

A CUSTOM-BUILT SOLUTION FOR RIDESHARE

 DocMe360

BACKGROUND

The lack of reliable transportation options for veterans was affecting access to employment, housing resources, and healthcare. So, in partnership with Uber and Lyft, the Department of Veterans Affairs (VA) sought to Launch Rideshare.

THE TEAM

DocMe360, part of SGL360, joined ArchiTECHture Solutions, LLC and 1P Solutions to develop and launch the Rideshare program.

ABOUT SGL360

Combining the expertise and vast networks of Sentinel Group, DocMe360, and Diligent Consulting, SGL360 is uniquely positioned to understand and address key technical challenges within government organizations.

IMPACT

The rideshare program witnessed a **1272%** increase in the number of rides within the span of a year, accounting for more than **550,000 rides**. The substantial number of rides offered to veterans led to enhanced access to vital employment opportunities, housing resources, and healthcare services.

APPROACH

DocMe established new, internal processes between the development and program teams to streamline overall delivery. Specifically, DocMe:

- Developed a custom solution with client-specific logic to determine the most cost effective and timely option from multiple providers.
- Managed cross-functional teams across all functions of sprint planning, backlog grooming, and sprint reviews
- Collaborated with development teams to develop and execute core platform features, including API integrations with Uber and Lyft
- Conducted and managed end user feedback with veterans nation-wide

