

# From Bloated to Brilliant: How One Outsourcing Giant Slashed Costs by 30% Through Operational Excellence



MoveInSync’s long-term partnership with a leading outsourcing firm in Cape Town has driven transformative improvements in cost savings, operational efficiency, and employee commute experience. This case study outlines the key challenges, strategic approach, and measurable business outcomes.



Industry

Global Outsourcing (BPO)



Active Users

1,900+



Solution being used

Home-to-Office Cabs







# Challenges Faced by the Client

(Before MoveInSync)

## High Operational Cost

Inefficiencies and resource underutilization inflated costs.

## No Visibility into Operations

Time-consuming reporting slowed budgets and increased errors.

## High No-Show Rates

Resulted in wasted resources and scheduling chaos.

## Booking Irregularities

A high percentage of employees failed to book transport.

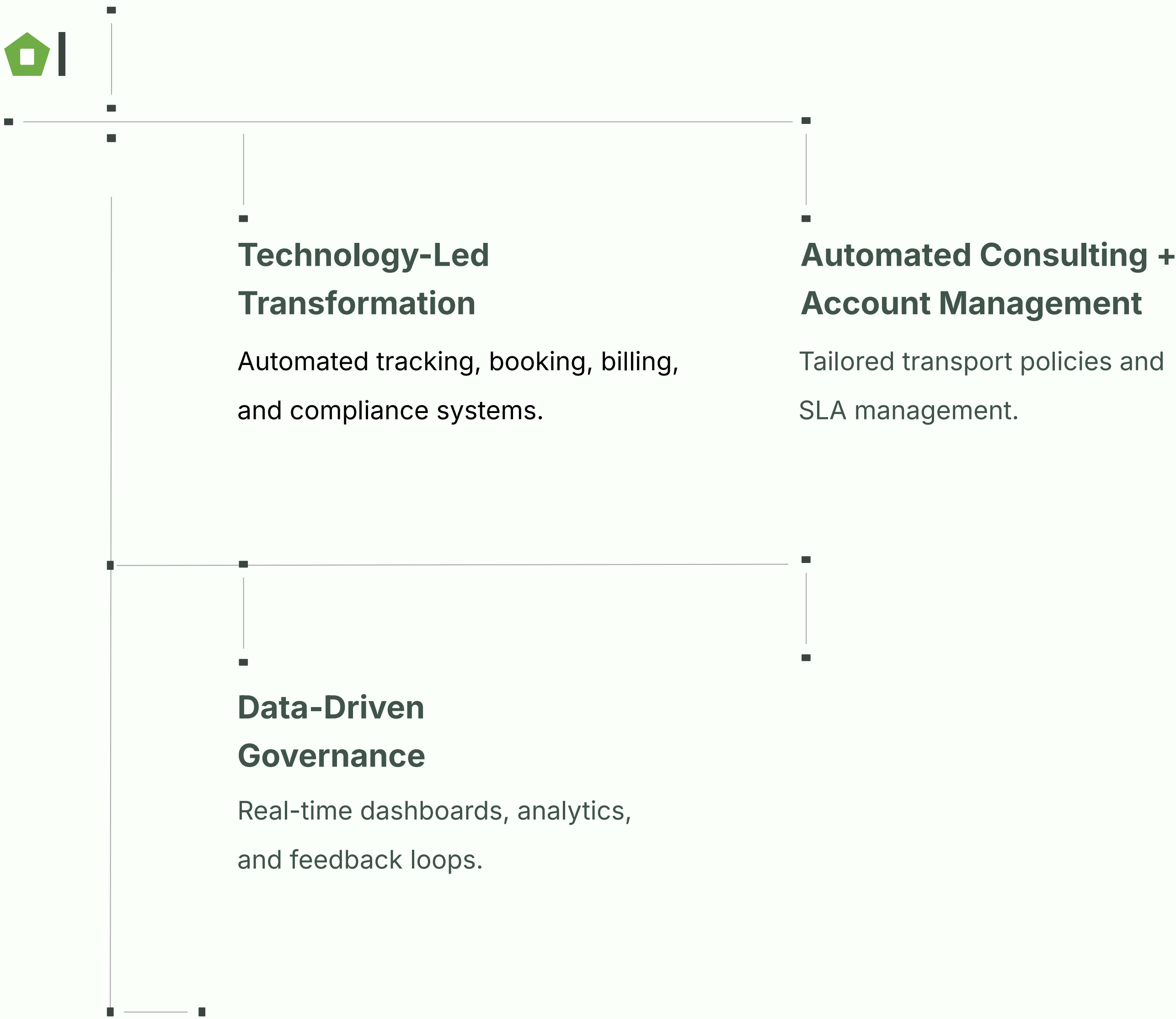
## Manual Workflow & Paper-based Systems

Increased errors, delays, and compliance risks.





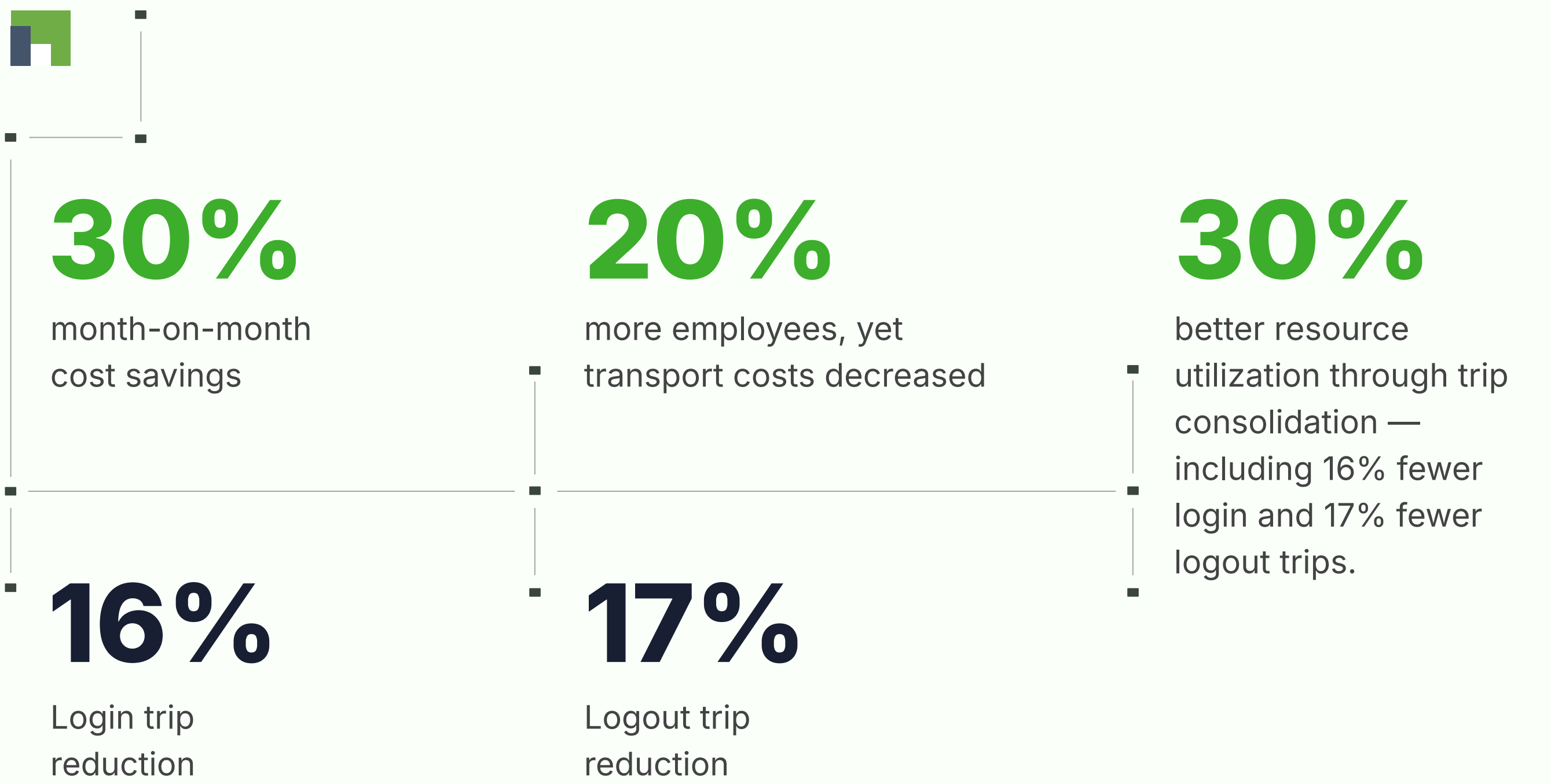
# MoveInSync's Strategic Approach



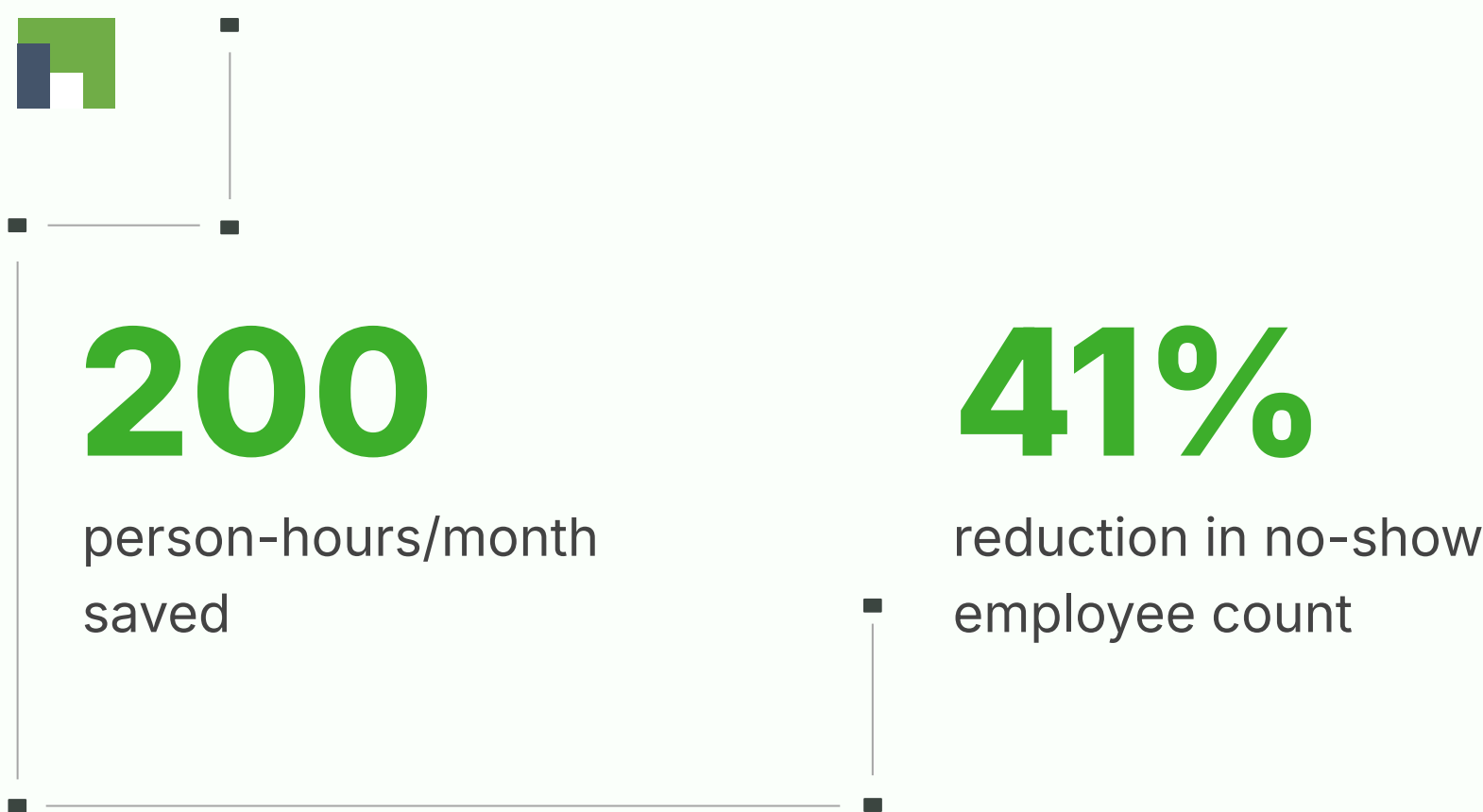


# Key Business Impact

## Cost Optimization



## Workforce Efficiency







# Continuous Enhancements (Year-on-Year)

MoveInSync’s decade-long partnership has delivered ongoing innovation across key focus areas:

		
Focus Area	Initiative	Impact
Cost Optimization	Trip clubbing, surcharge policies	26% cost cut, 43% lower per-employee cost
Safety & Security	SOS alerts, helpdesk, secure home-reach verification	100% safe reach verification, instant alerts
Compliance	Automated vehicle and driver verification	100% compliance achieved
On-Time Arrival	Delay tracking and corrective action	Improved from 70% to 99%
Employee Satisfaction	E-sat tracking, rating system for drivers, corrective action	Maintained 96% satisfaction
Trip Feedback	Free-text feedback via app	Enabled proactive and quick issue resolution
Vendor Agreements	SLA renegotiation and tendering	Reduced costs and improved service quality
Commute Workflows	Policy revamp, shorter booking window, penalties for non-bookers, implemented transport policy	- No-show reduced from 19% to <5%
		- Non-booking dropped from 32% to 3%
Resource Utilization	Driver/vehicle pairing, smart allocation	Improved from 50% to 98%
E-Trip Governance	Digitization and compliance enforcement	E-trip completion rose from 7% to 92%





# Impact

MoveInSync played the role of a strategic transformation partner for the client. With continuous improvements in **cost, safety, satisfaction, and governance**, this partnership stands as a **benchmark for long-term, tech-driven commute excellence**.