



Dever's application interface

## Dever delivers professional standards to the small operator

◆ Another software design company concentrating on the transport sector is Hampshire-based Dever Software. Mark Tait is responsible for the design and development of 'Dispatch', the firm's booking management tool, designed specifically for the chauffeur service industry.

Mark claims that Dispatch takes away a lot of the manual, labour intensive functions in running a chauffeur service company.

"From the recording of bookings, sending out confirmations and allocating work to drivers to the quick and easy invoicing, all tasks are much quicker and easier to control. This saves time for our users and can save them direct administration costs. In addition, this enables our customers to concentrate on growing their business, rather than trying to keep up with their current workload."

Stu Bembridge uses Dever's Dispatch software. He operates Deben-air.com, an airport transfer company based in Suffolk. Stu says that when he was planning his business in 2012, he appreciated the way forward would be to use technology, but originally when taking a booking, he just used a pen and diary and confirmed everything via e-mail. As Stu's business developed, he realised he needed a more professional look and feel to booking confirmations.

"We scoured the internet for service providers in the taxi dispatch market, then we found Dever Software. From our first contact, nothing was too much trouble for them. Bearing in mind my wife neither nor I had any computer skills. An on-line demonstration was provided to us, and we warmed to the Dever solution very quickly."

Stu has now been using Dever software for the past two years, and has doubled his jobs, doubled



in size, and has plans for additional expansion this year.

"The guys at Dever are continuously improving the system and our clients are sometimes shocked at our professionalism, with driver details and photos. Having such a powerful system at hand has empowered us to remain at the forefront of our customers' minds."

Stu says that, as a small operator, he feels it's imperative to always be connected to your business and this system enables him to do just that.

"For example, on a quite evening, while sitting watching the TV, we can remotely access our booking software, thus enabling us to see just what is going on with our drivers. It certainly shows just how far technology has come," he says.

Stu adds that in years gone by, even a small operator would have had to employ additional staff to 'man the phones'. However, he believes that in today's market, staff numbers for administration will now remain low.

"With no need to purchase two-way radios, the Dever system has saved money across the board. Our drivers like the fact that we can track them without having to give them a call. Great service should be at the forefront of any operator's mind, to be a winner."



## Technology without compromise for the chauffeur sector

◆ Another company dedicated to the needs of modern chauffeur companies is Chauffeur Drive Systems (CDS). Gareth Williams and Denise Long are behind the Scottish-based business. They are both firm believers that chauffeuring is a service without compromise; a service that is built on a personal relationship with a client.

"Our web-based booking, dispatch and management system provides a solution for the modern chauffeur company," says Gareth. "We are very much for creating an intuitive, affordable system, to help the small companies survive and compete."

Gareth believes his technology vastly reduces the time spent on administration, with some clients reporting up to 50% more time saved. "Through reduced effort required on the part of the administration team, plus with clients booking their own jobs through the portal, it's possible to scale business up without increasing non-driving staff," he adds.



## Technology brings efficiency for Driven Worldwide

◆ Driven Worldwide, trusted by some of the largest, most demanding companies in the world to drive their most important people, says technology has delivered tangible benefits to its clients and business partners.

It's EMEA office chief executive Mike Bell admits you can't solve all your problems with technology, but he says you can use it to deliver practical solutions that grant access to your most precious asset—your people.

“Our aim is to remove all of the time-wasting processes in our business, and in doing so we will free up our teams to focus on where we add most value, which is managing complex itineraries across the world.”

For instance, Driven Worldwide's Itinerary Management Module (IMM) tool scans PDFs for dates, times, addresses, contacts, phone numbers, flight numbers and, once identified, allows its coordinators to turn all the information into a booking by a simple click. “This removes the need for duplicated data entry,” says Mike.

Another ‘tech tool’ used by Driven Worldwide is ‘ChauffeurCall’. This was originally designed to overcome the issues surrounding contact between

Andrew Moore of Aspen Executive Cars, a small chauffeur firm based in Newcastle and Corbridge, speaks highly of CDS.

“As anyone in the chauffeuring sector knows, your booking system is the heart of the business and the single most important piece of software that you'll use. From the outset, Gareth and Denise couldn't have been more helpful with their system. Gareth would adapt, add and change things quickly to suit my needs.”

Andrew added: “The functionality fits our needs perfectly, with easy navigation, intuitive user interface and much better time management. A hugely improved invoicing and payroll system has minimised booking or

driver job allocation errors and has enhanced statistical reporting to our wide customer base.

“Allocating jobs to drivers now takes minutes and in-operation changes are immediate, delivering information directly to drivers' smart phones. I am delighted to say that I now have a system that is clean and modern, very easy to use.”

Dave Griffin, of Chauffeur Services Direct in Worcester, also uses CDS' services. He says that whether, or not, you like Uber, the business model is fantastic.

“I feel companies need to be brought into the modern world, and Chauffeur Drive

Systems has created a very competent system. Now bookings we make can be confirmed to the booker and passenger via email or SMS. The booking can also be sent to the chauffeur via the same method.”

