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SUCCESS STORY

BusWhere puts smarter, safer school bus operations in gear with Kajeet and Samsung

How BusWhere turned a long-considered driver-tablet idea into a scalable, field-ready reality—without adding operational overhead.

At a glance



Customer: BusWhere

Industry: Student transportation & shuttle operations (K–12 schools; airport/hotel/university shuttles)

Challenge: Launch a driver-tablet solution without distracting the team with hardware procurement, kitting, shipping, or ongoing device management.

Kajeet Solution:

→ Tablets equipped with connectivity & management tools through the Kajeet® Sentinel® platform and the Samsung Knox mobile device management platform

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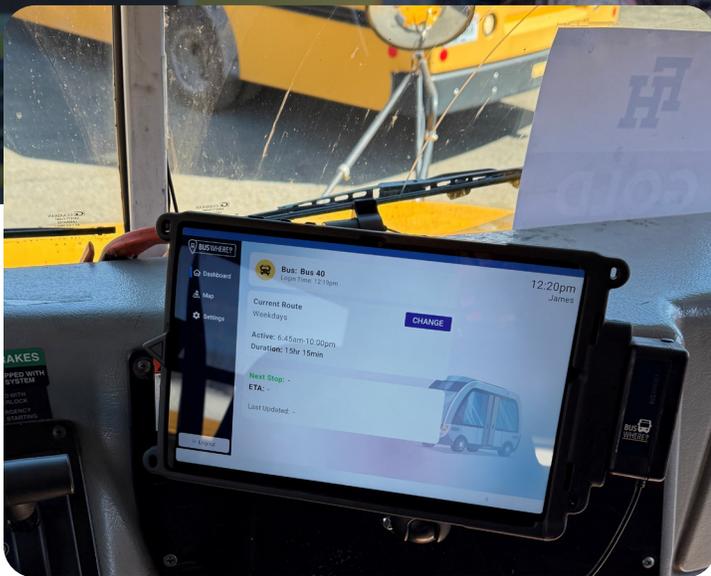
 Samsung Knox

- Single-box kitting with hardware and mounting accessories
- Labeling & shipping direct to destination
- White-glove support

Impact: Predictable, professional delivery of driver tablets; ability to provide a set of powerful features often required by RFPs; tablets remain optional (core service runs even if a tablet is offline).

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be notoriously complex. Tablets introduce procurement hurdles, mounting hardware choices, shipping and labeling workflows, and a new surface area for support. And BusWhere's product philosophy is about resilience first: a small plug-in GPS unit keeps tracking online even if a tablet is off or forgotten. Any tablet program had to complement that reliability, not compromise it.



The story

BusWhere began with a simple, urgent question from K–12 families: *Where's my school bus, and when will it be here?*

From there, CEO and Founder Jack Kustanowitz expanded the platform to give administrators retrospective visibility (Did every stop arrive? Did a bus miss a pickup?) and to keep parents in the loop with timely messaging. Over time, BusWhere's footprint grew beyond yellow buses to include shuttle operations for airports, hotels, universities, and corporate campuses, all while staying focused on clarity for riders, drivers, and ops teams.

As customers began requesting driver tablets, it was clear the use cases were compelling—but it was unclear how BusWhere should proceed, given that hardware programs can

That's where Kajeet entered the picture.

What began as a search for "someone to get us devices" quickly became an end-to-end answer. Kajeet provided managed Samsung Galaxy Tab A9+ and Galaxy Tab Active5 tablets with active SIMs and shipped each unit as a single, ready-to-install kit—tablet, RAM® Mounts hardware, BusWhere-branded labels, etc.—direct to districts. These industry-leading tablets power what drivers need most: turn-by-turn navigation for the first week of school and substitutes, pre- and post-trip checklists, and simple swipe-on/off workflows. Meanwhile, the Kajeet Sentinel platform sits quietly in the background—“wallpaper music,” as Kustanowitz puts it—unnoticed until the moment it prevents a costly misuse and helps the team resolve it.

“We went looking for one thing and got that—plus additional complementary services that we didn't even know were an option through the same provider,” Kustanowitz shares.



Why the partnership works

Kajeet didn't just ship boxes; it handled the process. For BusWhere, that meant saying, "We need one tablet—or a hundred—sent to this location," and seeing it happen reliably, quickly, and professionally. The very first shipment made an impression: the branded packaging and clean presentation weren't just functional—they elevated BusWhere's brand.

Equally important, the program is flexible by design. BusWhere can support other tablets if a customer brings their own. Districts can buy up-front or spread payments monthly. And because BusWhere's core service isn't dependent on tablets, ops teams never lose tracking if a device is offline. It's an approach that respects real-world constraints while giving customers choice.

Familiarity and competence also mattered. Kustanowitz already knew of Kajeet through industry circles, and the team's responsiveness stood out from the start. Even at modest initial volumes, BusWhere got senior attention and fast problem-solving confidence: essential building signs for a program poised to scale.

"Kajeet was a pleasant surprise... they were a company we already knew and respected who could solve our problem for us."

Momentum and impact

With Kajeet handling hardware and logistics, BusWhere moved from idea to field-ready deployments without adding operational overhead. The ability to comply with tablet requirements has already shortened sales cycles and helped win competitive RFPs—sometimes even when districts don't need tablets right away.



What's next

BusWhere is proud of the tablet experience it's built—true turn-by-turn, thoughtful UI with large, legible text, and intuitive workflows—and it continues to add features. With Kajeet as a steady operational backbone, the team can keep innovating for riders, drivers, and administrators while scaling deployments across districts.

And partnering with Samsung for the tablet solution — anchored by the Knox platform, with defense-grade security built in — enables BusWhere to deliver consistent performance and accelerated growth to clients.

"I'm proud of this collaboration," says Kustanowitz. "It's good for all of us, and I expect things to go only up from here."

Contact us today at [Kajeet.com](https://kajeet.com) or call 877-3KAJEET to schedule a free demo.