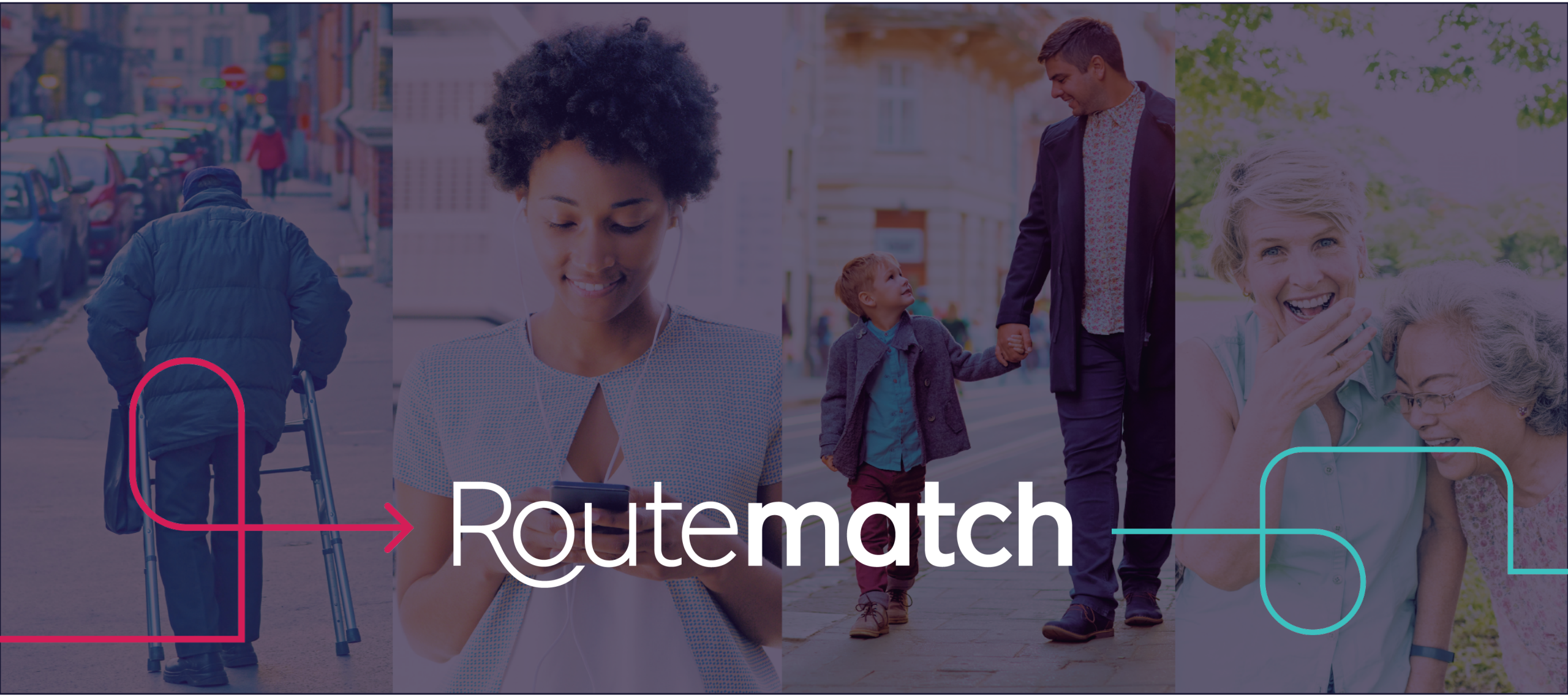
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Routematch for AU

Building Stronger Rider Engagement in 2018

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Overview

- Routematch is working closely with our AU customers to continue improving our services
- Several new initiatives & projects are underway for the 2018 calendar year

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- Some of those initiatives include:

1) Local AU hosting
2) Local technical support
3) Customer Portal
4) Facilities Portal
5) Pre & post inspections
6) Mobility on Demand

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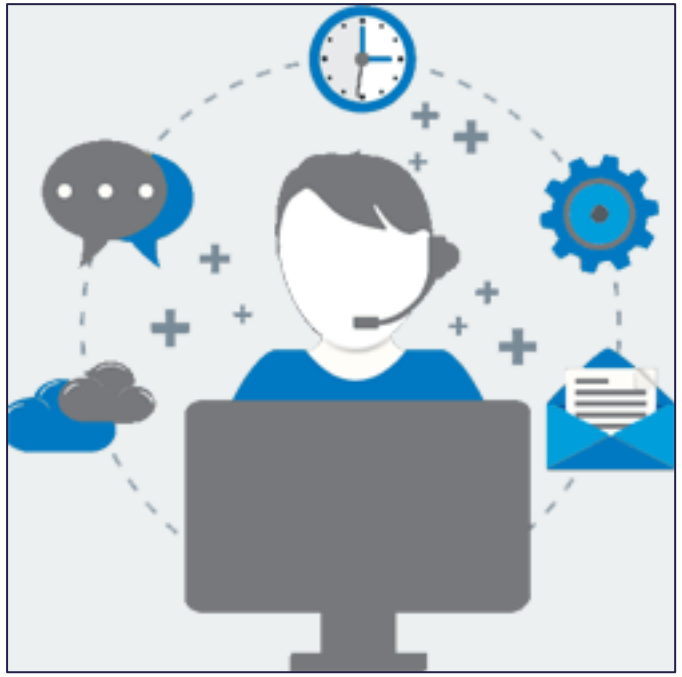
Keeping your data local & increasing responsiveness

Hosting is planned to move onshore in H1 2018

- Increased speed, uptime & availability
- No longer crossing “the pond” for services
- Transitioning to “best of breed” hosting services
- Negotiations with Amazon underway
- Backup data centre will remain with Microsoft
- Keeping your operational data completely onshore
- Ready for future growth in your businessess

Local support & more Provider visits when needed



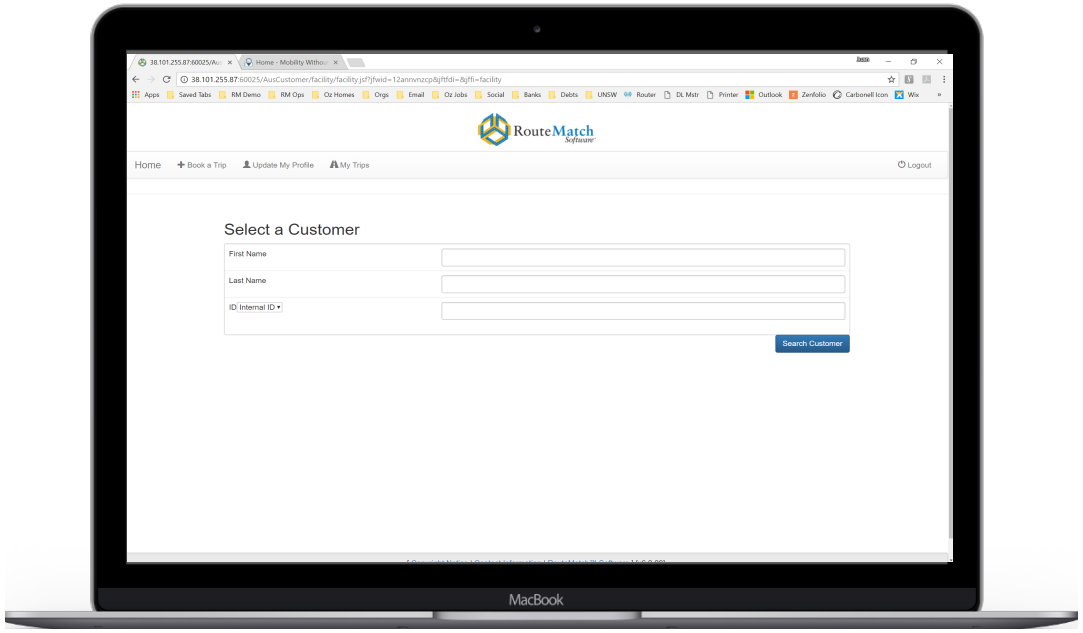
Friendly onshore support during core operating hours

- ✓ Faster responses with stronger local knowledge
- ✓ Plans to hire early 2018
- ✓ Hiring a Level 2 technical support offer
- ✓ Skilled enough to know RM and your environments
- ✓ Will be rostered within AU operating hours
- ✓ Byron will continue to be the main point of contact
- ✓ Will also be able to visit you directly if required

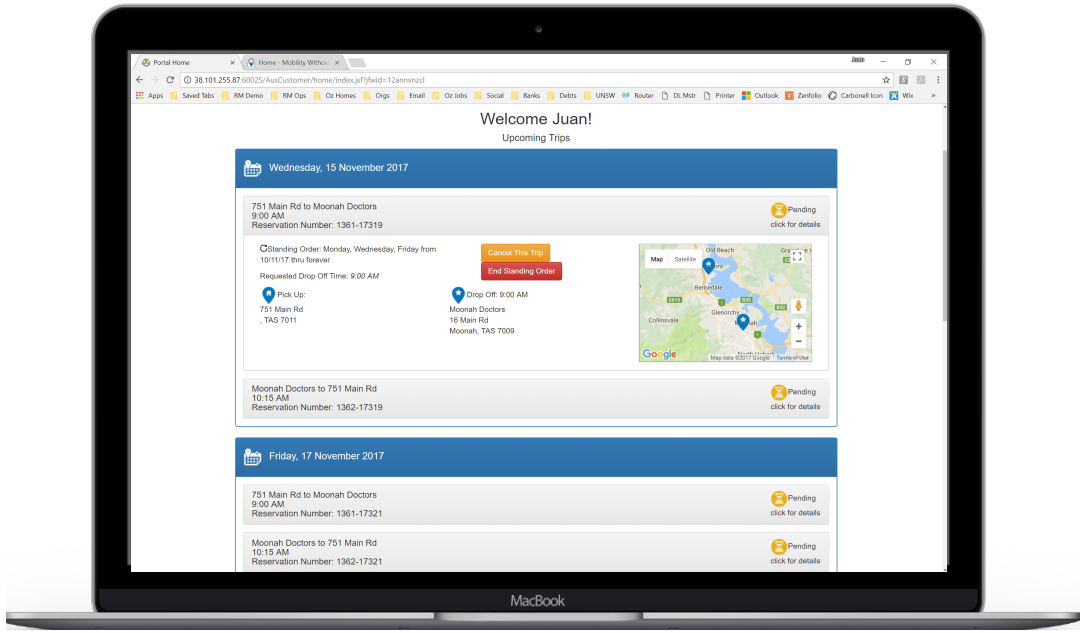
Facilities can also book services for their Customers

Let your partners bulk book their Customers onto your services

- Enables bulk bookings from facilities
- Gain more productivity from your booking agents
- Let the facility “self serve” their needs – including cancellations
- Secured through using a unique Routematch ID
- See a history of all trips booked by the facility and control their access



Let your Customers & their loved ones book directly



Allow direct bookings, cancellations & check your outstanding trips

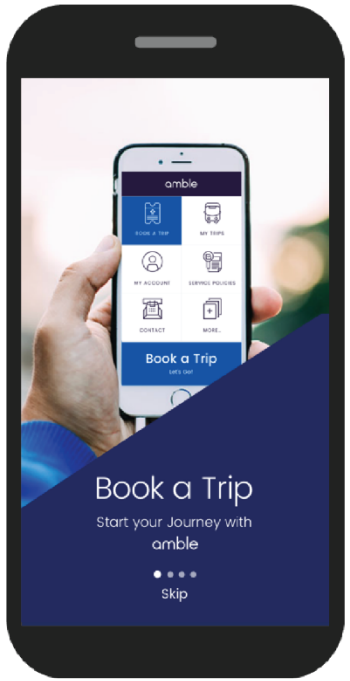
- ✓ Further minimises overhead on booking agents
- ✓ Will enable Customer self service
- ✓ Customers can change their own personal details
- ✓ Customer can also view previous & upcoming trips
- ✓ Facilitates engaging newer customer groups
- ✓ Can be branded to your style guide + your logo
- ✓ Can be used by families to book on behalf of their loved ones

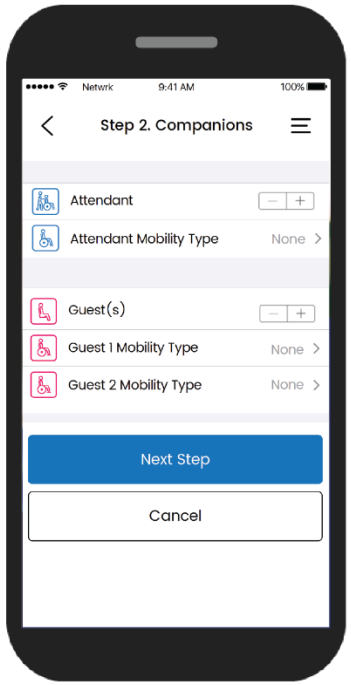
Do away with paper when inspecting your fleet

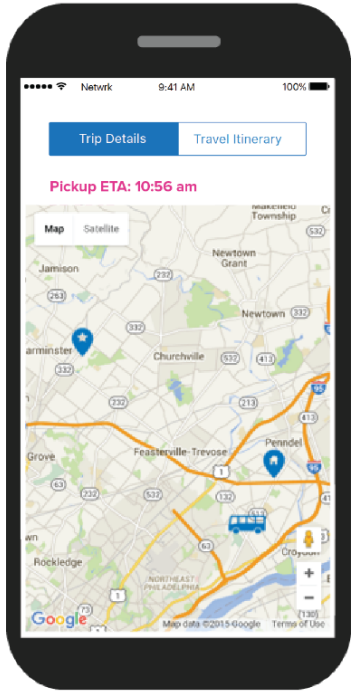
Create a safer operating environment while wasting less paper

- Reduce paper costs
- Keep all vehicle information in the RM system
- Create a custom list of questions for Drivers
- Stop a manifest from downloading if non-compliant
- Report on your fleet inspection history
- Setup alerts based on inspection responses

Create On Demand fleets & to grow your business



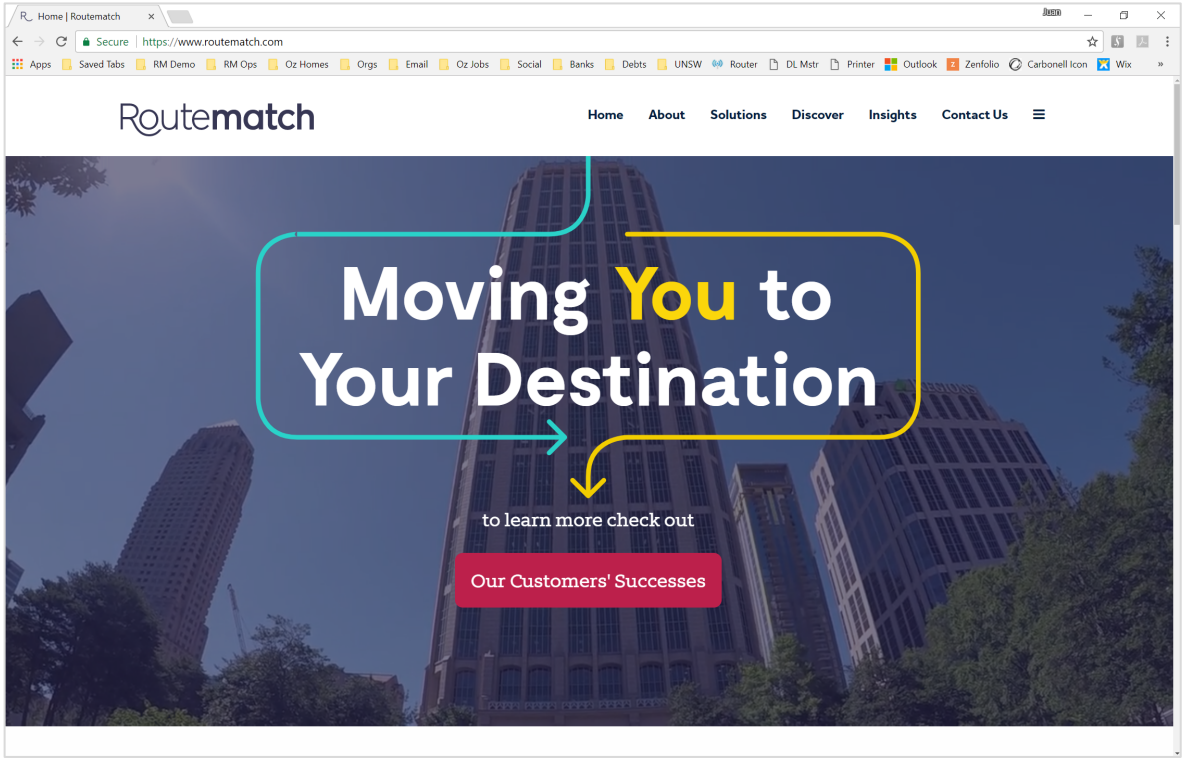




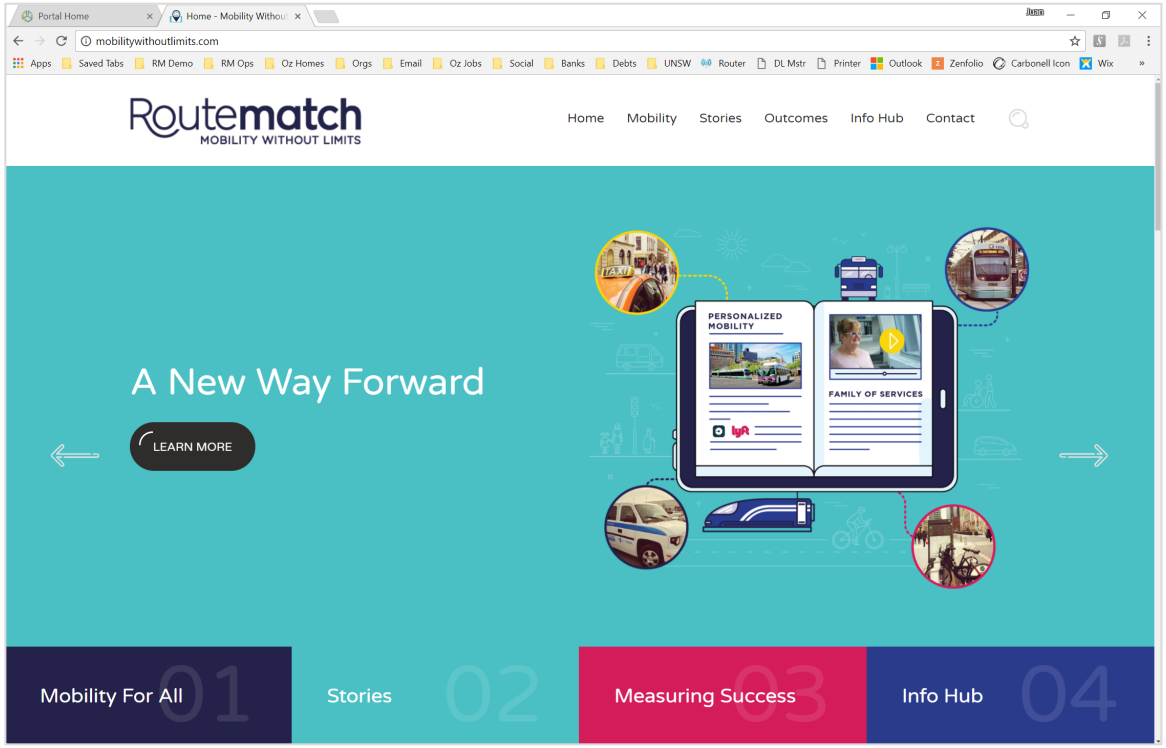
Manage new fleet types and compete more in the point-to-point market

- ✓ Engage new customer groups
- ✓ Develop new revenue streams to complete more in the P2P space
- ✓ A new product built on new technology
- ✓ Book via mobile app or web portal
- ✓ Process payment per trip and directly through the app
- ✓ More information at the Routematch conference here in Dec 2018

More information for you at our new website



www.routematch.com



www.mobilitywithoutlimits.com

“The main driver of Transport in the 21st century is – choice.”

Anthony Foxx

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Thank You

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