



How UBX is Breaking New Ground in Revolutionizing the Employee Experience

Discover how Sprout's HR Systems empowered UBX to grant HR admins and employees newfound capabilities, freeing up their time and unlocking new opportunities for their organization. #SproutSuccessStories
#GreatEmployersUseSprout



205
Headcount



**Technology and
Open Finance**
Industry



**UBX Digital Finance
Solutions**
Product

Background

UBX is the Philippines' leading Open Finance platform, offering the most extensive range of financial services and solutions with a fully-onboarded network of the biggest and most reputable financial institutions and service providers, lenders, and payment channels in the country. However, in pursuit of their vision to create opportunities and access for all, UBX encountered challenges in their HR processes, specifically in payroll processing, 201 file management, and other inefficient administrative work. Seeking a comprehensive solution to overcome these hurdles, UBX discovered Sprout, which enabled them to streamline their HR processes and achieve significant improvements in the organization's employee experience.

Sprout emerged as a pivotal solution for UBX, revolutionizing their HR processes and empowering their administrators to provide prompt and efficient services to their employees. The automation capabilities offered by Sprout allowed UBX admins to streamline their work and unlock new functionalities such as processing payroll in-house and leveraging untapped HR data for informed decision-making. This transformation proved to be a game-changer for UBX, enhancing their overall HR operations and enabling them to meet their employees' needs with unparalleled efficiency.



History

Union Bank of the Philippines spun-out UBX in 2018 to drive financial inclusion and business growth for underserved and unbanked communities by offering fintech capabilities and ecosystem investments. UBX started as a venture studio and fund and has now evolved to the Philippines' leading Open Finance platform. UBX's portfolio focuses on various in-demand solutions ranging from banking and payments to lending and eCommerce categories created for individuals and communities including MSMEs, large businesses and the government.

Mission

UBX's mission is to create opportunity and access for all by connecting communities and embedding financial services into the activities and experiences that matter.

The Challenges

Inefficient HR Admin Processes

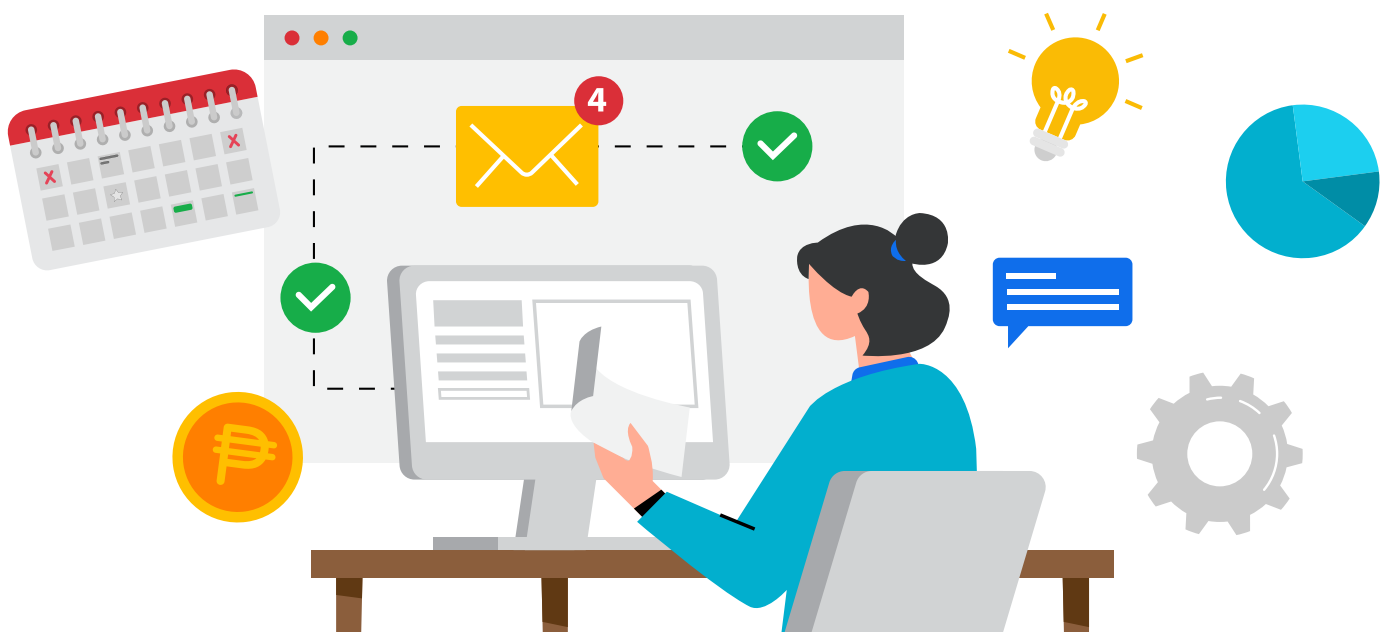
A significant amount of time and effort was devoted to manual processes relating to 201 file management, time and attendance tracking, and performance appraisal procedures. The team had to spend considerable hours on following up on various requests and performing repetitive manual tasks, resulting in a lack of availability for other essential work responsibilities. This inefficient allocation of time and resources hindered the team's productivity and capacity to focus on other critical tasks, posing a challenge to their overall workflow.

Lacking Payroll Capabilities in the Team

The UBX team outsourced their payroll processes. As a result, the team was able to focus on critical areas such as learning, engagement, and other non-operational functions. However, this outsourcing arrangement came with limitations in terms of flexibility, as the team had reduced control over their own system and policies, hindering their ability to align with their specific schedule and needs. The team faced challenges related to issues that were beyond their control, resulting in potential costs and inefficiencies.

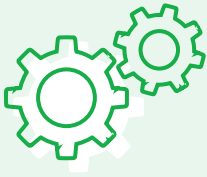
Suboptimal Employee Experience

Issues in the system have resulted in challenges with accessing leaves and payslips. This has been a growing pain point for employees, as they have faced difficulties in requesting for leaves or obtaining timely payslips due to manual processes and limitations in the system. Employees have had to personally check their leave balances or rely on HR for leave requests, which often resulted in delays. This has impacted the employee experience in UBX, calling for improvements in the system to address the employee experience.



The Solution

UBX and Sprout worked together to...



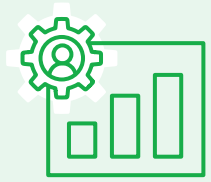
Optimize internal payroll processes



Improve Employee Experience by cutting down request waiting times



Save time for HR Admins through automation



Uncover new insights through HR Analytics

The Results

UBX leveraged Sprout to streamline their HR operations, enhance employee experience, and implement an automated internal payroll process. The team's primary objective was to ensure a seamless HR experience for basic tasks such as leaves and payslip generation, with the ultimate goal of improving engagement and retention within the organization.

The team received training on performing payroll operations from Sprout's dedicated implementation team. UBX was also given access to a safe sandbox environment for testing, enabling them to master the system and address any questions before deploying it for actual use.

With the new HR and Payroll system, time was freed up for both the HR team and their employees. Payslips were instantly accessible, and automated processes streamlined requests for leaves and other documents, enhancing the overall employee experience for both UBX's HR team and its workforce.



Constant touchpoints with their customer success manager from Sprout helped them answer any questions, and it had helped UBX maximize their system. Additionally, UBX gained access to new insights through Sprout's HR Analytics tool, which allowed them to design and revise guidelines for people processing, provide input for new programs and solutions, and leverage Mobile Bundy Geofencing data to assess the impact of delays in certain areas to improve the overall employee experience.

Overall, partnering with Sprout has empowered UBX to optimize their HR operations, enhance employee experience, and gain valuable insights for informed decision-making in their people management processes.

Testimonials

UBX's Chief of Human Resource, Ms. Gladys Ocampo, shares:

"An employee experience really mirrors the kind of experience we deliver to our customers. It's hard to expect our employees to deliver excellent services to our customers if they do not get quality experience internally. With Sprout, we were able to create that for them, and our experience with sprout from onboarding to support is one that we try to replicate here in UBX."

GLADYS OCAMPO

Chief Human Resource Officer
UBX


**Users
Love Us**


**Easiest
Admin**

WINTER
2023


**Highest User
Adoption**

WINTER
2023


**Best
Relationship**

WINTER
2023


Leader

WINTER
2023

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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