



# A Fortune 500 Financial Services Company

**USED MOVEINSYNC SHUTTLE TO IMPROVE THEIR EMPLOYEE COMMUTE**

# ABOUT THE CLIENT

Client :  
**A Fortune 500  
Financial Services Company**

Focus Geography :  
**The Philippines (Manila and Cebu)**

User Base :  
**4000+ employees**

Offering :  
**MoveInSync Shuttle**



## MAJOR CHALLENGES FACED BY THE CLIENT

The employee transport operations of our client in the Philippines was beset with numerous challenges that hindered their efficiency. The client heavily relied on manual management of transportation services, resulting in complete dependence on manpower.

This reliance caused poor user base management, leaving employees dissatisfied with the service. Additionally, the company faced issues in accurately tracking its fleet, leading to delays and reduced customer satisfaction. The lack of effective real-time communication further

exacerbated these issues, resulting in an ineffective employee transport management system.

Furthermore, the client struggled with a lack of comprehensive reports and analytics, leading to unresolved delays and missed opportunities for improvement. Overall, the client's employee transport management suffered from inefficiencies that caused frustration and discontent among their employees.

## IN SHORT,



Manual management of employee transport operations



Inability to track fleet accurately



Ineffective real-time communication



Lack of reports and analytics causing unresolved delays

## HOW MOVEINSYNC HELPED THE CLIENT

Our Office Shuttle Solution successfully automated the client's commute operations with a range of innovative solutions.

By providing comprehensive reports and analytics, the client was able to determine the exact number of vehicles required, which helped them to save both time and resources. There was a **24% reduction in fleet cost**, and **additional 3% cost reduction** due to accurate capturing of distances travelled.

Additionally, our shuttle dashboard provided the client with detailed insights into user bookings and ad-hoc requirements, ultimately reducing the number of no-shows. Our solution has allowed the shuttles to have a staggering **97% On-time Arrival** and **90% On-time Departure**.

The incorporation of AI-generated routing and GPS tracking of vehicles brought transparency to the entire operation, making it more efficient and effective. We also helped the client eliminate **62.5% of redundant or underutilized routes**.

We also **reduced duplicate bookings by 13%**. We achieved this by automating booking restrictions,

furthermore, reducing wastage of seats. Moreover, the employees enjoyed enhanced security features such as real-time alerts, a security dashboard, and passenger feedback. With **zero trips requiring manual intervention**, our digitization process has transformed the commute experience for the client.

The shuttle bookings and tracking of vehicles are available on the employee app, while the driver app offers complete employee-level trip details. By making their daily commute easier and comfortable, we were able to garner a **4.9 average trip rating**, despite a **20% Increase in transport users** within 3 months of implementation.

Furthermore, we introduced a simple QR code-based attendance system, which has brought in the required control and transparency to the system, making the entire process seamless and effortless.



# SCALE

**12.5K**

Trips every month

**500+**

Trips per day

**24x7**

Operations

**2.6K+**

Users

# RESULT

1. Implementation of MoveInSync led to 20% increase in transport users and reduced fleet cost by 24%.
2. AI-generated routing and GPS tracking of vehicles improved efficiency and eliminated 62.5% of redundant or underutilized routes.
3. Automating booking restrictions reduced duplicate bookings by 13% and improved seat utilization.
4. Enhanced security features provided a secure and comfortable commute experience for employees.
5. The digitization process transformed the commute experience and garnered a 4.9 average trip rating.
6. Simple QR code-based attendance system brought control and transparency to the system.

# SIGNIFICANT ACHIEVEMENTS

**4.9**

Average Trip Rating

**97%**

On-Time Arrival

**90%**

On-Time Departure

**20%**

Increase in Transport Users

**62.5%**

Redundant Routes Eliminated

**13%**

Duplicate Booking Reduced

**3%**

Total Employee Transport Cost Reduction

**24%**

Reduction in Fleet Cost

## CONCLUSION

The state of public transportation in the Philippines is often unsafe, and private taxis can be too expensive for many people. However, our client has gone above and beyond to support its employees by providing round-the-clock shuttle services to different parts of cities such as Manila and Cebu.

Before the COVID-19 pandemic, the client's transportation operations were managed manually. But, with the pandemic accelerating the pace of digitization in the country, the client embraced digital solutions to enhance its employee transportation services. This commitment to ensuring the safety and well-being of its employees has allowed our client to continue to lead the way in providing a supportive work environment in the financial services industry in the Philippines.

Overall, MoveInSync Shuttle has helped our client overcome numerous challenges related to employee commuting and improved its transportation operations through automated solutions. Not only has this led to reduced costs, but it has also significantly improved the employee experience.

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



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