

WITH NONE OF
THE HARDWARE -
AND A FRACTION
OF THE COST

EVO CAB ONLINE

THE WORLD'S PREMIER DATA DISPATCH SYSTEM



Trapeze™

The Auriga dispatch system, by Trapeze



ABOUT EVOCAB

Evocab is the world's best Data Dispatch system for taxi and private hire companies. The system has been designed to offer all of the tools required to run a successful modern organisation, and is the system of choice for many of the world's largest and most professional companies.

Industry leaders like Glasgow Private Hire and Network Private Hire (700 cars each); Portsmouth's Aqua Cars (600 cars); Belfast's Fonocab (600 cars); or Spain's Cooperative Auto Taxi Zaragoza (1,200 cars) have entrusted their futures with Evocab, for the quality of our dispatch system, our experience in this industry, and our commitment to quality of service.

But most of all, they have chosen Evocab because of our vision – that same vision that has now enabled us to bring the world's best data dispatch system to you, thanks to Evocab Online – the system that just levelled the playing field.





INTRODUCING EVOCAB ONLINE

Before we get too technical, here's what you need to know: Evocab Online is Evocab. With a slightly streamlined version of the feature set, Evocab Online offers all the functionality required to operate a taxi or private hire company with 50 cars or less.

The core Evocab features and commitment to quality remain, and of course there's that same intelligent dispatching system underpinning the entire system, using advanced routines to dispatch work in the manner you want, not in the way it thinks you should.

The difference comes in the hardware used, because Evocab Online is an Internet-based version of Evocab, with the entire system hosted on Trapeze's own power servers, and provided to you via Internet sessions.



**EVOCAB
AND
EVOCAB
ONLINE**

HARDWARE REQUIREMENTS

OK, so here's the really exciting bit.

With Evocab Online, you don't need a load of big, powerful and expensive computers; as far as the office side of things goes, all you really need is a Windows-based PC with broadband Internet access.

And it doesn't even have to be the same PC each time – you can dial in from anywhere in the world: from your home; your office; or even from a laptop while relaxing on a beach in the Caribbean! You can even use a 3G laptop, and essentially run your business from anywhere you like using your wireless connection! It's the way we dreamed businesses would be run in the future, and it's available right now.

In the vehicles, your drivers will communicate with Evocab Online via Windows Mobile-based PDAs running Trapeze's CTPocket software, and connecting via GPRS (mobile phone data). You are free to source your own compatible devices if you wish (many of which come with bundled GPRS allowances), or we can supply them if you prefer – the choice is yours.





THE EVOCAB GROWTH PLAN

Hold on... the same system the biggest fleets in the UK use, without the hardware, and for a fraction of the cost? What's the catch?

There isn't one. Of course the system we're offering isn't *exactly* the same as the Evocab Enterprise one those huge companies listed earlier use, but it's really not far off.

The main features are the same, but there are some limitations of Evocab Online in comparison with Evocab Enterprise. Please take a look at the section at the back of this brochure, where we have been very clear about these differences.

But to understand how we can offer this solution, you need to understand our approach, which we are calling the Evocab Growth Plan.

We have a long history of helping customers to grow, and sharing in their success. Many of our customers have been with us since the early 1990s – and we have numerous examples of companies starting out with 30 or 40 cars, now operating 10 times that, or more. And we want you to be next.

So join the Trapeze team today. We're offering the features you require to run your business, and the commitment and expertise which will help you expand. And best of all, it's at a price you can afford.





OFFICE PRODUCT OVERVIEW

Evocab Online comes with a range of built-in applications designed to give you all the tools you need to run your business:

Booking Screen

Evocab's Booking Screen is the perfect system for accurately entering job details as quickly as possible. Telephonists need only enter the first few letters of an address to look it up on the system, allowing bookings to be entered in seconds.

Job Enquiry Screen

Evocab's Enquiry Screen makes it simple to find a previously-made booking, allowing you to view or edit the details as required. If your customer is on the phone asking where their car is, you can even see how far away the car allocated to do the job is from the pick-up.

Dispatch Screen

Evocab's 'crown jewel' is its unique intelligent dispatching system, which sends work out to vehicles in the most efficient manner possible.

Accounts

Manage your account customers with this simple user interface.

Drivers & Vehicles

Not only can you manage your vehicles and drivers, but also add 'special instructions' which dictate the work they are able to do.

Card Payments



Booking Screen





Users

Control the access levels of the users on your Evocab system. Ensure security by allowing users access to the controls you specify.

Administration

Manage various aspects of your business, such as job pricing, booking limits (overbooking prevention), and more. You can even set up driver shifts, and enforce a log-on period so you have cars working when you need them, not when they want to turn up.

Credit Cards

Accept credit card bookings for jobs, including refund (and partial refund management), and a full credit card enquiry facility for viewing previous credit card transactions.

Detailed Product Overview

To understand why Evocab is so much more advanced than other Data Dispatch systems, we need to go in to more detail than is possible in this brochure.

We have produced a document called The Ultimate Office solution, which covers this information. If you don't have a copy, please contact Trapeze on 01582 466800, or download the latest version from our website, at www.auriga.co.uk/office

Enquiry Screen



Dispatch Screen





PDA OPTIONS

With Evocab Online, the drivers use a mobile device running Trapeze's CTPocket software to receive information such as job details and Data system messages, or to send messages back to the office. This can either be our gorgeous Drive 360° Eclipse, or a Windows Mobile-based PDA.

There are a number of compatible PDA devices that you can choose from, and you are free to source your own from the main UK mobile networks; from online or high street shops; or we can supply them if you prefer. When the unit is purchased from Trapeze, we currently provide HTC's Touch2, which comes with a 24-month 'return to base' warranty for manufacturing faults. The main UK mobile networks typically provide packages that can include a PDA, GPRS-enabled SIM and docking cradle for a low monthly fee – which may be a good low cost option for you. It is certainly worth shopping around, but please ensure that the chosen device appears on the compatibility list below:

- HTC Touch 2
- O2 XDA Guide (HTC Touch Cruise '09)
- O2 XDA Orbit 2 (HTC Touch Cruise) (not to be confused with the Orbit 1)
- Eten Glofiish X600/X650
- Eten Glofiish X500
- Acer X960

You may use any combination of these devices on your fleet – so you can allow your drivers to pick their favourite, and 'mix and match' them as required.





GPRS COMMUNICATION OPTIONS

With Evocab Online, the drivers' Data Units communicate with the office system via GPRS, which is the mobile networks' data transfer system. This means each unit requires a GPRS-enabled SIM card, with a monthly data allocation (typically, Evocab Online requires drivers have at least 3MB of data).

If required, Trapeze can provide you with extremely competitive GPRS-enabled SIM cards through our partnership with BT Transcomm. Our rates depend upon the term of the contract and the usage you require, and typically start from £4.50 per month for 3MB.

Alternatively, you can source your own GPRS-enabled SIM cards from any of the main UK networks, provided they each have at least 3MB of data per month.

Again, many of the main UK mobile networks provide packages that can include a PDA, GPRS-enabled SIM and docking cradle for a low monthly fee.





IN-CAR PRODUCT OVERVIEW

Here's a basic outline of what the drivers get with Evocab Online:

Automatic plotting via GPS

So there's no need to constantly plot into zones, or tell the office where they are; they just drive.

Bidding for work

Allows drivers to choose to travel for a job or wait where they are.

Totally fair distribution of work

Evocab has no favourites; it sends work out in an entirely fair and consistent manner.

Accurate job information

And all of it available at the touch of a button.

Less wasted time

Automatic Soon to Clear allows drivers to be sent the next job before they even drop off the current one, thus reducing wasted time.

Saving money

Evocab reduces 'dead mileage' spent travelling to jobs.

Fully integrated satellite navigation (optional)

Wherever the driver is on a job, they can press a button and instantly be navigated to the pick-up, via, or destination. No stopping to enter postcodes or addresses.



Integrated Satellite Navigation



Detailed Product Overview

Again, to understand why our driver-related features are so great, we need to go in to more detail than is possible in this brochure.

We have produced a document called The Driver's Dream System, which covers this information. If you don't have a copy, please contact Trapeze on 01582 466800, or download the latest version from our website, at www.auriga.co.uk/vehicle, and click on the 'Compare' button.





COSTS

Evocab Online has been designed to offer a simple and transparent pricing policy. The cost of an Evocab Online system is calculated as follows:

System set-up

This one-off charge covers the costs of training, system configuration and go-live. It allows us to do everything we need to in order to get you up and running with your new system.

Evocab Online access session fee

This is a monthly 'per concurrent Evocab session' charge. The charge will vary depending upon the number of sessions you require, and the minimum term of the agreement.

CTPocket software and access licences

This is a monthly charge per PDA unit, to cover use of the CTPocket software and access to Evocab Online. The charge will vary depending upon the number of PDAs; and minimum term of the agreement. Note that this does not include PDA hardware, in-vehicle cradle, GPRS SIM or Satellite Navigation – see below for these options.

OPTIONAL EXTRAS

PDA hardware

The PDA, in-vehicle cradle (and often GPRS-enabled SIM card and data allocation) can be sourced from the main UK mobile networks for a small monthly fee. However, we can include them as an optional extra if you prefer.

GPRS SIM & data allocation

If you already have compatible PDAs but need airtime, Trapeze can offer a range of GPRS SIM options.



Integrated satellite navigation

The software license, integration and installation can be purchased as a one-off charge, or as a per-unit monthly fee, depending on the minimum term of the agreement.

Additional training & consultancy

We will give you everything you require to get your system up and running. However, should you wish, additional training and consultancy days are available.

WHAT YOU GET

Evocab access

We will give you access to the designated number of Evocab Online sessions, which you will use to accept bookings, dispatch jobs, and manage your business.

CTPocket software for your PDAs

This allows your PDAs to communicate with Evocab to accept jobs, receive messages, plot into zones and so on. Note: this does not include satellite navigation.

Training, set-up and go-live

Everything you need to get started with your new system. See the next section for full details.

Technical support

Ongoing technical support and emergency cover through our dedicated Help Desk. See the next section for full details.



TRAINING, SET-UP AND GO-LIVE

Included in your initial order is a training, set-up and go-live package designed to get you up and running with a minimum of fuss:

Training courses

You will receive three full days of system training at Trapeze's offices. This will include: Setting up your Zones (working areas); Setting up your system configuration; and introducing you to the Evocab Online package and how to use it.

Go-Live

We don't just train you and then leave you to it! We provide on-site assistance during the go-live period, so we are by your side to help out with the initial stages, and ensure a smooth transition to the new system.

System set-up, configuration and zone drawing

As part of your initial set up we will set up your Evocab Online session(s) with:

- Your local postcode addresses with every address in the Postcode Address File (PAF).
- Your Zones and Sub-zones as agreed during the Zoning process
- Your System Options as outlined to us during training
- You site Hosted server sessions set up and access

All of this comes as standard with the one-off price at the start of your agreement (or the charge can be built in to your monthly payments).



TECHNICAL SUPPORT

Trapeze operates a support Help Desk to deal with any technical issues you may have. Support is available as follows:

- Standard Help Desk support from 9am to 5pm Monday to Friday
- Emergency cover – overnight and weekends

Our Help Desk team is experienced at dealing with technical support issues and queries, and will assist with the following:

- Technical support issues with the Evocab Online service
- Configuration queries and change requests
- Support assistance and queries

You can rest assured that Trapeze will support your Evocab Online server's hardware and software and its access to the internet, but of course there are some things that we can't be responsible for, such as:

- a) Your Internet access. This is covered by your Internet Service Provider (ISP)
- b) Your Personal Computers (PCs). You may want to cover these with warranty or extended cover. Remember, we don't install any software on your PCs, so there is nothing that we can support on them!
- c) Your local GPRS coverage. If you have a local GPRS coverage outage, your network provider will assist with this

As an Evocab Online customer, you have access to the Trapeze Helpdesk during working hours and for Emergency out of hours all built in to your monthly access fee.



'OFFICE' REQUIREMENTS

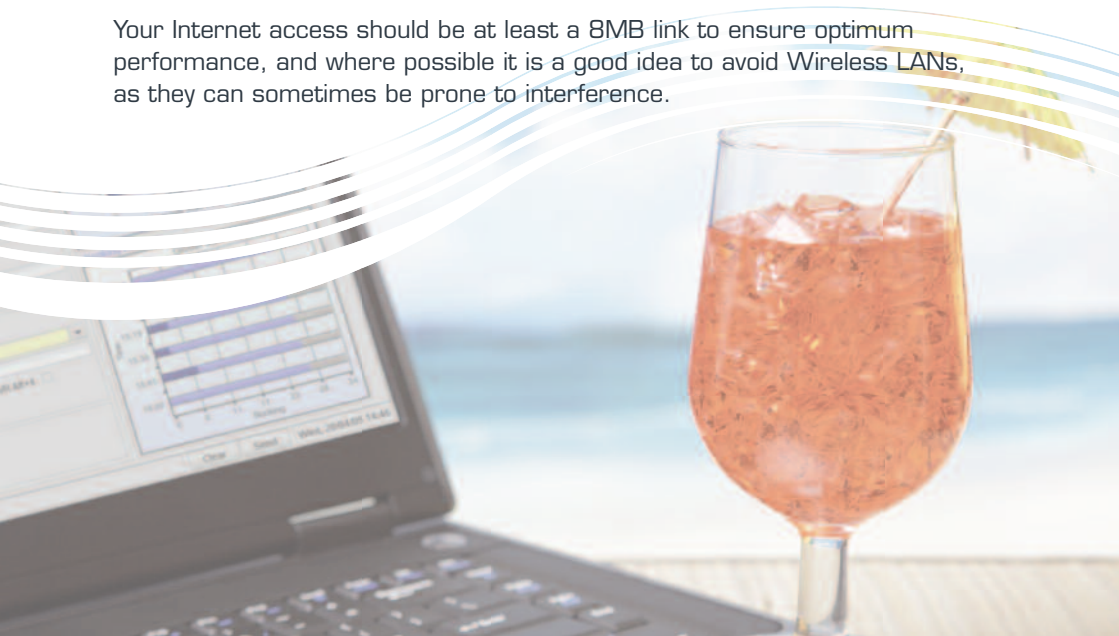
We say 'office', because with Evocab Online you can redefine the concept of your office. Your office can be anywhere you like!

For Evocab Online you require an Internet-ready PC running Windows XP, Windows Vista or Windows 7. It requires a decent screen size (17" is a good size; no tiny Netbooks please!) or a screen resolution of at least of 1026x768 so that you can see and use Evocab Online at optimum settings.

To ensure reliability of service, we would very much recommend that you use PCs from a reputable manufacturer (such as Dell or HP). The last thing you want is a PC fault to affect your business.

Of course, you can always keep a spare PC or laptop – and they don't need any extra software, so you would always have access to an immediate back-up.

Your Internet access should be at least a 8MB link to ensure optimum performance, and where possible it is a good idea to avoid Wireless LANs, as they can sometimes be prone to interference.





IN-VEHICLE REQUIREMENTS

Your drivers require:

Compatible PDA

A Windows Mobile PDA device compatible with the Trapeze CTPocket software (see compatibility list).

GPRS data SIM

A GPRS enabled SIM allowing a minimum of 3Mb per Month usage.

Power for PDA

The PDA should have a powered in-vehicle cradle (this can be powered by the cigarette lighter).

CTPocket software

Trapeze's CTPocket software and access license.

Satellite navigation (optional)

Integrated satellite navigation is an optional extra.





WHAT IS NOT INCLUDED

Because the Evocab Online server is not in your office, there are a few limitations in comparison with an Evocab Enterprise dispatch system:

No on-site hardware support

Trapeze does not provide or support any local hardware for your site. So the printers, PCs, network cabling, ADSL Routers, Firewalls and so on are not covered.

Admin package

Admin is our software package designed to produce invoices for account customers, and credit/work sheets for drivers. This is not available through Evocab Online. However, Admin is available as a separate purchasable package for local installation on your PCs.

Customer Callback on arrival

Because Evocab is not running locally, it cannot be plugged in to a phone line to call the customer when the car arrives. Text Alert, however, is built-in for mobile numbers.

AurTrak GPS mapping facility

There is no big map showing the car positions, as you would normally get with a traditional Evocab package.

Enquiry mapping facility

There is no GPS map on the Evocab Online Enquiry Screen. However, there is a visual indication of the car's position relative to the pick-up, so you can see how far the car is away, and estimate its arrival time.

PMR (Private Mobile Radio)

Evocab Online is GPRS only. It does not support a PMR radio system, and therefore cannot be used with Trapeze's CT3000 Data Units, or CT4000 units in PMR mode.

Microsoft MapPoint routed mileage

This feature for calculating job distances using the routed mileage is not available on Evocab Online.

No sub-zones

Sub-zones within zones are not available with Evocab Online.



Trapeze Group
Auriga House
Thompsons Close
Harpenden
Hertfordshire
AL5 4ES

01582 466800
info@auriga.co.uk
www.auriga.co.uk