

Scaling Employee Commute Solutions

for an American Healthcare
Services Company's GCC Office in
Hyderabad



Start Small, Scale Fast

The healthcare services company was launching its first GCC office in Hyderabad with just five employees in March 2024. New to the Indian commute landscape, the client faced the challenge of establishing a robust transportation framework during their onboarding phase. By October, the employee count surged to 510, showcasing the client's rapid expansion and the effectiveness of MoveInSync's transport management strategy.

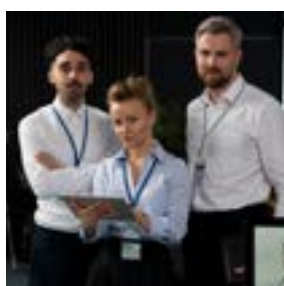


End-to-End Support

MoveInSync provided comprehensive support, including last-minute trip arrangements, ensuring a smooth commuting experience.

Policy Development

We helped the client create and set up transportation rules that fit the unique needs of employees commuting in India. This was important because the client didn't have a dedicated team to manage transport.



Guided Setup

We hand-held the client in establishing their transport team, providing the necessary training and resources to ensure a successful transition.

Change Management Expertise

MoveInSync managed a significant shift to a new location, demonstrating flexibility in adapting to changes without disruptions. We also successfully implemented billing model changes and operational enhancements without disrupting the employee commute experience.



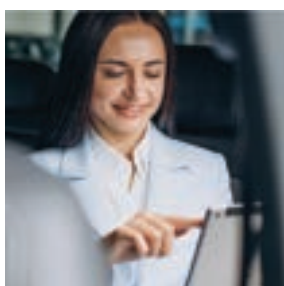


Strategic Cost Optimization

Transitioned from a flat rate per trip model to a KM/slab-based model, resulting in a 20% cost reduction.

Scalable Operations

We established communication workflows, including user guides and app notifications, to enhance operational efficiency as the workforce scaled up.

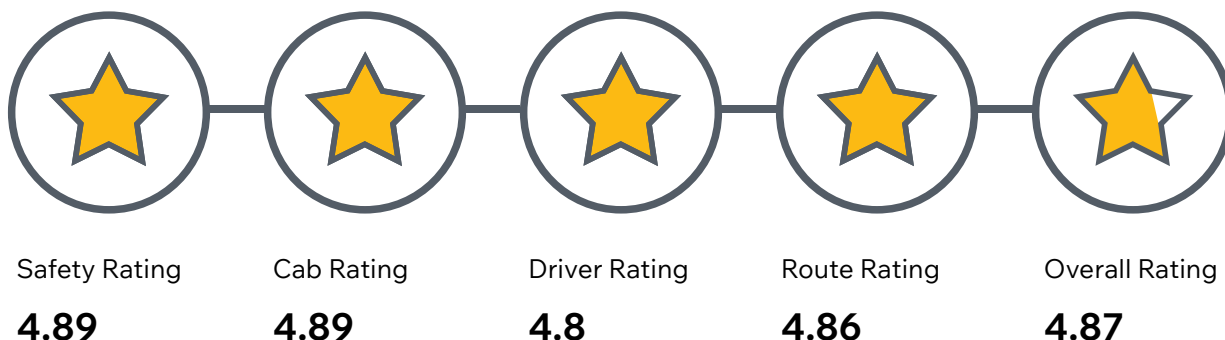


Focus on Safety

We enhanced the commuting experience for female employees through safe reach confirmations and marshall trips, fostering a secure commute environment.

Commitment to Employee Experience

From day one, we prioritized delivering a quality commute experience, leading to a better employee experience.



Scale of Operations

Months	May	Jun	Jul	Aug	Sep	Oct
Trips	375	652	1067	1374	2228	2583
Users	46	69	111	191	514	532
Cabs	29	43	91	126	193	280

This highlights how MoveInSync's strategic approach to scalability and change management enabled the client to establish a successful employee commute solution in India, paving the way for seamless growth and operational excellence.