

A true digital transformation of the people processes in an employee friendly pharma company.

About Metrochem API

Metrochem API is one of the fastest-growing manufacturers of Active Pharmaceutical Ingredients (APIs), Pellets and Intermediates in Multi Therapeutic segments. It is a Knowledge driven company with dedicated professionals at the helm handling operations in Research & Development, Production, Quality Assurance, Marketing, Supply Chain and Finance.

Industry

Pharmaceutical

Head Quarter

Hyderabad

Number of Employees

2233

Business Units

6

Backstory

It was a pharma industry where a majority of employees were Blue-collar. The HR processes and employee management tasks were all done manually on pen and paper. They maintained no soft copies of records. For the organization to be employee-friendly, it was difficult to impose any particular employee management method. However, automation emerged as the ultimate need after a certain point of time as it was the only solution to the organisation's various problems. This fueled the demand for HRMS and kicked start the search for suitable software.

THE TITRATION PHASE – a test done to determine the actual potential of a platform

(*Titration - Titration is the concept of stoichiometry applied to find the unknown concentration of a known solution)

Once the search for HRMS started, it was not an easy choice to make. There were several rounds of iterations involved to keep on evaluating the software continuously. During this phase, they realized that there was no focused ERP solution present in the market, which can suffice their needs. They wanted automation of HR process in a way that is people friendly and comfortable for employees to adopt. Once the neutralization is achieved and color changes, titration is stopped. Similarly, the right solution's search came to a halt while providing a green signal to 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 Metrochem

- Employee friendly
- Offers detailed reports
- Set-up OT policies
- Easy employee management
- Centralization of employee data
- Error-free payroll processing
- Supports paper-less process
- Manage multiple shifts
- Help management in decision making

CHEMISTRY BETWEEN METROCHEM AND KEKA

The implementation team truly met the sales team's expectations set during the trial and product demo sessions. **'The ease of use offered by the product was really loved by the employees.'** Throughout the implementation

process, the configurations and setting up of policies never seemed difficult. The implementation specialists ensured an error-free and comfortable implementation.

Data Matrix

% Increase in productivity	26%	% increase in employee satisfaction	69%
% time saved in payroll processing process	73%	% increase in transparency in the organization	74%
% accuracy attained in attendance capture	99%	#Hrs saved in shift management	37 hrs
% help received in decision making	63%	#Hrs saved in employee management	42 hrs
% punctuality attained	79%	#Hrs reduced in HR process	51 hrs

Employees platform
adoption level

89%
From the first month

#Hrs saved in managing
multiple departments in
multiple locations

44 hrs

Ease of processing
Payroll(Scale of 1-10, 1
being toughest, 10
being easiest)

9.2

A true transformation from manual to automation

Every HR process was automated and performed itself, saving time and effort to maintain on paper records. The earlier manual process wasn't even using excel sheets or other online forms. Employee master-roll, attendance, leaves, expense, etc. all of it was captured on hard copies only. There were various registers maintained for keeping multiple records.

Maintaining transparency among different locations

There were various plant units located at different places. The management required a centralized database to offer transparency about these units, which was eventually created by Keka. This offered a uniform implementation of rules and policies across all locations. It also allowed the unit head to have access to other unit's data.

Earlier, maintaining this uniformity without automation required reading various registers for hours and evaluating the actual process by on-site visits of each unit.

Attendance and leave management

Attendance tracking and leave management were made easier with the Keka platform's intervention, which provided complete visibility of punching timings, tracking policies, capture scheme, leave types allotted and leave quota of employees.

Earlier employees did it by signing on the registers while punching in and out. And they were applying leaves by filling the leave-forms by employees and submitting them to their managers.

Payroll and compliances

Automation of the payroll process and compliance management offered great relief to the HRs by saving a huge amount of time and effort. **Payroll processing and compliance management both together took less time than the time it took earlier only to process payroll. It was a great achievement.**

Earlier, to process payroll manually, HRs had to calculate the attendance and leaves mentioned on various separate registers and cross-check it for every employee, which was always prone to errors.

Assist Management on Decision Making process

The management wanted to obtain a clear picture of the unit-wise expenditure. They wanted various reports and analytics to be present to help them give more visibility to certain factors. This was easily obtained with the help of the rich set of reports present on Keka portal. This not only helped them evaluate the various department-wise, unit-wise expenditures and work-progress.

Earlier, due to the manual methods used, these reports were prone to errors and easily manipulated, which was not possible in computer-generated reports.

The shift from shift-roasters to shift-board

Multiple shifts and shift rotations were easily managed, and either unit-head or department-head can only edit it. This helped in easy regulation of shifts and provided more visibility to the employees and managers.

OT policies

Extended working hours can be easily considered as Over-Time and based on the extra work hours, and HRs can easily obtain OT compensations. This reduced the errors that occurred while calculating OT.

Extra Miles

Keka team was always ready to provide solutions to any queries faced. There was also a great effort and patience showcased from them while converting all employee data present on a hard copy to soft copy while implementation, as it was a time taking process.

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One of the best employees friendly, people processing software in the market. It has always found ways to exclaim us with its features and support. Payroll and complinaces management was never this easy. Implementing Keka was indeed the best decision of ours.

- **Rajesh Karicherla**
Head HR, Metrochem