



This paper provides a summary outline of NZ Taxi Communications' (NZTaxiCom) structure and operational activities in NZ. It is prepared as background material and contains corporate information relevant to July 2018.

NZTaxiCom is owned (100%) by Aerial Capital Group NZ Ltd, a wholly owned subsidiary of Aerial Capital Group Ltd (Aerial).

## NZ TAXI COMMUNICATIONS

# ABOUT US

# 2019

### **SUMMARY**

NZTaxiCom is a uniquely qualified Data Centre and Fleet Management operator, based in Palmerston North NZ, specialising in Point 2 Point transport. NZTaxiCom has a staff of 51 NZ residents and holds NZ Small and Large Passenger Service licensing and PSL accreditation.

NZTaxiCom is supported by a backup Data Centre owned by its parent company, Aerial in Canberra Australia. Servitel, a Communications contractor wholly owned by Aerial, operates from the NZTaxiCom Data Centre in Palmerston North and maintains all communications and dispatch infrastructure in NZ.

NZTaxiCom currently services a taxi fleet of 509 cars and its Data Centre systems are scalable to service the entire NZ taxi market (7000 cars).

# ABOUT

## NZ TAXI COMMUNICATIONS

### Small Passenger Service Licensing

NZTaxiCom holds small and large passenger service licensing and operates in Christchurch under the First Direct Taxi fleet:

- Small Passenger Service licence – 0311820
- Large Service Passenger Service licence – 1/09/2017 – 0311821.

### Data Centre and Contact Centre

NZTaxiCom owns and operates a Data Centre situated at 684 Tremaine Avenue, Palmerston North. The building was purchased in 2013 and has been renovated to provide a 22-seat (expandable) call centre and IT server room. The building is serviced by two redundant fibre communication links provided by Spark and Kordia.

The Data Centre has a diesel generator and UPS system providing power security in the event of a mains service outage.

The Data Centre operates 24/7 – 365 and provides employment to 51 people living at Palmerston North.

The contact centre software and PBX are built on a Mitel platform and offer MX-One, Mitel MiVoice Business and Mitel Contact Centre software suites. The system is scalable and currently has a 250 concurrent call capacity using 100 mbit pipes. This is upgradeable to 1gbit.

The Palmerston North Data Centre is linked to Aerial's Canberra Data Centre via a WAN link. VMWare vSphere infrastructure is used in both the NZ and Australian Data Centres.

Single HP Blade storage systems are used at each Data Centre with shared storage access. FortiGate routers and firewalls are deployed. Backup systems are automated via the cloud using Acronis software.

NZTaxiCom's wholly owned Taxis Palmerston North business holds:

- Small Passenger Service licence - 1/10/2017 – 0300020
- Large Service Passenger Service licence – 0300021.

The following contracted customers are serviced from the Data Centre:  
SmartMove Dispatch - Taxi dispatch and call centre (inbound):

1. Taxis Palmerston North - 63 cars;
2. First Direct Taxis Christchurch – 77 cars
3. Kiwi Cabs Christchurch – 74 cars
4. Taxis United Auckland – 82 cars Shuttle/Vans - 43
5. Queenstown Taxis – 67 cars
6. Porirua Taxis Christchurch – 34 cars
7. Paraparamua Taxis - Christchurch – 20 cars
8. Energy City Taxis new Plymouth – 17 cars
9. Levin United Taxis – 10 cars
10. Wanganui Taxis– 23 cars
11. Timaru Taxis – 21 cars
12. Half Price Taxis Napier – 9 cars
13. Bay Wide Taxis Napier – 10 cars

Mitel PBX hosting via Servitel:

1. Wellington Combined Taxis – first contract 18/5/2012 and expires in Aug 2021
2. Blue Star Taxis Christchurch on relay from Wellington Combined Taxis.



## Taxi Dispatch Software

NZTaxiCom has two taxi dispatch systems deployed in the Palmerston North Data Centre:

### **www.mtidispatch.com**

MTI – was previously used by the Palmerston North Taxis and First Direct Taxis (Christchurch) Business as the main dispatch software. The MTI system uses two means of communication with cars – GPRS and PMR (Radio). NZTaxiCom has over four years-experience using the MTI system, controlling a fleet of 180 cars. NZTaxiCom's parent company, Aerial Capital Group Ltd has 12-year experience using MTI to manage taxi fleets in Australia and NZ.

Recent changes to hardware and PMR Radio costs has seen the NZTaxiCom fleet migrate to the Smartmove dispatch system in NZ.

### **www.smartmovetaxis.com**

Smartmove – is now the dominant dispatch system used by NZTaxiCom in NZ. NZTaxiCom has 13 fleets (509 cars) operating in 12 NZ cities, using the Smartmove dispatch system. NZTaxiCom hosts a Smartmove server in our Palmerston North data centre and additionally uses the Smartmove data centre in Adelaide Australia to provide redundancy and resiliency using data replication.

Smartmove dispatch uses two GPRS communication systems. In NZTaxiCom these two systems are provided by Spark NZ and Vodafone NZ.

NZTaxiCom's taxi dispatch systems are integrated with third-party software using API's. These API's link Smartmove to web booking pages, Taxi Operator and Taxi Customer service portals and NZTaxiCom's accounting and payment systems (Sage ACCPAC 300-2018).





## Dispatch Methodology

- All bookings, received by all media channels (web, phone, SMS Text, Email, Web chat, App, IVR and ASR), are entered into a single system – Smartmove;
- All information flow is electronic and many media channels (e.g. web, IVR, Apps) link automatically to this dispatch system. Agents (manual methods) are available but in the main are used for problem solving and fleet support;
- Smartmove can configure dispatch algorithms for each fleet by individual design. However minimum service criteria on “Time to Customer pickup”, “Jobs rejects per car”, “Query requests/car” and “Dispatch give out times” are set to place “priority” on Customer service.
- Booking for, dispatched to, affiliated fleets (i.e. MTI equipped cars) are offloaded using our Offload Dispatch software where the Affiliated fleet meet the required criteria (Affiliated Fleet Criteria - AFC);
- Small affiliated fleets that do not meet the AFC can use the Smartphone Android App for the dispatched bookings/jobs. Reporting conditions apply;
- All fare data is reported back to the main dispatch system for billing and reporting;
- Billing and financial account reporting quality control is maintained by NZTaxiCom’s automated link between Smartmove dispatch and the Sage ACCPAC 300 (2018) accounting system.

### Affiliate Fleet Criteria (AFC) –

- All vehicles must have a current COF logged with fleet and vehicle information in Smartmove.
- The Driver Log book electronic system must be activated and in current use/compliance on all vehicles.
- MTI equipped cars must enable and approve electronic transfers via API to their MTI server;
- Electronic reporting of the fare must be enabled (MTI option);
- Job reporting via MTI query must be enabled;
- Complaint handling, reporting and quality management methods must be reviewed and agreed.

### Why Choose Us?

- Total Cloud Solution
- Security and Privacy
- Commitment to innovation and electronic systems 5G optimised.



nztaxicom.net.nz

## Real Time reporting to NZ Ridewise System (July 2018)

NZTaxiCom and Smartmove are currently implementing both in-car hardware changes and software changes with API links to the NZ Ridewise system. These changes are taking place in NZTaxiCom’s First Direct and Taxis Palmerston North Fleets. Implementation is expected to be made live in August 2018.

In-Car hardware changes will add a Digitax card reader directly linked to the Smartmove in-car terminal (MDT). Software changes to link Smartmove to Ridewise in real time mean that job data is transmitted in real time between a car and the Ridewise web site (tap on, tap off, \$fare, GPS, time) enabling detailed reporting. NZTaxiCom propose during 2018/19 expanding this system to all our Bureau and Affiliated clients in NZ.

**TAXI  
BUSINESS  
SOLUTIONS**

## Servitel Communications – Australia and NZ

Servitel is a communications systems contractor, founded in 2006, wholly owned by Aerial and operating in Canberra, Australia and Palmerston North, NZ. Servitel is a Mitel Accredited partner providing cloud hosted telephony systems and systems maintenance services.

In Canberra Servitel operates out of Aerial's head office, 24-26 Kembla Street Fyshwick and provides cloud telephony to the SME Canberra business market.

Servitel in NZ operates out of the NZTaxiCom Data Centre in Palmerston North.

Servitel's ICT Engineering Manager, Greg Feyerman is based in Palmerston North and controls all of Servitel's service support team's activities. Servitel has a technical team of three ICT Technicians in Palmerston North and three ICT Technicians in Canberra Australia.

### Certifications include:

4 Mitel voice technicians – various grades reviewed annually;

1 Certified Mitel Engineer;

1 Mitel Solidus Engineer (ASR design);

1 Microsoft Engineer Window 2003 (upgrade underway);

2 vMWare engineers;

1 Acronis Cloud Backup engineer.

## Health and Safety and NZ Privacy Compliance.

NZTaxiCom's policies are available for download from our web site.

NZTaxiCom staff and drivers undergo regular training in both privacy and H&S. Our TPNL and FD fleet of drivers have recently completed the NZTF H&S program.

Fleet By-Laws contain specific H&S information for drivers.



## More Information

Please visit our NZTaxiCom web site – [www.nztaxicom.net.nz](http://www.nztaxicom.net.nz) or contact our NZ Administration Manager (resident entity):

Janine Crawford

Phone: +64 27 2209 094

Email: [janine.crawford@aerialcg.com](mailto:janine.crawford@aerialcg.com)



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