



Mission Software

Passenger Transport Management System

The MPS Mission Software is a fully hosted secure cloud solution with integrated GPS, driver and passenger apps. The architecture is [described here](#) and we also meet all Council requirements for web hosted system security. We have constant security testing for grey box, black box, attempted external penetration and “malicious user” actions.

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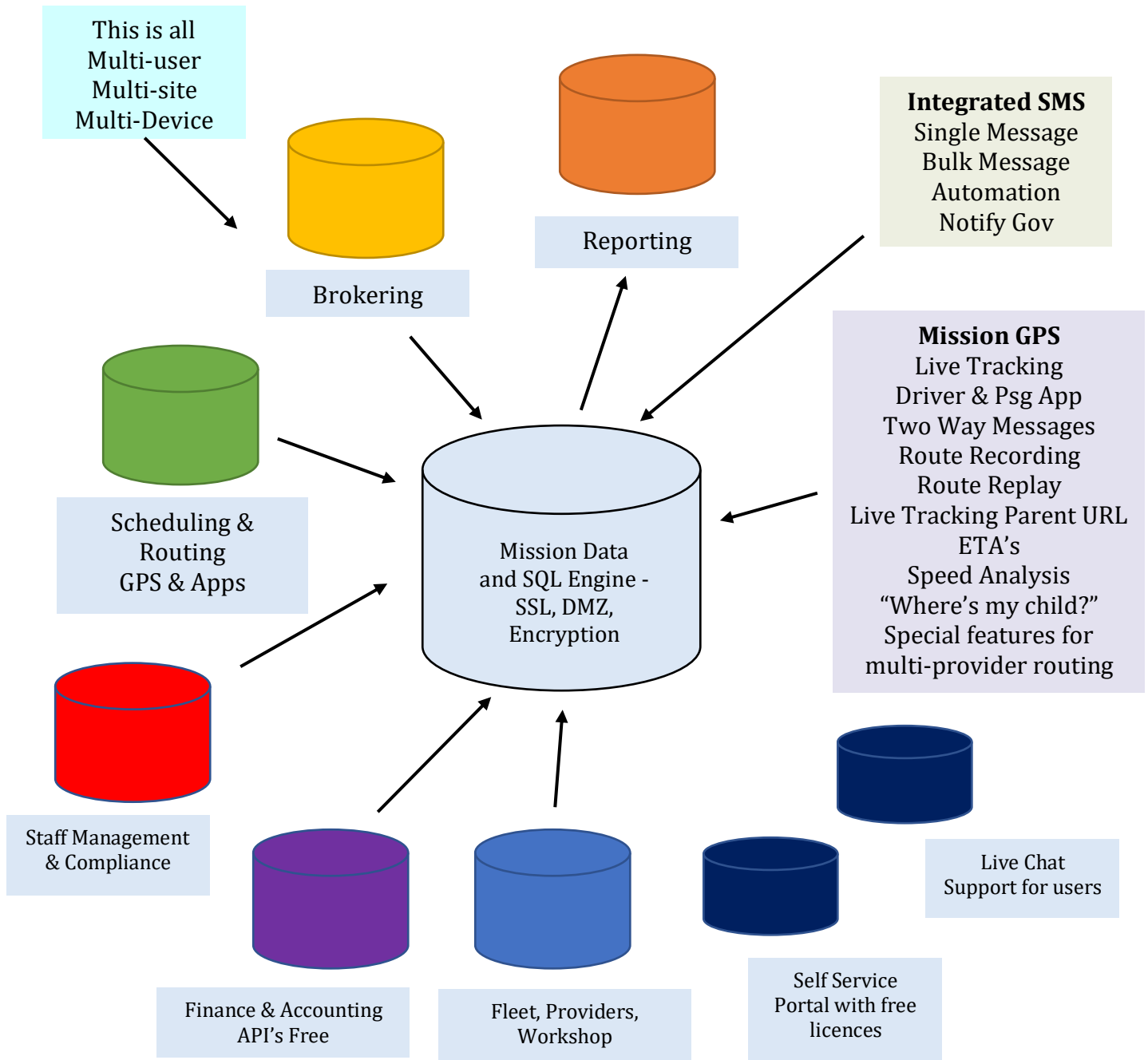
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Mission Passenger Services

MPS Key Elements

Full Microsoft Azure Integration for "Single Sign On" as standard



The whole system has passed many 3rd party security and PEN tests including SQL injection, SSL requirements etc. we have a list of 76 items we use to secure our systems and prepare for independent CREST certified 3rd party testing.

The GPS system is fully integrated, free to use for apps, drivers and passengers.

MPS Cloud Architecture

The MPS Mission software is configured as follows on a private cloud we

The user accesses the application over the Internet using a browser.

This has a secure login with username and password.

All of our sites are secured using SSL Certificates With enhanced verification (EV).

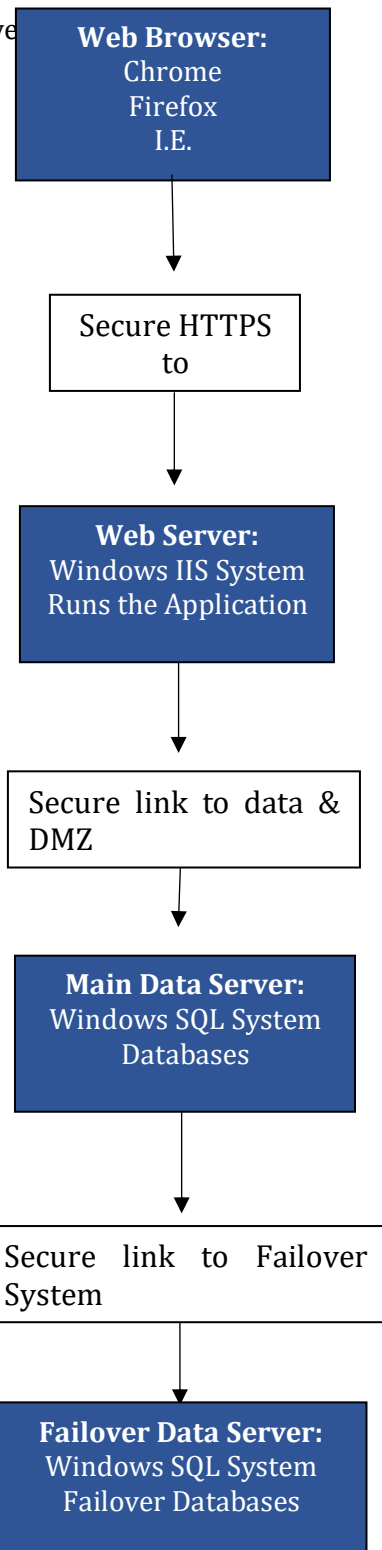
The first connection is to our web server which hosts the application, this is a Microsoft Web server running IIS. Can be Azure hosted.

We operate a DMZ (DeMilitarised Zone) so that no data is stored on the web servers, there is an extra connection that has to be made to get to the data.

Our main data server runs Microsoft SQL And stores all of the data that the system uses. Data at rest and data in transit rules observed.

There is a secure link to our failover server. Our failover servers are always located in a different country to our main servers but with Brexit this will be spread across the UK.

Data is copied every 15 minutes, 24 hours per day 365 days per year to provide a replicated live Failover backup system.



Mission has a Microsoft Azure hosting option and we have fully integrated Azure Single Sign On for users.

What is it?

Passenger Transport Software ("PTS") is a specialist SEN transport software solution, managing every aspect of your one-off DPS, SLA, jobs, recurring trips and home to school passenger transport services, typically run by government and community transport operations. It has self service options, transport requests and is tailored for council transport departments.

Originally written in 1989 it has evolved into a sophisticated multi-device, multi-user web system that handles all aspects of trip management with an integrated GPS route management & messaging system, live tracking, trip recording and replay. Apps for iOS & Android are free to use. It runs over the web or on company intranets, there's no desktop software to install.

Route Management

One off jobs, recurring trips and school routes can be created with full diary-based schedules, passengers, drivers, attendants, vehicle, providers, accounts, contracts and purchase order details. All routes integrate with Internet Maps for time, distance and pick-up sequence optimisation. New trips can be quoted, amended, ordered and easily turned into live jobs.

Passengers

For each passenger, the system stores multiple addresses such as home, carer, postal and respite home all with linked Internet mapping. Photographs, special needs, medical, mobility equipment, loading times and annual assessment information for each passenger can all be entered. Schedules of all routes, drivers, preferred attendants, journey times and mileages are stored for each passenger and kept for historic analysis. Web access is available for passengers and families to enter sickness, holiday, notes, requests and other information directly into the system. Live GPS tracking can show where vehicles are in real time to help passengers and families to prepare for pick-ups and drop offs.

Drivers & Attendants

Each driver and Attendant record has address, agency, licences, Police DBS, training courses, certification, clothing and equipment issued and photograph history, stored on the system. Schedules display all days booked for drivers and Attendants and these dates and times are used in the integrated timesheet system which has detailed costs and analysis reporting. Not-available dates (such as holidays) can be input and will be used by the scheduler when allocating staff. Pay and availability is all included with payment options. Every mobile phone number in the system is SMS enabled allowing instant text messaging to drivers, attendants, passengers, parents etc. There is a full traffic light based "status checks" system to manage licences, training and other compliance. Documents can be imported and linked to drivers and attendants.

GPS Route Recording & Playback

This optional system can use Android devices for live tracking and recording routes in vehicles. This GPS data can then be downloaded and imported into the MPS system where it is analysed and plotted on a map. The route can be replayed and full distance, speed and location information is displayed. This can be useful for analysing drivers, mileages and route timings.

Jobs & DRT

It is easy to create one off jobs on the system, incorporate existing subcontractor costs, pre-set mark-ups and client discount structures. Jobs can have passengers or no passengers, can be one-off or recurring and the billing can handle multiple payment options. The system has purchase order and invoice reports for jobs. There is a full jobs dashboard as well.

Providers & Contractors

Sub-contract providers that supply services or operate bus or cab routes can be recorded on the system along with their DPS. The system currently uses a "Per Trip Rate" system. Providers' invoices and purchase orders are all integrated into the routing and accounting system. A web form allows Providers to securely log in and manage their details, jobs, rates and billing.

Accounts - Invoicing

The MPS system has a fully integrated invoicing system for re-charging trips and double-checking providers' incoming fee invoices. Each passenger on a trip can be invoiced differently, by account, smartcard, cash to driver, as part of a monthly contract etc. By using the scheduler at the beginning of a school year it is possible to "pre-create" a whole years re-charging and sub-contract providers' invoices to reduce manual input times. Many sales and purchase order reports are available. A spread sheet system has sophisticated billing analysis for any month – with full extract to XLS, XLSX & PDF. API System can integrate with any SQL enabled system or provide batch output files.

Route Schedules & Full Diary System

The MPS system is driven by a sophisticated diary and scheduler which creates diary entries as soon as trips are confirmed. Recurring trip (e.g. a daily hospital patient collection or weekly school trip) and all diary entries are created automatically for the venue, provider, driver, Attendant, passengers and vehicle. MPS constantly updates the schedules for routes, passengers, drivers, escort, vehicles and venues while also handling cancellations and warning of over-occupancy or availability issues. The MPS Timeline view displays all activity for any day and makes it easy to see what is happening and make changes. A special screen displays any trip on any day (future or past) to check occupancy, availability, passengers, drivers etc. Route reports display exactly which passengers are travelling on the selected report dates. The diary system can be used to calculate monthly recharges and sub-contract providers' fee invoices. It is also used in the statistical reporting system to analyse route costs, re-charges, costs per mile, costs by vehicle type and costs per passenger mile. Routines have been created to handle events such as a school closing for a day due to bad weather – the scheduler will automatically cancel all relevant entries and also automatically send out SMS and email notifications.

User Notes & Diary

Reminders and notes for any member of staff including jobs to do, clients to call, passenger trip details to be updated – all with dates – an internal diary system for each member of staff.

Stats Analysis, BI and Reporting

There is a very sophisticated reporting system to allow full analysis of routes, charges, mileage costs, invoices and other statistics with reports and dashboards. A new BI Dashboard system has dynamic analysis and full user control.

System Requirements, Security & Legal

The web system is run on a Microsoft Internet Information Services (IIS) server, uses HTTPS and is linked to a SQL database. The MPS software has multi-level security built in with 3 different levels of user privileges and access. The system is supplied with licences to run the software and an ESCROW agreement is also available via the National Computer Centre in Manchester.

Google Mapping

Google Mapping is used to visually display addresses and routes and every address in the system can be used in the mapping features. We have a “fair usage” policy for this and we can integrate other mapping systems if required.

Back To School Process

Our full “Back To School” system takes all the stress and headache out of your annual back to school planning. It will allow you to plan all your new routes using data grids, maps and optimising, marking schools as “complete” as you go. It easily handles leavers, new starters and also has a full scenario and optimising manager. A confirmation letter can be created, printed or saved as PDF to send to parents.

This system is available for anyone to try - free of charge. Simply use our Excel Spreadsheets to import your data, then follow the step by step process to build and optimise all of your routes for next year. When you are finished, simply export the optimised routes in an Excel spreadsheet.

Mainstream Children

Mainstream is a full system that has parent web application forms, status of all transport applications, card processing, SMS, Email and printed notifications. Complete control of tens of thousands of annual applications, auto renewals and auto lapses. Parent’s Self Service system, web applications, Family account to manage all children in one place.

Accidents

You can store details of vehicle accidents including locations, road conditions, injuries, contact information including police and insurance references.

Providers Module

MPS has a system for DPS Providers to manage their Council contracts. With Routes, Schedules, Drivers, Attendants, Pay, Licences, DBS, Training, an integrated bidding system for new routes and jobs with framework pricing options. A complete Providers solution that also includes our sophisticated route planner, mapping, optimiser & bidding system. Providers can plan, quote, build and manage multiple councils’ routes, billing & crew. Anonymised stats are sent back to the Councils to show the status for training, licences, DBS and other compliance on all of their drivers and attendants.

Self Service Modules

Full self-service for Passengers, Providers, Attendants and Drivers is included. Passengers & Guardians can view details, leave notes and interact online with your Customer Services department. Providers can view their schedules, framework rates, conformance, new route bid sheets and also leave notes online. Drivers and Attendants can view their routes, pay, availability, licences, PPE, timesheets, training and leave notes online.

Mobile Devices and GPS

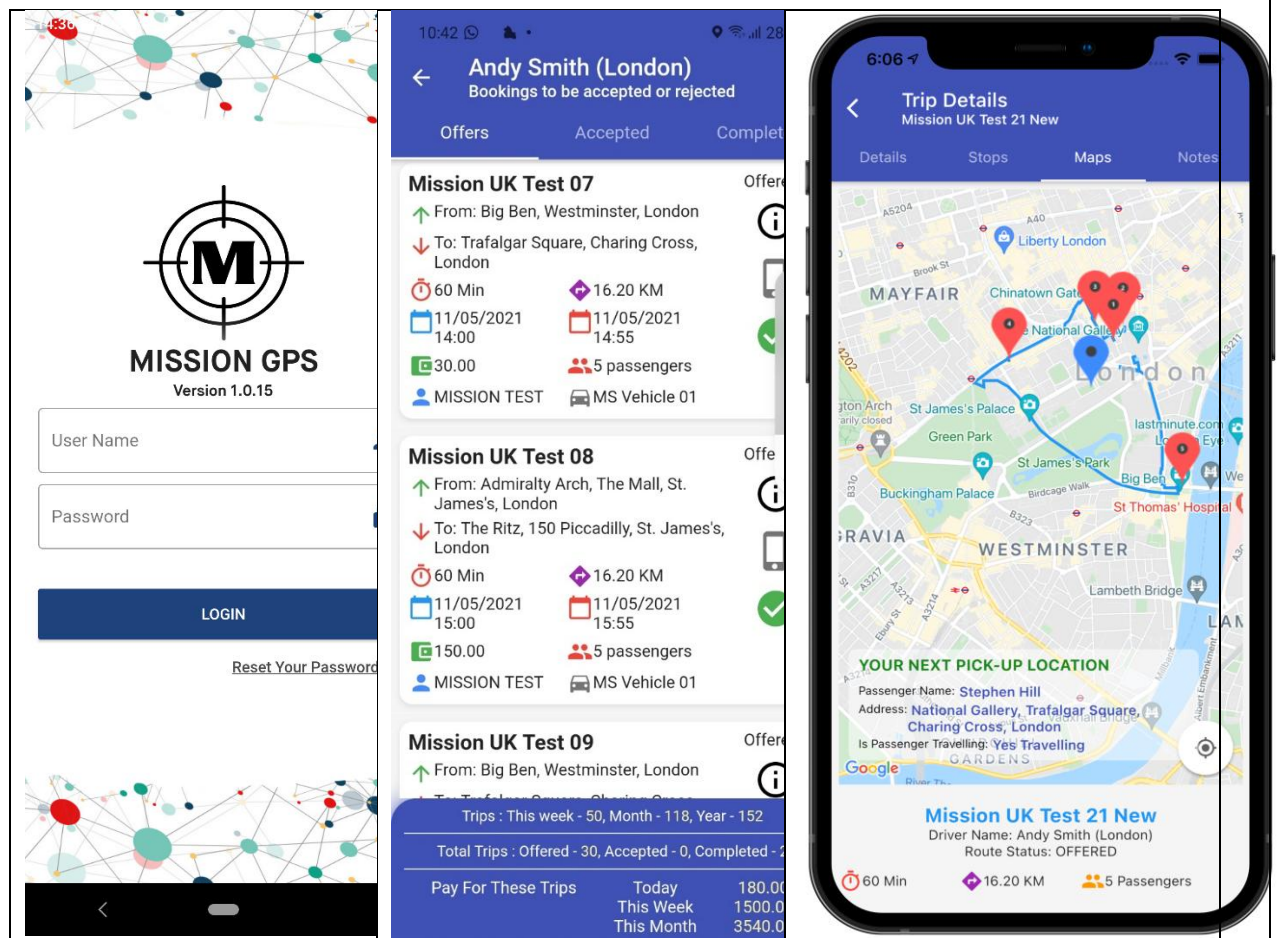
PTS has its own integrated GPS system for Councils, their staff, passengers, parents & providers. It allows vehicles to constantly keep in touch with the transport office through a mobile app (iOS and Android). Devices report status in real time and receive changes dynamically via the app. Real-time positioning information (coming through the GPS) is constantly reported to the dispatch office, enabling the scheduling team to make efficient allocation decisions.

GPS also allows Parents, Providers and others involved in the service to track, message and receive notification about the status of their trips. Users can monitor the journey in real time.

GPS System- Free and included in our standard pricing.

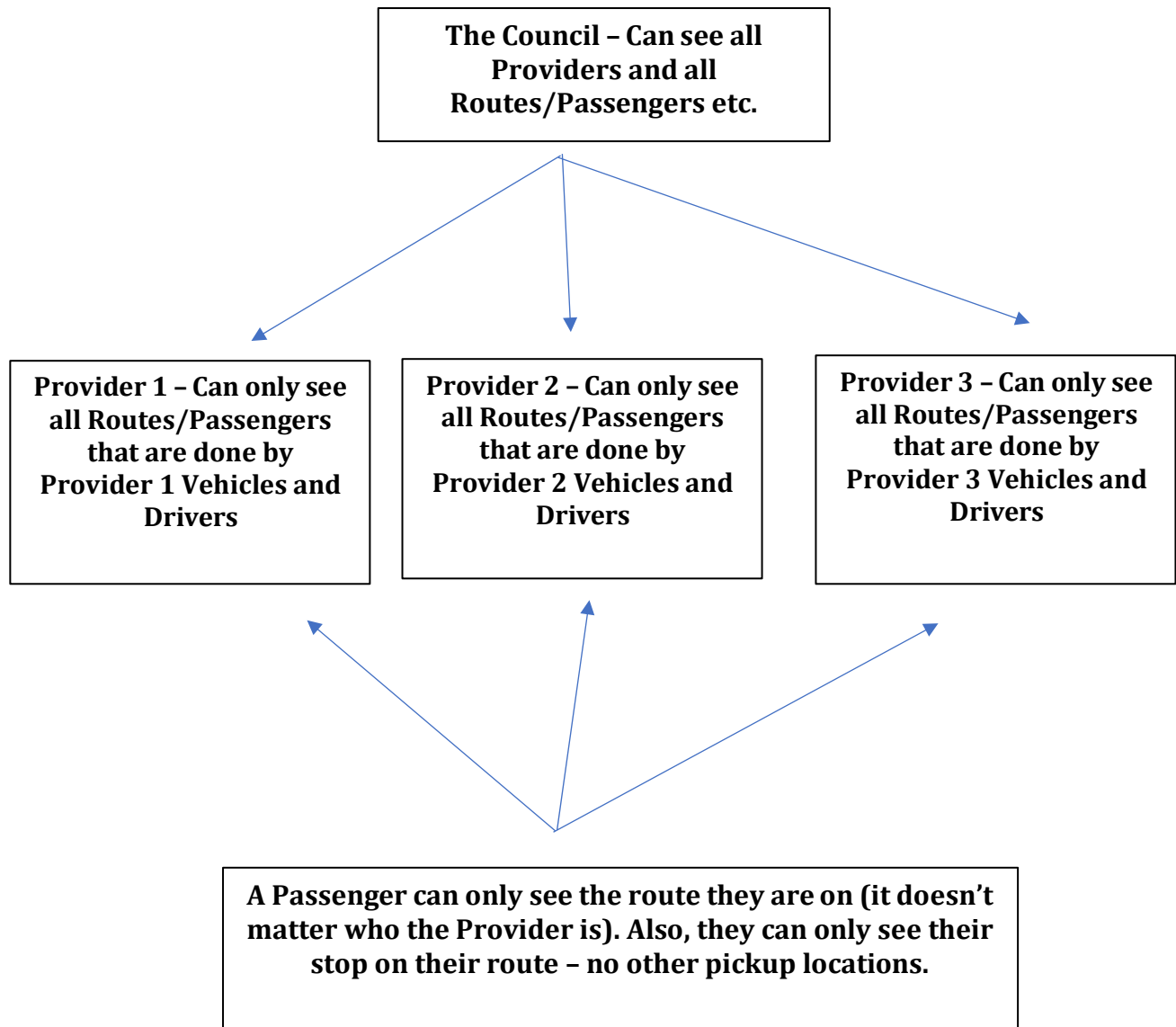
There is full live tracking of all Council AND Provider Vehicles, On the driver App every trip shows:

- Web System – all routes, drivers, live status, replay routes, messaging
- Route Details, Collection Sequence, Live Directions,
- Mapping of every single route
- Expected v Actual stats analysis for time and distance
- Messaging, Rate the Trip and Notes
- button for a customer quick dialling,



GPS - Who can see the data

The Council users can use the online web system to monitor all devices live. All routes are recorded and the details stored for replay and analysis.



Our Passenger Transport Software Ethos

- Full SEN Scheduled and One Off Route management.
- Full Self Service for all parties including allowing access for all Council users (Transport, Brokering, ASC, SEN etc)
- Integrated mapping, optimising, multiple possible scenarios, “Find Best Route” allocation for new users
- Statistical Analysis with full costs analysis, forecasting, BI and drill down integrating easily with 3rd party systems
- Increasing use of workflow, audit trail and auto-triggering of SMS and EMailing
- Providers Module for contracted route management and auto compliance reporting to the council
- Integrated GPS with live tracking, route recording and route replay
- Apps for Drivers, attendants, parents & providers, UK Govt Notify & Single Sign On included
- Parents can live track their children and vehicle
- Mainstream web applications, with in office workflow, NAPTAN bus stops and full analysis, full “Back To School” planning
- Free to use Pull and Push API’s, Assistance with PowerBI or other BI system – Free API’s
- Go live “Next Day” with our Multi-Tenant instant start options.
- All features in one price – no “per module” trickery or multiple versions confusion
- Role Based Working, Customised User Modules, User Matrix permissions and user Rights Control
- Enterprise System, Government Level Security, with Data Migration, On-Site Training, no quibble off-boarding
- **We will customise ANY part of the program however our users want.**
- **The cheapest rental option in the UK and purchasing options with GCloud**

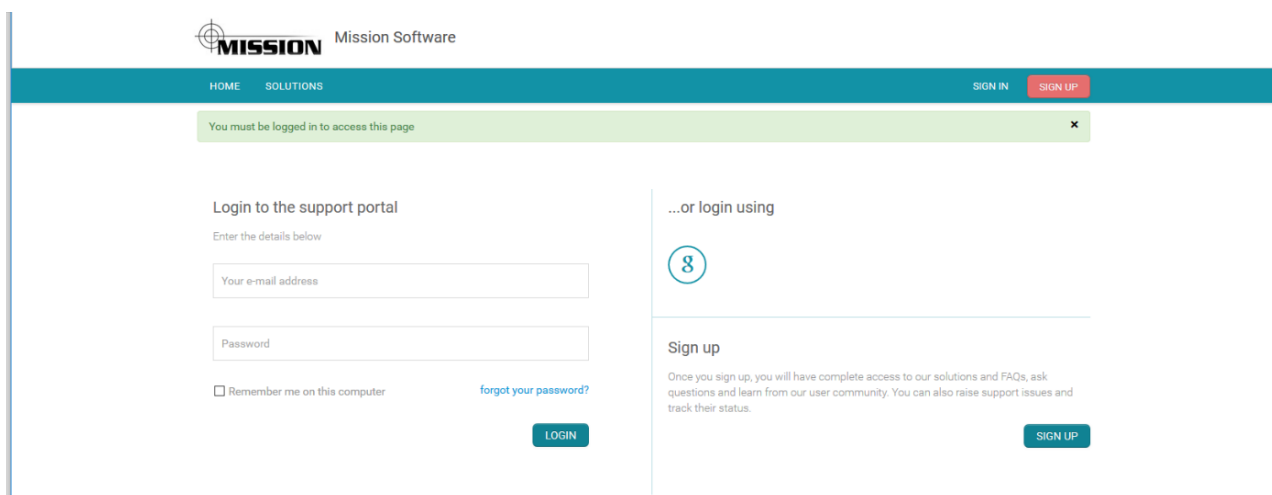
Data Migration, Support & Assistance

To help new customers we offer a 10 day support pack to migrate and set up your current data, train your users, work with your own IT staff and ensure a smooth transition to the new system.

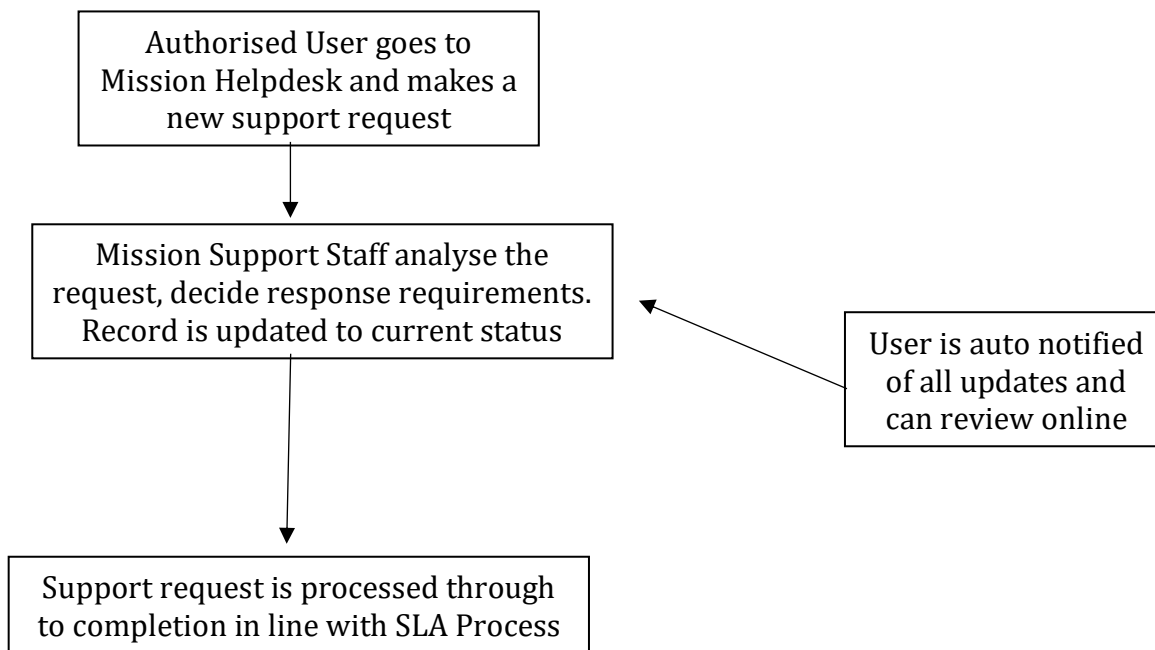
This service has options starting at £5,000, alternatively, simple to use spreadsheet layouts will allow you to easily import your existing data and avoid re-typing. Should you decide to stop using the service we offer a data export service as well.

We include 14 hours on-going support every month via a mix of on-site and remote desktop support under an annual support agreement. A web helpdesk system allows users to request help and monitor the progress of support jobs online. We offer a customisation service to ensure that the software and web system suits your exact requirements.

Mission Helpdesk System - <http://missionsoftware.freshservice.com/helpdesk/>



The screenshot shows the Mission Software Helpdesk System login page. At the top, there is a navigation bar with 'HOME' and 'SOLUTIONS' links, and 'SIGN IN' and 'SIGN UP' buttons. Below the navigation bar, a green banner states 'You must be logged in to access this page'. The main content area is divided into two sections. The left section, titled 'Login to the support portal', contains a form with fields for 'Your e-mail address' and 'Password', a 'Remember me on this computer' checkbox, and a 'forgot your password?' link. A 'LOGIN' button is at the bottom of this section. The right section, titled '...or login using', features a circular icon with the number '8' and a 'Sign up' button. Below the 'Sign up' button, there is a paragraph of text explaining the benefits of signing up.



Mission BCP

Mission Software maintains a Business Continuity Plan (BCP) that has been developed to protect the health and safety of our employees and maintain continuity of service. We believe that it is important that we be prepared to operate through unexpected business disruptions, without significant interruption under most circumstances. Key elements of our BCP include the following:

We maintain an office evacuation plan and emergency procedures in the event of a disaster affecting our primary office facilities or surrounding area and we have selected alternate trading locations.

All staff have been issued with a personalised BCP and have been instructed on what they should do before, during and after any interruption at our premises.

We maintain an emergency contact list and procedures updated and distributed on a regular basis. Critical data from our computer systems is backed up daily to disk or other media with rotating copies stored offsite in secure facilities.

Key employees can access our computer data remotely via a secure connection. We only use web based/hosted services. The BCP is designed to address significant business disruptions of varying scope, including a firm-only disruption, single-building disruption, citywide business disruption, or a regional disruption.

In the event of a significant business disruption, our employees would assemble at alternate business locations and access our computer data remotely. Key service providers would be contacted, and would continue to provide critical processing and other services. Even in the event of a regional disruption of significant scope, we require our key service providers to maintain alternate business locations that permit them to resume critical functions in a reasonable period of time.

It is impossible for us to forecast every potential problem that may occur, but we believe our BCP will enable us to continue to conduct business in the event of a variety of possible business disruptions. We believe that our BCP will help us to limit the recovery time necessary to resume operation

We review our BCP at least annually. The BCP is subject to modification based on changing circumstances and assessment of need.

Web Security Features

MPS Mission Software is a fully hosted secure private cloud solution. We are penetration tested annually by every client and these tests are carried out by CREST certified companies that we have no association with.

They test for access to the systems and for the reliability of the system if accessed by a malicious user. Here are just some of the features we are tested on and that we secure against.

Security Feature	Description of how MPS handles this
Any Broken Authorisations	Access control checks are performed whenever a resource is requested to ensure the user is authorised to access the resource. For example: User Type "User" CANNOT create new Admin Users (OR ANY OTHER USERS) User Type "Guest" CANNOT create new Users or Admin users (OR ANY OTHER USERS)
Excel Formula Injection	We enforce appropriate user input sanitisation. Ensuring that no text field can begin with any of the following characters: =, +, -, @, / We have an administrator override to ban all Excel & CSV exporting. It is then not possible to create any EXCEL or CSV files from Mission (<i>tblParameters "No EXCEL" must be set to TRUE</i>). We also have a constant scanning SQL procedure that tests every single text or ntext field to find where the first character is a Special Character and edits/changes/removes it. We also scan all data imported into the system and cleanse prior to adding to live tables.
Insecure Direct Object Reference	Access control checks are performed whenever a resource is requested to ensure the user is authorised to access the resource. In url's we encrypt all ID numbers & regularly rotate these codes to prevent anyone "working out" ID numbers.
Cross-site Scripting (Stored)	We sanitise all input and output by escaping common HTML tags, HTML entity encoding, script tags and special characters that an attacker may use. We prevent editing of Javascript code in forms.
Confidential data sent on URL	We transmit session tokens, such as HTTP cookies or hidden fields in forms using the POST method. We never store Usernames Passwords and other info in HTML headers.
SSL/TLS Vulnerabilities	We configure SSL/TLS settings to secure configurations and always upgrade to the latest version of SSL vendor software as soon as we can.
Cookie SECURE Flag Not Set	We use the SECURE attribute in all cookies to track a user's session. This ensures that it is not possible for the cookie to be transmitted over the insecure HTTP protocol. We always ensure that we set Cookie flags properly
Web Server Banner Information Disclosure	We always either remove or obfuscate the HTTP header information. We do not show system information in HTML Banner headings.

Weak Password Policy	We force users to create passwords that adhere to a strong password policy. Passwords must meet the following requirements: Minimum of 10 and Maximum of 128 characters in length. At least one Upper case character (e.g., [A-Z]) At least one Lower case character (e.g., [a-z]) At least one Number (e.g., [0-9]) At least one Symbol (e.g., [!*@#\\\$%*()_+^&}{:;?.]) Not more than 2 identical characters in a row (e.g., 111,AAA,aaa not allowed) Users cannot reuse a previous password.
Passwords Never Stored in Cleartext	MPS encrypts passwords and stores the resulting ciphertext. There are no user password editing options.
No Unrestricted File Upload	MPS implements file content and extension filtering before saving the file on the server. We control File Upload in every single part of the system. We stop editing of any buttons/Code/Javascript and forms cannot be manipulated to upload ANY "not allowed" file types.
Avoid Outdated Software	We download, test and install the latest stable version available of any 3rd party software we use. We install (and constantly update) ASP.NET, JQuery, Javascript libraries and Bootstrap in every single system and on every single server. We have a regular schedule to do these checks.
Directory Listing	We disable automated directory index listings to ban and directory listing. We test every single form regularly to see if it possible to do this on ALL of our systems.
Username Enumeration	We ensure error messages are generic so that any attacker cannot gain any information from pop up messages.
Frameable Website (Clickjacking)	We configure X-Frame-Options to the value of DENY or SAMEORIGIN. We prevent layers being added to forms to counter any Clickjack attempts.
Security Headers	We include all HTTP security headers in HTTP/HTTPS responses. Every single form/report etc has property security headers.

Security Feature	Description of how MPS handles this
Server Side Input Validation	Any and all user input is validated and sanitised at the server side. We ban special characters and users cannot use Find and Replace to replace existing data with special characters.
Verbose Error Messages	We ensure internal server errors are handled gracefully and only local users are able to see detailed error pages. We have an intelligent error handling system in every single form and report and log errors in SQL tables as well.
SQL Injection	SQL injection vulnerabilities can allow an attacker to read, delete or modify data in the database. To counter this we have multiple features in place to completely stop SQL Injection attempts. Our databases are in a DMZ on a second server behind a highly configured firewall. We also filter and sanitise all user input and ensure errors are correctly handled.
Cross Domain Scripts	Wherever we use 3 rd party components, there are no lookups or content stored on other servers: Geotrust SSL logo Banner – fully tested and secured Ajax Google API's – fully tested and secured jQuery code – fully tested and secured Maxcdn Bootstrap – fully tested and secured
Session Timeout	User Configurable <i>This can be set to 15 minutes or less - users control this</i>
TLS Fallback	TLS_FALLBACK_SCSV <i>We are monitoring when we can implement tls_fallback as there have been support and integration issues with IIS.</i>

Example 8 Week Project Plan

MPS Build & Activate Plan

ACTIVITY	WEEK START	DURATION IN WEEKS
GCloud Contract Agreement		
Negotiate System & Contract	0	?
Sign & Issue PO	0	?
First Stage Payment to commence project	0	?
Web Server Configuration		
Web Server Security – design/test/secure	1	1
Firewall and other Secure settings	1	1
Install Symantec Endpoint Protection	1	1
Run all Windows updates/Service Packs	1	1
Install and configure HTTPS	1	1
Install SSL Certificate	1	1
Link the new domain name to the IIS Server	1	1
Install Mission Web Software Latest Version	1	1
Configure IIS	1	1
SQL Data Server Configuration		
Web Server Security – design/test/secure	1	1
Firewall and other Secure settings	1	1
Install Symantec Endpoint Protection	1	1
Run all Windows updates	1	1
Install Mission Databases	1	1
Configure SQL & Encryption	1	1
Add Mission test data-not Council live data	1	1
Failover Data Server Configuration		
Web Server Security – design/test/secure	1	1
Firewall and other Secure settings	1	1
Install Symantec Endpoint Protection	1	1
Run all Windows updates	1	1
Install SQL Server	1	1
Install Mission Software	1	1
Configure log shipping	1	1
Failover Data Server Test		
Switch off Main SQL DB to trigger and activate failover	2	1
Test, analyse & amend as required	2	1
Re-Test as necessary	2	1

ACTIVITY	WEEK START	DURATION IN WEEKS
Initial Data Migration (Nothing goes online)		
Full data collection & Analysis	2	1
Import Spreadsheets and build client system	2	1
Create re-usable import routine for initial & go live		
Test users accounts, Forms, Reports, Rights	2	1
Mission staff preparing council data on secure server	3	1
Security Penetration Testing		
Load Mission Dummy Test Data	2	1
External Testing analysis	2	1
Report, feedback, system security changes	2	1
Re-Test & Certify (repeat as necessary)	2	1
Security Certificate Issued	2	1
Mission Software System Testing		
Installed New Version	3	1
User Account System	3	1
Speed Tests	3	1
Parameters	3	1
SLA Form & Schedules	3	1
Route Reports	3	1
One Off Jobs	3	1
Mainstream/Bus Stops/NAPTAN	3	1
Tick Lists	3	1
SMS Messaging	3	1
Providers	3	1
Calculator & Rates	3	1
Drivers	3	1
Escorts	3	1
DBS	3	1
Timesheets	3	1
Activity Log	3	1
MOT & Service	3	1
List Forms	3	1
Instant Stats	3	1
Benchmarking	3	1
Exports to Excel	3	1
Install New Version	3	1
Accounts Menus	3	1
Invoices & Billing	3	1
Spreadsheets	3	1
Vehicles	3	1
Service Jobs	3	1
Stock & PO's	3	1
Small Bug Fixes	3	1
Integrations	3	1

ACTIVITY	WEEK START	DURATION IN WEEKS
Test Standard Mission Reports		
Venues And Providers	3	1
Venues And Routes	3	1
Venues And Routes With Provider	3	1
Venue Labels 7160	3	1
Venue Labels 7161	3	1
Venue Labels 7162	3	1
Venue Labels 7163	3	1
Venue Labels 7164	3	1
Route Sheet Daily Portrait	3	1
Route Sheet Weekly Portrait	3	1
Route Sheet Daily Landscape	3	1
Route Sheet Yearly Landscape	3	1
Route Sheet Portrait Selections	3	1
Alternative Address Report	3	1
Tick Lists	3	1
Passengers With No Mobile	3	1
Passenger Labels 7160	3	1
Passenger Labels 7161	3	1
Passenger Labels 7162	3	1
Passenger Labels 7163	3	1
Passenger Labels 7164	3	1
Passengers Height And Weight Report	3	1
All Drivers Training Report	3	1
Driver Training Report	3	1
Driver Training By Month Report	3	1
Driver No Training Report	3	1
Drivers With No Mobile	3	1
Driver Training To Be Arranged Report	3	1
Drivers Training CrossTab Report	3	1
Driver Labels 7160	3	1
Driver Labels 7161	3	1
Driver Labels 7162	3	1
Driver Labels 7163	3	1
Driver Labels 7164	3	1
Driver Training Labels 7160	3	1
Driver Training Labels 7161	3	1
Driver Training Labels 7162	3	1
Driver Training Labels 7163	3	1
Driver Training Labels 7164	3	1
All Attendants Training Report	3	1
Attendant Training Report	3	1
Attendant Training By Month Report	3	1
Attendant No Training Report	3	1
Attendants With No Mobile	3	1

ACTIVITY	WEEK START	DURATION IN WEEKS
Attendant Training To Be Arranged Report	3	1
Attendants Training CrossTab Report	3	1
Attendant Labels 7160	3	1
Attendant Labels 7161	3	1
Attendant Labels 7162	3	1
Attendant Labels 7163	3	1
Attendant Labels 7164	3	1
Attendant Training Labels 7160	3	1
Attendant Training Labels 7161	3	1
Attendant Training Labels 7162	3	1
Attendant Training Labels 7163	3	1
Attendant Training Labels 7164	3	1
Providers & Routes	3	1
Providers,Routes & Passengers	3	1
Providers & Drivers	3	1
Providers & Attendants	3	1
Providers & Venues	3	1
Providers With No Mobile	3	1
Lateness Report	3	1
Incident Report	3	1
Provider Conformance Report	3	1
Provider Labels 7160	3	1
Provider Labels 7161	3	1
Provider Labels 7162	3	1
Provider Labels 7163	3	1
Provider Labels 7164	3	1
Instant Stats Report	3	1
Instant Stats Breakdown Report	3	1
Benchmarking Report	3	1
DBS Recheck Report	3	1
Diary Report	3	1
SMS Report	3	1
Client Labels 7160	3	1
Client Labels 7161	3	1
Client Labels 7162	3	1
Client Labels 7163	3	1
Client Labels 7164	3	1
Supplier Labels 7160	3	1
Supplier Labels 7161	3	1
Supplier Labels 7162	3	1
Supplier Labels 7163	3	1
Supplier Labels 7164	3	1
Venue Sheet	3	1
Accounts Reports	3	1

ACTIVITY	WEEK START	DURATION IN WEEKS
Commence User Training		
On Site Staff Training - use TEST system if data not ready	4	1
Any Integrations Testing on site with staff	4	1
Customising/Final Developments		
Staff use learning guides for further familiarisation	5	1
Mission add any client change requests	5	1
Prepare for Go Live		
Assisting staff	6 & 7	2
Customising Reports		
Improving processes		
Staff training - if additional training required		
Final Data Migration		
Friday Afternoon	7	1
Go Live - Monday Morning	8	1

MPS Full Features List

Mission Passenger Transport Software Features by Version

MPS

Users & Login features

Enterprise Version Available	✓
Number of concurrent users restriction	✗
Number of user licences as standard	10
Extra user licences can be bought separately	✓
Uses Council Approved Password Complexity	✓
Passwords must be changed according to a pre-set cycle	✓
Passwords cannot be re-used	✓
Microsoft Azure "single sign on"	✓
Option of 2 factor authentication	✓

Main Menu Form and Standard Design

One Click access to reports Module	✓
Quick Search for phone numbers	✓
Quick Search all data in the system	✓
Quick View next 7 day schedule for Routes/venues/passengers	✓
Live chat with Mission Support - Tawk To	✓
URL to create a helpdesk ticket on every page	✓
One Click logout on every page	✓
One Click "user profile" on every page	✓

System Parameters

Import Organisation's Logo	✓
Import Digital Signature for Letters	✓
Allow/Disallow all Excel exporting	✓
Allow/Disallow all CSV exporting	✓
Select Bing or Google maps - one click	✓

Lookups

Every single Combo Box in the system can be edited	✓
Lookups form to allow easy management of every list item	✓

User Settings

Every User can control their own environment settings	✓
Auto Lock Out Timer Settings	✓
Select Which tabs open at start-up	✓
Open forms in new browser tab or not option	✓
Data grid rules	✓
Users select favourite forms and reports and add to "My Favourites" menu	✓
User, Team, Workgroup diary and "to Do" system	✓

Import Export Data

Template layouts to download and copy your data into	✓
One Click data Import	✓
Simple standard exports to XLS and CSV	✓
Data matching check & data tidy options for import	✓
Duplicate checking during data import	✓
Data security violation checking during data import	✓
Data restrictions - limit of 250 routes?	✗

Comms Systems

Configure your Email integration	✓
Configure a range of SMS providers	✓

System Security Protocols

39 Point security list includes encryption, SQL Injection protection etc	✓
Free external independent PEN testing & Certification	✓
Https SSL Certification	✓
SQL Encryption & suitable Data at Rest/Data in Transit settings	✓
SQL Backup taken & stored for every day of the contract	✓
Supplied on a dedicated, unique, non-shared web environment	✓
Secure Multi-tenant system	✗

Failover Replication system

Replication system & multiple URL's (15 Minute Replication)	✓
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Admin Form

Deleting data is not allowed in the MPS system - admin security feature	✓
Administrator only form to manage deletions - admin only rights	✓

Audit Trail

Changes in the system are logged in the Audit trail tables	✓
All audit trail data is read only so cannot be amended	✓
Users can add comments for changes - why etc.	✓

Quick Change

All common functions are available in a simple menu section	✓
Quick list/spreadsheet editing, common processes & find and replace features	✓

Add New

Every single item can be easily created from the Add New menu	✓
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Accounts

Tables of standard accounts codes, discount options and billing rates	✓
Detailed analysis of Providers costs for every job	✓
Calculation of annual costs and charges based on schedules for the school year	✓
Detailed costs analysis for every route and job	✓
Spreadsheet type analysis by day/category/code and many other groupings	✓
Create "To Be Processed" invoices and process whenever you are ready	✓
Simple spreadsheet type analysis of all route costs and charges	✓
Full Analysis of Costs and Charges in an Annual Format	✓
Full Analysis of Costs and Charges with detailed groupings	✓
Full Analysis including Driver and Attendant Pay breakdowns	✓
Extract all Accounting data to Excel/CSV	✓
Print or export invoice data to 3rd party software systems	✓

Contracts For Routes

Full details of Providers Contracts and Orders for each route	✓
Route data linked to contract Start and End Dates	✓

Clients

Full Client details	✓
Optional fixed Costs and Charges for every client	✓
Optional default Charging and Cost categories for each client	✓
Views of all Invoices and Payments by Client	✓

Driver Administration, Pay & Timesheets

Full Personal Details	✓
Licences, PPE, Training Courses	✓
Full Travel History with schedules	✓
Availability/Holidays/Non availability	✓
Timesheet system	✓
Full Schedule system with integrated Per Trip Pay rates	✓
Payslips	✓
Sickness & Absence Analysis	✓
Agencies worked for	✓
Disciplinary Records	✓
Integrated documents library	✓
DBS summary	✓
DBS Detailed Application Information	✓

Attendants Administration, Pay & Timesheets

Full Personal Details	✓
Licences, PPE, Training Courses	✓
Full Travel History with schedules	✓
Availability/Holidays/Non availability	✓
Timesheet system	✓
Full Schedule system with integrated Per Trip Pay rates	✓
Payslips	✓
Sickness & Absence Analysis	✓
Agencies worked for	✓
Disciplinary Records	✓
Integrated documents library	✓
DBS summary	✓
DBS Detailed Application Information	✓

Routes

One off, Recurring and Ad Hoc routes	✓
Full Schedule and diary system	✓
Historic & Future analysis of every single trip	✓
Clients, categories, route types and multiple other codings	✓
Grouped Routes for AM, Lunchtime, PM, Evening trips	✓
One Route can drop passengers at multiple locations	✓
Owner Category for merged authorities & services	✓
Allocate Routes to your users for personalisation	✓
Notes, Comments, Details, Times and mileages	✓
Drivers, PA's, Vehicles, Providers all with billing & schedules	✓
Integrated document system to upload files	✓
Sophisticated accounting	✓
Passenger times, locations, respites, special needs	✓
Simple cloning to make new similar routes	✓
Route maps and instant one click optimising	✓

Route Administration

Schedules, Billing, Compliance, Incidents and Contracts	✓
Simple system for "No Regular Driver" routes	✓
Simple system for Driver and attendant changes	✓
User diary integrates directly into the customer services system	✓

Route Cost Analysis

- Detailed Billing, categories, coding, tables of rates
- Invoicing, quotations, contracts
- Multi level costs and profit analysis on all routes

**Route Invoicing**

- Prepare invoices in advance "to be processed"
- Process invoices when you are ready
- Export invoice data to programs such as Oracle & SAP
- System auto updates invoicing for cancellations and changes

**Route Performance Monitoring**

- Incidents & Provider Performance
- Links to GPS system to show recorded routes for replay and analysis
- Schedule forms show every single trip for any dates the user chooses
- Driver/Attendant Pay directly linked into the schedule system

**Route Reports**

- Route Sheets portrait and landscape
- Pick Lists for daily operations manager
- Confidential options for route sheets
- Route Sheet can be used as a bid sheet for new providers
- Email pdf option for every single route report

**Route Times and Distance**

- Full time, distance and variance analysis

**Route and Trip management**

- Timeline form shows complete schedules for any day the user chooses
- Timeline can be exported for very detailed operation analysis
- Action Combo's make processes one click
- Printing routes sheets, sending SMS, making changes

**Scheduling and Optimising**

- Full map based optimising and scheduling
- Instant Address fix of every address in the system
- Instant mileage recalculation for the whole system
- Instant check mileage for entitlement to transport
- Build multiple scenarios
- Easy edit and recalculate scenarios
- One click "End all previous and make this scenario live"



Exceptions

Detailed recoding of all changes and cancellations	✓
Full exceptions lists for every part of the system	✓
Exceptions automatically update all billing	✓

Passengers

Full Personal & Contact details	✓
Passenger analysis by Council or merged service ref	✓
Gender, Year group and other standard codings	✓
Must travel alone settings	✓
Other passengers that cannot travel with this passenger	✓
Number of seats required and load times	✓
Load location notes and access details	✓
Height, weight, ethnic group	✓
Multiple contacts details and alternate addresses	✓
Comments, Notes, Diary Entries	✓
Self Service settings and management	✓
Special Education Needs - details, equipment & medications	✓
Incidents Analysis	✓
Simple cloning feature for siblings	✓
Synergy, Agresso, Oracle Codings for Integration	✓
Risk Assessments System	✓
Transport request History	✓
Document upload and library system	✓
Post transportation monitoring and conformance to requirements	✓
System to automatically calculate "Year Group" for all passengers	✓

Passenger Request System

Full module for ASC/SEN Users	✓
Mileage Checker	✓
Special Needs Analysis	✓
Full application, authority and Permissions details	✓
Transport Offers, letters and acceptance/rejection of offer	✓
Independent Travel Training details	✓
Personal Transport Budget Details	✓
Comparison of PTB to potential costs of provided transport	✓

Mission Passenger Transport Software Features by Version

MPS

DRT & One Off Jobs

Full DRT and One Off Jobs system	✓
Schedules, Billing, Passengers & BSOG	✓
Integrated to Mission GPS	✓
Driver App	✓
Passenger App	✓
Live Track, Route Record & Replay	✓
Full Client Self Service Booking & Job Management	✓
Passenger list import & automatic job building	✓
Web based job authorisation and go live	✓

Mainstream Travel System

Parents can register as a new user/Login as existing User	✓
Password Reminder System	✓
8 Step Transport Application	✓
Can be saved and updated prior to submission	✓
Applicants can upload a digital signature	✓
Can be viewed "read only" after submission	✓
Mainstream team updates displayed online for applicants	✓
NAPTAN Bus stop database integration	✓
Find the nearest bus stop feature	✓
Bus Pass records, printing and renewals	✓

GPS & App (*optional extra but all integration included in price*)

Full integration and one click "Send To GPS"	✓
Full use of Driver, Attendant, Passenger Android and iOS Apps	✓
Passenger messaging system	✓
Parent URL to view ETA of their vehicle	✓
Instant "locate a passenger" function - if app in use	✓

Back To School Route Manager

Full step by step back to school planning system	✓
New Starters, leavers, scenario planning	✓
Route scheduler and optimiser builds multiple scenarios	✓
Back to School Letters for Parents	✓
One Click - make a scenario live for the new school year	✓
Progress meter to show any incomplete schools	✓

Providers (Contractors)

Full Providers Details	✓
Incidents analysis	✓
Conformance to contract analysis	✓
Providers Rates system for ad hoc requirements	✓
Provider's Pence Per Mile Calculator	✓
Full Diary based Calendar and Schedules	✓
Custom Dashboard for Pay/Costs/Profit per route analysis	✓

Provider Employees Status Checks System

Status checks for Training, Licences & DBS	✓
Traffic Light system for reminders & compliance	✓
Anonymous data reporting from self-service to council	✓

Fleet

Vehicle details, licences, servicing schedules	✓
Availability and non-availability	✓
Schedules, history and route recording & Replay	✓
Workshop & Servicing system	✓
Stock, Jobs, Service Records, Purchase Ordering for stock	✓

Reporting, Stats & Performance Monitoring

A full reporting module with many standard reports	✓
Letters, Stats, labels for mailshots	✓
Detailed route reporting	✓
Stats analysis for routes, passengers, vehicles	✓
Can integrate with Crystal Reporting & other BI systems	✓
Full Excel & CSV Export options	✓

Lists

Every single table is available in list form	✓
Lists are simple editing grids like spreadsheets	✓
Every single field from the tables can be added by the user	✓
Every list can be exported to CSV or Excel format	✓
Exports can be switched off by admin for all users	✓

Mission Passenger Transport Software Features by Version

MPS

Mail Merge & Word Processor

Custom letters with mail merge options



Support & Assistance

Integrated live chat to support



14 hours per month dedicated support & development included



Free to use helpdesk system to report errors



Free upgrades and always using latest version



Buying Options

Can be rented on a flexible scheme



Available on GCloud



Self Service & Web Forms

Passengers Self Service

View Personal details & Photo



Leave messages for Customer Service Team



Full list / Schedule of travel



Providers Self Service

View company details & photo



View lists of all live routes



Leave messages for Customer Service Team



List of Attendants on Provider's routes



Booking Requests to be priced and replied to



Conformance Management System



Full list / Schedule of travel



Manage/View Pence Per Mile Rates



Print Route Sheets of all routes provided



Manage all Driver/Attendant Licences/Training/Certifications



Can create vehicles, drivers, attendants & update all certifications



Drivers Self Service

View Personal details & Photo



Leave messages for Customer Service Team



Full list / Schedule of travel



Mark available/not available dates



View and print timesheet reports



View and print payslip reports



View Licences/Training status details



Attendants Self Service

View Personal details & Photo	✓
Leave messages for Customer Service Team	✓
Full list / Schedule of travel	✓
Mark available/not available dates	✓
View and print timesheet reports	✓
View and print payslip reports	✓
View Licences/Training status details	✓

Clients Self Service

Timeline to view all routes/jobs booked	✓
Jobs Dashboard to manage bookings	✓
Import passengers on spreadsheets - MPS builds DRT routes	✓
Use accounts costs tables and view all jobs on maps	✓
Clients can book taxi jobs online	✓
Online authorisation of jobs by client	✓
Full trips/Jobs incidents system	✓
List forms for batch editing and managing data	✓
Client can add new passengers, locations, bookings	✓
Clients can do costs analysis of all their bookings & trips	✓

Freelance Drivers Application

Any driver can instantly add availability to get jobs at short notice	✓
This is a web form that has a Captcha	✓
Applications appear instantly for the Customer Services Team	✓

Mainstream Travel Application

Register as a new user/Login as existing User	✓
Password Reminder System	✓
8 Step Transport Application	✓
Can be saved and updated prior to submission	✓
Applicants can upload a digital signature	✓
Can be viewed "read only" after submission	✓
Mainstream team updates displayed online for applicants	✓
NAPTAN Bus stop database integration	✓
Find the nearest bus stop feature	✓
Bus Pass records, printing and renewals	✓