Keka Catapults Softest from Manual to Automated HR Processes

How Softest ended its reliance on emails and Excel sheets with Keka

About Softest

Based out of Ireland, Softest is a recruitment consultancy that specializes in providing regional IT businesses with talented professionals. It was founded in 2011 by Surya Patra, a professional with over three decades of experience.

Softest's Challenges Spark a Search for an HRMS

Since it began its operations, Softest as an organization required more than a traditional HRMS. Unlike traditional consultancies, it didn't need attendance and leave management systems since its resources used their respective clients' HRMS tools to log in their attendance and manage leaves.

"Our resources work directly with our clients. They use the clients' attendance management system and timesheets. Our immediate challenges were more to do with manual operations," explained Surya. Some of the challenges they faced included:

- Heavy reliance on emails and WhatsApp
- Dependency on Excel sheets
- Lack of a structured payroll system
- Usage of disparate systems for salary processing

As the employee headcount continued to increase, the challenges mentioned above posed a significant problem. Softest's leadership had envisioned a future where automation would play a key role in simplifying HR operations and making them more efficient.

How Keka Became the X-factor in Softest's HR Processes

Keka has established itself as a leading provider of HR technology in the SME space. When Surya started exploring different HRMS for his organization, he found Keka's UI to be the best of all.

"I tried demos and trails from several software providers from Ireland, Europe as well as from India. Of all of them, I liked Keka best because of its user-friendliness and how neat and clean its interface was," he stated. It didn't take him long to go ahead with Keka as their HRMS.

Softest witnessed a huge change in their HR operations as soon as they started using the HRMS.

- With Keka, Softest's reliance on emails and instant messaging significantly reduced
- Since Keka centralized all employee data, their dependency on Excel sheets also went down

What Softest Loved about Keka

Softest and its leadership were enthusiastic about Keka and were particularly pleased with its:

- Customer support - A dynamic team always ready to help and solve challenges
- Unmatched UI and user experience that simplified usage and adoption

Surya Patra
Founder & CEO,
Softest Consulting

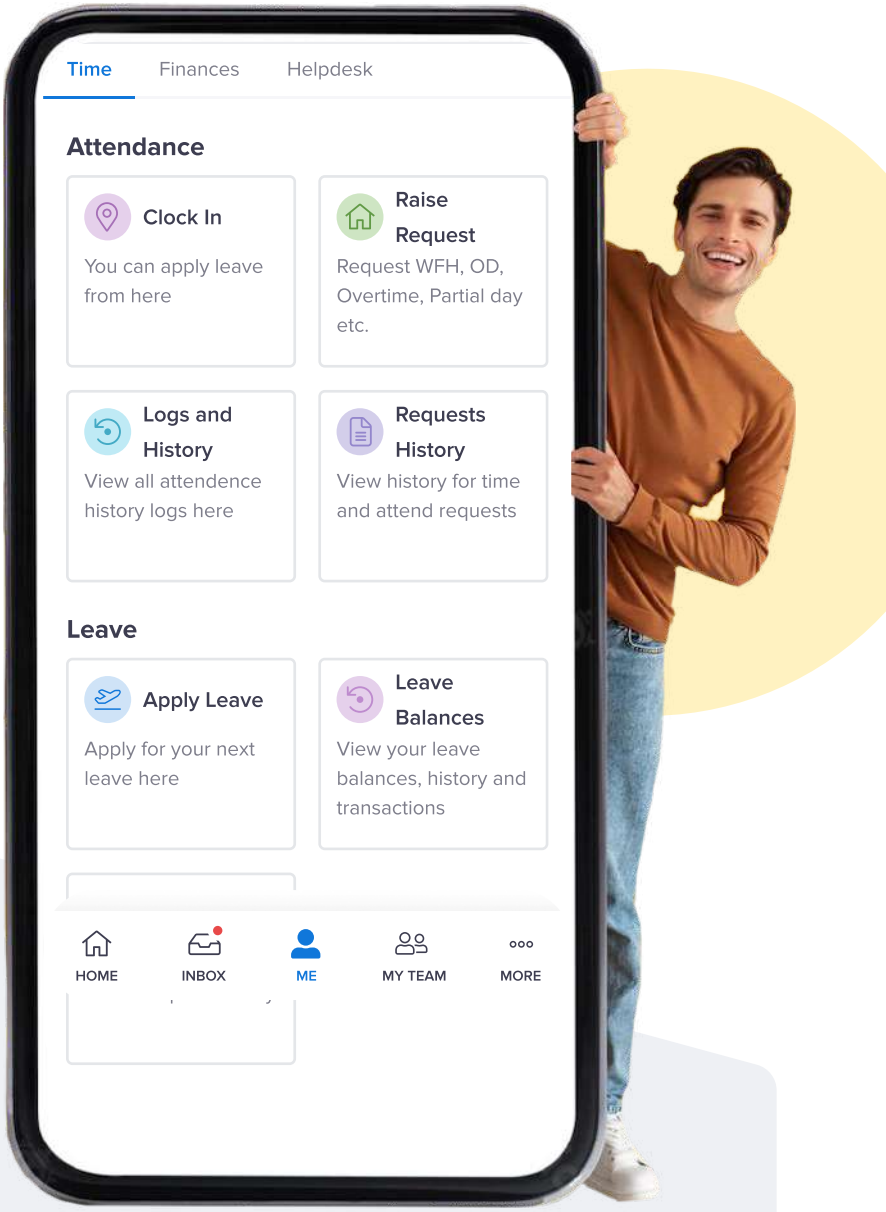
"The team (at Keka) is quite enthusiastic and very dedicated. The customer support representatives assigned to us were available at any time. They are always ready to help and receptive to ideas. Even though we were in a different time zone with a difference of 5 to 6 hours of time, they were always available for us. You have a really good team."

keka | Softest

About Keka

Everything you need to build a great company

Keka is your people enabler. From automation of people processes to creating an engaged and driven culture, Keka is all you need to build a good to great company.



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