



Streamlining employee shuttle operations with NDOT

Shell | Case Study

Summary

Shell houses thousands of employees in its workforce and the company relies on shuttles for day-to-day employee transit and other special corporate events. Manual shuttle management posed the following problems for the organization.

Challenges

- Inability to track multiple vehicles all at once.
- Lack of route transparency for drivers and passengers.
- Difficulty in handling bulk bookings and managing seating capacity.
- Lack of proper communication channels to pass on transit updates.

About the Company

Shell is a multinational oil and gas development company based in Nigeria aiming to cater to the energy needs of the world and is dominating the export market for about 40 years. Besides energy production, Shell also contributes to the nation's economy through their supply chain and social investment activities.

Industry: Oil and petroleum

Company Size: Enterprise

Location: Nigeria



“ We found it difficult to handle our employee shuttle reservation manually. Besides, it was tiring to get in touch with our drivers every time to check if they are on the right route and have picked up all the employees. NDOT solved the problems by automating shuttle dispatch and giving real-time updates. ”

Solutions

Based on their proposition, we provided a custom shuttle dispatch solution tailored to meet Shell's unique transit processes.



Powerful Dispatch Module



Route Planning



Bulk Booking & Waiting Lists



Real-time Alerts



Mobile-responsive Dashboard



Custom Reports

Through the platform, Shell provided an easy way for its employees to view the shuttle schedule and book their ride. On the other hand, drivers could mark employees who are on-board or no-show to complete trips easily.

As for the admin, geofence-based alerts helped in verifying the vehicle arrival at the stop locations. The admin gained complete visibility over ongoing trips via real-time updates. Additionally, historical reports helped the admin in reviewing the trips, passenger count, no-shows and critical operational insights.

Key Benefits

Improved route transparency

Helped in creating fixed shuttle routes which was visible to all stakeholders.

Hassle-free reservation management

From managing daily rides to group bookings, dispatching was made simple.

Safe and timely commute

By providing vehicle tracking and instant alerts, Shell could provide safe transit.

Improved operational efficiency

With complete visibility, the platform increased productivity & efficiency.

Results

With NDOT, the company has had a way out of complex employee shuttle operations by automating it all on an integrated platform.

5%

Increase in overall operational efficiency

2X

Improvement in employee satisfaction



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