



Scale micromobility growth profitably

Power reliable, compliant and AI-ready micromobility operations at scale.

Driving profitable, scalable and reliable micromobility operations

Our end-to-end micromobility operations help shared mobility operators run consistently at city-level scale, improving fleet availability, field execution, rider support and KPI visibility. It addresses the hidden cost and quality issues created by fragmented, low-rigor operating models, helping teams meet SLAs, reduce cost per ride and protect rider trust. Our solution is best suited for fast-growing operators expanding across multiple cities and markets.

The micromobility challenge

While micromobility is growing fast, operations haven't always kept up. As shared mobility platforms expand across cities and countries, operators face mounting pressure to maintain high vehicle availability, optimize cost per ride and cost per swap, meet tight SLAs across field and CX operations, and stay compliant across geographies. Low-cost, fragmented operating models often create hidden costs, rework and customer dissatisfaction.

Our micromobility operations stack

We offer a modular, end-to-end operating system for micromobility platforms.

Field operations and fleet support, including:

- Battery swapping and charging operations
- Fleet repositioning and redeployment
- Preventive and reactive maintenance
- Asset checks and quality audits
- SLA and turnaround-time tracking
- Vehicle Triaging, recovering and retrieving.
- Service coordination with Towing Companies

Customer experience operations such as:

- Omnichannel rider support (app, chat, email, phone)
- Incident, trip and payment issue resolution
- First-contact resolution optimization
- Multilingual and 24/7 support coverage
- Tiered support models with escalation governance

Operational analytics and governance, including:

- Real-time dashboards for SLA, availability and productivity
- Demand forecasting and workforce planning
- Predictive maintenance insights
- Quality assurance and performance management
- Single-window governance across vendors and markets

Warehouse & maintenance:

- In House facility/ Warehouse /Depot operations supporting mechanical, electrical, software tasks
- Vehicle charging, cleaning, pre-ride safety check and vehicle fitting with equipment i.e., user manual, First aid kit, other ride materials
- Inventory Management, including logistics, safety & compliance

How we deliver value beyond cost

We enable operational rigor that directly delivers outcomes such as the following:

- Standardized SOPs and workflows across cities
- Automation and real-time performance dashboards
- Predictive analytics for demand and maintenance
- Skill-task matrix and workforce optimization
- Continuous quality assurance and improvement

Our system makes direct impact on:

- Cost per ride
- Vehicle availability
- SLA adherence
- TCO

Why micromobility leaders partner with us

- Proven ability to operate at global, city-level scale
- Integrated field, customer experience and analytics under one governance model
- AI-ready data and operations foundation
- Elastic workforce and multilingual capabilities
- Strong focus on reliability, trust and customer experience

Scale your micromobility platform with confidence

What truly enables micromobility platforms to scale is addressing rising rider expectations, reducing operational friction and improving profitability without compromising service quality or compliance. Our solution is built for today's micromobility platforms, designed for what comes next. If this interests you, reach out to us at BPSCMTInquiry@cognizant.com.



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