

Tech Tip Tuesday—September 27, 2016

by Chip Bowman and David Hirsch

“Mini Boot-Camp” (which we are now calling the “Livery Coach Fall User Experience”) is now scheduled for October 25th and 26th

We are pleased to announce that because of great demand, we are able to confirm the proposed upcoming Livery Coach **Fall User Experience**.

It will be held at the Sheraton Great Valley (www.sheratongreatvalley.com) in Frazer, PA on Tuesday, October 25th, and Wednesday, October 26th, from 9:00am to 4:30pm. We will have as many staff on hand after each day’s events to be able to answer individual questions as well. In addition, we will be having an open house at our offices in West Chester, PA on Thursday, October 27th.

The cost to attend the User Experience for both days is \$250/person, and includes lunch on both days. In order to register, please download the registration form at

www.liverycoach.com/Fall2016/LCUserExperienceRegistration.pdf

and send it back to us as soon as possible (via email to bootcamp@liverycoach.com or via fax to 610-651-0529). **Seats are limited, so first come-first serve. Please return all registration forms by Friday, September 30, 2016.**

This event is aimed at the leadership level—owners, general managers and other senior staff who are already familiar with the operation of Livery Coach and are in a position to make operational adjustments to their systems. The general outline (subject to change) is as follows:

Tuesday

- 09:00 – 9:15 Welcome and introductions
- 09:15 – 09:30 Schedule review, housekeeping
- 09:30 – 10:30 The dot.net journey – From there to here – Challenges, Speed, Transition best practices
- 10:30-10:45 *Break*
- 10:45 – 12:15 Dot.net – It’s the same, only better—navigation, screens, other features
- 12:15 – 1:15 *Lunch*
- 1:15 – 2:45 Dot.net - Continued (Contact record, making a reservation)
- 2:45 -3:00 *Break*
- 3:00 - 4:30 Dot.net - Continued (Dispatch Grid, Trip Book)

Wednesday

- 9:00 - 10:30 Mobile Apps

- 10:30 - 10:45 *Break*
- 10:45 - 12:15 Mobile Apps and the mobile control panel
- 12:15 - 13:15 Lunch
- 13:15 - 14:45 Focus Group/User Experience
- 14:45 - 15:00 Break
- 15:00 - 16:30 Online marketing + CRM + Future direction/discussion

Thursday

Open House at Livery Coach, 1530 McDaniel Drive, West Chester, PA, from 10am to 2pm. A light lunch will be served.