

# How Lalamove built connections and pioneered new processes with Sprout

Learn how Lalamove streamlined their compensation and benefits processes for their employees.



**514**  
Headcount



**Transportation,  
Logistics, Technology**  
Industry



**Transportation**  
Solution

## Background

Lalamove is the #1 delivery service in the Philippines. As they expanded, Lalamove saw the importance of improving employee benefits and developing their talent. In order to make this scalable, Lalamove needed to improve the existing HR and compensation processes. Vague processes and policies resulted in employees not knowing where to go for specific requirements.

In partnership with Sprout, Lalamove was able to develop a system for timekeeping and attendance policies, maternity benefits, and requests under admin and IT. Lalamove was also able to streamline the administration process for recruitment, compensation and benefits.

Given the shifting work set-up caused by the pandemic, Sprout features such as attendance management and the employee list report gave them visibility on their employee's attendance and movements.

Lalamove is able to track all the movements, data, salary, and attendance of their employees, in one system. Lalamove can even connect their database to the Sprout system.



## Mission

Lalamove's mission is to empower our local communities by making deliveries fast and simple.

## Vision

Vision is to make Lalamove synonymous with local delivery.

## The Challenges

### Unclear HR Processes

Before having an automated system, Lalamove's people ops guidelines and employee policies were recorded in a vague and physical handbook. Their employees didn't know who to approach for what they needed, and, as a result, employee benefits failed to be consistently implemented or understood by Lalamove's workers.

This led to a disorganized workplace where employees couldn't file properly for their leaves, while their HR team couldn't accommodate requests as efficiently as they wanted.

### Lack of visibility in employee attendance and movement

Due to a changing work model caused by the pandemic, Lalamove needed a timekeeping system that would help them oversee their expanding team.

Some departments at Lalamove changed their reporting lines on a quarterly or monthly basis, which posed a challenge for the administration to consistently update and monitor.

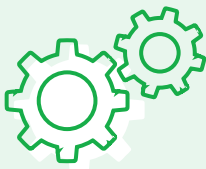
### Inefficiency in Data Management

Manual processes were very inconvenient. Lalamove had to manage multiple branches manually and used Excel to keep track of everything.

Manual procedures such as time cards and computation were time-consuming and not scalable for their expanding team.

## The Solution

Lalamove and Sprout worked together to...



**Streamline** People  
Operations Processes



**Organize** and **update**  
employee movement



**Ensure accurate employee details**  
through effortless extraction of data

## The Results

Lalamove needed a system to help them monitor their employees' timekeeping and attendance in a hybrid work setting. Sprout was able to work with Lalamove to improve and streamline timekeeping and attendance, process payroll and organize their employees' informations. Through Sprout, Lalamove was able to adjust to the new normal and create a more efficient and systematic approach to their HR processes.



Sprout's all-in-one HR Management System helped Lalamove's HR team work more efficiently by allowing department heads to change their employees' schedules easily. Those who found this most useful were from departments that had to change their reporting lines quarterly or monthly. Due to Sprout's extensive biometric system, it became easier for Lalamove to manage all their employees' attendance and track movement.

Through Sprout, Lalamove was able to have a single source of truth for all their employee data. HR admins can easily update employees' information such as salary, job title, role, regularization date, and more. On top of that, Lalamove's HR admins can get all the information they need through simple data extraction. Sprout HR takes a maximum of 4 hours to process the coding of all adjustments, loans, generate reports, upload adjustments, and obtain an overall view of the information, which saves a lot of time for the admins and helps them focus on their more pressing tasks.

Sprout Payroll also made significant waves in making their payroll processes easier and more accurate. Lalamove's finance team could now easily gain access to the payroll summary that's projected into the system. Lalamove's HR admins now have an easier time in tracking an employee's journey – from onboarding all the way to separation. This transparency benefits HR admins in a way that minimizes disputes.



## Why Lalamove Loves Sprout

*"Sprout's timekeeping and payroll functions have been a big help. It's updated in real-time and, in a matter of a few clicks, you can extract everything. And it's all there in one system."*

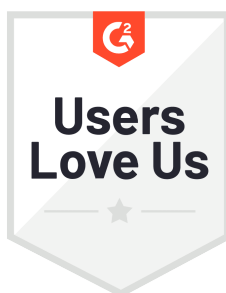
**CHRISTIAN MICO SANDA**

People Operations Lead  
Lalamove

*"The Sprout Team is commendable, especially since I've been using the change requests form a lot lately. Our leads are able to check the attendance records on-time and get all the necessary details. And we can always tweak the info by disabling or enabling specific functions in the reporting line, so it makes it convenient for the leads, manager, and us (HR) also. If we have inquiries, we just email and get a real time response."*

**KIMBERLY ROSE BARON**

People Operations Associate  
Lalamove



## About Sprout

Sprout Solutions is the largest local SaaS company in annual recurring revenue (ARR) in the Philippines, impacting the lives of Filipinos by improving business in the country. Sprout offers an HR platform for the future of work with an ecosystem of desktop and mobile solutions that automate and simplify core HR & Payroll, recruitment, performance management, employee engagement and benefits, and valuable HR analytics. These innovative solutions have been consistently awarded by G2 and Capterra, recognized global review sites that identify top business software products. Also awarded as a 2022 Growth Champion locally and in APAC by Philippine Daily Inquirer and the Financial Times.



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