



An American Multinational Technology Corporation

USED MOVEINSYNC ETS TO AUTOMATE THEIR EMPLOYEE TRANSPORT OPERATION

ABOUT THE CLIENT

Client :
**An American Multinational
Technology Corporation**

Focus Geography :
India

User Base :
9000 employees

Offering :
MoveInSync ETS



MAJOR CHALLENGES FACED BY THE CLIENT

The client faced several challenges with their employee transport operations. Their existing in-house proprietary platform had become outdated and difficult to upgrade, resulting in a slow and inefficient commute management process.

One significant problem was the manual trip sheet system, where data entry teams had to input information into the system, causing delays in downstream activities. The decentralized nature of functions, such as the Transport Help

Desk, across multiple offices in the same city further complicated operations and hindered coordination.

Additionally, the client had previously attempted to implement another solution but failed, making the evaluation criteria for a new solution even more stringent.

The client was missing an efficient and streamlined transport management system.

IN SHORT



Manual trip sheet system causing delays



Decentralized transport help desk across multiple offices complicated operations



Slow and inefficient in-house proprietary platform

HOW MOVEINSYNC HELPED THE CLIENT

With MoveInSync's Employee Transport Solution, we helped our client make a significant positive change by **automating and centralizing their transportation processes**. By doing so, they could abandon their outdated platform and eliminate the manual work they had to do. This not only saved them time but also reduced costs.

The client could reduce their commute costs through city-level centralization of all transport operations, including the transport help desk, security command centers, billing, and compliance.

To ensure smooth operations, we conducted User Acceptance Tests (UATs) and dry-runs, resulting in an impressive **98% trip completion rate**.

We also streamlined the billing process, reducing the **TAT from 20 days to just 5 days**. The client could implement the billing feature immediately after the solution was deployed. Additionally, we introduced a feature that allowed them to freeze the billing period, preventing last-minute audits.

We provided the client with an **operational data cleanup module** that automatically flagged and resolved common errors to maintain data accuracy. This ensured that the information they relied on was always accurate.

We also made improvements to the driver app by enabling it to run on the personal phones of drivers, eliminating the need for dedicated devices. The **'One vehicle, multiple driver'** option was introduced for better utilization of vehicles and cost.

Safety is a top priority for us. To enhance women's safety during the commute, we implemented **real-time marshall prediction** and introduced features in the driver app for employee boarding and deboarding. This provided an added layer of security.

We also took into consideration the **needs of employees with special requirements**. By creating coded categories, we ensured that these individuals received personalized assistance during their commute while maintaining their privacy.

In summary, MoveInSync's Employee Transport Solution simplified and automated the transportation processes for our client, resulting in significant cost savings, improved efficiency, enhanced safety measures, and personalized assistance for employees with special needs.



SCALE

9000

Users

100K

Rosters per month

50K

Trips per month

1000

Cabs

RESULT

1. We centralized the client's outdated platform to make transport operations more efficient.
2. The client achieved a 98% trip completion rate.
3. The client's billing TAT decreased from 20 days to only 5 days.

SIGNIFICANT ACHIEVEMENTS

100%

Centralization of Transport Operations

75%

Decrease in billing TAT

98%

Trip completion rate



CONCLUSION

MoveInSync has revolutionized the employee transport operations of our client. We tackled their biggest challenges head-on and delivered concrete benefits.

We streamlined their operations through automation, centralization, and operational enhancements, generating substantial cost savings. Our focus on improving safety measures and providing a seamless experience for employees and admins further elevated their transport management.

With our cutting-edge technology and personalized approach, we have transformed their employee transport management into a streamlined, cost-effective, and highly efficient process.

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