A Global BPO Services Provider

AUTOMATED COMMUTE MANAGEMENT WITH MOVEINSYNC ETS

Client :
**A Global BPO
Services Provider**

Focus Geography :
India

User Base :
10,000 users

Offering :
MoveInSync ETS

MAJOR CHALLENGES FACED BY THE CLIENT

The client faced several challenges due to the manual management of their commute process. Manual scheduling of rides resulted in numerous errors, leading to inefficiencies and disruptions in employee transportation.

Without a mechanism to check driver and vehicle compliance, there was a lack of assurance regarding the safety and reliability of the commute service. Additionally, vehicle tracking relied on communication between drivers and employees, which introduced the potential for miscommunication and inaccuracies in tracking updates.

The manual billing process further compounded the challenges. With a lengthy closure time for billing, administrative efforts were prolonged, causing delays in financial processes and creating additional workloads for the team. This not only impacted the overall efficiency of the

transportation system but also hindered the client's ability to accurately monitor and control expenses.

Another significant issue was the absence of a systematic way to identify the reasons for trip delays. Without access to real-time data and insights, it became challenging to pinpoint the underlying causes of delays, leading to difficulties in implementing corrective measures and optimizing the commute experience for employees.

These challenges collectively resulted in a suboptimal and unreliable commute process for the client's employees. It created inefficiencies, increased the risk of errors and compliance issues, and hampered the client's ability to effectively manage and analyze their transportation operations.

IN SHORT

Manual scheduling led to multiple errors

No mechanism to check driver and vehicle compliance

Vehicle tracking was not automated

Manual billing process with increased closure time

No way to identify reasons for trip delays

HOW MOVEINSYNC HELPED THE CLIENT

Our employee transport solution addressed the challenges faced by the client. With our solution, employees gained the convenience of self-scheduling their rides within predefined cut-off times, ensuring a streamlined and organized commute experience. With our solution in place, the client witnessed a **4% reduction in no-shows**.

Furthermore, we implemented a robust approval mechanism that assessed driver and vehicle compliance, enhancing safety and reliability. Introducing AI and Geo-code based routing was a game-changer. Our advanced algorithms resulted in **95% accurate routing**, which further optimized routes, minimized travel time and fuel consumption while maximizing efficiency. This also enabled employees to reach their destinations swiftly and reducing the likelihood of delays.

Live tracking of vehicles became a reality, empowering employees with real-time updates on their ride's location. This feature not only increased transparency but also provided peace of mind, allowing employees to plan their time

more effectively. To prioritize safety, we integrated essential features such as **SOS assistance, safe reach confirmation, and click-to-call functionality**, ensuring that employees felt secure during their commutes.

Our solution went beyond operational enhancements by providing comprehensive reports that offered deep insights into the client's employee transport operations. These customized reports enabled the client to analyze their employee commute data, identify trends, and make informed decisions to further optimize their processes.

To streamline financial processes, we implemented a structured billing mechanism, ensuring timely closure and accurate billing. This improvement reduced administrative burdens and enhanced financial efficiency for the client. The exceptional **4.9 E-SAT** score highlighted the high level of satisfaction among employees, showcasing the positive impact of our solution on their commute experience.
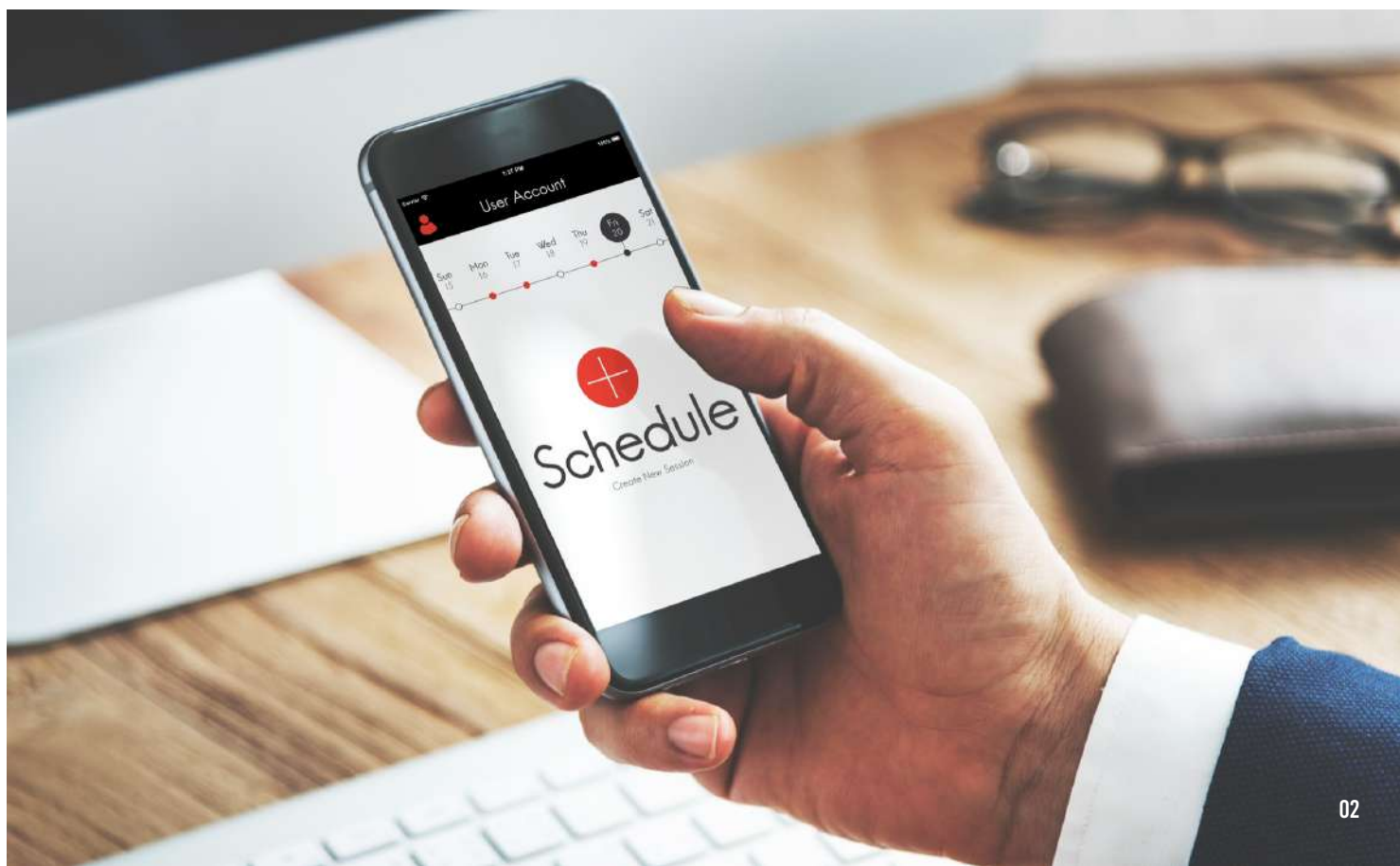
SCALE

10,000
Users

275K
Rosters Per Month

65K
Trips Per Month

900
Vehicles

RESULT

1. Our solution gave self-scheduling access to employees, while defining cut-off times.
2. We established a defined approval mechanism for driver and vehicle compliance.
3. Our AI and Geo-code based routing resulted in 95% accurate routing.
4. We offered safety features such as SOS, safe reach confirmation, and click-to-call to all employees.
5. We established a structured billing mechanism for on-time billing closure.
6. There was a 4% reduction in no-shows.

SIGNIFICANT ACHIEVEMENTS

95%
Accurate Routing

4.9
E-SAT score

4%
Reduction in No-shows

CONCLUSION

The implementation of our employee transport solution brought about a remarkable transformation in the client's employee commute experience. Our comprehensive solution revolutionized their transport operations through a range of impactful features.

With the introduction of self-scheduling, optimized routing, real-time tracking, enhanced safety measures, insightful reporting, structured billing, and exceptional results, we redefined their entire commute system. The client also experienced reduced costs, saved time, and enhanced employee safety, leading to overall satisfaction with our employee transport solution.

By combining advanced technology and a data-driven approach, we successfully revolutionized the way our client approached employee transportation.

If you think we can help you with your employee commute, **visit www.moveinsync.com** and schedule a demo!