



## ACORN

### CASE STUDY

#### Acorn Valet Enhances Customer Experience with Glympse PRO

#### OBJECTIVES

Acorn Valet, a premier valet service, prides itself on delivering top-tier customer experiences. However, they faced a challenge: providing their customers with real-time updates on the arrival of their valet driver. In an age where transparency and instant communication are paramount, Acorn Valet needed a solution that will allow customers to see when their valet will arrive.



**“Glympse driver tracking is incredibly valuable to our customers as well as our internal operation tracking.”**

**— Jeff Tulman, CEO of Acorn Valet**

#### CHALLENGES

- Providing their customers with real-time updates on the arrival of their valet driver.
- A solution that would allow them to offer an Uber-like experience, where customers could see exactly when their valet or vehicle was arriving
- Enhance customer satisfaction but also streamline internal operations and improve overall efficiency

## SOLUTION

To address this challenge, Acorn Valet turned to [Glympse PRO](#), tailored for small businesses seeking seamless, non-integrated, SaaS-based solutions for real-time visibility. Glympse PRO allowed Acorn Valet to provide customers with instant notifications when their valet driver was en route, mirroring the experience customers have come to expect from ride-sharing services.

The platform's driver tracking feature not only benefited Acorn Valet's customers but also proved invaluable to their internal operations. By using Glympse PRO's tracking and reporting tools, Acorn Valet could gain insights into their operational efficiency and identify areas for improvement.

## RESULTS

The implementation of Glympse PRO has transformed the way Acorn Valet operates, both from a customer-facing perspective and internally. Customers now enjoy the peace of mind that comes with knowing exactly when their valet driver will arrive, while Acorn Valet benefits from improved transparency and operational insights.

Jeff Tulman, CEO of Acorn Valet, notes that, "While the app is continuously refined, the development team at Glympse has been quick to resolve any issues and responsive to feedback. This ongoing partnership ensures that Acorn Valet can continue to offer a superior service experience, backed by cutting-edge technology."

Today, Glympse PRO is featured prominently on [Acorn Valet's website](#), showcasing the platform's central role in their service offering. The collaboration has not only enhanced customer satisfaction but also solidified Acorn Valet's reputation as a leader in the valet industry.

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