

# Revamping non-emergency medical transportation to improve efficiency and minimize costs

Lync Transport | Case Study

## Summary

Lync Transport, a NEMT company based in the United States, wanted an upgraded mobility solution to streamline its operations and provide improved patient experience. The organization faced the following problems with manual NEMT management.

## Challenges

- The existing NEMT and paratransit solution was inefficient and expensive.
- Manual vehicle dispatch consumed a lot of time and manpower.
- Handling multiple trips at a time was chaotic and tedious.
- Lack of a proper channel to reschedule assigned trips.

## About the Organization

Lync Transport is a US-based NEMT company that aims to provide safe, timely and affordable transport from medical and non-medical destinations for individuals with special needs including senior citizens and disabled people.

**Industry:** Healthcare

**Company Size:** Medium

**Location:** United States

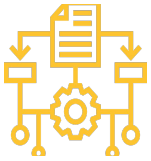
**Solution:** NEMT dispatch



“ We chanced upon MoveX when we were looking for an advanced solution to simplify NEMT booking and dispatch. They understood our objectives and built a customized digital solution to address the shortcomings and automate our business for better results. ”

## Solutions

After comprehending their objectives, we built a unique NEMT suite for Lync Transport to meet their specific business requirements.



Existing System Integration



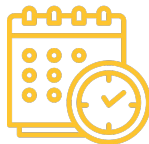
Hospital Panel



Auto Dispatch



Smart Routes



Trip Scheduling



Custom Reports

## Key Benefits

### Meticulous system integration

Built a unified platform to handle existing and new patient bookings.

### Automated trip management

Automated fleet dispatch to manage multiple bookings at a time.

### Enhanced transport service

Enabled hospitals & patients to book or reschedule rides in a few taps.

### Improved revenue transparency

Generated analytical reports to track business performance and revenue flow.

With MoveX, Lync Transport could make NEMT booking easier for both healthcare service providers and patients by providing them with separate applications to book rides and reschedule them if necessary.

With the route planning feature of our digital solution, the NEMT company could manage multiple bookings in a single trip by quickly consolidating rides with a common pickup or drop-off location.

## Results

Lync Transport provided a safe and timely commute for the disabled and elderly by automating fleet operations while improving efficiency and curtailing overhead expenses synchronously.

15%

Increase in overall efficiency

6%

Decrease in operational costs



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