

Tech Tip Tuesday—March 15, 2016

by David Hirsch

It was great seeing so many of you at our annual user meeting in Las Vegas. For those of you who were unable to attend, we covered some of the following topics. More information about each of the topics will be presented in future Tech Tips.

Livery Coach .net rollout continues

We are continuing to roll out the next generation of Livery Coach, LiveryCoach.net, to all of our customers. All new customers since January 2015 have only gotten LiveryCoach.net, and many of you have at least gotten it on some of your machines for evaluation.

We are no longer putting any development resources in the “old” version of LiveryCoach (which we call “VB6”). The plan is to roll out LiveryCoach.net to all customers this year, and discontinue support for VB6 completely by the end of 2016. The only technical requirement is that your database be running SQL 2008 or newer. (Note that if you are still running SQL 2005 you will need to upgrade. SQL Server 2005 is obsolete. Microsoft ended mainstream support for it in 2011, and is ending extended support for it next month. For more information, see <https://www.microsoft.com/en-us/server-cloud/products/sql-server-2005/>) LiveryCoach.net is compatible with SQL2008, SQL2008R2, SQL2012, and SQL2014.

Survey Tool introduced

With the help of Eric Devlin and Corey Witzel of Premier Transportation in Dallas, we introduced the new Livery Coach Survey Tool. What the tool does is allow you to create a trackable on-line survey and have a link to that survey get automatically emailed or texted to your customer *while he/she is in your car*. As Premier related during the meeting, if a customer gets a short survey while in the car, the survey is more likely to be answered, and answered accurately. A Tech Tip in the near future will discuss the Survey Tool in more detail. While there is no module cost for this new function, there will be a one-time setup cost of \$295 (which includes the setup of a sample survey, which you can change by yourself in the future). There will also be an ongoing cost of only \$10/month to cover our infrastructure costs (server to maintain the survey, etc.) Please look for all the details in an upcoming tech tip soon.

Location Serving

Nour Elotmani of Destination MCO (in Orlando, of course) talked about how he is using the “location serving” feature of iChauffeur to allow his “on demand” company to essentially be self-managed. They contract with a number of hotels in Orlando that require a queue to have vehicles at all times. With the “location serving” function, chauffeurs can check themselves into a queue, and also see how many cars are in front of them at each queue. Trips can be taken “on the fly” and entered using iChauffeur. We will feature Location Serving in a future tech tip.

CoNext/GRiDD

Amir Zafar of GRiDD Technologies talked about the new GRiDD system (formerly CoNext). Livery Coach is just finishing up the integration with the GRiDD system, which will allow Livery Coach users to exchange trips with other chauffeured transportation companies running different software (such as FastTrak, for example). The cost per trip is nominal. GRiDD is also working on some deals with corporate bookers to increase the flow of reservations into the network, which can mean more business for everyone. We will have more information soon, as we wrap up our testing. If you want to sign up to be on the GRiDD, please visit this link: <https://gnet.grdd.net/registration/>

iGroup

Finally, we previewed our new “iGroup” app. iGroup is intended to be an app that your meeting planners and other group bookers can use to see their own bookings. iGroup will be available in the app store (Apple and Android) and each booker will be able to use his/her own login. You will be able to assign group names in the contact profile for access, or assign profiles in the group name. iGroup will require the LCS Mobile integration, and you must be running LiveryCoach.net . Pricing for this feature has not yet been announced. Look for more details in a future Tech Tip.