

Personal Transportation  
Co-op Moves Business  
From A to B With  
SAP Business One

**SAP** Business One



# ABOUT



## Company

**Name:**

Co-op Taxi

**Location:**

Edmonton, Alberta, Canada

**Industry:**

Transportation

**Visit them at**

[www.co-optaxi.com](http://www.co-optaxi.com)

## Challenges

- Disconnected systems caused operational inefficiency
- Poor inventory tracking capabilities
- No real-time data or customizable reporting

## Why SAP Business One

- Real-time reporting for an accurate snapshot of performance
- Inventory management for better cost control
- Consolidated accounting for visibility across departments
- Integrated solution for more efficient operations

## Why Vision33

- Industry-Leading TOTAL Care support program
- Largest global value-added reseller (VAR) for SAP Business One
- SAP-Certified implementation consultants with decades of experience



*We'd never seen a business management solution specific to a taxi company, but that's exactly what Vision33 gave us."*

*Uday Kumar, general manager at Co-op Taxi*

*For the passenger, it's a simple question:  
How do I get from A to B?*

*For Co-op Taxi, it's much more complicated.  
It involves equipping a fleet of 1,500 drivers  
with the right technology to accept customer  
payment, navigate the most efficient routes  
in traffic, and locate the next fare with  
punctual and courteous service.*

*Thanks to SAP Business One, Co-op Taxi has  
the answer.*

Started in 1971 by three taxi drivers, Co-op Taxi now has a fleet of 525 vehicles, 1,500 drivers, and thousands of satisfied customers daily.

By empowering its highly skilled, safe drivers with technology, Co-Op Taxi is the top choice for passengers and one of Canada's most successful transportation services.

Co-op Taxi owes its success to its focus on customer service and progressive view of how technology can empower its fleet to improve efficiency.

"We're one of the first companies to dispatch our taxis with a tablet, so we have virtually no downtime," explains Uday Kumar, Co-op Taxi's general manager.

Co-op Taxi knows its customers use technology, so the company 'meets them halfway' by offering online bookings through Android and iOS apps.

In transportation, every second counts, and for Co-op Taxi, improving efficiency is a high priority.

Unfortunately, its off-the-shelf business software was preventing growth.



# Changing course for a better business management system

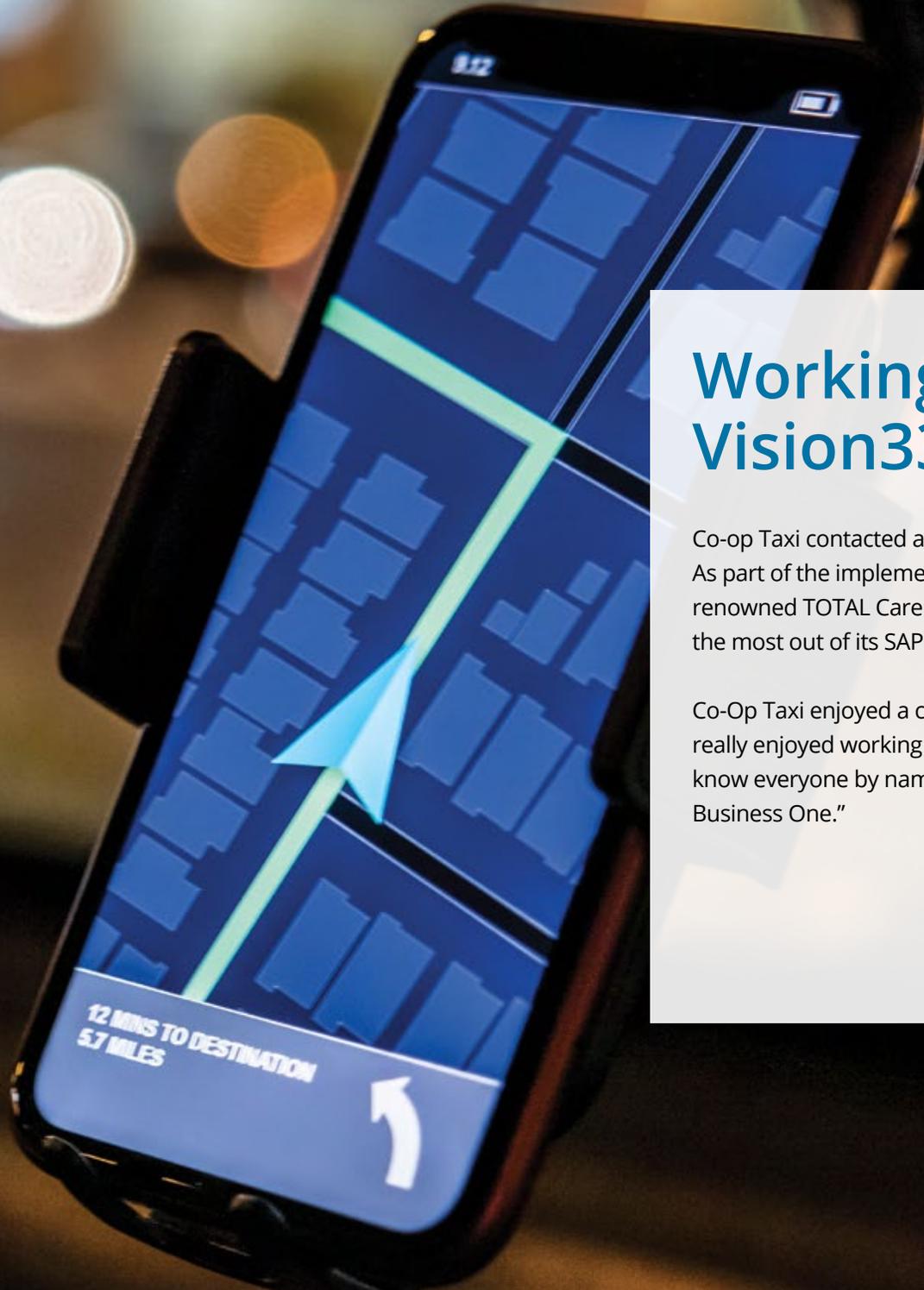
The company chose SAP Business One, an enterprise resource planning (ERP) application, to improve efficiency, integration, and customer and employee experiences. In addition to offering multiple out-of-the-box features Co-op Taxi needed, SAP Business One is also customizable to fit any industry.



*We have accurate and complete accounts receivable. It's easy to measure company performance at a moment's notice.*

*Uday Kumar, general manager  
at Co-op Taxi*



A close-up photograph of a smartphone mounted in a black car holder. The phone's screen displays a navigation application with a blue street map, a green route line, and a blue arrow pointing forward. At the bottom of the screen, a white box contains the text '12 MINS TO DESTINATION' and '5.7 MILES' above a white curved arrow icon. The background is a blurred bokeh of warm, golden lights.

## Working with Vision33

Co-op Taxi contacted a local SAP Gold Channel partner, Vision33, for help. As part of the implementation, Co-op Taxi has access to Vision33's renowned TOTAL Care support program, which enables Co-op Taxi to get the most out of its SAP Business One investment.

Co-Op Taxi enjoyed a close partnership with Vision33 and its team. "We really enjoyed working with Vision33's implementation consultants—we know everyone by name!" says Kumar. "We're also very satisfied with SAP Business One."

## Paying it forward to customers

Since implementing SAP Business One, Co-op Taxi has seen measurable results. The dispatcher's office can close all transactions automatically in under twenty seconds—a process that used to take hours.

Vision33 also integrated Co-Op Taxi's taxicab scanners with SAP Business One. When customers use vouchers, the drivers scan them, and SAP Business One automatically uploads them, tags them with a unique ID number, and creates an invoice.

Co-op Taxi plans to implement an employee portal where drivers can query transaction details for taxation purposes. Kumar explains, "If drivers want to pull up details about a transaction within the last few years, they won't need to go to the Co-op Taxi dispatch anymore. Everything will be available on the website, fully integrated with the accounting and dispatch systems." That puts the fast-growing cab company miles ahead of its local competitors.

**“** *We really enjoyed working with Vision33's implementation consultants—we know everyone by name! We're also very satisfied with SAP Business One.*”

*Uday Kumar,  
general manager at Co-op Taxi*





## Taking the wheel with real-time information access

Working with Vision33, Co-op Taxi has implemented several SAP Business One modules, including finance, accounting, and inventory management.

Using SAP Business One's standard reports and the extensive custom reporting options, Co-op Taxi has insights that improve its efficiency. "We have accurate and complete accounts receivable," says Kumar. "It's easy to measure company performance at a moment's notice."

And in inventory management, Co-op Taxi can track orders from vendors, which provides control over expensive inventory like radios, antennas, tablets, and top lights for the taxis.

SAP Business One's custom reporting also meets company stakeholder requirements. As a cooperative, Co-op Taxi must give financial reports to its board of directors each month. The new reports include multiple layers of detail and the ability to drill down for a closer look at P&L statements, salaries, and overhead costs for a specified period.



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## Heading up the road to continued success

With Co-op Taxi's dispatch system now integrated with SAP Business One, the company has given the green light to Vision33 to find additional ways to use the solution. Kumar already has ideas, like completing a new customer portal for Co-op Taxi's corporate customers to log in and manage their accounts.

The company is also exploring a new SMS service to provide an easier way to call a taxi—another service made possible by SAP Business One.

We'd never seen a business management solution specific to a taxi company, but that's exactly what Vision33 gave us," concludes Kumar.





Vision33 transforms business processes and results for customers by delivering value through the promise of technology and its benefits for growing businesses. For over 30 years, Vision33 has helped companies integrate and automate their business processes and applications to better serve their customers, employees, and stakeholders. The technologies may have changed drastically in 30 years, but Vision33's mission has never wavered.

With over 1,000 customers worldwide, Vision33 helps manufacturers, distributors, service firms, and SaaS businesses outperform their competition and lead their industries with successful technology investments.

With nearly 500 employees, Vision33 offers product expertise, business experience, and innovative technology leadership. Whether a global company with 100 subsidiaries or a small business, Vision33 works alongside every customer to meet their goals.

Vision33 also has formal partnerships to resell, implement, and support leading ERP applications, is a leader in cloud deployment, and has developed exclusive products, including Saltbox (saltbox.io) and iDocuments (idocuments.io).

*For more information about Vision33, visit [www.vision33.com](http://www.vision33.com).*

**Contact your nearest Vision33 sales office to discuss how we can help transform your business.**

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