

# CASE STUDY

## From Vendor Management to Total Transport Control

A Global IT firm's journey to 99.9% transport efficiency and 30% lower costs with Routematic



## About the Client

A global IT and consulting enterprise managing 9300 daily employee commutes across 5 cities with a multi vendor, multi shift transport operation.

## The Challenge

Despite having a large internal transport team, operations were far from optimized. The client faced:

**Frequent no-shows** and poor tracking of actual vs planned trips

1



**Manual routing and trip planning** that led to errors, delays, and safety lapses

2



**Inconsistent fleet and driver quality** across vendors

3



**No single source of truth** for data or cost visibility

4



The goal was simple but ambitious—to **digitize employee transport**, improve **safety and compliance**, and **cut costs** without losing operational control.

# The Transformation Journey



What began as a simple app deployment turned into a five-year partnership that redefined corporate transport.

## Phase 1 Setting the Foundation (0–6 Months)

Routematic started with structure and safety.



Introduced a **centralized transport policy** and 90-minute trip booking cut-off



Added **panic buttons, speeding alerts, and escort check-ins**



Digitized trip records to track no-shows and costs

## Results:



**10% reduction** in no-shows



**8% fewer total trips**



Better accountability and real-time visibility

“Digitization isn’t just automation – it’s the foundation of accountability.”



## Phase 2 The Routemats Desk (Months 7–12)

Once the groundwork was laid, Routemats took over the transport desk – automating routing, confirmation, and compliance.



Full automation of routing, trip confirmation, and reporting

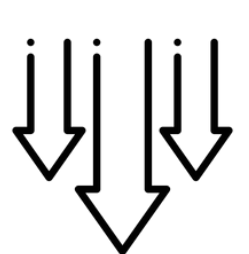


Safe drop confirmations and compliance hit 100%

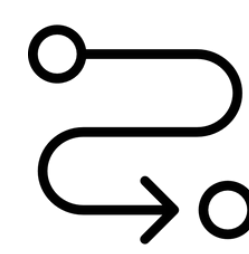


Employee check-in/out tracking improved by 22%

### Results:



**6% additional no-show reduction**



**97% Routing accuracy** improved from **89% to 97%**



Full visibility into every route, every shift

Automation replaced manual dependency with measurable performance.”

**Head of Transport Operations**



## Phase 3 Fleet Integration (Months 12–60)

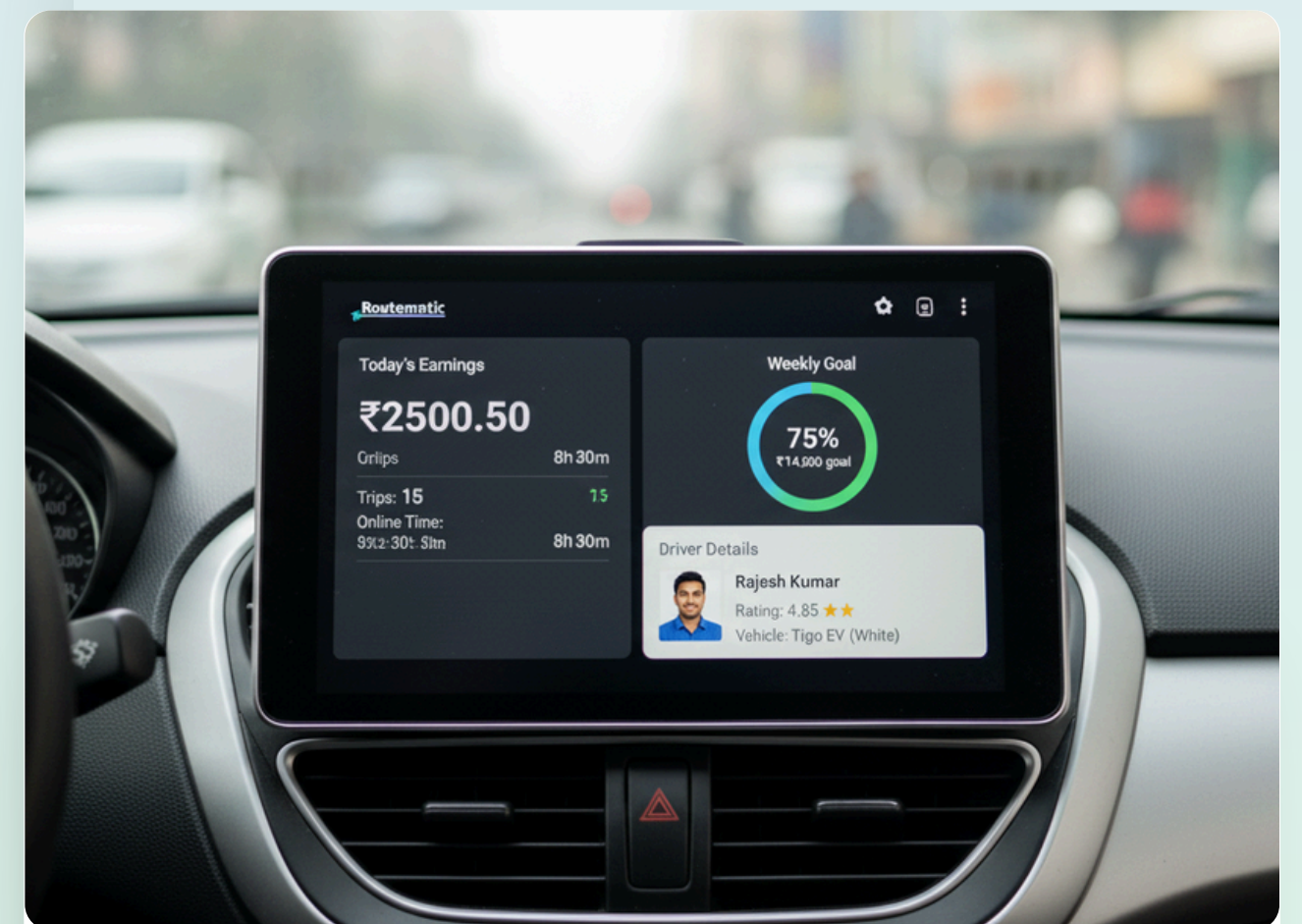
With app automation established, the next step was consistency and control. Routematic introduced its own **managed fleet**, serving **55% of all trips**.



Standardized vehicle and driver quality



Introduced **AI-powered route optimization and 30-minute logout cut-offs**



Drove cost efficiency through data-backed planning

### Results:



**15% reduction in per-employee cost**



**95% on-time arrivals and departures**



**Top 30% of drivers handled 60% of total trips**

We didn't just run trips – we ran benchmarks  
**COO, Routematic**



## Phase 4 Full-Stack Operations (60+ Months)

After five years, the system was **fully autonomous**. Routematic now managed the entire ecosystem - vendors, fleets, billing, and reporting, all on one single platform.



**99.9% billing automation** achieved



**Zero manual intervention** across daily ops



**On-time arrivals** improved from 91% to 96%



**Employee Satisfaction (ESAT): 4.95 / 5**

### Recognition:



The client's transport governance head won **two CEO Awards** for operational excellence.



Routematic's automation became our governance advantage.

**Sr. Transport Manager**



## Impact at a Glance

Before	Metric	After
High & Untracked	No-Show Rate	Reduced by 16% overall
Manual	Routing Accuracy	97% Automated Accuracy
91%	On-Time Arrival	96%
High	Cost per Employee	15% Lower
11%	Compliance	100%
Manual	Billing Accuracy	99.9% Automate
3.8 / 5	ESAT	4.9 / 5

### The Outcome

In five years, Routematic transformed a fragmented, manual setup into a **fully automated, data-driven transport ecosystem**.

What started as a simple routing app became a **Transport-as-a-Service (TaaS)** model trusted by thousands of employees and multiple city operations.

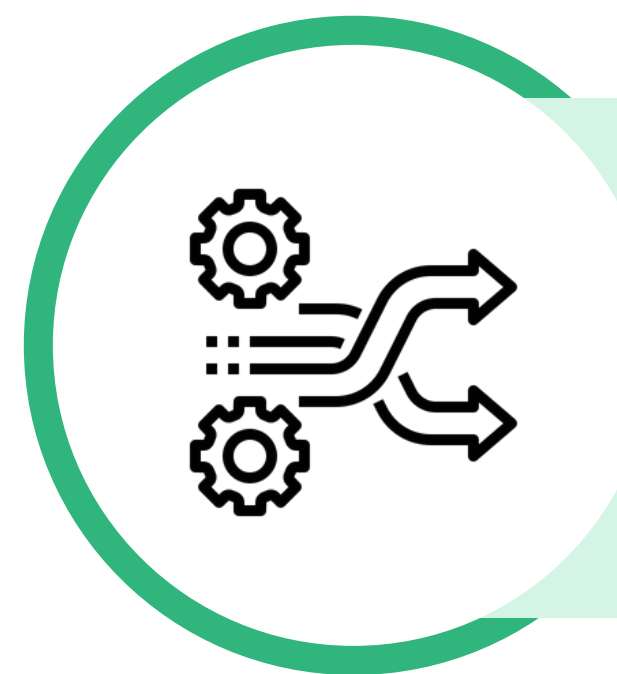


The journey wasn't about adding technology – it was about eliminating chaos, one process at a time.

**Sr. Transport Manager**



### Key Takeaways



**Phased transformation** is the key to sustainable change.



**Data-driven transport** creates better employee experiences and stronger governance.



**Automation + accountability** can drive measurable ROI.

# Ready to Transform Your Commute Operations?

Reimagine employee transport with Routematic.



**Schedule a 30-minute fleet assessment**



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Case study based on 12-month implementation. Client identity protected by mutual agreement.

**Routematic**