



## Case Study: *Opportune* – HRMS Software as Service [SaaS]

## Client

Healthcare BPO established since more than 10 years, having strong presence in health sector across USA.

## Challenge

Customer is fast growing organisation with very young and talented **IT/ITeS** professionals (75% employees less than 30 year age).

Workforce is technology savvy and highly demanding in nature.

**HR** had a challenge handling Employee queries, issues, grievances, training, productivity & motivation along with managing routine administrative tasks like attendance, leave and payroll management.

Substantial amount of **HR** efforts were spent on managing attendance and leave records.

Management required increase in HR dept. productivity without increasing HR related cost overheads.

## Solution

Opportune studied Customer HR policies. Opportune HR domain knowledge helped refining HR policies. E.g. Attendance monitoring, **Rules related to Leave & Extra working**, Organizing **Salary heads**.

Opportune helped in crystallizing **HR processes**.

Opportune successfully implemented its web-based enterprise HR solution '**OPTHRMS**' on cloud using **SaaS** model automating HR processes.

### Following features are implemented:

- ▶ Employee Life Cycle Management
  - ▶ Integration with **Biometrics** with Auto Scheduler
  - ▶ Attendance, Shift and Leave Management
    - ▶ **OPTHRMS**: has built attendance discrepancy rule engine
    - ▶ **Rule engine**: supports intelligence to resolve attendance discrepancy
    - ▶ **Analysis** : of Attendance and Absenteeism
  - ▶ Payroll Process
  - ▶ Employee warnings/appreciations.
  - ▶ Workflows like Leave, Outdoor/Extra working, Expense, Extra working, Comp-off, Optional Holidays.
  - ▶ Employee Self Services [ESS], Manager Self Services, **Graphical Dashboard & MIS**
- Opportune RMS** also acts as a Company Intranet for Managing calendar, Events, Policy documentation and mass employee communication

## Business Benefits

- **ESS** empowers young and talented workforce.
- Quick addressing of **queries**, issues, grievances, **feedbacks**.
- Effective automation of HR processes resulting in **increased** HR bandwidth leading to more time and energy on **core HR** activities like
  - Optimizing HR policies/processes.
  - Training, Mentoring, **analyzing** HR metrics.
  - **Controlling Attritions**.
- Effort reduction in attendance monitoring from **10** person days PM to **2** person days PM.
- Moving traditional payroll outsourcing to automated in-house solution achieving **confidentiality**.

## Commercial Benefits

- **Opportune HRMS** implementation using SaaS model
- **Zero CAPEX** : No additional hardware or software investments required
- **Lowest TCO** : No-Maintenance costs towards upgrades & AMC
- **Improved ROI** through higher employee engagement and higher employee productivity.

## Summary

*The solution has helped the client to achieve highest **employee satisfaction**, and **reduced attrition** rate. It has directly benefited in their **productivity & profitability**.*