

# CUSTOMER SUCCESS STORY



BusPatrol is a safety tech company with a mission of making the journey to and from school safer for children. Through cloud connectivity, AI, and IoT devices, BusPatrol modernizes school buses with transformative solutions to address the illegal passing of stopped school buses and other pupil transportation safety issues.

**INDUSTRY**  
SAFETY

**CLOUDS**  
SALESFORCE FIELD SERVICE

**SERVICES**  
IMPLEMENTATION SERVICES, ASSET MANAGEMENT,  
CHANGE MANAGEMENT

## THE CHALLENGE

When BusPatrol first started, it developed a quality assurance (QA) checklist system using Microsoft Excel to record information about buses pre- and post-inspection from a quality perspective. As the company continued to grow, this became difficult to manage and search.

## THE SOLUTION

BusPatrol enlisted Bolt Data to tailor Salesforce Field Service to their specific needs. Bolt Data's solution included:

- A streamlined asset management system to manage BusPatrol's kit assets, temporary storage locations, bus inventories, and account relationships
- Salesforce Dispatcher Console and Crew Management module that gives BusPatrol control to deploy large crews to sites for both short and extended jobs
- Salesforce Field Service mobile application which gives BusPatrol technicians the ability to record all aspects of their work including extensive pre-and post-install checklists with photo documentation from the job site

*"Bolt Data's presentation was by far the best presentation we saw and they went into detail that no one else could."*

- ALEX LANE, SVP, GLOBAL OPERATIONS

