

Got dedicated HR platform to maintain uniformity across units.

About RA Chem Pharma Ltd

RA Chem Pharma Limited is a vertically integrated pharmaceutical company. Over the past 15 years, it has expanded its spectrum by establishing state-of-the-art manufacturing facilities in API, Formulations and Clinical Research.

Backstory

RA Chem was using manual processes and excel sheets to manage HR processes. As the workforce was predominantly Blue collar, the manual processes were both comfortable and easy for the workforce.

The manual process was used by Reporting Managers and management as well. But the pain that management was undergoing to manage was extreme. This was the first time when the need for automation strikes through their head. Gradually through browser searches and other means, they started looking for the right solution.

Then came a turning point for RA Chem. It was about to get acquired by Micro Labs. It was not only about the acquisition but also about the ERP system of Micro Labs over RA Chem, which was the biggest fear of management. The only solution to come out of it was to look for a better HRMS solution and implement it.

Industry

Pharmaceutical

Head Quarter

Hyderabad

Number of Employees

1161

Business Units

7

ERP systems are meant to manage materials, not people. That is why having a dedicated HRMS in place connects all facades of the journey. This boosted the HRMS search process.

The Litmus Test - a decision made based on color change

(*Litmus Test – a litmus paper is dipped in a solution and based on the color changes that occur, the solution is identified as Acidic, Basic, or Neutral)

Selecting a suitable people management software was a tedious task. Within a short interval of time, evaluating both the already established and new players in the market and picking up the best of them all was a tough decision. RA Chem did the analysis based on several phases of interactions with various vendors. The features that the platform offers, the product walkthrough and demo sessions were major decisive factors. The decision made with litmus turning its color in favor of Keka HR.

The prerequisites for forming a new bond

The presence of these features in a product was a mandate for selecting an HRMS platform suitable for the needs of RA Chem

- User friendly
- Easy product navigations
- Supports multiple shifts
- Accommodates various OT policies
- Supports paperless leave management
- Error-free payroll processing
- Centralization of employee data
- Presence of analytical reports
- Offers transparency to the management

Data Matrix

% Increase in productivity

45%

% increase in employee satisfaction

65%

% time saved in the payroll process

65%

% increase in transparency in the organization

85%

% accuracy attained in payroll

90%

#Hrs saved in shift management

72 hrs

% accuracy attained in attendance capture

88%

#Hrs saved in employee management

94 hrs

% efficiency and punctuality attained

86%

#Hrs reduced in HR process

125 hrs

CHEMISTRY BETWEEN RA CHEM AND KEKA

The new journey was about to start with Keka. The management was all excited to look for the smiles in the face of employees post-Keka implementation. The initial sales phase with detailed product demos, explanation of product screens and the trial account created to provide a hands-on experience had already fascinated RA Chem. It was the time to kick-start Keka implementation. Over several interactions with the product specialist, the data sharing, and policy configurations have gradually improved. The process would not have gone that smooth had it not been for such an experienced implementation consultant.

Manual to automation

HR processes were completely manual, on paper-forms filled with a pen, shift rosters maintained on papers and excel sheets for payroll data. It was a tiresome process to make changes and ensuring those changes are brought to all places. But Keka brought a transition to this process. All the employee data get centralized and easily accessed by the management at any point in time.

Accurate attendance tracking

The attendance was captured using the biometric devices placed on the entrances of various units. The attendance data was synced in real-time with the Keka cloud at the time of punching. This helped managers and HRs to capture employee data. Automatic penalizations and deductions were made based on the tracking policies set-up for late entries and absence without applied leave.

Earlier, the upper management personnel used to visit on-site locations on alternate days to check and see the employee punctuality and predict deadlines based on their work.

Leave management

No more leave requests were made on paper using the 'leave-forms,' which was automated. The employees or the reporting managers can either apply for leave on the employee's behalf in the portal itself. It was an eco-friendly,

easy, and more convenient process for all. The leave portal provides visibility of all the leave types and leaves employee quotas and showcases the teammates on leave. This helps plan leave accordingly and helps the manager manage a team in the absence of a few.

A bridge between attendance, leaves and payroll

Precise attendance capturing allows accurate leaves, resulting in error-free payroll.

The employee's attendance, leave and payroll data were all present at a centralized location. Head Office can easily access centralized employee data. Thus, HRs can efficiently process payroll at once for all the Units and release payslips on different dates unit-wise. This feature has reduced payroll processing time tremendously also reduces errors in payroll.

Reports helping management

The presence of various analytical reports helped the management in decision making process. Management achieved the transparency of activities of different units. This helped the management regulate the same policies among all the units and cross-check the units' output and reports and easily find out the loopholes.

Finding faults was a head-cracking task before automation. As seven units were present that too at different locations. The presence of unit-wise HRs made the information of one unit confined to one unit only. There was no communication among other units. Maintaining uniformity among all seven units was one difficult challenge before Keka.

Shift Rotation

Pharmaceutical plants must always run. To make it possible, employees must work on multiple shifts.

Maintaining multiple shifts and shift rotations is made easy with "Keka Shift Board".

It facilitates managers to assign and change shifts of employees easily. This is also visible to the employees and other managers, eliminating the chances of overlapping and confusion.

Earlier, HRs did shift management on paper. Weekly and monthly shift rosters were created and circulated. But if there are any changes made to it, it was difficult to communicate that change to all the shift rosters.

OT policies

There were instances when an employee has to work for extended hours apart from his regular work hours or have to take over the consecutive shift task. These are a few of the cases where the employee is working over-time. As the employee is working for extra hours without a break, there are compensations for him. Specific policies were set-up on Keka to make automatic OT compensation. These policies can automatically get regulated based on working hours by the software itself. There is also an option to verify OT either by the manager or the HR.

Extra-Miles

There was always a prompt response to the queries from the support team. Keka team was always ready with awesome ideas and workarounds to increase the efficacy of the implementation. While mentioning that most of the work-force at RA Chem is Blue-Collar and might face problems in accepting automation. The immediate suggestion received was to install a kiosk or a dedicated desktop at each unit to help employees log-in to their employee portals and check their payslips.

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It was really great to see the way data of all different units can be accessed in one click. It reduced our daily on-site visits. We were able to perform more tasks in less time interval after adopting Keka. It really is a great companion.

- Shankar
AGM, RA Chem