

## CASE STUDY ➔

# BRIHAN MUMBAI ELECTRIC SUPPLY & TRANSPORT (BEST)

### SNAPSHOT

Type of Service:	Fixed Route
Number of vehicles:	4200
Trapeze products used:	Trapeze Austrics
Location:	Mumbai, India

## THE BACKGROUND

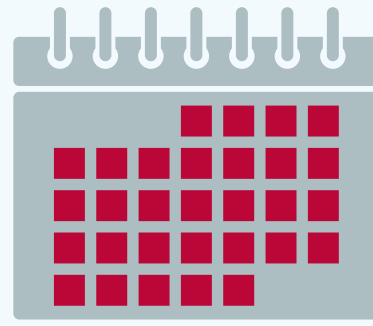
**BEST Undertaking** provides public transportation service throughout Mumbai. It is owned by the Municipal Corporation of Mumbai and was first established in 1873. BEST's transport wing is considered one of the best in the world.



**BEST** is one of the **largest** public transportation companies in India

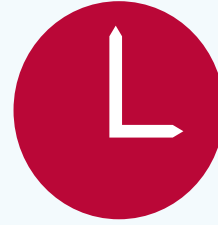
**5 million** passengers  
**64,000** trips  
**500+** bus routes  
**4,200** buses

## THE CHALLENGES



It took **4-5 weeks** for BEST employees to put together duty schedules and to present it to drivers/conductors. Employees had to manually re-draw schedules if requests or changes were made.

### THIS PROCESS WAS...



Time-Consuming



Costly



Inefficient

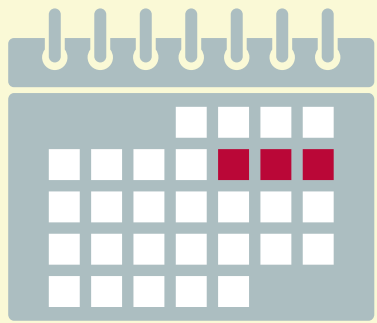
## THE SOLUTION

Introducing

# AUSTRICS

Trapeze's planning & scheduling system

**Austrics** combines powerful algorithms with comprehensive parameter settings to quickly generate various cost-effective operator assignment scenarios.



**Takes only 2-3 days!**

Austrics is a software that BEST employees can use to set different schedules in a few days



**Human error = none**

No more manual inputting that causes errors when entering data

### AUSTRICS...

- ✓ Adheres to BEST's rules and regulations requirements!
- ✓ Gives the most optimized schedule based on the set constraints and parameters

**AUSTRICS = Satisfied Service** ✓

## THE CONCLUSION & RESULTS

### BEFORE



**4-5 WEEKS**



**MANUAL INPUT**

### AFTER



**2-3 DAYS**



**AUSTRICS (COMPUTER SOFTWARE) INPUT**

### RESULTS

- ✓ Reduced administrative hours
- ✓ Reduced the # of duties by 4% without affecting the actual service levels

### BEST BENEFITS FROM...

- ...efficiently utilizing relief points
- ...mixing routes and tightening schedules

"By using Trapeze software we expect to bring down the manpower cost by almost 4%."

— OP Gupta, General Manager, BEST Undertaking

We at Trapeze look forward to helping **BEST Undertaking** in Mumbai save time and money for many more years to come!