

Keka helped Msys regain trust in cloud platform.

About Msys

MSys technologies provide modernization and digital transformation initiatives to ISVs and enterprises. The solutions provided by them have the integration of advanced technologies like IoT, Big Data, Machine Learning, Artificial Intelligence, Robotics, Automation, and others. They ensure complete customer satisfaction and considers clients' progress as their success.

MSys originated with a small team at Chennai in 2007. The company got expanded in the US, Vietnam, Bangalore and Pune. The company has 700+ employees, and their rapid growth made them achieve the tag of the fastest growing company for two consecutive years and the Red Herring top 100 Asia award in 2019.

Industry

ITES

Locations

US, Vietnam, Bangalore, Chennai, Pune

Number of Employees

700+

Their expectations from HR Automation

MSys was expanding rapidly and were facing several growth challenges:

- They had a distributed workforce across multiple locations and employee availability, attendance discipline was becoming increasingly challenging. They had even created an internal leave management tool but were clear that it wasn't sufficient to solve their real problems.

- The HR team's time was getting sucked up in lots of operational challenges around Payroll eg. Employee IT Declarations were becoming increasingly painful to manage due to the manual process.
- Letter generation manually caused a lot of delays in announcements and more importantly keeping track of all issued letters and employee documents were cumbersome.
- MSys acquired other organizations and integrating HR policies, operations between both organizations were essential to making the investment valuable.

MSys was looking for an HRMS with credibility, track record and ability to solve all these challenges. As a progressive organization, the recruitment of enterprise-level employees emphasized prioritizing the need for a cloud-based HR solution that would always be available to their employees without any infrastructure headaches. They were looking for the software they could truly rely on. Thus, they began their hunt for the right HR Automation partner.

Misled by Legacy, unexpected misadventure

The hunt for the right software led them to an established on-premise software provider who had recently launched on the cloud. Placing trust in their legacy and longstanding track record, MSys ended up giving a green signal to that software.

Within two months of implementation, the software crashed! Payroll management became trouble.

There were errors and delays in the employee's salary. The complaints from the employees' end about the issues related to improper payroll processing got piled up. Employees were not happy with management as they were facing delays of several days in getting their salaries. Employees began losing trust in the organization. It was discouraging to connect with the customer support as they were non-responsive to the issues faced regarding their payroll software. The administration felt guilty for implementing such inappropriate payroll software. Both employees and management had to face a tough time. Lodging several complaints and providing enough time went in vain, as their support person was never cooperative. This was a software **MSys could not rely on!**

Management was quick to act before things spiraled out of control. There was already some damage done, but they knew they could turn it around. With a renewed mission, they researched the market once again. They had to find software that just worked!

Data Matrix



MSys searches for better

The ordeal made MSys aware of the pitfalls of choosing the wrong software and therefore was more careful about the next one they chose. They went through some other big names in the industry but didn't get the comfort they needed. This is until they came across Keka!

The sales process was smooth and ensured that they were well informed and aware of all the product's positives and minor details. The Keka team walked MSys through scenarios to provide clarity as to the level of automation possible.

MSys also explored every facet of the software to ensure that it met the requirements within the organization. Hope was kindled.

Once bitten, MSys wanted to ensure thorough testing of the software before they onboarded fully. As a highly empathetic organization, Keka understood their reservations. The Keka Customer Onboarding team agreed to a phased process. In the first month, payroll was processed for only 15 people. The entire experience gave MSys the confidence to take the complete plunge with all their 700 employees.

The Real HR Automation Journey Begins

Phase 2 began with Keka providing dedicated onsite onboarding for MSys. This meant that a dedicated product specialist was onsite at MSys, helping them with every step along the way! This step was crucial in ensuring the HR team at MSys was fully familiar with the capabilities of Keka. The HR team built up enough confidence in the product to train HR team members in various branches comfortably. The intuitive UX and pleasant UI made their job easy and more importantly reestablished their trust in Cloud HR Tech.

It was now time to rebuild employee trust!

Payroll that just works!

After the initial set up, once all other employees were onboarded, everyone experienced the seamlessness of Leaves, Attendance and Payroll working together. Employees no longer experienced pains around payroll. Attendance, leaves were accurate, payroll was processed on time without any glitches and employees had full transparency. Tax declarations were super easy, no avoidable deductions happened due to automation, moreover no manual calculation of gratuity is needed. Things were better than they ever were!

Making inorganic growth integrate seamlessly

During expansion, MSys acquired different companies and did not want to disturb the existing policies or the organization structure that they follow to make sure that the employees are happy. With Keka, they could manage the new entities separately under the same tree but with different policies for different

entities. Keka did not help just in managing the new entities but even in processing the payroll separately for the new entities through multiple pay groups functionality available in Keka.

Leaves, better than before

While it was good to have an internal leaves system, it didn't interface with attendance or payroll. This limited the value derived from it. Once this happened through Keka, the real time access ensured things were smoother for all stakeholders – Employees (more transparency), Managers (easier approvals, better planning), HR (More effective work), Finance (Validated inputs for Payroll).

Attendance made easy

Realtime sync of attendance, streamlined leave management system and advanced features like Work from Home, Compensatory Off's, marking attendance remotely through Web & Mobile clock-in helped MSys in improving the transparency and employee experience.

No more forgetting / misplacing emails

Emails are the worst place to keep track of things irrespective of the kind of requests from employees, from leave requests to letters for address proofs. Using email to track requests, tasks and ensuring you stay on top of those is like trying to chop a tree with a kitchen knife! Technically possible, absolutely disastrous! Keka gave structure to these requests and enabled workflows. The HR team got more done in less time and with less effort! Employees really felt cared for.

One System to Connect them all

With Keka, a unified experience was possible for both HR and employees. None of the team members had to go to multiple portals for different needs. With everything in the same place, more got done in less time, visibility increased across the board and making people decisions became easier!

Issuing Letters

There were endless requests for various letters from employees, managers, leadership and within the HR team itself. Teams spent inordinate amounts of time figuring out which templates to use where and the results weren't pretty. Lots of delays, tons of inconsistency and overall a poor experience. With Keka, even a new joiner in the HR team could generate the required letters in minutes. For those occasions where letters had to be generated in bulk, Keka really helped, reducing hours/days of manual labor to minutes.

Beyond Software

The team at Keka, not only ensures that you use the product but ensures that value is derived. Often that means helping customers understand the law's nuances, helping them think through their existing practices and processes and enabling the changes needed or simply creating new ones.

One such example with MSys was how they filed their Form 24Q. Before Keka, they submitted details of only those employees for whom TDS was deducted in Form 24Q. This caused a lot of problems in IT filing for employees that weren't part of the taxable slabs. There were confusions on the expectations from authorities and Keka helped clarify all those doubts. Through Keka's automation, all employees' details are submitted in the Form 24Q. This ensured that employees who did not fall into the tax bracket were in the Form 24Q submitted and resolved their IT filing challenges.

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The product implementation team helped us with on-site implementation. Right from there the support is really good, the solution sometimes gets delayed but they ensure providing us with solutions and workarounds.

- **Murali Mohana**
HR Manager, MSys