



# How a Fortune 100 Technology Company **Fixed Commute Reliability and Rebuilt Employee Trust with MoveInSync**

# Scale

## Target Geography

India  
(multi-city operations)

## Employees Managed

35,000+  
daily commuters

## Solution Used

MoveInSync's  
**Home-to-office cabs**

## Core Challenges

Manual trip tracking,  
High no-show rates, and  
Fragmented vendor coordination

# Background

One of India's largest tech employers was facing growing operational challenges in managing employee commute. While the issues weren't entirely new, they had reached a tipping point.

In conversations with the company, it became clear that commute operations were heavily dependent on manual processes, paper-based trip sheets, phone coordination, Excel trackers, and fragmented vendor systems. While these methods had worked in the past, they were now struggling to keep up with the scale of operations and the rising expectations of employees.

One major outcome of these inefficiencies was that nearly 20% of employees skipped their scheduled trips. Frequent delays, missed pickups, and poor experiences led to wasted resources, inconsistent reporting, and growing frustration across teams.

In response, the organization explored internal solutions, including piloting a proprietary tech platform to streamline commute management. While these efforts showed promise, the scale and complexity of operations highlighted the need for a specialized, future-ready solution and a trusted technology partner.



## The Challenges at Hand The Company's Priorities Were Clear and Urgent

The transportation team at the company wasn't just looking for employee commute automation. They needed a solution that could deliver efficiency, transparency, and control at scale.

**Their top requirements included:**

- End-to-end digitization of the commute planning and execution process
- Real-time visibility into trip status and missed pickups
- Pan-India deployment capability with robust infrastructure
- Billing transparency with detailed, audit-ready cost breakdowns
- Accountability and reporting accessible across business units

They wanted a partner who could not only solve today's problems but also build a foundation for long-term operational excellence.



## MoveInSync's Solution: From Internal Innovation to Scalable Impact

When MoveInSync came on board, the approach was methodical and execution-focused. Rather than overhauling everything at once, the solution was rolled out in key cities, allowing the team to test, observe, and scale based on results.

**Here's what MoveInSync implemented:**

- A centralized platform to manage trip planning, routing, and vendor coordination
- Live tracking dashboards for business unit heads to monitor real-time operations
- Automated billing and reconciliation
- Custom reports and audit logs that supported compliance and governance
- On-ground employee training and change management support for smooth adoption
- Scalable backend infrastructure to support 35,000+ daily commuters

This phased rollout allowed the organization to confidently scale the solution across multiple regions while ensuring zero disruption to daily operations.



## Results That Spoke for Themselves

MoveInSync's platform delivered measurable impact within a few months:

- Billing processes were automated and achieved audit-level accuracy
- Peak usage touched 35,000 employees/day
- Accountability improved with real-time dashboards and transparent logs
- Pan-India deployment with consistent workflows across location
- Stronger employee satisfaction, as pickup reliability improved significantly

With real-time ride tracking, AI-powered routing, and smoother operations, employee confidence grew quickly. As a result, missed trips dropped from nearly 20% to under 2%, a dramatic boost in reliability and trust.



## A Strategic Partner in Innovation

What set MoveInSync apart was the combination of strong technology and a true partnership mindset. The result was a system that employees and transport teams could rely on daily, restoring trust, ensuring transparency, and delivering a seamless, tech-driven commute experience.

