From traditional to new-age HCM

Case Studies on Performance, Productivity and Experience.

FROM TRADITIONAL TO NEW-AGE HCM

In this article, we take a look at three case studies that highlight how companies leveraged technology and ensured that they made the necessary impact.

With **USD 2.4 billion** being invested in the HR Technology market last year, talent leaders are spoilt for choice. But are these technologies really making the desired impact?

According to a KPMG **report**, 2 out of 3 talent leaders are not satisfied with the outcomes of the HR technology that they currently use. As the business expectations from talent leaders increases amid disruption, the need for new-age HR technology has emerged more strongly than ever before.

According to a **PeopleStrong** research, new-age HR technology can improve the employee **experience** by 50%, increase the daily **productive** time of employees by 15%, and enhance HR team's **performance** by 50%.

HRTechThatMatters

Can improve employee experience by
50%

Can increase daily productive time of employee by
15%

Can enhance HR Team's Performance by
50%

As 70% of the HR technology budget is spent on Core HR, Payroll, and Workforce Management, here are some case studies on how newer HCM systems are enabling performance, productivity and experience.
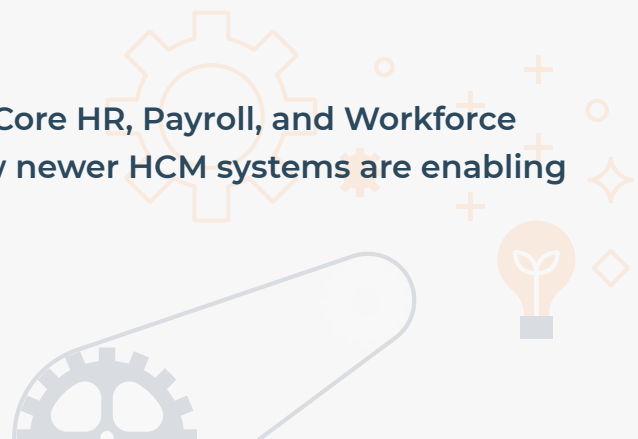
1. CORE HR

With access to consumer-grade technologies like Amazon, Facebook, and Google outside work, employees today expect a similar experience at work. While it is easy to add a few filters and access the product catalogues on e-commerce websites, accessing employee data with the same ease continues to be a challenge using traditional technologies. Here is how a large financial services organization transitioned to an integrated platform to ease out the access to employee data.

PROBLEM STATEMENT

One of the largest financial services group in India employed 14,000 people across 600 branches in the country. The company's 12 different entities deployed over ten different data systems. Collecting data from multiple systems was a 15-20 day exercise.

One of the largest Financial Services Groups of India

Diverse Workforce

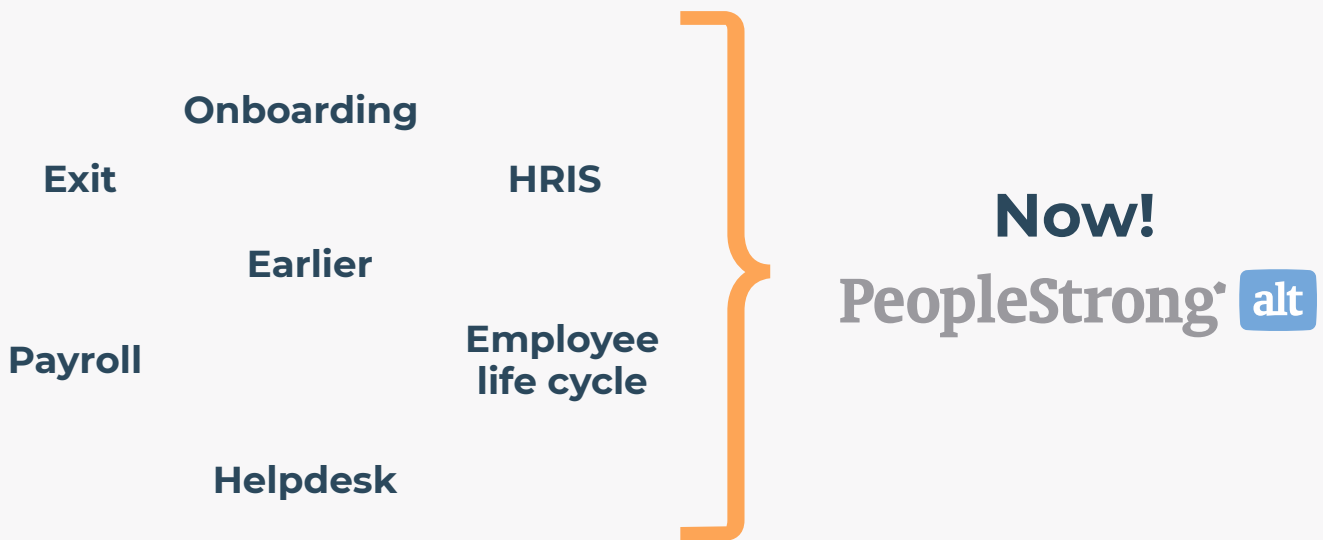|	
14,000 Employees	→ **10+** data systems
600+ Branches	**12** different Entities

SOLUTION

The organization integrated processes from onboarding to exit onto a single platform, **PeopleStrong Alt.**

Onboarding

Exit

HRIS

Earlier

Employee life cycle

Payroll

Helpdesk

Now!

PeopleStrong alt

IMPACT

The organization experienced a dip in transaction time by 50% and a 90% reduction in revenue risk due to availability of a single view of employee data. The HR team's productivity was found to be improved by 40%.

IMPACT

Transaction time reduced by **50%**

HR Team's productivity improved by **40%**

Single view of Data - **90%** reduction in revenue risk due to incorrect data

2. WORKFORCE MANAGEMENT

How do you get your talent team to focus on more strategic business partnering and not the administrative task of tracking the fleet on ground?

Conventional technologies have struggled with incorrect tracking, managing different types of work, and garnering adoption by employees. Here is how a large scale organization revamped their employee tracking technology to enhance data accuracy and employee experience at the same time.

PROBLEM STATEMENT

One of the world's largest food supplies and services organization employing 30,000 people over 100+ sites Pan-India was plagued by ghost employees with false attendance, leading to inaccurate data and loss of business productivity.

World's leading Food
Supplies & Services
organization

3,000
Employees

PAN
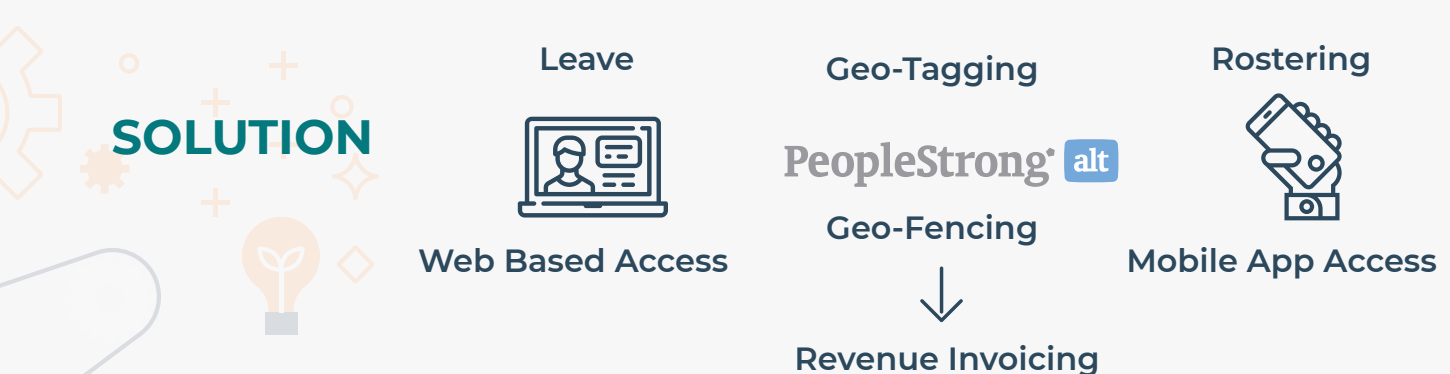India

Ghost Employees

No Tracking of effort

SOLUTION

The organization adopted a four-pronged technology based solution for superlative experience and real-time insights.

- **Geo-tagging:** The organization deployed a mobile application with an integrated attendance system that captured the onsite and offsite fleet's attendance through geo-tagging.

- **Geo-fencing:** This feature enabled the managers and HR teams to define and designate allowed areas within premises or out of it in order to eliminate gaming of mobile based attendance system(via password sharing). This also eased out long queues in office bio-metric system saving productive man-hours.

- **Roster:** Enhancing employee experience, the technology gave opportunities to the employees to schedule their shifts on the roster via the mobile application.

Web-based assess: In order to provide a robust mechanism and increase the adoption, the organization augmented the technology stack by giving both mobile and web based access to the solution.

SOLUTION

Leave

Web Based Access

Geo-Tagging

PeopleStrong alt

Geo-Fencing

↓

Revenue Invoicing

Rostering

Mobile App Access

IMPACT

PeopleStrong Alt helped the organization fix the revenue leakage worth 5% of the employee cost due to savings in reducing the time-effort for attendance capture and ghost tracking.

IMPACT

Stopped Revenue leakage worth **5%** employee cost

Ghost employee payments reduced by **100%**

Employee productivity tracking **100%**

3. PAYROLL MANAGEMENT

Even after a drastic transformation in technology, payroll continues to be one of the most complex and error-prone processes in organizations. A **study** showed that payroll errors averaged nearly 1.2 percent of total payroll costs.

As it continues to be one of the most critical functions that drives satisfaction for today's fast paced and "instant" workforce, how can new-age HCMs transform this process? Here is a caselet of how a leading IT organization achieved it.

PROBLEM STATEMENT

One of India's leading IT companies with multi-billion dollar revenue was struggling to manage reimbursements. The company faced long reimbursement cycles, lower employee satisfaction, and payroll inaccuracy.

India's Leading
IT company with
multi-billion $ revenue

10,000
Employees

PAN
India
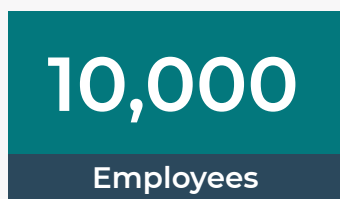
→ **Long** reimbursement cycles

Low employee satisfaction

Payroll accuracy

SOLUTION

With employee experience as a focus, the organization leveraged HCM technology that enabled easy access to reports & analysis, Chatbots & mobile interface, query management, automated payroll. Example, **Jinie**, a chatbot helped employees in filling the online forms for business expenditures along with regular reminders, answering queries and much more.

TECHNOLOGY

SERVICES

Report & Analytics
Selfservices based access to over 100+ reports

Domain Expertise
>65 payroll clients across globe

Simple, DIY(Do it yourself)
saving of 8-10% of employee productive time

Quality Assurance
payroll accuracy 99.9%

Seamless enployee lifecycle transaction
Improvement of 5-10% in SLA's KPI

Query Management
FCR - 98%

Configurable & Scalable

Payroll Inputs automation
100% automation

Multi interfaces for Alt-Web | Mobile | Chatbots
15-20% of improvement in employee satisfaction scores

SLA's for process improvements, Quality & Governance
100% on time pay cheques every month

IMPACT

The technology reduced the reimbursement cycle by eight times. Technologies like chatbot and mobile **apps enhanced the employee experience by 65% and full and final settlement was reduced by 30%**
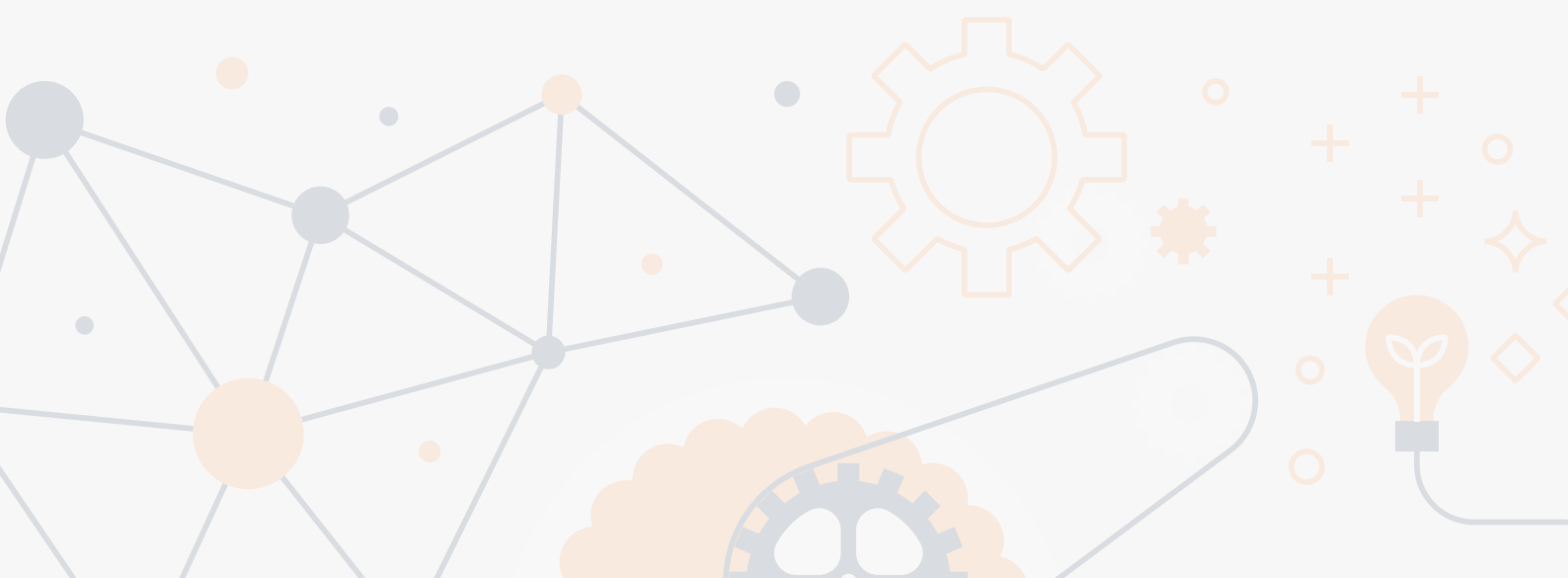
IMPACT

Reimbursement cycle reduced by **8X**

Employee experience improved by **65%**

FnF sattlement reduced by **30%**

ABOUT
PEOPLESTRONG

PeopleStrong is India's leading HR Solutions and Technology Company headquartered at Gurgaon, India. With the vision to Simplify Work Life, PeopleStrong offers the next generation HR SaaS Technology designed "For HR, by HR" named PeopleStrong Alt. It is 100% "Born on cloud" and designed "mobilefirst" – providing an app like simplicity which over 5 Lacs+ users spread over 200+ organizations experience every single day.

The pre-configured app environment has been created through natural R&D and distills PeopleStrong's experience of managing some of largest HR environments in India.

THANK
YOU!