

"Oliva attained 85% punctuality across its 23 Locations with Keka"

About Oliva

Leading Chain of Skin and Hair Clinics in India

Oliva is a medico-aesthetic clinic that focuses on leveraging advances in medicine to make you look more beautiful and youthful. It has created an advanced facility with qualified dermatologists and trichologists, skin and hair therapists, and advanced equipment that brings to you the best of what aesthetic medicine has to offer.

Locations

Hyderabad, Bangalore, Chennai, Kochi, Vizag, Kolkata and Pune

Branches

23

Backstory

Maintaining the largest chain of Skin and Hair Clinics is not easy. Having an ERP was a good way to manage the business but was not adequate for people problems. People offer services and people cannot be managed by ERP. Oliva's major challenge was to track and record the OPD hours of various consultants across all locations as most of the consultants visit more than one site to attend to patients. The number of consultants multiplied by the number of locations equals a problem that could not be scaled manually. The ERP systems could not solve it. Also, it was not integrated with the biometric device. It created another requirement of manual intervention: manually extracting all these locations' biometric data and accordingly feeding them to the ERP system. Then, there was a glitch in the ERP, which led to the loss of employee data. It resulted in a breach of trust, yet they could not retrieve a single piece of data from the ERP database. It was high time to look for a solution that could resolve all the problems.



The fitness test - a series of evaluation of a platform

(*Fitness Test - a series of exercises that help evaluate your overall health and physical status)

They considered various solutions available in the market, which made them realize that the ease of use of the platform is the key prerequisite for assessment. As most of the work force was not well educated, also saving time and efforts of Doctors were necessary. Keka's user experience amazed them - they felt this is what they want to offer to their employees. Keka was not only comfortable and convenient to use but was also fulfilling all their criteria. It was only solution that stood high amongst the others. The answer was evident that they want to go ahead with this tool.

Organisational impacts

% Increase in productivity

31%

% Time saved in payroll processing

69%

% Accuracy attained in attendance capture

100%

% Punctuality increased

81%

% Increase in employee satisfaction

73%

% Increase in transparency in the organization

70%

Employee's platform adoption level

85%

From the first month

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

9.3



Hours saved in employee management

49hrs

Hours reduced in HR process

54hrs

Hours saved in shift management

27hrs

Hours saved in managing multiple departments in multiple locations

60hrs

The prerequisites for forming a new bond

The suffering which ERP brought was something that made the management nitpicking during the evaluation of another platform. The key checkpoints that they created to evaluate any platform were -

- Employee friendly
- Centralization of employee data
- Easy employee management
- Simplify complex roster management
- Increase the visibility of various locations
- Provides detailed reports
- Provides mobile app service
- Error-free payroll processing
- Supports paper-less process
- Help management in decision making
- Automatically integrate data of multiple locations



Kinship between Oliva and Keka

The journey started with keeping the employee experience at priority. To eventually achieve automation and reduce mundane task, it was a meaningful pact. The smoothness of sales and implementation processes ensured the error-free policy setup along with biometric integrations. The HRs from Oliva came down to the Keka office. They sat together and got done the implementation and training of the platform. It helped the management taste the sweetness of automation within a short interval of time. The majority of users here are doctors and consultants with a tight schedule.

• Billings increased, with easy tracking of consultation hours

Now the location heads need not visit the clinics manually and check the consultants' presence in that location. As the more extended hours the doctors will be present, the more will be the number of consultations made, which directly means increased revenue. Appropriate capturing of doctors' time in a clinic for consultation is essential, and Keka ensures it.

• Simplifying complex roster management for Doctors and staff

The roster and shift management in clinics' chains are complicated as a consultant might be present in the morning at one clinic, afternoon, and evening at a different one. Almost all the consultants across all 23 locations follow a similar schedule. Maintaining such rosters is a hectic task. It is simplified by 'Keka Shift Board.' Changing shifts is made easy. It can be easily updated and notifies others about the update. It provides more visibility to the management as well as the consultants.

• Visibility of various locations increased

HRs can generate separate reports based on location related to attendance, leaves, payroll, shifts and others. It provides an analytical view of the performance of each area, making the comparison between locations easy.

Earlier, generating such reports would take days of various stakeholders' efforts, as it required inputs from all the locations. Moreover, there were chances of errors, as they did everything manually.

• Presence of Mobile App saved consultant's time

The mobile app erased the limitation of using a web-app for HR-related queries. The presence of both the

mobile app and web-app has helped the consultants access their employee portal by any means. It saves a lot of time for the consultants as well. Keka is ensuring easy access to data for both the consultants and the management.

• Error-free payroll process across locations

Now, payroll processing is neither complex nor time taking. It can also be processed at once and can generate pay-slip on different dates as per the locations. It not only confines to the payroll but also eases compliance management.

'ERP is made for managing materials, whereas Keka is made to manage people with ease.'

Within months of implementing Keka, we attained a remarkable increase in transparency and punctuality. It reduced our mundane tasks, and our consultants were really happy with the mobile app.

- Gopala Krishna Mantha
Senior Manager

