PeopleStrong

Redesigning Leave and

Attendance infrastructure

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Customer

A global IT services company, headquartered in Noida, Uttar Pradesh, India, offering services including IT consulting, enterprise transfor-mation, remote infrastructure management, engineering and R&D, and business process outsourcing (BPO). The company has offices in 32 countries, and operates across a number of industry verticals including aerospace and defense, automotive, consumer electronics, energy and utilities, financial services, government, independent software vendors, industrial manufacturing, life sciences and healthcare, media and en-tertainment, mining and natural resources, oil and gas, public services, retail and consumer, semiconductor, server and storage, telecom, and travel, transportation, logistics and hospitality.

Challenge

Organization had a challenge to plan its diverse work force to manage giant and complex operations spread across 20+ states. Customer experience is a key to success for any services organization. Catering to long working hours, work force shift planning and tracking became one of the biggest tasks. A cost effective technology solution which could support SMS integration was the need of the hour.

The Problem Statement

The client organization's major challenge was to introduce a Leave and attendance tool in the system which handles the aforementioned challenges effectively and provide its management quick/real time information about workforce deployed across all the location spread pan India.

Other focus areas were:

- To enhance the Leave and Attendance capturing with cost in control
- To enrich business and candidate experience
- Integrate one stop technology solution

HR Transformation- The PeopleStrong Way

Summary:

The Client organization is an Indian Multinational Information Technology Services company headquartered in Noida, UP, India.

The goal was to introduce a dynamic technology solution which supported integration and was cost effective as well

The client organization, known for its deep technological expertise outsourced its Leave and Attendance to PeopleStrong Alt, known for its efficiency in operations
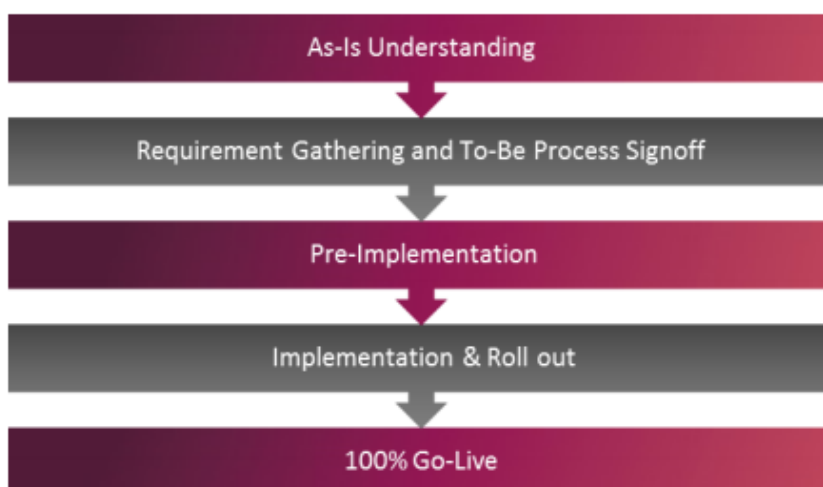
In order to The key features of the solution that has been implemented are:

Dynamic Shift Planning
- Employees define their own shifts and get the manager approval

SMS Integration
- Employees can mark their attendance through SMS for real time attendance capturing

Integration with SAP for Payroll
- Attendance is regularized in the ALT system. The same is used to process Payroll in SAP

Functionality to mark Absent
- To enable the managers mark employees absent incase the employee marks false attendance

MIS and alerts
- Auto emailers sent to managers every week having the broad attendance data, No. of Misses, No. of leaves taken etc.

Solution Framework:

The solution framework was mainly in five groups with the following structure:

- As-Is Understanding
- Requirement Gathering and To-Be Process Signoff
- Pre-Implementation
- Implementation & Roll out
- 100% Go-Live

As is Understanding
- Identification of key stakeholders
- Planning of As-Is processes

Requirement Gathering and To-Be Process Signoff
- Creation of SIPOC Maps and supporting documents
- Signoff on To-be design

Pre Implementation
- Information / Data Exchange templates
- Process Calendar / SLAs / TATs
- Defining of Scope of Project
- Design phase
- Project Plan (Includes Team Deployment, Resource Allocation & Business Continuity planning)
- Development and Quality Testing

Implementation & Roll out
- Training of managers, business line managers, business leaders and TA team
- User Acceptance Testing
- Change Management
- Go-live

Business Impact and Results:

Key Metrics:

Reports Available- 37

Average Queries Solved Monthly -1700+

 Query Resolution TAT- 48 Hours

Employees Covered- 12,000

- Decentralized shift Planning
- Attendance processing & finalization efforts reduced by 50%.
- Easy review and reconciliation for finalization of attendance data
- Improved tracking & efficiency of the process through defined SLA & contact points
- Attendance marking through SMS led to better accessibility

About PeopleStrong

PeopleStrong is a leading platform based mpHRO (Multi-process HR Outsourcing) and Technology company, headquartered out of Gurgaon in India. We enable Business Leaders and CEO's in transforming their people agenda. Our proposition value is further enhanced by the fact that customers see us as trustees of HR Transformation, partnering in their prime objective of creating Happy Organizations. We have implemented some of the largest HR Service Centers in Asia Pacific. We deliver employee services across regions and time zones for more than 300,000 employees and have hired more than 40,000 employees through a unique technology interface coupled with high end decision making Tools for people data. We are the first company in the space to be successfully assessed on SSAE16.For details more details, visit www.peoplestrong.com

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