



CASE STUDY

How Routematic Transformed a Broken Commute System for a **Global Consulting Firm**

When Transport Functioned on Blind Trust,
Routematic Brought End-to-End Tech and Fleet

Routematic _____

The Problem: Trust Wasn't Earned, Yet Received

A global consulting firm managed employee transport across **4 Indian cities** without a proper system. Trip requests came over email, **billing was handled in spreadsheets**, and compliance was barely trackable.

Multiple fleet vendors meant **non-standard processes, confusion, and fragmented reporting**. Drivers could contact employees directly, and distance claims for billing had to be accepted without verification.

As one client leader put it:

“As an example, if he drove 20 kilometers but wrote 40, I'd have to just accept it.”

That kind of ambiguity had no place in an audit-focused organization.



Plagued with Roadblocks



No Technology:
Bookings, dispatches, and billing were all **handled manually**.



No Trip Visibility:
Admins had no way to track **trips, vehicle usage, or driver compliance**.



Confusing Billing:

There was no way to confirm if trips were ad hoc or dedicated, or **whether the kilometers claimed were accurate.**



Absence of Safety Features:

Drivers could contact employees directly, and there was **no SOS feature or emergency support.**



Trust Without Proof:

The entire process relied on **manually input data** with no backing.



The Solution: Routematic's Tech-Powered TaaS Platform

"We weren't sitting across from a vendor. It felt like we were talking to partners."

Here's what stood out:



End-to-End Visibility:

Admins could now see **trip data, vehicle dispatches, and driver info** - all without making a single phone call.



Inbuilt SOS and Direct Call-Block:

SOS features, app-based routing, and blocked direct calling between drivers and employees elevated safety overnight.



Transparent Billing:

Dedicated vs. ad hoc trips are now fully traceable. Teams no longer sift through 5000-line spreadsheets: the data is clean and trusted.



Structured Onboarding:

The rollout was smooth, with clear support from both tech and ops teams: setting the tone for a **reliable partnership** from day one.



Real Results Delivered



More Than 25% Cost Reduction: Complete visibility led to significant cost savings.



Cleaner Billing: The finance team now has confidence in the data they receive.



More Control Over Usage: Admins could now see everything - including booking, trip and dispatch details.



Faster Onboarding: The transition was smooth, supported by both tech and ops teams.

What the Client's Employees Had to Say

The firm ran a company-wide survey about Routematic's tech and fleet experience. The results spoke for themselves:

4.1/5 Overall Commute Experience Rating

Commuters rated their overall experience with the transport service at 4.1 out of 5

74% Very Satisfied with Booking

74% were very satisfied and 22% satisfied with the ease of booking their commute

~90% High Satisfaction with Communication

Nearly 90% of commuters reported satisfaction with communication and support

99% Feel Safe and Secure During Commute

An overwhelming 99% said they feel safe using the company's transport services



What Made Routematic Stand Out

When asked what set Routematic apart, the answer was clear:

“Visibility: no need to ask for updates; everything was in the system. Routing: the system auto-handled employee preferences with minimal manual effort.”

Routematic replaced a patchwork setup with a structured, data-driven system built on trust.

Ready to Take Control of Your Commute?

Routematic replaced a patchwork of local vendors with a single, intelligent platform: creating one standard and one seamless experience across every city.

Now, the question is:

What's your commute strategy built on:
blind trust or solid proof?



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