



A Global Healthcare
Insurance Company
USED MOVEINSYNC ETS TO SET-UP THEIR COMMUTE PROCESS

ABOUT THE CLIENT

Client :
A Global Healthcare Insurance Company

Focus Geography :
India

User Base :
12,000 users

Offering :
MoveInSync ETS



MAJOR CHALLENGES FACED BY THE CLIENT

When the client, who had previously used MoveInSync for their Bengaluru office, made the decision to establish a new office in Gurgaon with approximately 1000 employees, they were faced with the challenge of creating an efficient and seamless commute process for their workforce. However, the transport team assigned to this project was relatively new and unfamiliar with the necessary transport policies and procedures.

As a result, the client encountered several challenges during the setup phase, stemming from the team's limited knowledge and experience in implementing transport policies effectively. These challenges posed hurdles that needed to be overcome to ensure a smooth and expedited commencement of operations in the new office location.

One major issue was the delay in vendor allocation, which affected the timely deployment of vehicles for employee commuting. This setback resulted in a disruption to the planned commute arrangements.

Additionally, the teams faced difficulties in manually uploading employee data onto the system, leading to a further delay of three days in the onboarding process for the commute.

These challenges had a significant impact on the overall efficiency and effectiveness of the commute setup, causing frustration and inconvenience for the client and their employees. Addressing these issues promptly and implementing streamlined processes would be crucial in ensuring a smooth and well-organized commute experience for the employees in the new office.

IN SHORT



No transport policies were set up.



There were issues in vendor allocation process.



Manual management delayed the commute onboarding process.

HOW MOVEINSYNC HELPED THE CLIENT

Building upon their successful stint with us in Bangalore, the client recognized the need for a reliable transportation solution in Gurugram to ensure that employees could commute to and from the office comfortably and on time.

To address the client's commute challenges, we introduced our employee transport solution (ETS), automating their entire commute process. We ensured that the transport team was equipped with the necessary training to handle real-time queries from all stakeholders, enhancing their ability to provide efficient support. Our solution provided vendors with real-time visibility into routes awaiting vehicle deployment, enabling them to plan and execute transport services more effectively.

For seamless onboarding, we established a process in our system to update employee details, ensuring that all new hires could avail themselves of transport services from their first day. Scheduling, trip cancellations, and vehicle allocation cut-offs were set up, streamlining

operations and reducing delays. We configured OTA (On-Time Arrival), OTD (On-Time Departure), and No-show cut-offs to measure vendor and vehicle performance, promoting accountability.

To enhance employee experience, our system provided timely trip details, ensuring they were well-informed about their commute. We implemented a tamper-proof billing mechanism to ensure transparent and accurate invoicing.

Our efforts yielded positive results. Within 4 weeks of implementation, we achieved **77% On-Time Arrival, 99% On-Time Departure, and 100% driver and vehicle compliance**. These metrics showcased the improved efficiency and reliability of the commute process. Additionally, our system received a commendable **E-SAT score of 4.9**, indicating high employee satisfaction.



SCALE

12K
Users

200K
Rosters Per Month

55K
Trips Per Month

1000
Vehicles

RESULT

1. We trained the transport team to handle real-time queries.
2. Our solution gave vendors real-time clarity on routes that were awaiting vehicle deployment.
3. We set up scheduling, trip cancellations, and vehicle allocation cut-offs.
4. OTA, OTD, and No-show cut-offs were configured to measure vendor/ vehicle performance.
5. We received an ESAT score of 4.9.

SIGNIFICANT ACHIEVEMENTS

77%

On-Time Arrival

99%

On-Time Departure

99%

driver and vehicle compliance

4.9

ESAT score

CONCLUSION

Through our unwavering dedication and the implementation of MoveInSync ETS, we successfully overcame the client's significant challenges. In a remarkably short timeframe, we automated their employee transport system, resulting in substantial improvements in daily office commutes.

The client experienced enhanced employee safety, ensured vehicle compliance, enabled real-time vehicle tracking, and achieved significant cost savings in commuting expenses.

By addressing their initial challenges and providing efficient solutions, we laid the groundwork for a streamlined and effective commute system.

As a result, employee satisfaction increased, and overall operational efficiency improved. Our commitment to excellence and the successful implementation of automated processes have made a lasting positive impact on the client's commute experience.

Visit moveinsync.com for more information.