



Route compliance and punctuality control in real time

Grupo Xcaret

Grupo Xcaret recognizes that the satisfaction of its visitors begins from the moment the transportation service arrives. Ensuring punctuality and having sufficient capacity at each arrival is essential, as well as ensuring that their transport units are always available and in perfect condition, thereby guaranteeing a safe and reliable route from the hotels or established control points to the final destiny.

As experts in improving the experience of its visitors, it has included for all its tourist packages, transfer options “hotel-park-tour-hotel”, where they are responsible for punctually picking up tourists at the different hotels in the Riviera Maya, traveling routes of more than 75 km per trip and above all carrying out an impressive logistics to facilitate accessibility to its parks in an efficient way.



Acerca del cliente

Grupo Xcaret is a 100% Mexican business complex; a brand whose management, operations and creative achievements have marked the tourism industry with its foresight, originality and strong business development. It operates the most emblematic parks in Cancun and the Riviera Maya: Xcaret, Xel-Há, Xplor, Xplor Fuego, Xoximilco, Xenses and Xavage; the Xenotes tourist excursion, as well as tours to the archaeological sites of Chichén Itzá, Cobá and Tulum and the Hotel Xcaret México, the world's first All-Fun Inclusive[®].

With a fleet of more than 250 units, it transports more than 10,000 passengers daily among visitors, Hotel guests and Group collaborators.

Grupo Xcaret is today a symbol of excellence, innovation, sustainability, business ethics and a great love for Mexico that pays tribute to our history, culture, traditions and biodiversity.

Grupo Xcaret

Make the planet happier by spreading our love for Mexico.



Grupo Xcaret's transport logistics operation includes transfers from hotels from Cancun and the Riviera Maya, having a complex network of more than 500 authorized boarding areas, served by more than 250 buses that carry a daily average of more than 10,000 passengers.

The fleet of units travel daily routes of an average of 220 km, making this the transportation network with the highest complexity and quality in the entire Mexican Caribbean. Its transport service is efficient, ensuring its clients punctuality on their journeys and minimizing tolerance times before boarding (PickUps).

As the influx and number of visitors to the parks increased, important measures had to be taken to ensure that their transport logistics complied with an intelligent control in the management of the fleet, which was capable of providing clear information on incidents and opportunities to take operational decisions in a fast and informed way, seeking to directly impact the improvement of the business and customer service.

"Ensuring punctuality and having sufficient capacity at each arrival was essential, as well as guaranteeing the availability and perfect condition of the transport units"

The Solution

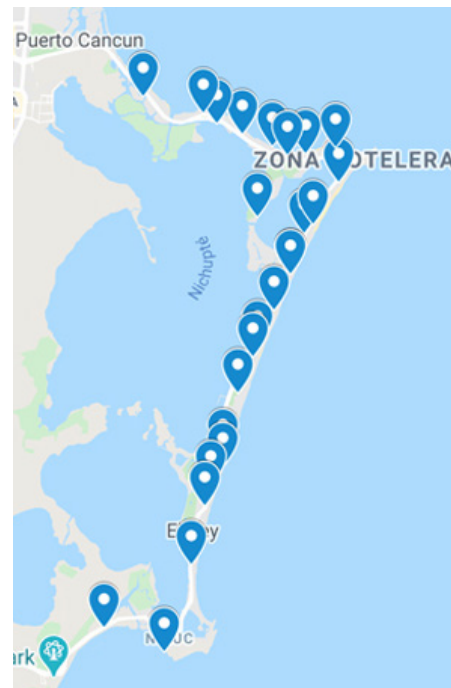
Grupo Xcaret implemented Didcom's technological offer throughout its fleet, which consisted of equipping the transport units with vanguard telematics technology and the implementation of a flexible, scalable and above all secure platform, which would allow managing the fleet control and adapting dynamically to the operating and business model.

In a complementary way, it was necessary to develop custom-made software modules that were integrated to monitor the operation and punctuality control of all its units on a single platform, thereby achieving adding value to the solution.

The main need was to keep a detailed control and record of the arrivals of the units to the different PickUps, and to ensure the necessary capacity according to the reservations generated, as well as their punctual arrival.

More than 500 arrival areas were configured within the platform, and thus obtain the first data consisting of the entry or stay metrics in the different PickUps.

Likewise, the process to obtain the route compliance and punctuality report that until then was done manually was automated, for which the real-time information provided by the telemetry system was used to integrate the new punctuality software modules that Didcom designed and developed based on the planning established by Grupo Xcaret's logistics team.



Previously, the process that Grupo Xcaret's monitoring staff carried out required a strong investment of working hours since 7,000 records of entries, exits and stays in the PickUps had to be processed manually on a daily basis.

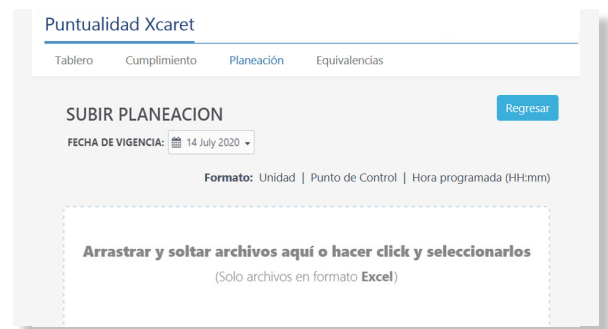
The punctuality and compliance module developed by Didcom, performs the verification process automatically and is natively merged as a complementary module to the telematics

platform, which facilitates that all control is carried out in a transparent way within the same work ecosystem.

The operating capabilities of this module consist of 3 essential characteristics for the control of the operation, with real-time monitoring of the routes of the units with a complete mapping of the operations of Cancun and the Riviera Maya.

1) Programming

- + Automatic planning reading through a web service linked to an internal system of Grupo Xcaret, through this reading all planning that the units must follow is obtained.
- + Planning manual upload option



2) Control Dashboard

- + Differentiate the type of operation (Cancun / Riviera Maya)
- + Registration of the passage of the units in each planned PickUp
- + Calculation of punctuality in each PickUp, colored traffic light for compliance.
- + Estimated time of arrival to the next PickUp
- + Pass record identification in unplanned PickUps
- + Automatic update in real time

[illegible]

3) Compliance

- + Compliance and punctuality results
- + Visible metrics on operational dashboards
- + Compliance statistics by unit and by route
- + Detection of opportunities for logistics programming

Puntualidad Xcaret

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Tablero

Cumplimiento

Planeación

Equivalencias

Mostrar

10

registros

Buscar:

Unidad								Ptos Ctrl
FK020	4	2	0	2	6	0		14
FK020	0	3	0	0	1	0		4
FK020	0	1	3	0	5	2		11
FK021	0	2	0	0	0	0		2
FK021	0	1	0	0	2	0		3
Totales:	87	189	92	111	567	145		1191

This process helped considerably in the logistics of planning units in an optimized and correct way, monitoring their compliance in real time to make any correction at the moment and provide information for assertive decision making for the logistics and operations areas, as well as to inform to the group executives.

Additionally, other benefits have been obtained that effectively complement the technological implementation of this solution.

“The transport units were equipped with vanguard telematics technology and a flexible, scalable and secure platform was implemented to manage the fleet”



Time optimization

Reduction of time for monitoring personnel in obtaining operation reports for route compliance.



Decision-making

Quick decision-making to cover last-minute needs in the operation.



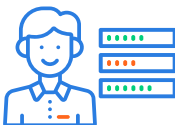
Pass register

Checking processes on pass registration in the PickUps.



Reduction of errors

Reduction of human errors due to incorrect programming loads.



Optimized operation

Operation and response times are significantly reduced as the data is concentrated



Failure identification

Identification of units with functionality problems for operation.



Results that transcend

The integration of telematics technology for the geolocation of the units as well as the correct configuration on the platform, the development of custom software modules and their integration, resulted in a more complete monitoring platform, with which it is feasible to control all the logistics operation of the fleet in a simple and above all reliable way.

Not only is the main need for route logistics covered, but the information available on the platform can be complemented with driving metrics, as well as with engine information for the evaluation of drivers and the physical condition of the units respectively. For this reason, offering scalability as part of the solution is essential, it allows us to continue adapting the operation as the circumstances require it and dynamically adapt to changes, which consequently brings new business opportunities.

Undoubtedly the main benefit for Grupo Xcaret is the operational vision of its fleet in real time, which allows them to have logistical control and make informed decisions to offer an efficient and quality service to all their visitors.

Didcom makes public its gratitude to Grupo Xcaret, for the opportunity to allow us to collaborate in this great project and the trust that they have given us throughout these more than 3 years.

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