatory mandates for reporting & technology
- Increase Driver safety with integrated GPS & panic button
- Reduce the cash your drivers must carry with credit card & account processing
- Increase the comfort of Passengers & Drivers with reduced radio chatter
- Provide Drivers with real-time knowledge of where fares are available & other vehicles are booked
- Minimize direct communications between Drivers & Dispatchers to ensure fair distribution of work
- Drivers can request turn-by-turn directions without Dispatcher or Calltaker intervention
- Know the status of your vehicles by connecting with the Taximeter & Vehicle ignition
- Maintain a detailed history of every trip event tagged with time, date & GPS

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Office Solutions

Dispatch

The efficiency of your Calltakers and Dispatchers is one of the single largest factors in determining the success of your operation. If Calltakers cannot process calls quickly, prospective passengers may simply hang up to go to your competition. Automating the Calltaker function will ensure that calls are processed as efficiently as possible, maximizing the use of your vehicles and the flow of work to your Drivers and Members.

Mobile Knowledge offers two dispatch solutions to its clients. While many clients elect for the ubiquity of the Microsoft Windows-based eXpert Dispatch System (“XDS”), others choose the Enterprise class Cabmate Dispatch System for the stability and reliability of the underlying Linux Operating System.

eXpert Dispatch System (XDS)

- Speed Reservations with Caller ID
- Set-up Time Calls (Futures)
- Schedule Recurring Trips w/Exceptions
- Calculate Trip Pricing Instantly
- Use MapPoint, Google, & other Data
- Easily Draw & Modify Zones
- Import Trips Electronically
- Generate Management Reports

Cabmate Dispatch System

- Screen Pops
- Credit Card Payment
- Outbound SMS
- Driver SMS Fare Notification
- iTaxiSrv 3rd Party Interface
- Shared Ride Manifest
- Shared Ride Engine
- VTrack Web Portal

Back Office
Cashiering & Billing

Create accounts, set tariff rules, calculate job prices, invoice account clients and print driver statements easily with the Mobile Knowledge Driver Payment & Customer Billing module. Here’s how it can help:

- Supports Multiple Job Types
- Jobs Calculated Automatically or Manually (rules based)
- Generates Customer Invoices & Driver Statements
- Integrated Reporting Tool
- Export Data to Conventional Accounting Systems

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DriveLinQ Fleet Dispatch Application

DriveLinQ incorporates more than 30 years of practical field experience to deliver a full featured mobile dispatch solution for the Professional Driver. Well suited for Private Hire, Black Car and Taxi operations, DriveLinQ is installed on Android smartphones or Tablets, and provides a seamless connection with the dispatch center, ensuring efficient, fair and accurate workflow.

Bluetooth enabled Android devices allow connection with compatible Printers, Meters and Point-of-Sale devices.

When used with the Mobile Knowledge TaxiLinQ in-vehicle communications platform, WiFi Hotspot, Vehicle Interface, Power Management and other advanced connectivity maximize DriveLinQ’s functionality.

DriveLinQ integrates seamlessly with Google Maps and Google Nav running on your Android device, delivering turn-by-turn directions with the push of a button. DriveLinQ is also available with an optional voice communications module, allowing Dispatchers to communicate with Drivers in real time.

Mobile Data Terminals Rugged, Time Tested, Feature Rich

The Series 9008 MDT represents the next evolution of our popular Series 9000 Mobile Data Terminals. The increased screen size provides a larger viewable area and higher screen resolution for operations wishing to have satellite navigation and/or integrated taximeter functionality on a single device.

The Series 2008 MDT is a rugged, highly integrated Mobile Data Terminal (MDT) boasting a 50-Channel GPS receiver, magnetic card swipe, and 2 USB (host) ports for advanced peripheral connectivity.

TaxiLinQ Communications Platform

TaxiLinQ is a Linux-based, central communications platform specifically designed for in-vehicle installation. TaxiLinQ is all about choice! Choosing the best peripherals to meet your specific business requirements. Discreet or Smart Taximeters, Roof Lights, Driver Panic Button, Rear Seat Point of Sale, Passenger Information Monitors, Printers, Cameras, Accelerometers, Seat Sensors, Vehicle Data Bus, or 3G/4G USB modems, TaxiLinQ links it all together, while connecting wirelessly to an Android Smartphone or Tablet.
TaxiHail
Passenger Booking
TaxiHail is a logical extension to your Mobile Knowledge dispatch system. It allows passengers to book and manage their own reservations via iOS, Android or the web in real-time, alleviating call congestion during peak busy hours. An app you can count on from the company you already trust for your dispatch requirements.

Features & Benefits:
- Custom branded with your logo & colors
- Seamless integration w/ Mobile Knowledge dispatch
- Immediate and future reservations
- See vehicles & estimate fares
- Process more reservations with fewer calltakers & greater accuracy
- Reduce “No-Shows” by allowing passengers to see their vehicle
- SMS App Marketing free for 90-days (Twilio account required)
- Allow passengers to pay via the app
- Build customer loyalty!

Sampling of Custom Branded TaxiHail Deployments

TaxiHail Kiosk (Optional)
TaxiHail Kiosk allows you to deploy Android tablets at high traffic locations such as hotels, pubs, or lobbies, permitting a concierge or even a passenger themselves to request a vehicle with the push of a button.

Payment
Credit, Debit & Private Label Card Processing
Credit, Debit and Gift card payments are safe, secure and simple with Mobile Knowledge MobilePOS solutions. Through our integrated solutions and established partnerships with respected 3rd parties, you have access to the best features and rates available to the For-Hire industry. In addition to passenger convenience and data security, MobilePOS solutions also increase Driver safety as the amount of cash that he or she must carry is reduced.
Implementation
Mobile Knowledge provides a wide range of consulting, training and activation support services delivered by qualified technicians. These technicians work with your designated project team to install and configure the Mobile Knowledge system elements.

Training
Training is provided both remotely and on-site as required to ensure successful system activation.

Vehicle Installation Design
Mobile Knowledge technical staff can provide hands-on training and supporting documentation to your vehicle installation team.

After Sales Support
Mobile Knowledge prides itself on the strength of its after sales service and support. We recognize that selecting a dispatch system is a long term commitment that goes well beyond the initial sale and activation.

Software Maintenance & Support
Mobile Knowledge provides software Maintenance & Support services including Live Agent business hours, and 24x7 emergency support with guaranteed service levels. Software updates are provided at no additional charge, ensuring that your system benefits from new developments.

Mobile Knowledge hosts annual Advanced Training seminars for its Cabmate & XDS clients. The location of these seminars changes annually and brings together other users to share best practices and to work one on one with Mobile Knowledge technical staff.

Hardware Maintenance & Support
All Mobile Knowledge in-vehicle equipment is provided with a 12 month return-to-factory warranty. For new system deployments, an additional three months from date of shipment is provided to allow time for equipment to be installed in the vehicles.

At the end of the Hardware Warranty, you may elect to subscribe equipment to an on-going maintenance and support program.

Mobile Knowledge maintains both Canadian and US shipping addresses for the convenience of our clients.

Cloud Deployment Virtualized
Mobile Knowledge supports both local installations of its software as well as Cloud based installations. Deploying Mobile Knowledge dispatch software into the Cloud delivers exciting advantages including:

- Speed of Deployment
- Reduced IT Overhead
- Remote Access for Users
- Increased Reliability & Redundancy

Virtualization of on-site server infrastructure is also supported for clients preferring a local deployment, and offers the following benefits:

- Reduced Hardware Footprint
- Ease of Administration
- Potential for Automatic Failover
- Significant Cost Savings

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