

# Spotlight: Generations Unlimited, Barnwell, SC



Simple. Powerful. Reliable.

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

## The Challenge

---

- Improve customer service
- Automatic software updates and 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 to increase rides per hour

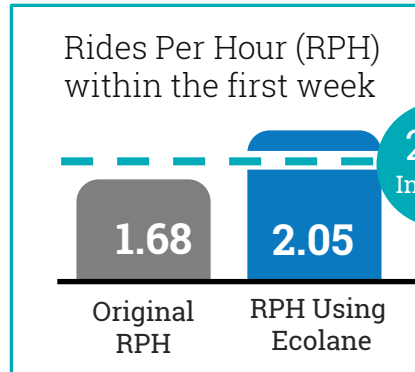
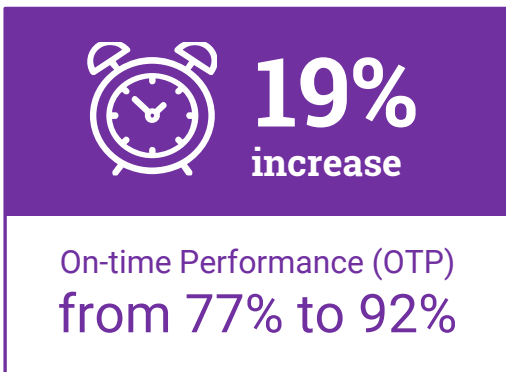
## The Solution

---

- Ecolane DRT scheduling and dispatching software featuring real-time continuous optimization
- Ecolane Touch Screen MDT software for real-time arrival and departure information
- Electronic Signature Capture on MDT
- Pre and Post Trip Inspection module on MDT
- GTFS Integration for public transportation
- Advanced Ecolane Reporting System along with Ad-hoc reporting tool
- Rider-facing Online Self-Service Portal for trip booking
- Ecolane Mobile for trip booking
- Alexa Integration for trip booking
- SMS Text Messaging to customers to announce vehicle arrival
- Interactive Voice Response Interface for call notifications
- Rider 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, mobile app, and Alexa integration	✓	✗
Continuous optimization changes schedules as real-life conditions change	✓	✗
User-friendly with tutorial videos and an on-line learning management system	✓	✗



“Our scheduler, who hadn’t been on vacation in years, took a week off after just two months of using Ecolane.”

“One of our goals was to narrow the time in advance riders needed to reserve a trip; the minimum requirement was three days prior to the day of service. With Ecolane, we have accomplished that goal by narrowing the required time to less than 24 hours, and in some cases, we can accommodate trips scheduled on the same day.”

*Lisa Firmender,  
Executive Director, Generations Unlimited*

info@ecolane.com  
www.ecolane.com