



Success Story | Dubai Taxi Corporation



Mobilizing the Back-End System for Increased Inventory Accuracy

Dubai Taxi Corporation (DTC), Dubai's leading taxi service, was created in 2007 as part of the Roads & Transport Authority (RTA)—Government of Dubai. Although DTC operates as a franchise company and is regulated by the RTA, it strives to distinguish its name from other operators by providing customized services such as Hatta Taxi, Ladies & Families Taxi Service and Special Needs Taxi Services.

The Challenge

With a fleet of over 3,500 vehicles, Dubai Taxi Corporation needs accurate parts inventory and management. That's why DTC selected DSI® to mobilize their inventory and fleet maintenance processes.

DSI's Digital Supply Chain Platform (DSCP) provided seamless integration to Oracle JD Edwards, which optimized the receipt, control and issuing of items in the spare parts stores for fleet maintenance. Additionally, DSI mobile applications helped Dubai Taxi Corporation manage the receipt, recording and control of fixed assets.

The Solution

Dubai Taxi Corporation turned to DSI for a complete, future-proof mobility solution to help it achieve inventory accuracy and effective automation.

"The seamless integration into Oracle JD Edwards ERP was a critical factor in our decision to select DSI," said Eng. Mansoor Al Falasi, Director of Resources & Support Department, Dubai Taxi Corporation. "We looked at other vendors, but DSI's ability to help transform the way we conduct business with their robust mobile application development platform and industry-proven business process applications was impressive."

The Results

In addition to the DSCP, Dubai Taxi Corporation has implemented DSI's Enterprise Printing Platform (EPP)™, which is used for the creation of labels for locations, spare part items and assets. With this technology, DTC workers can access real-time data and the functions they need from the palm of their hand.

Highlights

- Mobilization of inventory improves spare part issuing as well as overall efficiency
- Seamless integration of platform allows for optimization of fleet maintenance
- DSI's Digital Supply Chain Platform (DSCP)™ streamlines management of fixed assets across all areas

"The quality and responsiveness from DSI's support team has been tremendous—both during our implementation and after go live—and we are confident we will continue to see a significant return on investment."

— AHMED HOHD. AL HAMMADI, CEO (ACTING), DTC



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Dubai Taxi Corporation has gained real-time visibility into their operations, which will help them maintain regulatory compliance, reduce operational costs and streamline time management. Mobilizing its workforce has improved DTC's inventory accuracy to 99.85% and generated substantial time savings in parts issuing and receipts.

"In just four months since going live with DSI's mobile platform, we have realized an immense value, as our increase in inventory accuracy has given us the potential to achieve significant procurement efficiencies," said Ahmed Mohd. Al Hammadi, CEO (acting), Dubai Taxi Corporation. "The quality and responsiveness from DSI's support team has been tremendous—both during our implementation and after go live—and we are confident we will continue to see a significant return on investment."

DSI's mobile apps create efficiency in all business areas, both on premise and out in the field. Dubai Taxi Corporation has successfully future-proofed their IT investment with DSI's scalable mobile technology. The DSI Digital Supply Chain Platform™ helped Dubai Taxi Corporation take control of its mobile future.

Challenges

- Costly inventory errors and inefficiencies
- Manual, paper-based processes

Results

- Inventory accuracy improved to 99.85%
- Data entry errors improved from 10% at times, to 100% accuracy
- 40% time savings in parts issuing
- 30% time savings in parts receipts
- Improved data integrity
- Reduced operational costs
- Quick deployment with rapid time-to-value



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