

## **TietoEnator's virtual switchboard offers quicker taxis**

Quicker customer service and lower costs. That is the result of Taxi 020's conversion from a traditional switchboard to a software switchboard from TietoEnator. With the new solution, the operators can see where the taxis are and thereby can give better priorities.

Since the operator sees where the call comes from, customers who call from an area with many vacant taxis can be given quicker service, while others are given lower priority. This filtering process optimises Taxi 020's operations and offers better and more effective customer service.

"If a person has waited in a call queue for over a defined maximum time, the call is given higher priority even if there is a lack of vacant taxis in the area", says Magnus Boström, MD of Taxi 020. The queue status is presented in real time on the traffic controller's screen so that he or she can give priority to from which queue the next incoming call shall be taken. However, the effects are even more. With the knowledge of when and where more taxis are needed, Taxi 020 can allocate its journeys in a better way. This makes Taxi 020 more cost and resource effective which, in its turn, leads to great competitiveness advantages.

"The software switchboard is cheaper than a traditional one at the same time as it gives more information. It is not just a switchboard, but can, instead, be regarded as a CRM system that helps us to produce a good basis for decisions and to keep statistics over the need for vehicles in different areas at different times."

"The system that makes this possible is based on entirely new technology and is an integrated solution comprised of the software switchboard Envoy and Taxi 020's booking system Frogne. The solution has been produced in co-operation with TietoEnator and can be upgraded.

We chose TietoEnator as they had sound experience of taxi operations and therefore understand our requirements", says Magnus Boström.

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With a staff of 10,000 and annual net sales of 1.2 billion euros, **TietoEnator** is a leading supplier of high value-added IT services in Europe. TietoEnator provides consulting, systems development and integration, operation and support, product development services for customers, and software services. The Group has in-depth knowledge of its customers' businesses in areas such as telecommunications, banking and finance, the public sector and the forest industry.

[www.tietoenator.com](http://www.tietoenator.com)

**Taxi 020 AB** is Sweden's third largest taxi company. It operates in Larger Stockholm with 500 vehicles. In addition, the company transports disabled people with 100 handicap-adapted buses. The company's office and the centre for the staff of 75 are in Kista, Stockholm. The booking centre answers ca 3.000.000 telephone calls per year.

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