



MOVEINSYNC RUNS A 24X7 SAFETY & SECURITY COMMAND CENTRE FOR

The World's Largest
E-commerce Company

ABOUT THE CLIENT

Client :
World's Largest E-commerce Company's Development Center

Focus Geography :
India (22 offices across the country)

User Base :
25,000+ employees

Offering :
MoveInSync Safety & Security Command Centre



MAJOR CHALLENGES FACED BY THE CLIENT

The client faced communication gaps between the transport team, employees, and drivers. One of the major issues was the absence of a fixed process to resolve employee-reported issues, leading to inconsistent handling and unsatisfactory resolutions. Furthermore, there was no mechanism to track and record the calls received at the helpdesk, and hence, there was no way to monitor the resolution status.

The lack of a dedicated team to monitor the security dashboard further compounded the problems. The system generated a high number of alerts, which were often auto-closed without resolution, leaving the transport team unaware of the security incidents that occurred. In addition, delayed cab deployment, especially during public holidays, caused inconvenience to

employees, impacting their productivity and causing dissatisfaction.

Another area of concern was the optimization of routes. The absence of an efficient routing mechanism resulted in longer commute times and increased fuel consumption, which had a negative impact on the environment.

These challenges highlighted the need for a comprehensive, streamlined, and automated transport management system that could provide end-to-end visibility, control, and optimization of the entire commute process.

IN SHORT



The client faced communication gaps between the transport team, employees, and drivers.



Employee-reported issues remained unresolved.



Routes were not optimized, leading to longer commute time and increased fuel consumption.

HOW MOVEINSYNC HELPED THE CLIENT

We provided a comprehensive solution to address the challenges faced by the client in their commute process. We centralized their help desk, security command center, and routing to streamline the entire process and ensure consistency in handling employee-reported issues.

To achieve this, we implemented a Central Transport Command Centre with **68 highly qualified staff**, including a Centre Head and one manager for each function (routing, command center, and help desk). This centralized approach enabled us to monitor and manage the entire commute process, ultimately providing end-to-end visibility and control.

One of the key areas we focused on was improving the routing process. We **leveraged AI and Geo-code-based routing** to optimize routes, reduce commute time, and decrease fuel consumption. Thanks to our efforts, **99% of routing was done on time**.

Our solution also enabled **98% of safe reach verifications** and an **average call handling time of just 2.4 minutes**, with a **30-second call wait time**. Additionally, our call quality analyst ensured that the quality of each call to employees was

consistently high, grading them based on the six sigma methodology using green star and five green day ratings. This resulted in **an impressive 99.5% user satisfaction rating** for the way calls were handled.

Recognizing the lack of communication between different stakeholders, we set up weekly calls to gather feedback and solicit ideas. We also collected and analyzed data to publish reports on time, enabling better decision-making by the client.

Our solution enabled the transport team to capture employee feedback, leading to decreased errors and improved resolution quality, which in turn contributed to achieving a remarkable **4.6 ESAT score**.

In conclusion, MoveInSync helped the client overcome their challenges and achieve their goals by providing a centralized, streamlined, and automated transport management system that delivered outstanding results, enabling the client to focus on their core business while ensuring the safety and satisfaction of their employees.



SCALE

200K

Trips Per Month

25K

Users

400K

Rosters Per Month

4K

Vehicles

RESULT

1. 99% routing done on time due to automation
2. Achieved a 4.6 E-SAT score
3. 98% safe reach verifications were conducted
4. Average call handling reduced to 2.4 minutes
5. Reduced call wait time to 30 seconds
6. 99.5% of users were satisfied with the way the calls were handled

SIGNIFICANT ACHIEVEMENTS

99%

Automated Routes Generated

98%

Safe Reach Verifications

4.6

ESAT Score

30 SEC

Average Call Wait Time

2.4 MINS

Average Call Handling Time

99.5%

Employees Satisfied with Resolution Provided

CONCLUSION

Our client, with a presence in 22 cities across India, approached MoveInSync to address inconsistencies in their employee commute process. We took a systematic approach and identified the multiple challenges that the client faced. We then devised a comprehensive solution that addressed each of these challenges individually, ensuring a smooth and hassle-free commute experience for their employees.

As a company that places a high priority on safety and security, our command center played a crucial role in ensuring that every employee traveling with MoveInSync remained safe and secure. Our unwavering commitment to safety is reflected in

how we handled each call, ensuring timely resolutions to any issues reported by employees.

In addition to addressing safety concerns, we also optimized the client's routing process using state-of-the-art technology and implemented other measures to enhance the overall employee experience.

Our efforts were highly successful, leading to a significant improvement in the client's employee commute process and a more satisfied workforce overall.

For more information,
please visit www.moveinsync.com.