

**Private Car
and
Limo Services
Use
Cases**



Private Car and Limo Services Use Cases

This document describes a number of use cases that showcase how Ride Exchange GeoIntelligent Scheduling™ empowerment technology developed by GigFlex can dramatically improve customer loyalty for private hire car and limo companies and generate significant value.



Increase Revenue and Customer Loyalty

The Ride Exchange platform allows operators to fill customer ride requests even when they don't have available drivers by posting the rides on the platform without disclosing customer information. When an operator takes the job, the customer & passenger is informed about the driver details to make the process seamless from the customer's viewpoint.



Reduce cost for Operators

The Ride Exchange platform allows operators to post overflow rides with minimum effort and allows all qualified operators to pick up these overflow rides eliminating the manual process of multiple phone calls. In addition, the operator is able to monitor the progress on the ride from passenger pickup and dropoff at their destination, eliminating multiple confirmation calls. Overall this should result in 30%-40% of operator workload.

Timely Alerts and Real-Time Tracking Improves Operational Efficiency

Ride Exchange platform provides tracking of drivers from the start of their rides to the end of the rides. Operators are able to track the driver's location and estimated arrival times for pickup and dropoff. System also send automatic alerts to the customer representative, passenger and offering operator significantly increasing communications over current dispatch systems.

Data Driven Selection Process for Operators and Drivers

The selection of operators that are eligible to view and accept posted rides is based on a geolocation-centric and data-driven location algorithm that incorporates operator rating system.

Additionally, assignments of the drivers to a ride is based on several system calculated criteria as well as driver preferences including vehicle type and preferred service area.



Automated Alerting for Driver Schedule Changes Mitigates Traffic Delays and Improves Customer Satisfaction

The platform monitors the jobs loaded in the system and assigned driver locations to ensure that the driver will be at the pickup location in time. In case the driver is delayed due to traffic or the driver is unavailable, the platform automatically alerts the servicing operator to assign another driver and meet their commitments. Passenger and the offering operator are notified in real-time as well.

Timely Account Reconciliation and Settlement improves Operator Cash Flow

All rides posted on the platform can be posted at a “normal” system calculated rate, or can be modified by the operator posting the ride. The platform will accrue the billing in the servicing operator’s account when the ride starts. A weekly reconciliation of accounts is provided to each operator and accounts are settled the accounts weekly with each operator, improving accountability and cash flow.



About GigFlex

Gig Exchange LLC is the industry leader in GeoIntelligent Scheduling™, next-generation technology that maximizes the utilization, performance empowerment and retention of today's increasingly mobile workforce. Designed to complement existing scheduling and dispatch systems, Gig Exchange SaaS solutions can be easily deployed across multiple industry sectors including home healthcare, agency staffing, and transportation, enabling clients to quickly generate a positive ROI.

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