

DRT PASSENGER NOTIFICATIONS



Ripple revolutionises DRT notifications; dramatically reducing no-shows and late cancellations; and relieving admin workload on call centre staff.

Ripple sends passengers automated reminders of upcoming journeys, and also enables them to call or text to obtain information regarding their journeys.

Ripple is Cloud-based, lightweight and incredibly easy to implement; delivering benefits traditionally offered by far more complex and expensive systems.

Key Benefits

- Dramatically reduce no-shows and late cancellations
- Relieve burden on call centre
- Minimise driver waiting times
- Communicate ETAs to passengers
- No complex IT, IVR or phone system requirements

“Though effective, traditional phone/SMS/email notification systems are often too bulky or expensive to justify. Not Ripple: this super-light system is easy to install and manage - and crucially, affordable.”



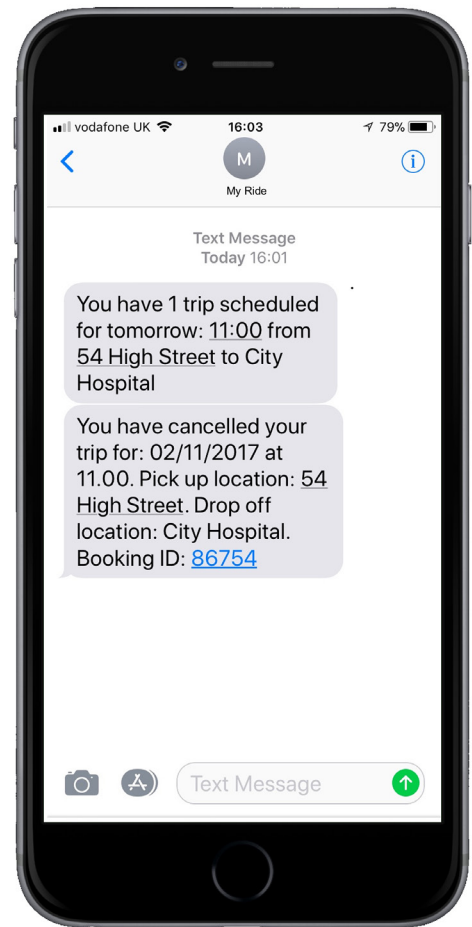
RIPPLE: THE REVOLUTIONARY NOTIFICATIONS SYSTEM

The Passenger Experience

- **Automated outbound notifications:** Users confirm or cancel trips with one button at the end of a message
- **SMS, email and phone:** Ripple can send out alerts and reminders via these popular media
- **Automated inbound services:** Passengers can cancel or edit trip details, view pending or previous trips and manage personal profile
- **Ready and set to go:** Notifications sent the day before and then again moments before

The Perfect Fit for You

- **Affordable:** Low costs and immediate savings makes Ripple an essential tool for any DRT operation
- **Fast to implement:** No telephone lines or client-side servers
- **Easy to maintain:** Automatic software updates & cloud hosting reduces IT requirements
- **Simple Configuration:** Configure unique notifications with ease via simple user interface



TRAPEZE GROUP: Here for the Journey

Trapeze Group supplies reliable, scalable and innovative solutions for the rail and road transport sector. Hundreds of private and public organisations in Europe, North America and Asia-Pacific have selected software solutions from the Trapeze Group in order to improve and broaden the efficiency, quality and scope of their transport solutions, thus enabling them to provide their customers with even more services in a more reliable and cost-effective manner.

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