

Allocate **Transport Marketplace**

N&C Taxi Service streamlines operations and ramps up business growth with Allocate Transport Marketplace



N&C Taxi Service is a fast-growing taxi service used by the NHS, now accounting for around half its business. By working with [Allocate Transport Marketplace \(ATM\)](#), N&C have found it easier than ever to work within the health service. It has also improved documentation, streamlined workflow, simplified compliance and helped maintain their reputation as a responsible employer in the community.

Meeting the challenge of contracting with the NHS

Carolyn Davidson, previously a compliance manager and personnel manager with Tesco for 20 years, ventured into the taxi business around seven years ago. After being made redundant, Carolyn decided to explore setting up a taxi service, eventually transitioning full-time into her taxi business, N&C Taxi Service.

Starting with just three or four drivers, Carolyn's taxi business has grown exponentially over the years, with a team now comprising between 70 and 80 drivers, including passenger assistance personnel.

Her business primarily focuses on contract work, serving various entities such as county councils, schools, social services, and foster care services.

In 2019 Carolyn's business expanded further when she qualified to work with the NHS, marking a significant milestone in her business journey. Subsequently, in 2020, she began using Allocate Transport Marketplace, a platform that connects taxi firms with NHS contracts and other opportunities.

Carolyn has found the platform (ATM) to be instrumental in securing NHS contracts, accounting for approximately 50% of her business.



Tel: +44 (0) 207355 5555



Emai: info@allocatesoftware.com

Finding a solution through Allocate Transport

The platform's straightforward bidding process and email notifications for available opportunities have streamlined her workflow, making it easy to manage and prioritise bids.

While Carolyn primarily focuses on contracts in her local area, she appreciates the platform's potential for

expanding into new territories if opportunities arise.

Moreover, she emphasises the platform's role in simplifying compliance procedures, ensuring that all necessary documentation and policies are up to date - a crucial aspect given the regulatory requirements in the taxi industry.

Benefits and next steps for N&C Taxis

Working with Allocate Transport Marketplace has not only helped business growth but also enhanced Carolyn's ability to serve her community and provide employment opportunities. With a strong emphasis on treating her team well and maintaining high standards of service, Carolyn's taxi business has earned a solid reputation locally.

Looking ahead, Carolyn sees potential for further expansion, particularly in securing more county council contracts. She acknowledges the support received from the platform and appreciates the professionalism and expertise of the team, particularly highlighting the guidance provided by Dawn Carroll-Farrar, Compliance Lead for Allocate Transport Marketplace, during the qualification process.

Carolyn's journey shows the successful impact of working with Allocate Transport Marketplace to access new opportunities and streamline business operations. By combining her background in compliance management with the platform's resources, Carolyn has positioned her taxi business for sustainable growth while maintaining a commitment to excellence and community service.

As she continues to grow her business and succeed in the taxi industry, Carolyn remains optimistic about the future and the potential for continued success with Allocate Transport Marketplace.

Want to know more about Allocate Transport Marketplace?

Get in touch via email or visit our website at: www.allocatesoftware.co.uk

