



## CASE STUDY



**Client Industry:** Global Business Services

**MoveInSync transport automation**  
drives high-performance operations  
and

**30% cost-savings**

for a **Global Business Services giant**



# Customer's Functional Challenges

1. High operational cost
2. Cumbersome rostering via email communication



The customer needed digitized operations to boost operational efficiency and improve visibility into the transport process.

## The MoveInSync Approach

### Transport Automation:

MoveInSync digitized the customer's legacy systems and customized workflows.

- This offered real-time visibility into each element of the process.
- Improved information quality helped identify and plug leakages, and
- Powered strategic decision making towards cost reduction.



### Customer Success Management:

MoveInSync's dedicated account managers and business process consultants actively engaged with the client's key stakeholders to help improve operational metrics.



01

Higher vehicle utilization improved cost efficiency and lowered per employee cost

Table 1

Month	Number of trips/day	Number of transport users	Average Seat utilization
June 2019 (Pre-MIS)	87	650	~50%
Sep 2019 (Post-MIS)	87	850	82%
Sept 2019 (Hypothetical assumption without MIS)	~114	850	~50%

Table 2

Month	Number of trips/day	Cost per trip	Total cost	Cost per employee
June 2019 (Pre-MIS)	87	26 USD	2235 USD	~ 3.4 USD
Sep 2019 (Post-MIS)	87	26 USD	2235 USD (30% saving)	2.6 USD (23% saving)
Sept 2019 (Hypothetical forecast without MIS)	~114	26 USD	2930 USD	~ 3.4 USD

Transport automation in September 2019 prompted :

(a) **Improved seat utilization** (refer to Table 1)

- User count increased by **30%**
- Seat utilization improved by **~32%**

While the user count spiked from 650 in June to 850 in September, the number of trips remained constant.

(b) **Higher cost-saving** (refer to Table 2)

- Cost per employee reduced by **23%**
- Total cost saved in one month rose to **30%**

MIS helped achieve 82% seat utilization in the first month, maintaining the cost of operations at 2235 USD as against the anticipated 2930 USD.

An absolute 30% saving on total cost MoM.

# 02

## Increased flexibility plugged leakages, boosted process performance and E-SAT

### *(a) Reduced cut-off time*

A simplified scheduling workflow and an AI-based engine helped reduce route planning to less than 15 minutes as against 2-3 man-hours. This enabled the transport team to reduce scheduling/cancellations/edits cut-off time by 12 hours.

A shorter cut-off time

- Offered employees flexibility to plan their day more accurately,
- Equipped transport team to forecast the cab requirement better, and
- Eliminated leakages and led to cost-savings.

### *(b) Self-user profile management*

One-click profile update from the employee interface replaced legacy email communication. This freed the transport team to focus on more critical activities, thereby enhancing their productivity.

Faster updates and lesser dependency boosted employee satisfaction levels.

### **Additional Benefits**

#### *Risk Mitigation with*

- Role-based (single) sign-on access
- Real-time visibility & improved control
- Accurate analytical data and reporting dashboards

#### *Cost Savings with*

- Improved information quality
- Reduced manpower & man-hours
- Tamper-proof billing and e-tripsheets

#### *ESAT Boost with*

- Transparent feedback mechanism
- Enhanced employee safety & reduced response time
- Scheduling/cancellation flexibility