

Tech Tip Tuesday—January 8, 2019

Happy New Year

We hope that everyone had a good New Year and is looking forward to a successful 2019.

Since this is the first Tech Tip of the year, we thought we'd give a little overview of what we've done lately and what we have planned in 2019.

At Livery Coach we will continue to strive to produce “future proof” software—that is, a total business solution that changes with the needs of our customers and the industry. We believe that you should never have to change software to get what you want.

To that end, we will continue to improve and enhance our software and apps to deliver the best experience for you and your customers, and to meet your every need.

2018 was the first full year of our new software process control/quality assurance system. Since implementing our new process, we have seen a significant improvement in the quality of production releases while maintaining our pace of about 100 enhancements per bi-monthly release (yes, that means about 600 enhancements and improvements last year!)

In 2019 we will be making a great effort to streamline and refine some major areas of the system to make them easier and more obvious to use, so you can concentrate on solving your business issues rather than learning the software. Some of the first areas we are working on include:

- Improving reports, including the Trip Confirmation and Receipt, for improved readability and aesthetics
- Improving the Dispatch Grid, so that all the controls will be in one place and will be easier to use, and having multiple dispatch grids open will be possible.
- Auto-schedule, where the system will automatically schedule all your jobs with the click of a button, based on schedule, chauffeur and vehicle availability, preferences, etc.
- Buses—we know that more and more of our customers are getting deeper into buses (especially coaches) so we are looking at adding more coach-specific features.

We are also planning another “Boot Camp” later this year (still discussing when and where). As always, your suggestions (when, how long, where, etc.) are welcomed.

In the meantime, if you are heading to Las Vegas for the 2019 LCT Show, we plan on again having our annual user meeting/discussion. While we still have to finalize the date/time with LCT, we expect the meeting to happen on Sunday afternoon (March 24th) so we hope you can attend.

In the meantime, if you have any concerns or questions, please do not hesitate to contact us.

Happy 2019.