TIMED TO PERFECTION: BUILDING THE ULTIMATE TIME AND ATTENDANCE SYSTEM

KEEPING YOUR PEOPLE HAPPY

Working at a call center is as easy as picking up the phone, right? Wrong. For our client, a large contact center company in the Middle East, standards are very high and each of the 4,000 staff are carefully selected, rigorously trained and, as a result, highly effective.

That's why they bring so much value to the customer experience they deliver on a daily basis. They make the difference between customers staying and leaving. The difference between a respected brand and a rejected brand. In many cases, the difference between success and failure.

But high-quality staff can only be retained if they are well-managed and paid on time. And in an organization as large and complex as our client's, that's not always easy.

PROBLEM

There were several challenges preventing the company from making timely payouts. First, being in the BPO business, it had to manage employees engaged in a large number of different tasks, working in more than a hundred types of shifts, including some that lasted for two days. Next, it was finding it increasingly difficult to calculate the hours worked by each employee because there were three separate applications tracking attendance and performance. This resulted in wrong and delayed payment to agents and support staff – a mess that the already overworked back office was forced to clean up at considerable cost.

They had deployed Oracle HCM to handle core HR and payroll, but those modules were not capable of dealing with the complex attendance pattern and the safety and penalty rules that had to be factored in while calculating agents' payments.

SOLUTION

In 2016 Infosys was engaged in discussions with the company, trying to find ways of adding value to their business. When we heard about the challenges of the attendance system, we suggested deploying the Time and Labor module of Oracle HCM, owing to its better time and attendance management capabilities. But although this was an improvement over the existing solution, it was still not addressing our client's concerns completely. Clearly, some customization was required.

A weeklong workshop with the client team helped to familiarize them with the module and enabled us to understand the gaps that needed filling. We drew upon our extensive cross-functional expertise to build complex queries running into thousands of lines of code. Since real-time attendance data was unavailable, we created an automated tool to gather data from multiple time devices for the past year for testing.

Since Oracle is a longstanding partner of Infosys, we requested them directly to make some changes to their reporting servers. A bit of reconfiguration took care of the rest and saw the module evolve into a highly effective solution for their complex requirements.

Ten months after the project started, the business was equipped with an automated system that made work hour calculations transparent, and discouraged time violations. Integration with payroll systems and devices capturing time, such as the Avaya phone system, ensured accuracy of data and payouts, and savings in administrative overheads.

Most of all, the new system was successful in preventing staff discontent. And by keeping their people happy, the company could maintain the high standards expected and keep their clients coming back for more.

IMPROVED PAYROLL RECONCILIATION BY

30%

ACCOMMODATED OVER

4,000

SHIFT PATTERNS

WE DID THIS FOR THEM. WE CAN DO IT FOR YOU.

Find out more about how we can help increase your efficiency and fulfil your potential. Reach out to us at askus@infosys.com

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