

CASE STUDY

Dial-a-Cab get Londoners from A to B with Microbus

Background

Dial-a-Cab is the largest supplier of licensed taxis in Central London and the industry's only driver co-operative, run by its members for their collective benefit. It was formed by 6 taxi drivers in 1953 and has grown into a multi-million pound organisation with a fleet size of over 2,500 taxis.

The Challenge

In order to meet the growing needs of their customers, Dial-a-Cab needed a mobile data terminal for wireless access to a new computerised booking and despatch system being developed to replace their overburdened radio system.

The terminal needed to be both user-friendly and to support PC-based software but also rugged enough to cope with the demands of daily vehicle use.

The Solution

Microbus, fulfilled all of Dial-a-Cab's requirements with a bespoke, state of the art Mobile Data Terminal (MDT) based on the M-PC vehicle computer platform.



The system - the first of its kind in the UK taxi industry, comprises a large TFT colour touchscreen with software-controlled brightness for easier viewing. It's rugged and compact design provides reliable, full PC functionality inside the taxi cab allowing drivers access to automated despatch information over a wireless network.



The Benefits

This comprehensive touchscreen solution enables drivers to login to the despatch system over the wireless network and access bookings. Attached to the screen housing is a card reader to take most major credit cards including their own Dial-a-Cab Chargecard, and a thermal printer for receipts.

The connectivity offered by the computer is the first of its kind and supported integration with a range of taxi meters, GPS, and radio and modem support.

These new state of the art terminals, designed and built specifically for Dial-a-Cab, paved the way for the modern mobile data systems that are now commonplace in so many of the world's vehicle fleets.