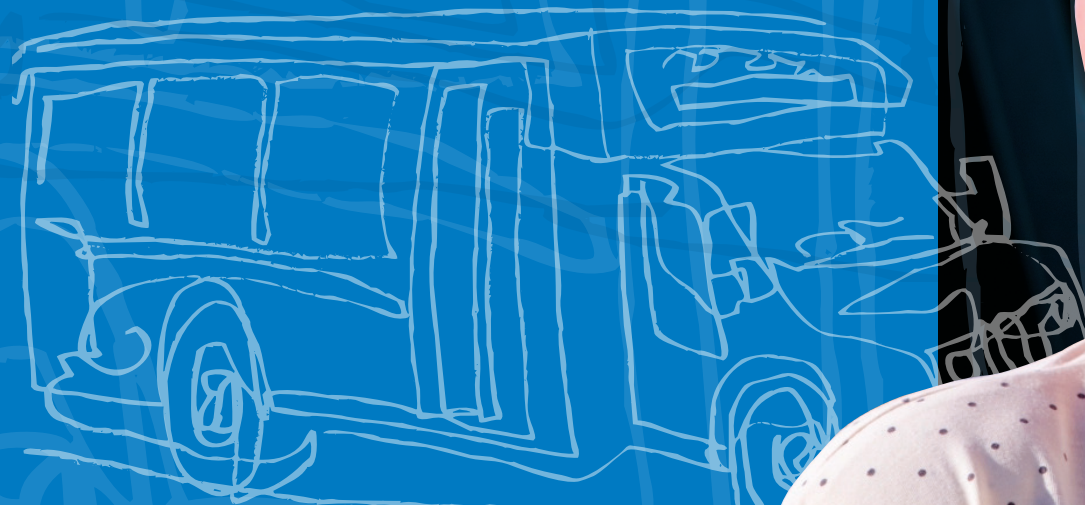we believe

Ecolane

Ecolane is the most flexible, affordable and reliable choice for transit agency managers, directors and decision-makers with responsibility for implementing easy-to-deploy, scheduling and dispatch solutions. Our platform restores community engagement to people who might not otherwise have access and mobility.

We believe...

...Ecolane is about people, not software.

Ecolane software has been developed to move people. The cost savings, efficiency and increased productivity that our customers experience as a result of our product is a side effect we're very proud of.

...our customers shouldn't need to provision additional software in order to realize the functionality they've purchased.

Purchasing a product only to learn that additional purchases are necessary is not a good customer experience. With Ecolane, our base software platform is fully functional from day one.

We believe...

... that our customer's software investment should yield clear and immediate productivity and customer satisfaction gains.

Productivity, and the results that stem from it, is essential to a business. Ecolane's software platform has been developed to ensure our customers see this, as well.

... a company should invest in its core competencies, priorities and focus. Ours just happens to be product development and support.

Ecolane is a company focused on the betterment of it's product, its knowledge of the industry and its team. Each of these areas represent essential parts in helping our company grow and ensuring our customers stay customers.

We believe...

...our customers should be on the latest version of our software. Always.

A 100% web-based software product provides an effective and efficient way for Ecolane to manage its use. When our customers are all running the same version, supporting the platform is both easier and faster, resulting in cost-savings and increased client satisfaction.

...that pricing should reflect our customer's TOTAL cost of ownership. Our pricing is honest, straightforward and complete.

Clear and open communication about the costs associated with our software is the first step towards responsible, effective and satisfying customer support.

We believe...

...our customers should have fast, reliable and easily customizable reporting, in real time, so they understand how their system is being used.

Measuring how a software investment is being used is the best way of ensuring it's working as intended. If our customers are forced to spend their time waiting for their business reports to generate, then they are not being given the information they need. Ecolane's reporting capabilities are one of the product's most powerful and industry-leading features.

...our customers should be able to get help whenever they need it. Simply, quickly and efficiently.

Customer support is everything. If people cannot use or do not understand aspects of our product, then we fall short. Ecolane continually reviews and enhances the channels of support as well as the mechanisms which power it.
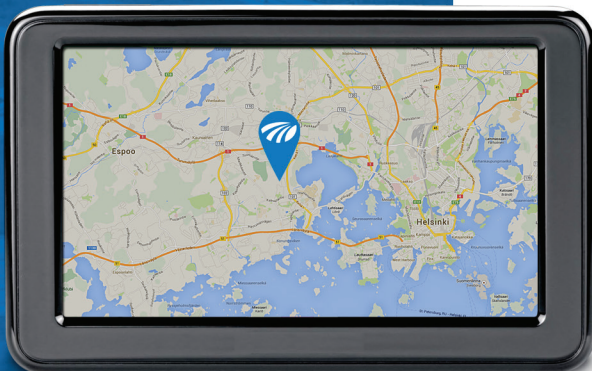
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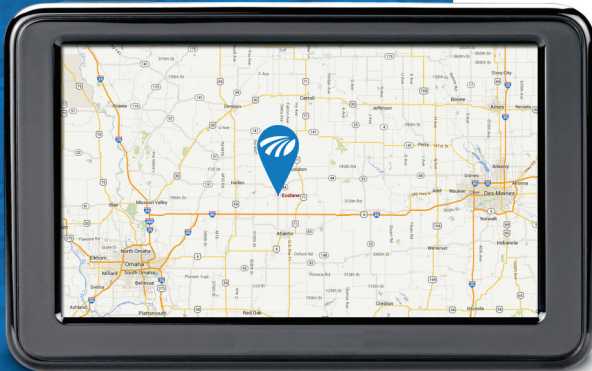
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