

Rural Economic Assistance League, Inc. (REAL, Inc.)

Ecolane 

Alice, TX

www.realinc.org

The Challenge

- Manual processes
- Had optimization module, but failed to meet expectations in terms of delivery
 - Preparing drivers schedules day before service date which led to drivers having no consistency in their schedules
 - On time performance
- Needed to find a better, automated solution
- COVID-19 Pandemic during implementation
- Afraid we would not meet the Go-Live date

The Solution

- DRT
- MDT
- Advanced Reporting Functionality
- Agency needed to move off legacy software regardless of Covid-19. Ecolane was able to seamlessly move REAL off of their legacy software virtually training the drivers, schedulers and dispatchers.

“What sold me was the maximization of resources, the optimization of resources, and the ability to schedule with certainty.”

Martín Ornelas
Director

The Results



With Ecolane, REAL
was able to achieve
1.40 RPH
even during Covid-19.

“Ecolane also had a great price point for a small agency on a budget. Not only were we able to maximize our ROI in terms of the financial aspect, but we also became more efficient in terms of pick-up and drop-off times. We were more precise. We were getting fewer phone calls from customers asking when their rides were coming. Making a rider happy is as critical, if not more critical, than the bottom line.”

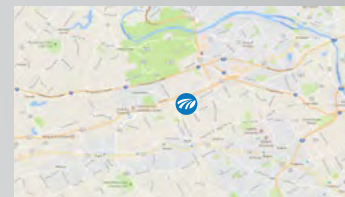
Martín Ornelas
Director

“I would like to say that we are really impressed by Ecolane’s commitment and leadership. They moved mountains to accommodate our deadline and they acknowledged that we were seeking a partnership for the long-haul. We had an 18-year relationship with our previous provider, and we look forward to an even longer relationship with Ecolane.”

-Director Martín Ornelas

Ecolane 

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Map data: Google

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