

Transforming Commute and Workspace Management:

How MoveInSync Revolutionized Operations for a Manufacturing Giant



Overview

A leading manufacturing conglomerate relied on multiple applications to manage workforce mobility and workplace functions. Over time, this approach proved to be inefficient, time-consuming, and costly. Seeking a streamlined solution, the client decided to transition to a single app capable of managing all functions from one centralized platform. Additionally, they aimed to optimize desk utilization and effectively monitor the number of employees coming to the office.

Industry:

Manufacturing

Services Aailed:

**Mobility (SaaS) and
Workplace Solutions**

Locations:

India - Bengaluru

Active users:

2400+ employees



Challenges Faced by the Client:

In 2020, when the pandemic hit, our client, like most other businesses, had to transform how they operated. In time, remote work was replaced by hybrid work and eventually employees started returning to the office. However, managing the entire process was easier said than done.

Our client had to primarily relook at how they managed office spaces, in terms of utilization and cost optimization.

In this respect, they faced three distinct challenges.



Multiple apps, multiple functions:

First, in addition to using our mobility solution for booking their rides to the office, employees also had to reserve their office desks through a different app. While this provided visibility on occupancy levels, it was inconvenient for employees to have multiple apps for different functions.

It also posed challenges for the admin and finance teams in terms of billing, report analysis, tracking, etc.

Less seats, more takers: Second, the client's office space in Bengaluru had only 1500 seats, for a workforce of 2400+. This meant shift-wise slots had to be defined to ensure that every employee coming to the office had pre-allotted seats.



App syncing setback: Third, to solve the app fragmentation challenge, the client endeavored to build an in-house platform that would integrate all capabilities. However, the platform built faced scalability challenges and couldn't meet performance benchmarks.

What this meant: This was more than a mere infrastructure challenge. The client needed a robust workplace automation solution that would integrate all functions to ensure that return to office was effective, and helped to achieve desired business goals.

The Ask:

What the client wanted

The client wanted to improve the overall employee experience and required solutions to three specific challenges:

- A single application for managing multiple functions and operations
- A workplace app focusing on desk booking for 2400 employees
- A return to office dashboard for admins to understand desk booking/cancellation trends and its reasons

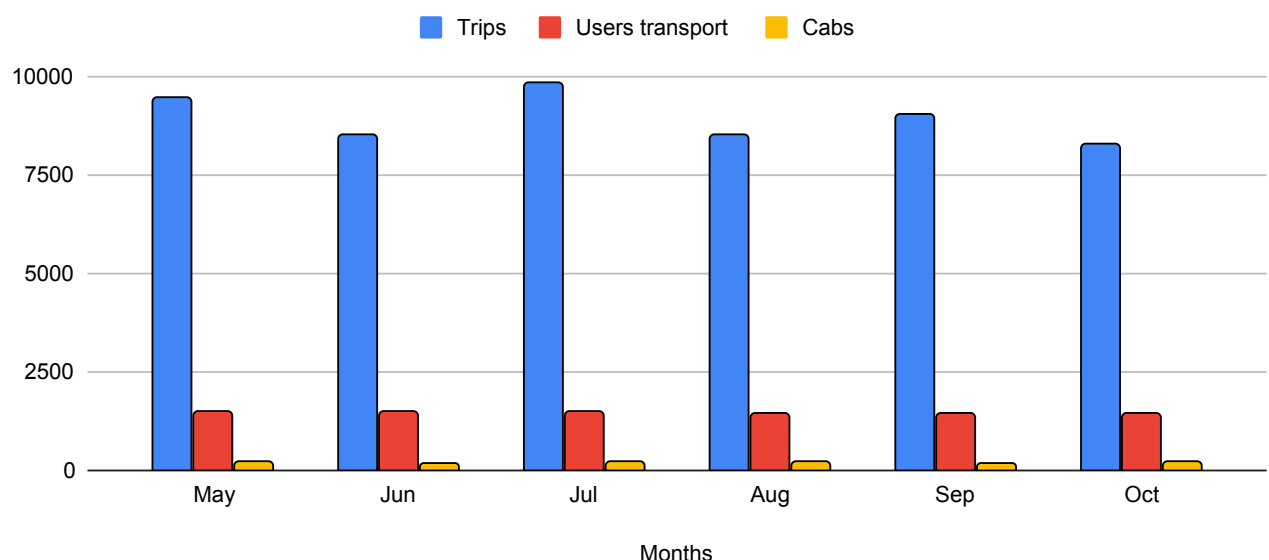
Our Solution:

The client had been long time users of our mobility solution, including the Safety and Security Command Center functions. It helped the client to reduce reliance on manpower, save costs, and ensure a safe commute to employees. All safety alerts raised would be addressed by MoveInSync's Command Centers, ensuring prompt and effective resolution.

The result - Consistency in user's riding patterns and numbers over time.

Scale of Operations (Mobility):

Trips, Users transport and Cabs



Ratings:

Overall rating:

4.92

Safety:

4.92

Cab rating:

4.92

Driver rating:

4.92

Route rating:

4.92

Marshall rating:

4.9

**Period - May - Oct 2024*

How did MoveInSync help?

Initially, the client used our workplace solutions. However, in time they focused on building an in-house tool, which didn't deliver the desired output.

At this point, we re-introduced our workplace solutions and integrated both mobility and workplace into our **MoveInSync app**.



All-in-One Solution (App integration):

At the outset, we integrated mobility and workplace capabilities into one app. With this one app, the client could achieve complete workplace automation that also helped to:

- Solve the complexities of juggling multiple apps (for employees)
- Resolve issues related to syncing different apps (for business)
- Enhance the employee experience
- Streamline operations

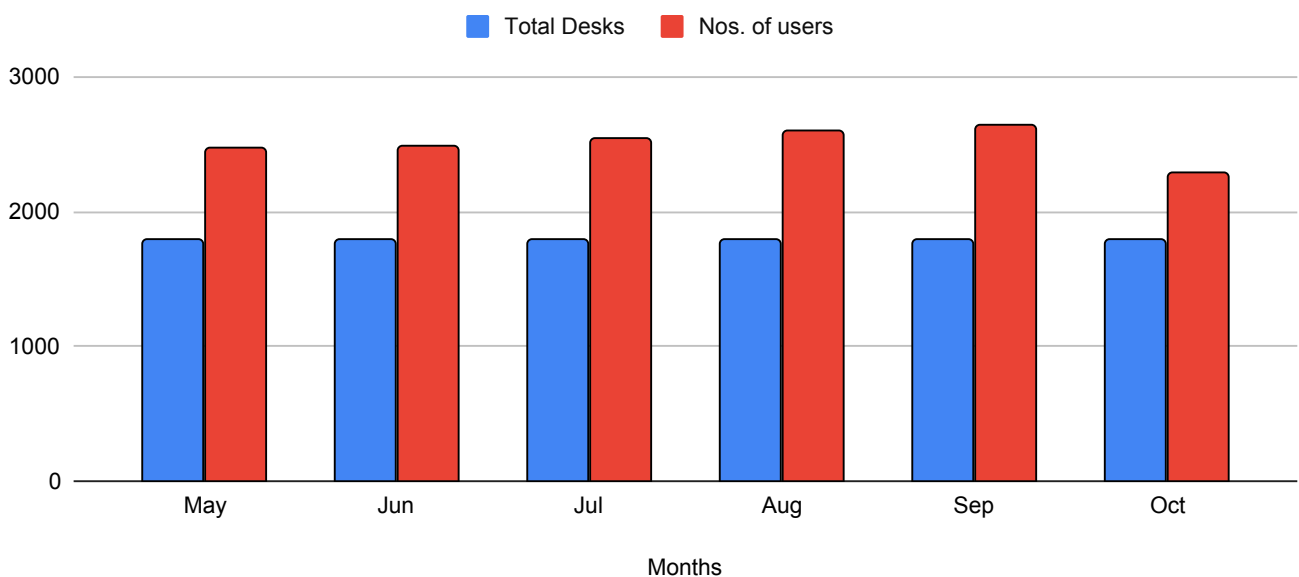
Optimizing Desk Spaces:

The client required employees to visit the office for a specific number of days every month. Using AI, we created different employee cohorts, to allow office visits on scheduled days. We also introduced a special feature to block 'hot seats' to adjust any ad hoc bookings.

This eliminated the scope of overlaps and overbookings and solved desk occupancy challenges. The result was optimized desk utilization and efficiency.

Scale of Operations (Workplace - Desk utilization):

Total Desks and Nos. of users



RTO Dashboard view:

The client also required visibility on return to office trends, especially in understanding why employees would cancel/reschedule their office visits. We built a dashboard that would allow the client to track the number of days employees would visit the office and get visibility for not showing up.

We also added a unique custom dropdown feature that allowed employees to select a suitable reason for cancellation/rescheduling.

The MoveInSync Advantage:



Achievements & Future Directions

We offered the client a super app that solved its critical challenges - app integration, desk-booking optimization, and RTO dashboard visibility.

The result was optimal space utilization, convenience, and enhanced employee experience.

Future Directions:

Our team is currently working with the client to integrate our Visitor Management capabilities into the app, to further simplify and track visitor sign-ins/check-outs, compliance, and safety.





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