



MENTOR ENGINEERING CASE STUDY

MENTOR ENGINEERING

Specializing in fixed route software

CHALLENGE:

- Continuation of growth within the company
- Maintain quality products and top customer service

SOLUTION:

TripSpark partnership provided stability and financing

RESULT:

- Business growth and market reach
- Maintained close customer relationships and service

About Mentor Engineering

Mentor Engineering is, as it has always been, an industry-leading demand response and fixed route software solutions developer and vendor. Their premiere product for scheduling and dispatching, Streets ITS is currently employed by the top public transit agencies in North American and throughout the rest of the world. As well, their Ranger, Mobile Data Terminal has set the standard for in-vehicle technology in both the fixed route and demand response (paratransit) industries. Director of Client Services, Steve Dewis has been with Mentor Engineering for the past 20 years. As such he's seen Mentor grow from a 7-person operation to a company with over 130 employees. Since the beginning, Mentor's philosophy has remained the same: to grow the business on the fixed route software side, to build long-term partnerships with customers and maintain exceptional service.

"TripSpark has enabled Mentor to keep moving forward as a company."

-Steve Dewis, Mentor Engineering

“Rather than getting more investors, this was the best way to go.”

“Overall, it’s been a success – helping keep the core business running along with customer service.”

Challenge

In 2013, Mentor found itself at a pivotal moment in their company’s 18-year existence. They needed to be able to support long-term stability for its employees, products and hence, customers. They needed a plan for a more solid future that wouldn’t rely upon traditional “angel investment” strategies. There was a growing level of stress as the company began to navigate through untested waters and being financially stable become more and more an issue. As Steve Dewis points out, “growth is great, but it’s not sustainable.” As a company achieves its operational goals, it needs to take the next, logical, best step. For Mentor, this meant they needed to find a suitable way to move their already innovative and creative business forward. As such, they began searching for acquisition options.

Solution

Mentor has retained its fixed route clients and has been able to maintain the high quality of their service with each of its unique customers. Streets ITS has become the cornerstone of TripSpark’s fixed route software solutions offering and continues to grow and develop alongside market demand. Together, TripSpark and Mentor have partnered to create an extremely robust, industry-leading transportation software set of products, from software to hardware. Because of its partnership, Mentor now has the stability to offer best-in-class IT expertise in order to support and maintain systems for decades to come.