



# A Global IT & Consulting Service Provider

**USED MOVEINSYNC ETS TO AUTOMATE COMMUTE MANAGEMENT**

# ABOUT THE CLIENT

Client :  
**A Global IT and Consulting Service Provider**

Focus Geography :  
**India**

User Base :  
**3000 users**

Offering :  
**MoveInSync ETS**

## MAJOR CHALLENGES FACED BY THE CLIENT

The client encountered numerous challenges due to the manual nature of their entire commute process. One of the major issues was the manual handling of scheduling and routing, which often resulted in missed employee pick-ups and drops and caused unnecessary delays. Moreover, changes in pick-up/drop locations and delays in cab arrival and departure were not properly recorded, causing further complications.

The lack of an efficient scheduling system also led to setbacks in escort deployment for women traveling alone. This not only compromised their safety but also caused unnecessary delays and inconveniences.

Another challenge was the underutilization of vehicles, as they were not maximized to their occupancy capacity. This inefficient use of resources necessitated the deployment of more cabs than actually required, leading to increased costs for the client.

Furthermore, the absence of measures to identify non-inducted and non-compliant vehicles and drivers posed a significant risk to employee safety and regulatory compliance.

Lastly, the client faced difficulties tracking their vehicles, leading to multiple escalations and calls to the transport team from concerned employees. The lack of visibility and real-time tracking created frustration and uncertainty among the workforce.

These challenges collectively contributed to a highly error-prone and inefficient commute process for the client. It was evident that a comprehensive solution was needed to address these issues and streamline their transportation operations effectively.

## IN SHORT



Scheduling and routing were handled manually, which often resulted in missed employee pick-ups and drops, and delays.



The vehicles were not utilized to their maximum occupancy, necessitating the deployment of more cabs than needed.



There were no measures in place to identify non-inducted and non-compliant vehicles and drivers.



The client was unable to track the vehicles.

## HOW MOVEINSYNC HELPED THE CLIENT

To address the challenges faced by the client, we implemented a comprehensive automation of their entire commute process. By doing so, we streamlined operations and introduced a range of features that significantly improved their transportation system.

To begin with, we defined a cut-off time for employee scheduling, ensuring a streamlined and organized process. This eliminated confusion and delays, allowing for better planning and execution. Timely scheduling also enabled the deployment of escorts for women traveling alone, enhancing safety measures and instilling confidence among employees.

Our AI-powered and geo-code based routing system revolutionized the route planning process. By leveraging advanced algorithms, we generated efficient routes that minimized travel time and optimized vehicle utilization. This resulted in smoother commutes and reduced operational costs for the client. **With 99% accurate routing, the average seat utilization increased from 40% to 75%.**

We introduced an auto-approval mechanism to ensure driver and vehicle compliance. This feature automatically validated the necessary certifications and documents, mitigating risks associated with non-compliant vehicles and drivers. It provided a robust system for monitoring and maintaining compliance standards.

Real-time fleet tracking became possible through our comprehensive dashboard. Both administrators and users had access to accurate and up-to-date information regarding the fleet's

whereabouts. **On-time departures** soared to an **impressive 94% from a mere 50%**, enhancing punctuality and reducing employee stress. This feature also minimized escalations and calls to the transport team, offering transparency and peace of mind.

To validate employee attendance during boarding, we implemented an OTP (One-Time Password) feature. This ensured accurate attendance records and provided an extra layer of security for the commuting employees.

Our dashboard also offered customized reports, empowering the client to analyze their commute process effectively. They gained valuable insights into key performance metrics, enabling informed decision-making and continuous improvement.

Through our billing system, we ensured that clients were billed only for authentic trips, reducing billing closure time and eliminating unnecessary financial burdens. Moreover, **the client saved INR 6 Lakh per month in transport billing amount**, a significant cost reduction.

These improvements were reflected in the outstanding **ESAT score of 4.8**, indicating high employee satisfaction and a positive impact on overall organizational performance.

In conclusion, our automation and implementation of various features brought about a transformative change in the client's commute process, achieving unparalleled efficiency, cost savings, and employee satisfaction.



# SCALE

**3000**

Users

**45K**

Rosters Per Month

**12K**

Trips Per Month

**270**

Vehicles

# RESULT

1. Streamlined operations and automation improved the client's transportation system, resulting in a significant increase in average seat utilization from 40% to 75%.
2. Our AI & geo-code based routing ensured that 99% of the routes generated were accurate.
3. Billing was done only for authentic trips, reducing billing closure time and saving INR 6 Lakh per month in transport billing amount.
4. On-time departures soared to an impressive 94% from a mere 50%.
5. Automated transport operations improved ESAT score to 4.8.

# SIGNIFICANT ACHIEVEMENTS

**99%**

Accurate  
Route  
Generated

**75%**

Average  
Seat  
Utilization

**94%**

On-time  
Departure

**4.8**

ESAT score

## CONCLUSION

In conclusion, the implementation of our Employee Transport Solution delivered remarkable improvements to the client's commute process. By prioritizing employee safety and optimizing transport operations, our solution brought about a transformative change in their daily commuting experience.

With our platform, the client was able to streamline their operations and enhance efficiency, resulting in significant cost savings and time optimization.

Furthermore, our vehicle tracking feature provided real-time visibility, allowing the client to

monitor and optimize vehicle occupancy effectively. This not only reduced unnecessary costs but also contributed to a more sustainable transport system.

Overall, our Employee Transport Solution delivered tangible benefits, including cost reduction, time optimization, and increased safety measures. It enabled the client to prioritize employee satisfaction and well-being while achieving operational excellence in their transport operations.

For more information,  
please visit [www.moveinsync.com](http://www.moveinsync.com).