

## Transpais

# State-of-the-art customer service technology for passenger transport in Mexico



**TRANSPAIS**

Transpais is a leading company with more than 80 years of experience in passenger transportation, with a fleet of more than 1,000 units that travel routes in the states of Tamaulipas, Nuevo León, San Luis Potosí and Veracruz, distinguished by its focus on the service to provide security and confidence, including constant innovation and direct customer service.

Always being at the forefront of technology is a constant for Transpais, which is why it has a modernity and safety standard that makes its trips a unique experience, with the main objective of “bring people closer”.

## The Challenge

Transpais sought to consolidate the commitment to its vision of constant improvement and innovation in favor of providing better customer service, caring about the experience of its passengers and turning solutions into competitive business advantages.

The implementation of a variety of telematics technological solutions was required in its bus fleet aimed at providing valuable information to different areas of the company to increase efficiency in the operation, through its specialized monitoring center, who could view the information of simple way and integrated in a single platform in real time, to support operational decision-making in a fast and well-founded way.





## The Solution

Didcom has collaborated with Transpais for more than 12 years in engineering developments and integration of technologies for fleet management, obtaining as results unique solutions according to their operational needs and with the capacity for growth and expansion according to their requirements.



## Technology Development and Integration

*Most solutions required hardware and software development and integration, tailored to Transpais requirements.*

### Didcom

- + Multi-brand engine telemetry system for maintenance management
- + Passenger temperature comfort system
- + Incident monitoring management system
- + Driver assistance and panic alerts interface
- + Operation and productivity performance indicator system with dashboard level visualization
- + Collar temperature analysis system
- + Integration with proprietary systems and third parties for intercommunication between systems

### Transpais

- + Specialized monitoring center
- + Advanced information and interpretation
- + Follow-up on incidents and opportunities that influence customer service
- + Management of strategic services and maintenance
- + Operational and business decision making
- + Effective implementation of good practices and habits detected for the benefit of the operation

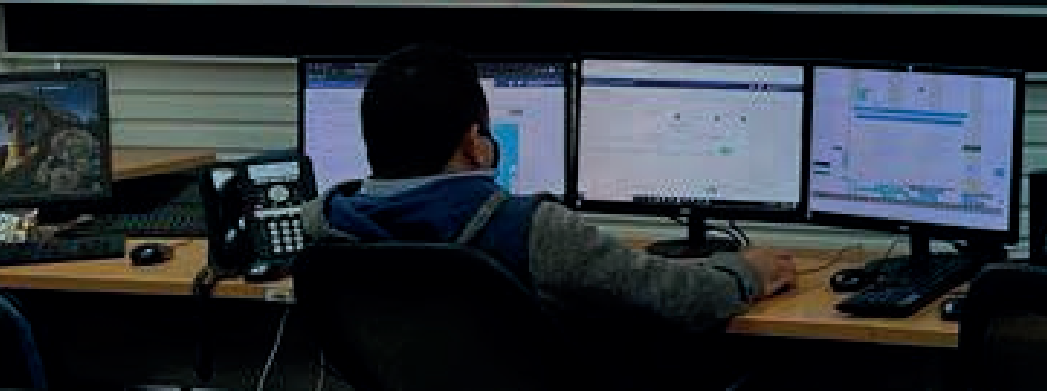




## The Benefits

**This project technological implementation has managed to provide a clear vision of the fleet operation** in a simple, efficient and visually attractive way, facilitating control, incident detection and improvement opportunities through the same telematics platform.

A considerable improvement has been generated in the reaction and response time to events and operational queries, improving the decision-making process and increasing the operation effectiveness, **reflecting large-scale benefits at the organization different levels, directly impacting the business and customer service improvement.**



- + Increased operational and business profitability of the fleet through configuration of unique solutions according to your needs and environment
- + Increased savings opportunities by identifying lost expenses through operation indicators
- + Generation of measurable income and cost savings through the use of data and its conversion into valuable information
- + Fleet efficiency potentiation by preventing service failures and optimizing improvements in the operation
- + Operational and business growth through the digitization of information, facilitating the information search and analysis, creating a faster and more efficient work dynamic



## Let us create a success story with your project!

Didcom can help you to integrate technological solutions to improve the experience and customer service, managing to reinforce the passengers satisfaction in your bus fleet, consolidating the competitiveness level and business reputation.

