



## CASE STUDY

# How a Global Bank Achieved **100% Error-Free Billing**

Global Financial Institution  
• 2 Campuses • 10,000+ Employees

**Routematic** \_\_\_\_\_

# The Challenge: A Critical Failure in Commute

A leading **Global Financial Institution** was stuck with an underperforming transport technology partner. The failed system created a cascade of problems:

- Chronic **app instability**
- Poor real-time visibility
- Error-prone **manual billing**
- **Inefficient routing** that drove up costs.



The result was a negative employee experience, reflected in a **low Employee Satisfaction (ESAT) score of 3.8/5.**

# When Routematic Took Over, Commutes Transformed

The client needed a proven solution. Routematic was selected for a city-wide pilot, deploying its comprehensive platform.



The client didn't need to request customizations - they found most of their asks already built into the platform.

## The Impact: 10,000 Employees, Seamless Commutes

Routematic now powers commute tech for 10,000+ employees across 2 of the client's busiest campuses in India. Within the 1st quarter:



8% fewer trips via  
Intelligent Routing



100% automated billing,  
zero audit exceptions



+10% ESAT  
Improvement (3.8 → 4.2)



99.5% live tracking uptime  
with proactive ROCC support



A clear validation that commute reliability is the fastest route to happier, more engaged employees.

## Numbers Prove the Impact is Undeniable

### 66% Increase

System uptime improved from 60% to 99.5%, ensuring near-continuous availability

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### 90% Reduction

App crash rate dropped from 8.2% to 0.8%, enhancing reliability

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### 100% Elimination

Manual billing errors cut from 15–20 hrs/week to zero, saving time and effort

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### 8% Reduction

Trip volume efficiency improved, leading to cost optimization

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### 10% Improvement

Employee satisfaction rose from 3.8/5 to 4.2/5, reflecting higher user confidence

# Where Intelligent Technology Powers Every Ride

No chaos. No fuss. Just optimized commute.



+91 080 4709 3125



sales@routematic.com



www.routematic.com

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## Routematic