



How a  
**Global Retail Giant Achieved  
100% Transport Automation  
with MoveInSync**

# → Scale

↘ Location

Across **3 cities** in India

↗ Modules Used

↗ Monthly Active Users

**MoveInSync Home To Office Cabs  
& MoveInSync Business Travels**

**9800+**

# → Introduction

The client, a leading retail organization, was struggling with a manual commute management system that introduced frequent errors and operational inefficiencies. From uneven vendor allocation and unresolved employee complaints to cumbersome manual reporting, the challenges were mounting. The lack of a structured approach for handling ad-hoc and outstation trips further complicated matters, while safety and compliance gaps raised additional concerns. Recognizing the need for a smarter, scalable solution, the organization partnered with MoveInSync to introduce automation, ensure vendor accountability, streamline workflows, and enhance security across the transportation ecosystem.





## ✘ Vendor allocation imbalance

Trip allocation across vendors was uneven; some fleets were overworked while others sat idle. Without a fair, data-driven system, vendor dissatisfaction grew and operational consistency suffered.



## ✘ Unresolved employee feedback

Complaints were buried in long email threads, making it difficult to track issues. Poor service slipped through the cracks, and accountability was hard to enforce.



## ✘ Misuse of transport resources

Trip data revealed that many employees weren't spending enough time in the office. Logging in and logging out with less than six hours in between hinted at misuse, straining resources, and undermining return-to-office goals.



## ✘ Manual reporting burden

Transport teams were buried in hours of spreadsheet work, compiling trip logs and billing data while leadership struggled with limited visibility into transport spend and usage patterns.



## ✘ Unstructured ad-hoc travel

Trips like airport transfers and outstation bookings lacked structure, making them difficult to track and manage effectively.



## ✘ Safety and compliance gaps

With no standardized driver verification, safety concerns persisted. Compliance with POSH protocols remained inconsistent, adding further risk.



## ✘ System-wide inefficiency

What initially seemed like isolated issues revealed a deeper need for a comprehensive transformation of the transport ecosystem.



## → Fair vendor allocation

An automated trip distribution system ensured trips were allocated logically and evenly across vendors. This improved vendor satisfaction while optimizing fleet usage.



## → Structured feedback resolution

The outdated email-based feedback loop was replaced with a Ticket Management System. Poor ratings or complaints now trigger automatic tickets, ensuring faster resolution, stronger accountability, and a better commuter experience.



## → Smart booking restrictions

To address misuse, MoveInSync introduced rules preventing return bookings unless a six-hour gap existed between check-in and check-out. This encouraged purposeful office commutes and reduced resource strain.



## → Automated dashboards

Custom dashboards replaced manual reporting. Transport teams could now generate insights instantly, reducing effort and empowering smarter decision-making.



## → Organized ad-hoc travel

The Business Travels module streamlined airport transfers and outstation bookings, bringing structure and traceability to ad-hoc trips that once sat outside the commute system.



## → Enhanced safety and compliance

Facial recognition verifies drivers before every trip, eliminating impersonation risks. With POSH-compliant onboarding, the organization ensured every driver met safety and behavior standards.



# Beyond Problem-Solving: What We Delivered for Clients



## Seamless vendor integration

The driver app was integrated with vendor APIs, enabling real-time data exchange on trip status, driver profiles, and compliance checks. This minimized manual follow-ups and improved coordination.



## Transparent billing visibility

Dedicated billing dashboards gave leadership clarity into transport usage and expenses, broken down by cost center, trip type, and user trends, making strategic planning more data-driven.



## ↘ Transport Automation

**100%**

End-to-end automation eliminated manual errors, streamlined workflows, and improved turnaround time.

## ↘ Bookings Managed Monthly

**79,000+**

Seamless handling of high-volume transport operations with zero compromise on efficiency.

## ↘ 3 Cities

**3**

## ↘ Vehicles

**1,350**

## ↘ Vendor Partners

**25**

Coordinated effortlessly across multiple cities, ensuring balanced vendor utilization and reduced idle fleet time.

## ↘ Employee Satisfaction (ESAT)

**4.9/5**

Based on **1.4 million feedback entries**, reflecting consistently high employee experience and service quality.

## ↘ Billing • Transparency

**100%**

Real-time insights and audit-ready reports empowered leadership with data-driven, strategic decision-making.

## ↘ Improved Attendance • Discipline

**100%**

Short-gap bookings are restricted through system intelligence, aligning with return-to-office policies.

For over 8 years, the client has trusted MoveInSync to power its employee transportation. By leveraging MoveInSync's advanced mobility platform, the organization successfully transformed its commute operations into a fully data-driven, secure, and transparent system. From ensuring equitable vendor distribution and automating feedback resolution to enabling real-time billing transparency and driver verification, every aspect of transport was optimized. The result? A safer, smarter, and more accountable transport ecosystem, built on years of partnership, innovation, and operational excellence.





 **Move  
inSync**