

Om Coal



# Case Study

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## Introduction

Infobyd Software Solutions is a leading technology services provider and a Zoho Authorized Partner with over nine years of experience in delivering cutting-edge digital solutions. Our expertise lies in developing comprehensive, scalable, and highly customizable software applications tailored to meet the specific needs of businesses across various industries. Specializing in Zoho products, we offer end-to-end solutions, including CRM implementations, ERP systems, AI-driven automation, and integrated platforms that help organizations streamline operations, boost productivity, and enhance customer engagement.

At Infobyd, we pride ourselves on our commitment to delivering high-quality solutions that drive measurable results for our clients. Our team of experienced developers and consultants work closely with businesses to understand their unique challenges and provide innovative solutions using Zoho's powerful suite of products, including Zoho CRM, Zoho Creator, Zoho Analytics, and more. We have successfully transformed operations for clients in diverse sectors such as manufacturing, education, finance, and healthcare.

As a trusted partner in digital transformation, Infobyd continues to push the boundaries of technology, empowering businesses to achieve their strategic goals

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## 01 Om Coal fleet management

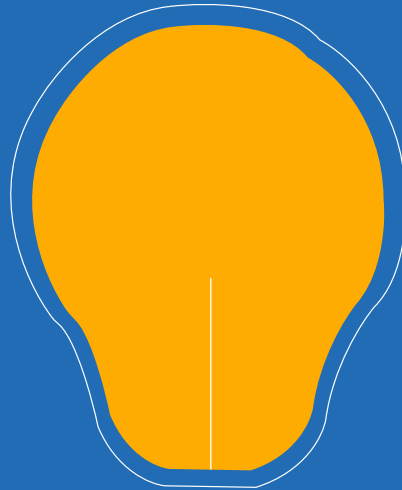
This case study explores how Om Coal, a leading player in the fleet management sector, optimized its operations using a custom solution built on Zoho Creator by Infobyd Software Solutions. The solution automated key processes in fleet tracking, maintenance scheduling, and trip management, improving operational efficiency and reducing downtime.

## 02 Overview

**Problem Description:** Om Coal, a leading player in the coal transportation industry, faced numerous operational challenges in managing their fleet operations. These challenges spanned across management, maintenance, services, trip scheduling, and driver and vehicle coordination. The inefficiencies were affecting their overall productivity, operational costs, and service quality.

**Zoho Products Solution:** Infobyd Software Solutions implemented a customized fleet management solution using Zoho'Creator to address Om Coal's operational challenges. This included automating processes such as trip scheduling, route optimization, vehicle maintenance tracking, and compliance updates. The solution streamlined workflows, reduced downtime, and enhanced operational efficiency.

## Key Takeaways



- **Centralized Fleet Management:** Consolidated vehicle performance, trip details, and maintenance schedules into a unified system using Zoho Creator.
- **Automated Workflows:** Streamlined trip scheduling, route optimization, and maintenance tracking, reducing delays by 20%.
- **Real-Time Insights:** Dashboards provided actionable data on fleet utilization, trip profitability, and maintenance costs, enhancing decision-making.
- **Improved Compliance:** Automated tracking of documents like PUC certificates and insurance minimized regulatory risks.
- **Scalable Solution:** The system was designed to support the seamless addition of vehicles, routes, and drivers for future growth.

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## 03 Executive Summary

The client, Om Coal, a leading player in the coal transportation industry, faced significant challenges in managing vehicle maintenance, trip scheduling, and re-routing of trips. With a vast fleet operating across multiple routes, the company needed a robust system to optimize operations, reduce downtime, and improve efficiency. Infobyd Software Solutions implemented a customized solution using Zoho Creator to address these challenges and streamline fleet operations.

## 04 Problem Statement and Key Challenges

The client, Om Coal, a leading player in the coal transportation industry, faced significant challenges in managing vehicle maintenance, trip scheduling, and re-routing of trips. With a vast fleet operating across multiple routes, the company needed a robust system to optimize operations, reduce downtime, and improve efficiency.

### **Key Challenges Included Fragmented Fleet Data:**

1. Managing vehicle performance, trip details, and maintenance schedules across various routes was difficult due to a lack of consolidated data.
2. This fragmentation led to delays in decision-making and inefficient fleet utilization.

### **Inconsistent Maintenance Management:**

1. Scheduling preventive maintenance and tracking repair histories was cumbersome and often overlooked, resulting in unexpected breakdowns.
2. The absence of a centralized system to track vehicle compliance documents, such as PUC certificates and insurance, increased the risk of regulatory issues.

### **Inefficient Trip Scheduling and Re-Routing:**

1. Trip planning relied on manual processes, which were prone to errors and caused frequent delays.
2. The inability to re-route vehicles dynamically during roadblocks or emergencies led to higher fuel consumption and missed deadlines.

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## Limited Reporting and Insights:

1. Without real-time data, decision-makers struggled to assess fleet performance, identify bottlenecks, or forecast operational needs.

## 05 Evaluation of Problem

Upon a thorough assessment of Om Coal's operational challenges, we identified key issues stemming from fragmented and decentralized processes in fleet maintenance, trip scheduling, and vehicle tracking. These inefficiencies resulted in frequent delays, increased operational costs, and a lack of real-time insights into fleet performance.

Our team evaluated the need for a centralized fleet management system that could integrate trip data, vehicle maintenance schedules, compliance tracking, and driver coordination into a unified platform. Collaborating closely with Om Coal's management, we mapped out process gaps and customized a solution using Zoho Creator to streamline workflows, improve visibility, and provide actionable insights into operations.

- Enabled managers to access and monitor data in real time for better decision-making. Consolidated all fleet related data, including vehicle performance, trip details, and maintenance history, into a single system.
- Ensured timely updates for compliance documents like PUC certificates and insurance renewals to avoid penalties.
- Delivered advanced dashboards and reports on fleet performance, trip profitability, and maintenance costs.
- Improved assignment processes by providing visibility into driver availability and vehicle readiness.

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## 06 Proposed solution

To address Om Coal's unique challenges in managing vehicle maintenance, trip scheduling, re-routing, and driver coordination, Infobyd proposed the implementation of a customized solution built entirely on Zoho Creator. This platform was selected for its flexibility, ease of integration, and capability to automate labor-intensive processes while delivering real-time insights into fleet performance. Below is a detailed breakdown of the features and benefits delivered through Zoho Creator

- Zoho Creator: Developed custom applications for Maintenance, Trip Planning, and Re-routing. These tools automated workflows, optimized resources, and enhanced control.

## 07 Implementation

### **Custom Application Development with Zoho Creator.**

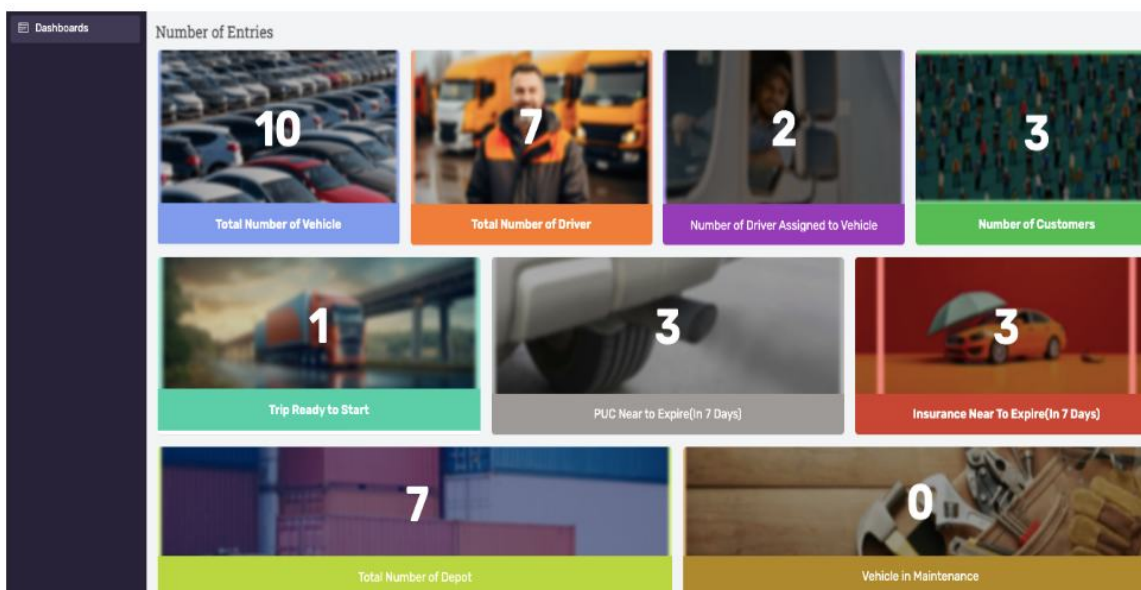
The custom application developed using Zoho Creator empowered Om Coal to automate critical workflows, enhance operational efficiency, and achieve cost savings. This tailored solution addressed their unique challenges in fleet management while ensuring scalability for future growth.

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## 08 Result

The integrated Zoho Creator solution provided immediate benefits:

- **Increased Efficiency:** Automated trip scheduling and real-time tracking streamlined operations, reducing delays in trip execution by 20%.
- **Enhanced Decision-Making:** Custom dashboards provided actionable insights into fleet utilization, maintenance costs, and trip profitability.
- **Scalability:** The solution was designed to accommodate Om Coal's expanding operations, allowing the seamless addition of vehicles, routes, and drivers without disrupting existing workflows.



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