

Tech Tip Tuesday— October 22, 2024

Show Wrapup and some Questions Answered

It was great to see so many of you at the CD/NLA show in National Harbor, Maryland, last week. If you weren't able to make the show, we look forward to seeing you in Las Vegas at the end of February.

Based on some of the questions we got on the show floor, we'd thought we'd clear some things up, particularly as it relates to our merger with GroundWidgets earlier this year.

Am I going to be forced to switch to Santa Cruz, and if so, when?

There are no plans to "force" anyone to switch from Livery Coach to any other platform, including Santa Cruz. We are continuing to develop Livery Coach and are still onboarding new clients. One thing this merger does is allow us to coordinate resources, so that we should be able to add new features to Livery Coach more quickly as well as improve the functionality and performance of Livery Coach. At the same time, GroundWidgets is also evaluating some of the unique Livery Coach features to see how they might enhance the Santa Cruz platform. One of the big benefits of the merger is so that we can exchange ideas and technology so both platforms get the benefit of expanded resources.

That said, if you have a desire to take a look at Santa Cruz to see if it might be a better fit for your operation, we can certainly help you connect with the right people, and eventually the transition (data import, etc.) might become a bit easier than it has been in the past. But you are under no obligation to do so, and Livery Coach will continue to be supported for the foreseeable future.

Eventually we anticipate merging the best of both platforms and providing a clean upgrade path to get there, but that's still years away.

What about sending/receiving trips electronically between Livery Coach and Santa Cruz?

As we announced in a Tech Tip a couple of weeks ago, Livery Coach has completed an integration with GroundXchange™ (GXE), which is GroundWidget's technology for sending and receiving trips to and from affiliates. If you send or receive trips to or from affiliates that are on the Santa Cruz platform, you are encouraged to adopt GXE for these transactions. Using GXE will allow better functionality including GPS tracking and ride closeout data, which is not currently possible with the Santa Cruz GNet integration. If you'd like to begin that process, please reach out to our support team at support@liverycoach.com so that we can send you the contract update and give you the details about how the transition works. Eventually Santa Cruz will end support for using GNet to exchange trips with Livery Coach users.

Will Livery Coach still be integrated with GNet?

Yes. You can and should continue to use GNet to electronically send/receive trips to other platforms, such as LimoAnywhere, FastTrak, etc. Switching from GNet to GXE is only for transactions between Livery Coach and Santa Cruz.