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An Indian Multinational Information Technology Services & Consulting Company

USED MOVEINSYNC ETS TO AUTOMATE THEIR COMMUTE MANAGEMENT

ABOUT THE CLIENT

Client :
An Indian Multinational IT Services & Consulting Company

User Base :
7,500 users

Focus Geography :
India

Offering :
MoveInSync ETS



MAJOR CHALLENGES FACED BY THE CLIENT

The client was grappling with the task of manually managing their commute process, resulting in a myriad of challenges. Team leaders would have to send multiple emails to the transport team as they tried to find information about schedules, shift changes, and cancellations. This led to inefficiency and communication gaps.

The manual routing of shifts exacerbated the situation, causing numerous errors such as missed pick-ups and drops. Furthermore, the absence of measures to identify non-inducted and non-compliant vehicles and drivers posed serious risks to employee safety and regulatory compliance. The lack of live vehicle tracking further compounded the problem, resulting in frequent employee escalations and frustrations.

There was also an absence of safety and security measures, such as SOS alarms or a Click-to-Call mechanism. Additionally, the challenges extended to obtaining accurate reports and generating bills, hindering effective decision-making and financial management.

These challenges highlighted the urgent need for a comprehensive solution to revolutionize the client's commute process. By addressing these pain points, the client sought to streamline operations, enhance employee safety, improve communication, and drive efficiency in their transportation system.

IN SHORT



Shift-wise manual routing causing multiple errors including missed pick-ups and drops



No measures to identify non-inducted and non-compliant vehicles and drivers



No live tracking of vehicles, leading to multiple escalations



Challenge to get accurate reports and generate bills

HOW MOVEINSYNC HELPED THE CLIENT

MoveInSync successfully automated the transportation operations for our client, revolutionizing their employee commute experience. By implementing our employee commute solution, employees gained the ability to schedule their commute effortlessly, with pre-defined cut-off timings ensuring efficient planning.

Leveraging the power of AI and geo-code based routing, our system generated **95% accurate routes** that optimized routes to their maximized efficiency and reduced travel time.

To maintain compliance, we introduced an auto-approval mechanism that ensured driver and vehicle adherence to necessary standards. Real-time tracking capabilities were integrated, empowering the transport team to monitor vehicles' whereabouts, enhancing safety and accountability.

In case of emergencies, our solution provided a convenient one-click access to the transport helpdesk via Interactive Voice Response (IVR), ensuring immediate assistance when needed. Furthermore, escalations related to transportation issues saw a **remarkable 80% reduction**, highlighting the efficiency and effectiveness of our solution.

The implementation of our solution also facilitated comprehensive operational analysis for the client. We generated multiple reports containing authentic and reliable data, enabling the client to gain valuable insights into their transport operations. These reports allowed for informed decision-making, process optimization, and continuous improvement.

One of the key features of our solution was the automation of the billing process. By implementing a billing process that only accounted for completed trips, we ensured accurate and transparent financial transactions.

This streamlined approach resulted in a remarkable **5-day billing turnaround time (TAT)**, significantly reducing administrative overhead and improving overall efficiency.

The exceptional **E-SAT score of 4.9** further attested to the positive impact our solution had on the client's employees' daily commute experience.



SCALE

7500

Users

200K

Rosters Per Month

65K

Trips Per Month

800

Vehicles

RESULT

1. Our solution enabled the employees to schedule their commute with pre-defined cut-off timings.
2. Our AI & geo-code based routing ensured 95% accurate routing.
3. We introduced an auto-approval mechanism to maintain driver and vehicle compliance.
4. We allowed employees as well as the transport team to track vehicles in real time.
5. We automated the billing process only for completed trips & reduced the billing turnaround time to 5 days.

SIGNIFICANT ACHIEVEMENTS

95%

accurate routes

80%

reduction in escalation calls

4.9

ESAT score

CONCLUSION

Our Employee Transport Solution delivered substantial improvements to the client's transportation process. Prioritizing employee safety, our platform enabled self-scheduling and ride tracking for employees, enhancing convenience and optimizing vehicle occupancy. This resulted in increased efficiency throughout the transport operations.

We successfully assisted the client in reducing commute-related costs, saving time, and improving safety measures. By streamlining workflows and providing real-time insights, our solution contributed to a more productive and secure work commute.

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