

From Frustration to Functionality

A quest for a more advanced HRMS

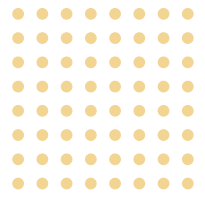


About Lumel

Lumel is a business intelligence software that provides clients with data and analytics-rich solutions. The company works with executives, business users and analytics teams to create software that leverage data and analytics.

Employees - 200+

Location - Chennai



Winds of change

As an organization, Lumel was a part of Visual BI Solutions, an organization that specializes in creating BI for Fortune 500 companies. After its acquisition by Atos, a consulting company based out of Europe, Lumel was structured as a separate entity.

Before the acquisition, the entire organization's HR processes were managed through Zoho People. According to the HR, the HRMS left a lot to be desired and had many constraints.



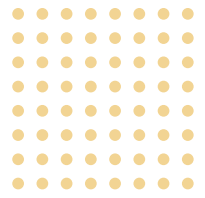
Limitations with Zoho People

Lumel's team mentioned the following limitations of Zoho People that were hindering HR operations significantly.

- 1 Drastic increase in the prices, making it less affordable
- 2 Difficulties in configuring policies and other usability challenges
- 3 Delay in responses from Zoho's customer support, with the first reply taking 48 hours



Faced with these challenges, the HR department and the leadership at Lumel decided to find a better HRMS more suited to their needs.



Hunting for a **best-fit HRMS**

With the restructuring due to the acquisition of its parent company, Lumel's leadership began their hunt for the best HRMS. As they evaluated several options, compared features and assessed performance, it became clear that the search for right fit HRMS for their requirements could be long. That was, until they discovered Keka.



Keka vs. Zoho – How Keka emerged as a best-suited HRMS

When Lumel's team compared both solutions, the following factors helped them finalize Keka over Zoho.

Easily Configurable Leave Policies

Keka features dynamic leave policy configurations. It has a pre-loaded set of leave policy templates that users can use with the freedom to modify them as needed.

On the other hand, Zoho didn't have any pre-configured leave policy templates. This meant that the HRs had to manually define and configure all of them from the scratch. Even modifications required writing of formulas which was very time-consuming.





Prompt Customer Support

Of the many things that Lumel loved about Keka was its customer support. Whenever a support request was raised, Keka ensured the following:

- 1 Prompt response for acknowledgement of issue raised
- 2 Confirmation if the issue is technically resolvable or if a workaround was required
- 3 Expected time needed for issue resolution

Lumel's team pointed out that this was in stark contrast to Zoho, where they team had to wait for days to get the first response from Zoho's customer support team. This was followed a few more days to get clarity or a solution for the issue raised.

CLIENT SPEAK



"Your support is very good, especially the chat support. Even my HR, and IT team will reach out to your chat support, and they will get a resolution of whether it is possible or not possible within 2-3 hours."

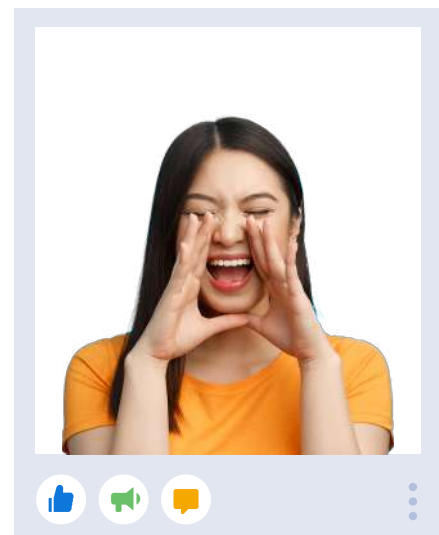
- Brinda Jayaraman
Designated Partner - Lumel

Easy UI and Social Wall

Keka has painstakingly built its solution interface keeping the end-user's experience in mind. Each part of the product reflects ease of use and navigation for users across all levels. Additionally, Keka's social wall provides a platform for all employees to interact and engage with each other.

Whether it is birthday wishes, work anniversary greetings or praise, employees can communicate with each other through the social wall.

This was something that Lumel's employees had never experience while using Zoho.





Seamless Modular Integration for Superfast payroll

Keka's modules are integrated with each other so seamlessly that the data flow is completely synchronized. More specifically, attendance and leave data are synchronised flawlessly so that processing monthly payroll hardly takes half an hour or an hour at most.

On the contrary, Zoho's modules operate as standalone solutions. Whenever Lumel's HR team had to process payroll, they had to spend days validating attendance, leave, salary updates and other details. This data was later transferred to the payroll module which took an additional two to three days to get processed.



The screenshot displays the Keka Payroll interface. At the top, it says 'Run Payroll' with a 'FINALIZED' status and a timestamp '(on Aug 31, 2022 04:34 PM by Veera Prasanna Rakesh)'. Below this, there are six modules, each with a lock icon and a 'Last change' timestamp: 'Leave, attendance & daily wages', 'New joiners & exits', 'Bonus, salary revisions & overtime', 'Reimbursement, adhoc payments, deductions', 'Salaries on Hold & Arrears', and 'Override (PT, ESI, TDS & LWF)'. A 'Review Employees' button is located at the bottom right of the modules section. On the right side, there is an 'Activity' log showing three entries: 'PAYROLL FINALIZED' for 137 employees, 'PREVIEW PAYROLL' for 137 employees, and 'SALARIES ON HOLD & ARREARS' for completed processing of salaries on hold & arrears. At the bottom left, there is a 'Payroll outcome' section.



CLIENT SPEAK



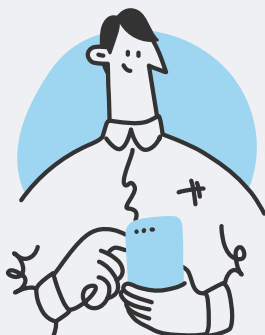
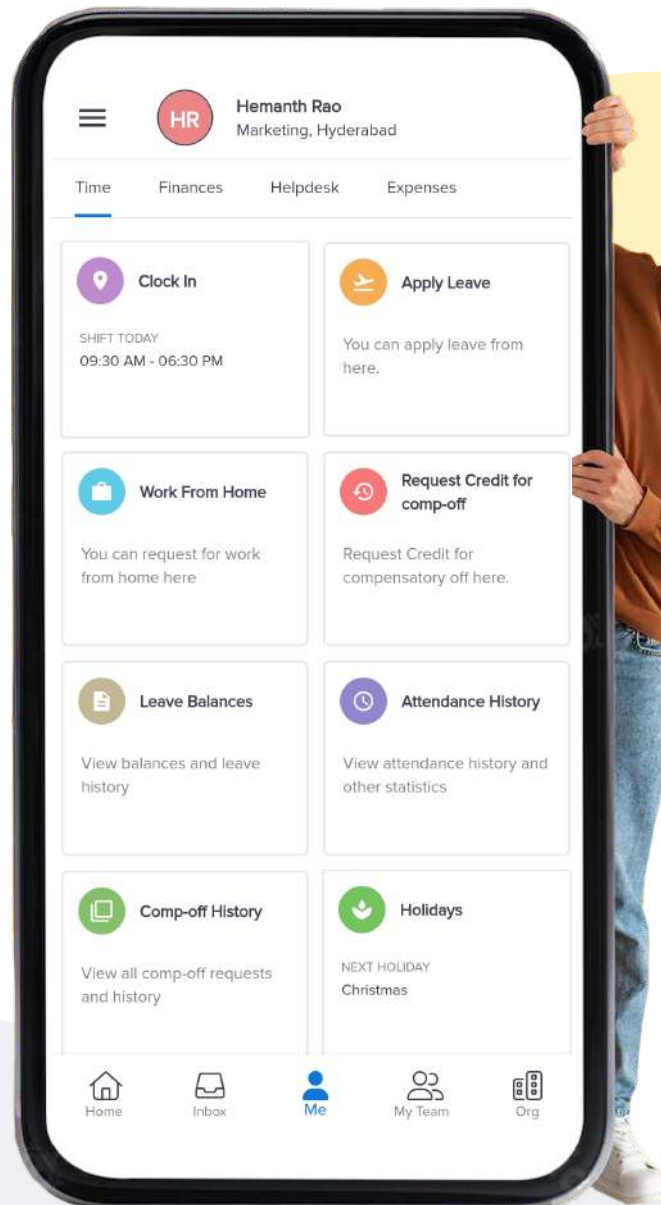
Earlier, I had to ensure everything was done correctly on Zoho HR and that data is adequately fetched to Zoho payroll. And then, I had to work on all the added layers, the arrears, bonus, salary revisions, and ad-hoc payments. It would take me 2-4 days to run the payroll on Zoho payroll. However, with Keka, it takes me 30 minutes. Because everything is integrated, I don't even have to look back.

- Brinda Jayaraman
Designated Partner - Lumel

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!

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