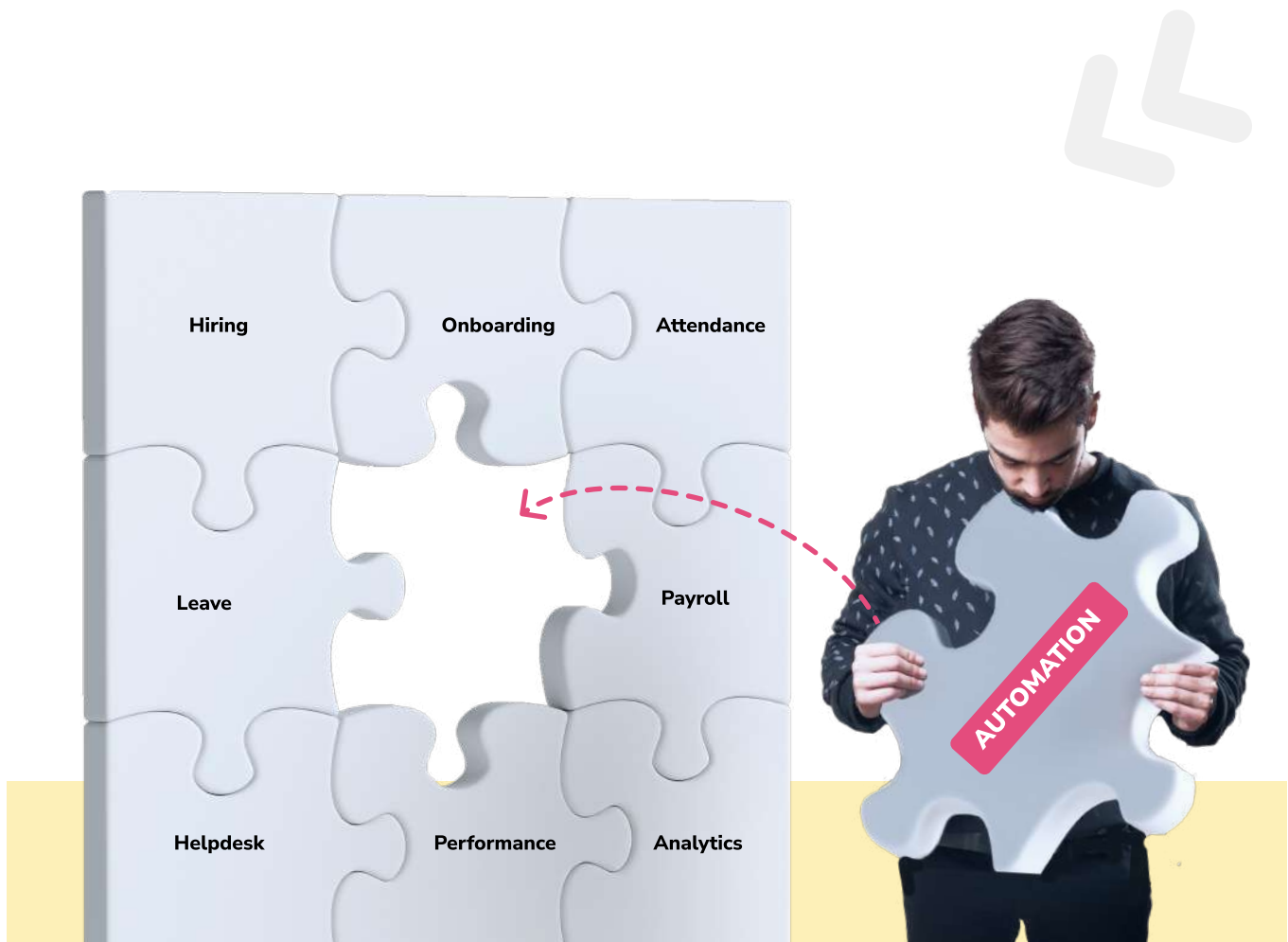


How Vantage Circle cracked the code of HR automation



Introduction

Vantage Circle, a Delhi-based HR tech company, embarked on a mission to prioritize employee satisfaction. With 35 team members in 2010, they soon grew to serve 700 companies with 250 employees. However, manual HR processes became overwhelming. Recognizing the need for change, they sought Keka's help to automate and streamline operations, paving the way for a smoother journey ahead.

 Industry - IT SaaS

 Employees - 250

Uncovering and conquering the barriers

Before settling on an HRMS, Ninja Dutta, the HR Manager, needed to identify the hurdles urgently. Among them were:

- Bulk employee onboarding was inconvenient with manual paperwork
- Employee document management lacked a centralized, easily accessible database
- Tracking leave and attendance manually led to communication gaps between HR and employees
- Leave calculation during payroll processing was time-consuming and prone to errors
- Payroll processing via Excel often resulted in errors
- Lack of a formal process to resolve employee queries caused employee dissatisfaction
- Upper management lacked awareness of employee challenges

With the issues laid out, the management, along with Ninja, ventured into the market to explore HRMS options. Drawing from her past encounters with Keka, she found its simplicity and robust features unmatched by other contenders. Impressed and reassured, they unanimously chose Keka to be their trusted HRMS solution.

Onboarding new employees quickly and easily

The HR team faced numerous headaches due to the lack of a structured onboarding process for new employees.

- New hires missed crucial organizational policies and information
- Lack of clarity left new employees in the dark about their roles, departments, and reporting managers
- Manual onboarding involved a lot of paperwork, consuming valuable time
- Important documents submitted by new joiners got lost in the paperwork shuffle due to a lack of centralized employee database



Keka introduced automation and digitalization in onboarding, making things much easier.

- ✓ New employees were provided the access of Keka portal on day one, allowing them to find all relevant information without HR assistance
- ✓ Onboarding tasks were laid out step by step, ensuring compliance
- ✓ With streamlined onboarding, new joiners attained optimum productivity faster
- ✓ Documents were securely available on Keka, simplifying HR and employee access

Onboarding task lists

These are predefined list of tasks that are reusable in different onboarding flows. Ex: IT System Setup Tasks, New Joinee Intro Tasks, Orientation Tasks etc + Add task list

ONBOARDING TASK LIST

- ▾ Intern's tasks
5 tasks
- ▾ General onboarding tasks
9 tasks
- ▾ IT tasks
7 tasks
- ▾ Sales tasks
16 tasks

Interns tasks

For the candidates/employees who are recruited through campus drive.

Tasks Choose from task library + Add task

Assigned To Search 🔍

Total: 5

<input type="checkbox"/>	TASK NAME	DUE IN	ASSIGNED TO	REQUIRE VALIDATION?	ACTIONS
<input type="checkbox"/>	Reference check	4 days before joining	HR Manager	No	✎ 🗑
<input type="checkbox"/>	Update PF information	2 days before joining	Employee	Yes Payroll Admin	✎ 🗑
<input type="checkbox"/>	Assign asset	0 day after joining	Asset Manager	Yes Candidate / Employee	✎ 🗑
<input type="checkbox"/>	Team intro lunch	1 day after joining	Employee	Yes HR Manager	✎ 🗑
<input type="checkbox"/>	Bio-metric access	7 days after joining	Reporting Manager	No	✎ 🗑

05 records Show 08 < 1 >

Representative screen and data

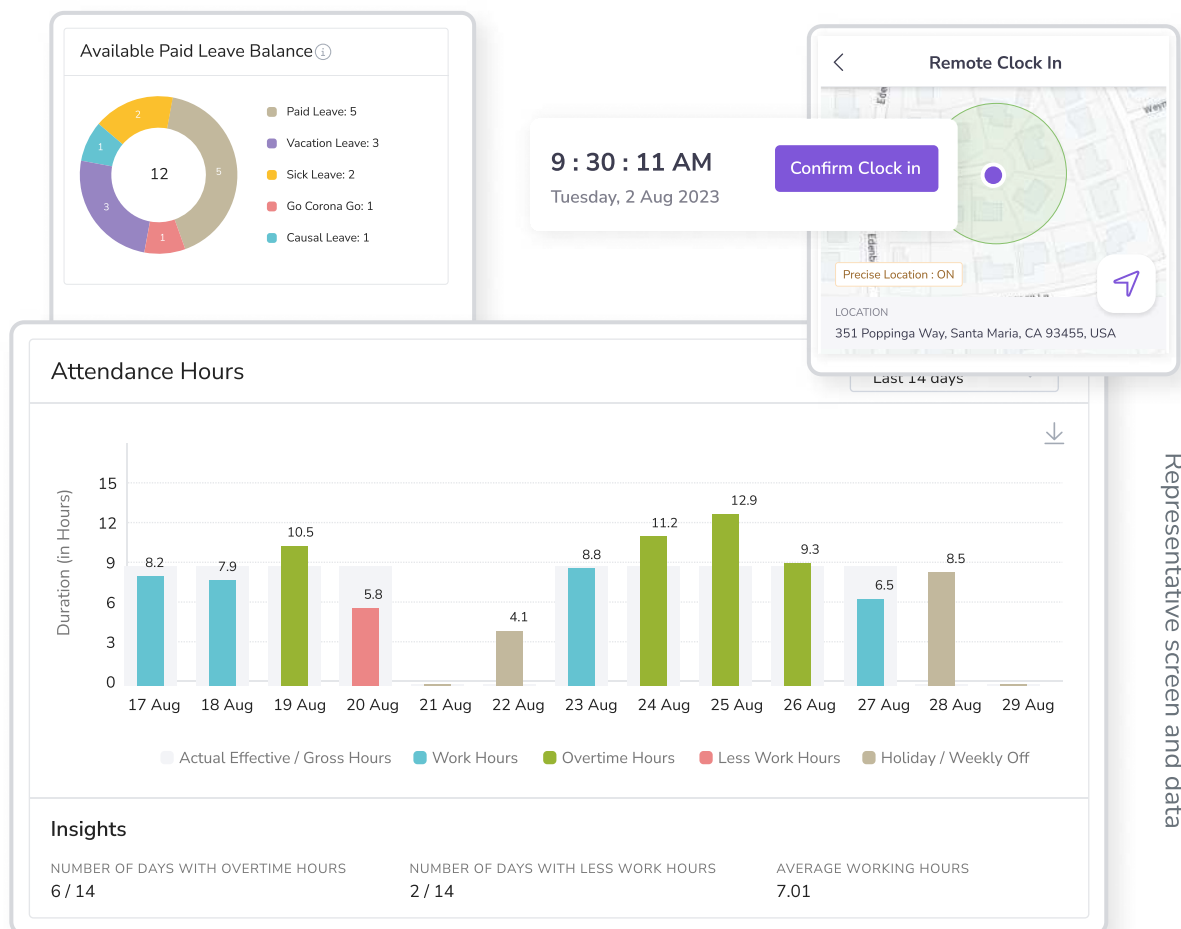
Automating attendance and leave tracking

The absence of an attendance or leave tracking system resulted in confusion, causing several complications:

- Legitimacy checks of attendance and leave reminders were chaotic without a process
- Employees had to be reminded about attendance regularization at every month-end
- Remote clocking in/out wasn't possible without an app-based function

Once Keka was implemented, attendance and leave tracking became effortless, offering solutions to nearly all their previous challenges:

- ✓ Employees were provided with a dashboard for leave and attendance visibility
- ✓ Workers could adjust attendance and request leave even after missing their shifts
- ✓ The user-friendly mobile app allowed remote logins and leave requests, aiding field employees and others
- ✓ A culture of self-accountability reduced HR intervention significantly



Ninja Dutta
HR Manager

Keka's mobile app is very user-friendly. There are not many tabs to scroll through to mark attendance or apply for leave. So, this has been a huge plus-point for employees.

Payroll predicaments resolved

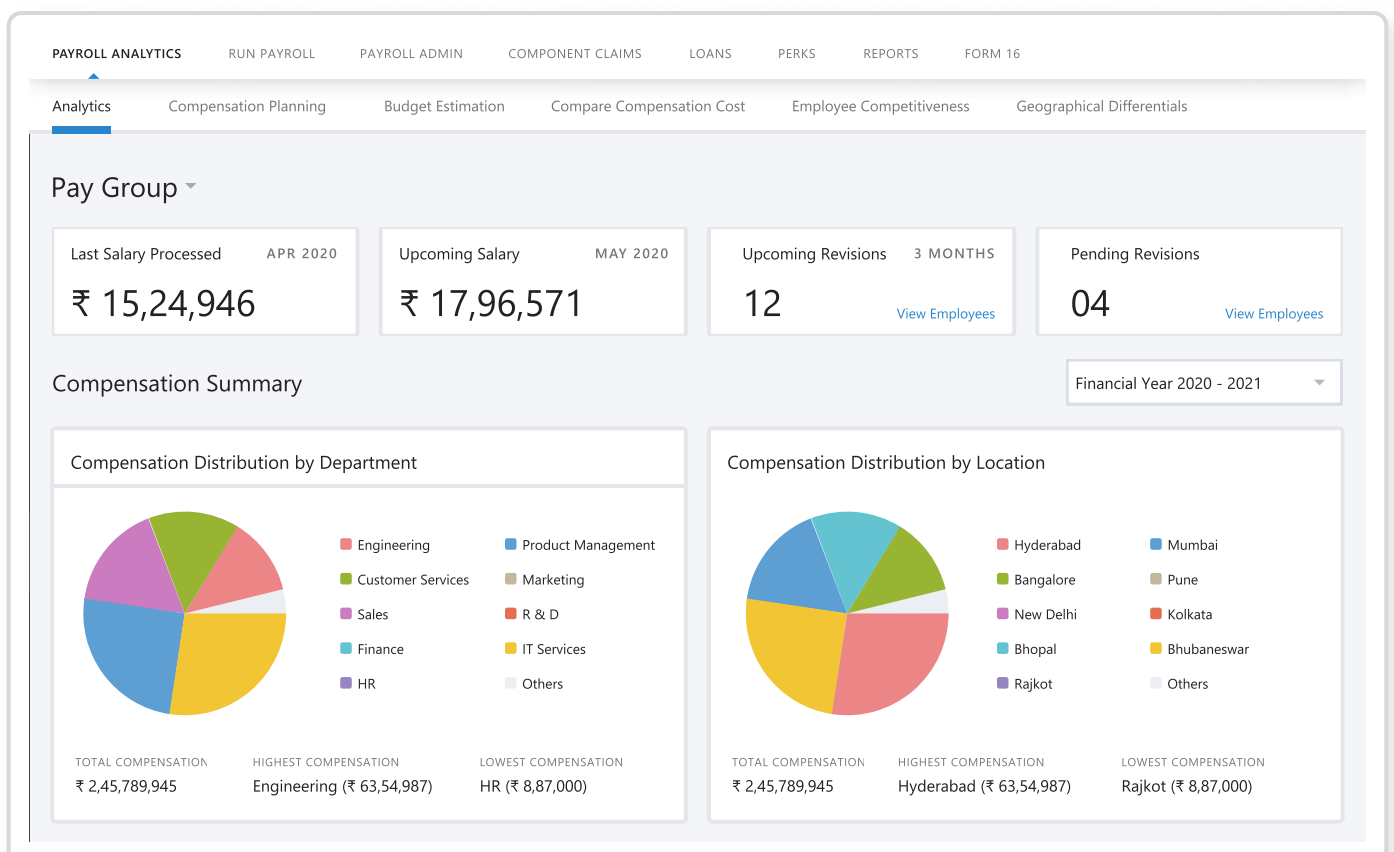
Without an HRMS, payroll had become a major headache for HR, and they were burdened with numerous challenges. This made it difficult to manage effectively:

- ▶ Relying on Excel for payroll resulted in frequent errors and inaccuracies
- ▶ Managing attendance and leave without a proper system made payroll processing difficult
- ▶ The lack of a mechanism to flag attendance or leave discrepancies caused miscalculations in salaries, affecting employee satisfaction

Introducing Keka provided a comprehensive solution to all the hurdles surrounding payroll. With easy and quick configuration, the company was able to control and effectively manage all aspects of the payroll cycle.

- ✔ With automation, payroll process became free of errors and delays
- ✔ All leave and attendance data was easily available in various reports
- ✔ Proactive notifications to stakeholders ahead of deadlines ensured prompt resolution of errors or mistaken leave requests

Representative screen and data



Integrated helpdesk to solve all employee queries

At Vantage Circle, the absence of a structured system for addressing employee complaints caused several complications:

- ▶ Issues were raised on Skype, and were difficult to track and resolve
- ▶ HRs were unable to prioritize tickets, causing delays and employee dissatisfaction
- ▶ Company leadership was not aware of the scope of issues raised
- ▶ Without a reporting system, HRs and the company leadership was not aware of the overall scope of the issues raised

Following the introduction of Keka, a robust Helpdesk system was implemented, empowering HRs to better address employee concerns and streamline processes. With a reliable system, employees were able to focus more on their work, knowing that their issues were tracked and resolved.

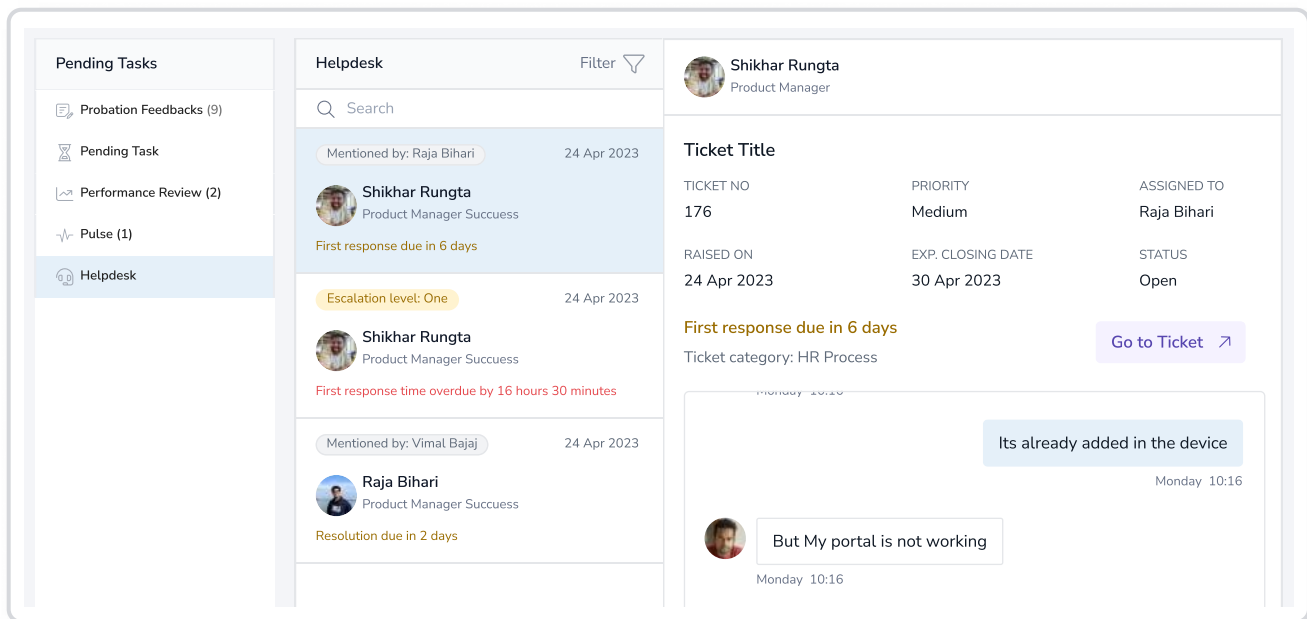
- ✔ With the Helpdesk, employees were able to raise tickets under different categories
- ✔ Each ticket was allocated a deadline, with all stakeholders looped in
- ✔ Tickets were categorized based on type, urgency, and priority for faster resolution
- ✔ High-priority tickets were now addressed within a swift 2-day window
- ✔ Employees were able to monitor ticket progress in real-time, promoting transparency and accountability
- ✔ Saved ticket history facilitated robust reporting and analytics, enabling HR to showcase their efforts



Ninja Dutta
HR Manager

With the Helpdesk feature, we tracked and closed the tickets as per their priority, and the deadlines were set based on the category of the requirement employees had. So, the whole process has been very smooth since then.





Performance management taken to the next level

With Keka's arrival, Vantage Circle rolled out an overhauled performance management system, constantly fine-tuning it to uphold their high standards:

- ✓ Objectives were being set according to their needs with real-time updates in the form of a progress bar, visible to employees and reporting managers
- ✓ Performance was being tracked automatically, based on an employee's attendance, KRAs, etc. without any human involvement
- ✓ A feedback system allowed managers or stakeholders to provide elaborate reviews as per their preference
- ✓ The whole performance management system was streamlined with the introduction of 1-on-1 meetings, which acted as the final stage in the appraisal process

Having initiated digital transformation in all HR processes, Vantage Circle now aims to leverage Keka's performance management system further by integrating OKRs, core values, KRAs, and more. Additionally, they plan to integrate payroll with attendance and leave for simplified calculations.



From my perspective, Keka is the best HRMS to us because of its budget-friendly offerings as compared to other alternatives on the market. Its user-friendly interface is very easy to learn and adapt to.

Ninja Dutta
HR Manager



The top screenshot displays the 'Goals' section in Keka. It includes tabs for 'Summary', 'Goals', 'Tags & metrics', 'Objective templates', and 'Settings'. Under 'Goals', there are filters for 'Department goals', 'Organisation goals', and 'All goals'. A date range of 'Q1-2023 (1 Jan 2023 - 31 Mar 2023)' is selected. Below this, there are buttons for 'Add from templates' and '+ Add goal'. A table lists individual goals for 'Engineering' department, showing titles like 'Successfully launch version 3 of our main product' and 'Research, analyze & understand what our users and non-users really think', along with owners, timeframes, and progress bars.

The middle screenshot is a '1:1 Pending Meetings - Remind' modal window. It features a 'DATE RANGE' of '1 Jan 2022 - 1 May 2022', a filter for 'All Departments', and a 'MEETING TYPE' dropdown. A 'Remind' button is present. Below is a table of 5 records:

	MEETING NAME	ORGANISER NAME	PARTICIPANTS	DATE & TIME	DUE BY
<input checked="" type="checkbox"/>	Sales Upgrade Adhoc	Courtney Henry Senior Web Developer	Albert Flores, +2	30 Apr 2022 5:30 pm, 30 mins	10 days
<input type="checkbox"/>	General Meeting Adhoc	Arlene McCoy Senior UI Engineer	Arlene McCoy, +3	1 Jun 2022 5:30 pm, 1 hour	15 days

The bottom screenshot shows the 'Feedback received' section. It includes a header 'Feedback received' and a sub-header 'This section contains the feedback received by me.' Below this, there is a profile for 'Anshul Singh, Software Engineer' with a thank-you message. A 'Comment' section shows two comments from 'Vijay Prakash' and 'Anshul Singh', both dated '12 Mar 2020', praising the user's dedication and output.

Representative screen and data

Ninja Dutta's initiative at Vantage Circle

Ninja has taken the initiative of making the performance appraisal process more elaborative. The current process only touches on a few general competencies. She wants the new system to deep dive into more options available on Keka such as OKRs, core values, etc. This will enable the employees to feel satisfied once their performance cycle has been completed.



Ninja Dutta

Advice for HRs

As a HR professional, I understand the importance of implementing an HRMS solution in an organization. It is because handling day-to-day tasks manually is very time-consuming and has become quite outdated. I believe organizations should aim to move away from that process as quickly as possible.

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.

Reach out to us!
+91 8929208062

