



# CLEVER PRO SERVICES

Considerable time and money is invested in defining the requirements for new ITS technology, procuring the system and deploying the solution. But, if you're not spending the time and the effort required to define your goals and objectives, obtaining stake-holder buy in or managing the organizational changes that your new solution will bring, you are compromising system acceptance and risk a breakdown in employee adoption. And, if you aren't actively working to measure your technology's overall effect, you are likely missing out on the opportunity for continuous improvement.

Continuous learning after your team has some hands-on experience creates peak efficiencies.

Clever Pro Services are a comprehensive suite of solutions designed to ensure that the ITS solutions you select are the right ones for your organization. Specifically, we help the individual user connect what the product is capable of to the personal benefit of that individual through face to face, one-on-one partnerships. To achieve this, the CleverPro program features four diverse types of services:

## **ON-GOING TRAINING SERVICES**

While traditional user training is included as part of our standard deployment process, our experience has been that a continuous learning program is essential to truly achieve acceptance and adoption.

Continuous Learning is extremely effective because it provides users with the opportunity to learn as part of their daily work, after they have had some hands-on time with the new technology.

Training experts from our CleverPro team will visit with users in Operations, Service Planning, Customer Service, Maintenance, and IT as they perform their daily tasks. They will observe how your employees are interacting with the new system and demonstrate alternative procedures so that tasks can be performed more efficiently. If desired, a formal assessment can be provided documenting our findings and providing recommendations for any additional training necessary.

## PRODUCT ADVISOR SERVICES

Our product subject matter experts will perform a comprehensive review of how your ITS products are currently being used. They will collect stakeholder feedback and determine if there are opportunities to improve your overall system performance and utilization. Your product advisor will review the recommended modifications with your leadership and work with you to implement approved modifications.

Optimize the performance of your new systems by fine tuning the configuration of the products around the needs of each of your various stakeholder groups.

## SOLUTION ADVISOR SERVICES

CleverPro Solution Advisor services identify feature gaps in the Clever Devices software suite, not purchased as part of the core system, that would provide significant benefit to individual stakeholder groups based on their unique needs/operations.

Clever Devices conducts stakeholder interviews to determine how your technology is being utilized. After careful review of all input we:

- Defines new system/product requirements
- Develops mock-ups to confirm requirements
- Creates custom reports (if applicable)
- Develop software to address stakeholder input

For any funded development, the Solution Advisor will provide a proposal to the client prior to the start of development. Upon approval by the client, we will execute the plan to deliver custom reports, new development, and the software upgrades required to deliver to stakeholder requests.

**Enhance your existing solution with additional features that can optimize operations.**



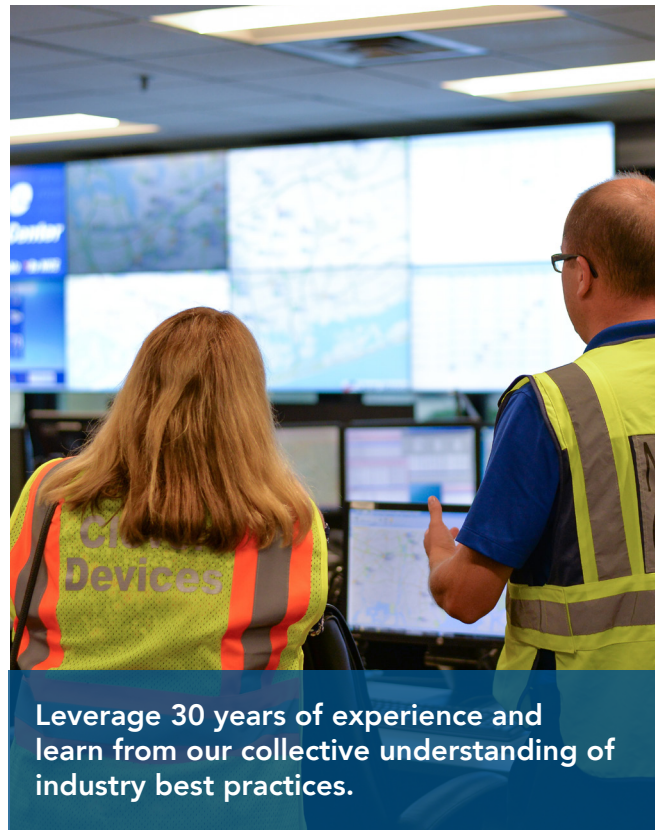
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## TRANSIT ADVISOR SERVICES

With over 300 customers in the United States, Canada and Europe, Clever Devices has a front row seat to some of the best practices in the industry. With our Transit Advisor services, we become an extension of your staff. We'll learn your operation inside and out. We'll observe your day-to-day operations. We will board your vehicles, we'll ride with your road supervisors and we'll observe your dispatch and control centers in action. We'll observe the scheduling process in planning as well as all maintenance shifts.

Your transit advisor will document everything he or she learns about your processes, policies and how you're currently using technology and recommend prioritized opportunities for enhancement based on industry best practices. We align our findings to your goals to deliver prioritized action plans designed to enhance your operations.

When you choose our Clever Pro Services you are getting over 30 years of industry experience in transportation technology. Our service offerings are designed to facilitate employee acceptance and optimal product and solution performance to optimize your operation and improve your return on investment.



**Leverage 30 years of experience and learn from our collective understanding of industry best practices.**

## FIND OUT TODAY

Learn more about how our **Clever Pro Services** can help your agency succeed. Contact us at [info@cleverdevices.com](mailto:info@cleverdevices.com)