

# Spotlight: Spartanburg Regional Healthcare System



Simple. Powerful. Reliable.

[www.ecolane.com](http://www.ecolane.com)

## The Challenge

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- Needed software solution to support on-demand transportation
- Automatic software upgrades included  
Increase efficiency through continuous, real-time optimization
- Need sophisticated reporting system with ad-hoc reporting tools
- Rider-facing self-service portal and mobile app

## The Solution

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- Ecolane DRT scheduling and dispatching software featuring continuous, real-time optimization
- Ecolane Touch Screen MDT software for real-time arrival and departure information
- Pre and Post Trip Inspection module on the MDT
- Advanced Ecolane Reporting System along with Ad-hoc reporting tool
- Rider-facing Online Self-Service Portal for trip booking
- Ecolane Mobile App for Trip booking
- Order Importer to upload trips from LogistiCare and other third parties
- Rider-facing Feedback Module

# The Results

Ecolane  Previous Software

Comprehensive point & click reporting on any metric the system captures	✓	✗
Complete web-based automated scheduling and dispatching software solution	✓	✗
Fully automated scheduling keeps trips moving based on driver performance to maintain high OTP	✓	✗
Self-service web-based reports and mobile app	✓	✗
Continuous optimization changes schedules as real-life conditions change	✓	✗
User-friendly with tutorial videos and an on-line learning management system	✓	✗
Rider-facing feedback module	✓	✗



**17%**  
increase

On-Time Performance for Demand-Response Ride



**21%**  
decrease

Cancel Percentage

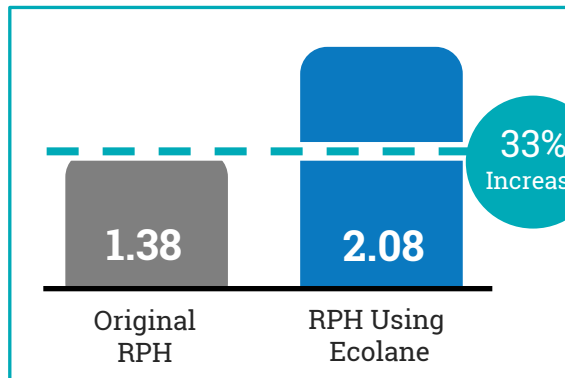


“Ecolane is working well for us. We have seen a 17 percent increase in on-time performance, which is really phenomenal. That has also led to a decrease in customer complaints about vehicle pick-up and drop-off delays. So, we’re really impressed with Ecolane and we look forward to reaping additional benefits.”

Elliott Duncan  
Transport Technology Operations Coordinator  
Spartanburg Regional Healthcare System

 **16%**

Decrease in Customer Complaints



Ecolane 

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