

Triumphing over **hiring** and **performance management** challenges

How Keka streamlined mission-critical HR processes through automation for FiftyFive Technologies



Industry - IT Consulting



Employees - 175

Introduction

FiftyFive Technologies is an IT consulting company based out of Rajasthan, India. It specializes in custom software development, IT outsourcing, consulting, and mobile app development, among other services. The company grew from a headcount of 50 employees to 175 employees within a span of two years. Having partnered with Keka as its HR technology provider, the organization successfully navigated HR challenges. Here is their story.

Roadblocks while preparing for an ambitious expansion



In 2020, when the company was weighing its wings for expansion and growth, it comprised of 50 employees. When the HR team evaluated their capabilities in preparation for the ultimate takeoff, they identified challenges in the following areas:



Operations

HR operations were carried out manually with a heavy reliance on MS Excel sheets



Payroll

Payroll was run through manual calculations with no centralized records



Leave Data

Leave management was a nightmare, requiring HRs to manually feed the leave data for payroll processing

As the organization prepped for expansion, the company's HR head Sanchi Saxena floated the idea among other members of the leadership team that they would need an automated HRMS to ensure things didn't get out of hand.

Although Sanchi and her team explored several HRMS solutions, none appealed to them until they discovered Keka. Keka's exceptionally easy UI had made a lasting impression and FiftyFive Technologies deployed it as their HRMS.

Taking off with Keka – recruitment reimagined

Shrestha Bhatnagar, the recruitment ace, was battling the challenges of manual hiring processes and trying to establish order while sifting through tons of candidate profiles.

- ▶ She had no option but to rely on MS Excel to record candidate details
- ▶ It was difficult to track at what stage each candidate was
- ▶ With many requisitions and an influx of resumes, prioritization had become challenging



However, when Keka came into the picture, everything changed, and Shreshta was able to establish a fully streamlined and automation-driven hiring process.

- ✔ Candidate profiles were stored in one place, with complete information on their respective stages
- ✔ Increased Transparency in the entire process, with feedback from each panel reflecting on the candidate's profile
- ✔ The team achieved clarity on which jobs to prioritize depending on business impact
- ✔ Offers were rolled out swiftly, with no delays or errors
- ✔ Onboarding speed increased with efficient verification of new joiners' documents



Impact: Processes such as screening that were taking a week, now took Shreshta and her team just a few hours.

Hire > Senior Software Engineer Praveen Mohan

Senior Software Engineer Online Candidates Job details + Add candidate

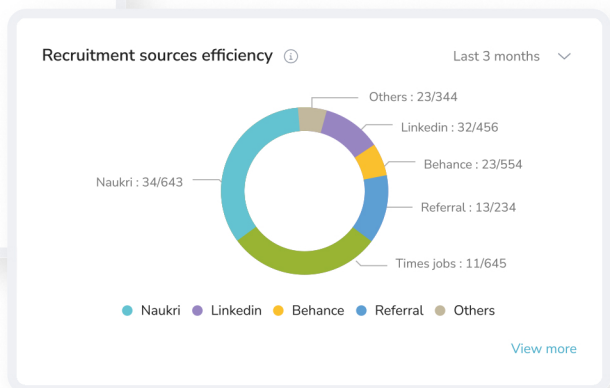
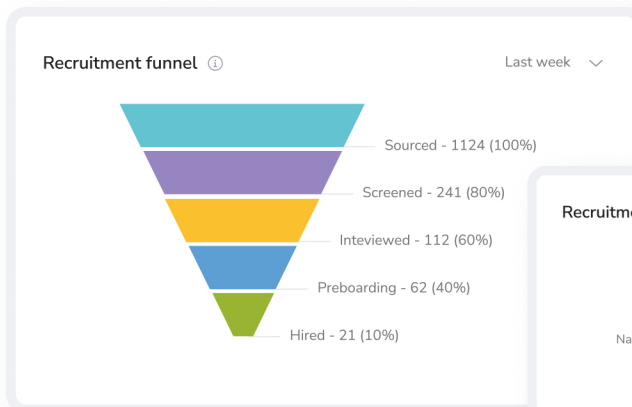
Engineering - Full time - Hyderabad

[View on career portal](#) [Share](#)

Candidates ↕ ⌵

☐ Sourced (163)	☐ Shortlisted (62)	☐ Interview (04)	☐ Hired (02)
Regina Philange kenzi.lawson@example.com +91 9632587410 5 Years 2d ago	Leslie Alexander dolores.chambers@example.com +91 9632587410 5 Years 8d ago	Arlene McCoy 2.5 ★ curtis.weaver@example.com +91 9632587410 3 Years 8d ago	Devon Lane tim.jennings@example.com +91 9632587410 18d ago
Cody Fisher jackson.graham@example.com +91 9632587410 5 Years 4d ago	Theresa Webb kenzi.lawson@example.com +91 9632587410 5 Years 10d ago	Kathryn Murphy 3.6 ★ deanna.curtis@example.com +91 9632587410 2 Years 8d ago	Albert Flores nevaeh.simmons@example.com +91 9632587410 18d ago

*Representative screen and data



Shreshtha Bhatnagar
 HR Specialist and Recruiter,
 FiftyFive Technologies

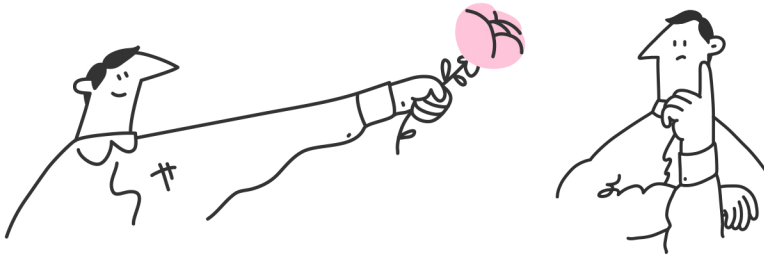
We were managing hiring stages through MS Excel and Trello but it had become very difficult. Keka Hire helped us simplify all stages, right from storing details of candidates, job section, which profiles to work on. It even took care of the offer management part making it easy for the candidates, recruiters and HR generalists.

Ending employee displeasure with Keka's helpdesk

Although very important, answering employee queries is a thankless job, one that requires a huge effort from HRs but with minimal recognition.

At FiftyFive Technologies, Sanchi and her team were dealing with a huge amount of employee queries.

- ▶ Employee queries were received through messages via MS Teams
- ▶ A lot of queries were lost, or their resolution was delayed due to the high volume of requests
- ▶ There was no way to track all queries or inform employees about their resolution stage
- ▶ A lot of time and effort was wasted in follow-ups, and employees were dissatisfied

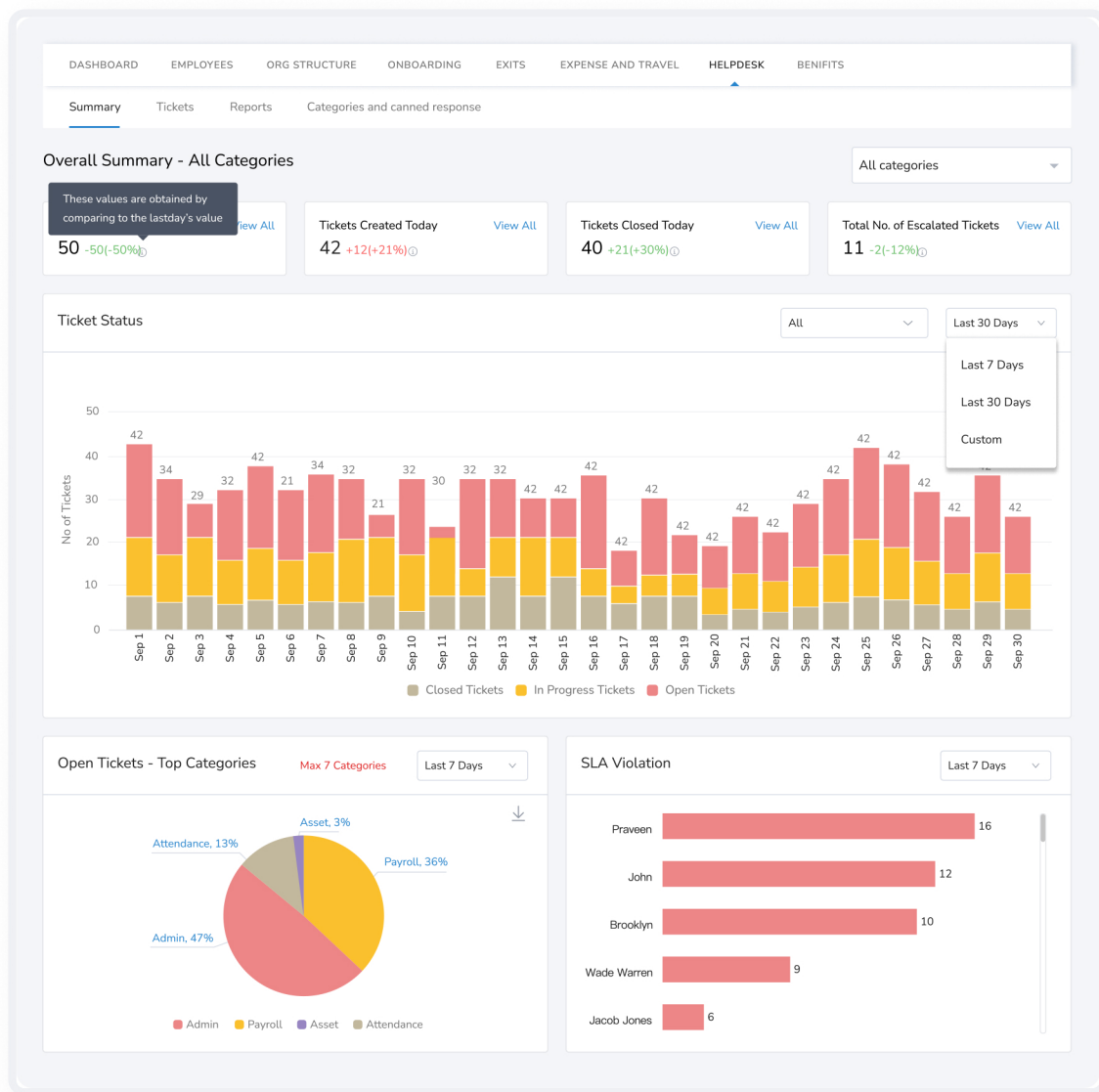


Within days of deploying Keka's Helpdesk, the HR team heaved a sigh of relief. Thanks to Keka, they were now able to:

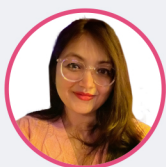
- ✔ Empower employees with options to raise tickets within Keka's portal, ending dependency on instant messages
- ✔ Have a complete picture of the total queries received, answered, resolved, and pending resolution
- ✔ Notify relevant stakeholders for effective and faster resolution of all queries
- ✔ Provide employees with automated updates about the resolution stage of their respective queries



Impact: Sanchi and her team brought down Time-to-Resolution from 5 days to 24 hours with Keka's Helpdesk.



*Representative screen and data



Sanchi Saxena

Head HR, FiftyFive Technologies

Keka's Helpdesk has helped us a lot in asset management. Earlier, we had no clarity about which employees are using what assets. The major problem that Keka solved for us was streamlining asset requests. We can manage asset requests and fulfill them on time while tracking them.

Introducing transparency in asset management with Keka

With a growing headcount, it was becoming difficult for the HR team to allocate and keep track of assets. Before Keka, the company relied on manual record-keeping methods to track assets, causing some major problems such as:

- HRs had no track of which employee had how many assets
- There was no central repository with real-time records to track asset usage

When Keka came into the picture, it streamlined and simplified asset management.

- ✔ All assets and their allocations were recorded within Keka and updated in real-time
- ✔ HRs gained complete visibility over which employee had how many and what assets



Impact: The ambiguity in asset management was removed, assets were no longer lost or unaccounted for.

Location	Department	Employee Status	Reset	
Marketing	Hydrabad	Chennai	Total 345	Search
REVIEWEE	STATUS	ASSETS		
Vijay Prakash Senior Software Engineer	Active	Dell Latitude 5580 Assigned One Plus 5 Assigned	Recover Asset	Edit Asset Details
Rajkumar Business Development	In Notice Period	One Plus 5 Assigned Dell Latitude Assigned		
Manohar Ch Senior Software Engineer	Active	Yamaha YZF Assigned Stethoscope Assigned		

*Representative screen and data

Payroll - Going beyond numbers with Keka

A lot depends on payroll, both literally and figuratively. The HR team at FiftyFive Technologies was relying on Excel-based payroll computations, making every month-end a nightmare, dreaded for all the complications it would bring.

- ▶ Managing Excel-based payroll records and manual computation of salaries was challenging and prone to errors
- ▶ It was difficult for HRs to keep track of salary revisions, bonuses and other ad hoc changes
- ▶ Employees had to reach out to HRs for information related to payroll, tax filing, and payslips



Keka not only replaced the manual payroll process with an automated one but also empowered employees by providing them with complete information about their payroll.

- ✔ Keka ended the company's month-end payroll nightmare by enabling complete automation
- ✔ HRs no longer had to compute payroll every month. Data was auto-populated within the portal and all they had to do was run payroll
- ✔ All information related to salary revisions, bonuses etc., was automatically calculated
- ✔ Keka also provided employees with an easy process to file taxes right within the portal
- ✔ HRs were saved from the trouble of constant follow-up with managers with regards to attendance and leave data of their teams



Impact: Payroll was fully automated, with no errors in computation and no more month-end nightmares for HRs.

PAYROLL ANALYTICS

RUN PAYROLL

PAYROLL ADMIN

COMPONENT CLAIMS

LOANS

PERKS

REPORTS

SETTINGS

INDIA

Technovert Solution Pvt. Ltd.

Group 1

More payroll options

+ Add

Bi-week #5
Apr 20 - May 3

Completed

Bi-week #6
May 4 - May 16

Completed

Bi-week #7
May 17 - May 30

Completed

Bi-week #8
May 31 - Jun 13

Completed

Bi-week #9
Jun 14 - Jun 27

Paid

Bi-week #10
Jun 28 - Jul 11

Upcoming

Payroll details

Jun 14 - Jun 27

Paid

Payment ID: PMT2023-08-123456

Employees

240

12

5

Ran on

Tue, Jun 29, 2023 04.45 pm

Paid on

Fri, Jun 31, 2023 08.20 am

Employee earnings

₹00.00

Taxes

₹00.00

Total payroll cost

₹00.00

Tax & compliance

2 forms

Not filed

Download reports

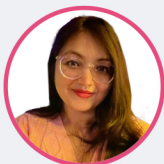
Employer's Quarterly Federal Tax Return (Form 940)

Due on Aug 15, 2023

California Payroll Tax Deposit (DE 88)

Due on Aug 15, 2023

*Representative screen and data



Sanchi Saxena

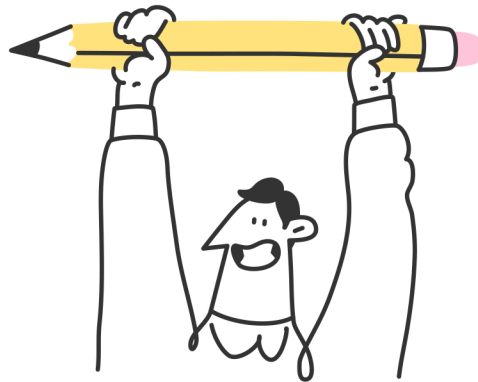
Head HR, FiftyFive Technologies

Keka has enabled us to provide employees with a stellar experience. Our payroll has been streamlined and employees are able to access payslips and file taxes right within Keka. Our payroll professionals no longer have to worry about remembering bonuses and referrals. Keka ensures compliance and accuracy.

Elevating excellence with Keka's **performance management** module

Since the company was yet to scale and expand, its performance management process was also manual. Komal and Shrestha, who were responsible for the performance evaluation process, used to distribute forms among managers and their team members to collect feedback.

- ▶ HRs had to spend a lot of time following up with managers for the feedback forms
- ▶ Performance evaluation meetings were initiated manually, with no system to track completed and pending meetings
- ▶ Information related to employee performance was scattered across several sheets

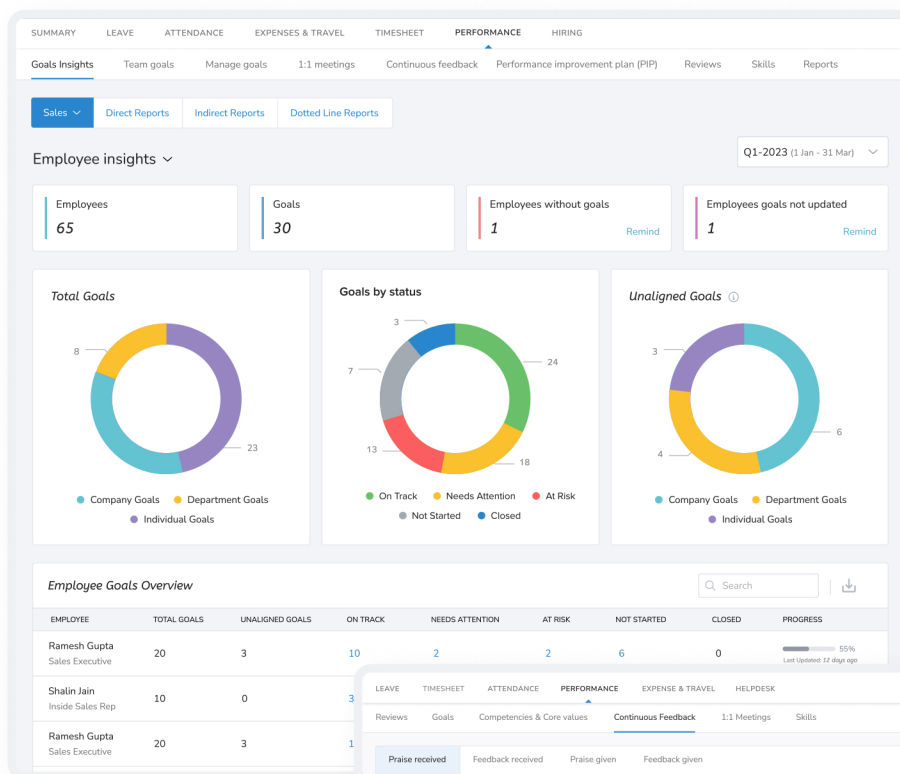


Keka's performance management module is built to help HRs prevent such scenarios and establish trust among employees. With Keka:

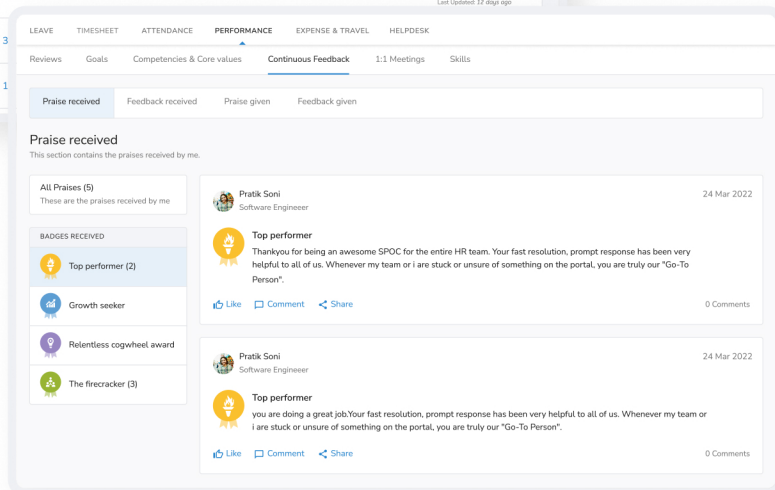
- ✓ The company centralized the entire performance management process on a single platform
- ✓ Paper-based forms were replaced with smart, easy to initiate digital feedback collection processes
- ✓ 360-degree feedback was enabled for growth-focused performance evaluation
- ✓ Involving employees in the feedback process was a turning point for the company as it spurred growth and improvement



Impact: Streamlined and effective performance evaluation processes boosted employee trust and helped leadership identify top performers.



*Representative screen and data



Komal Nagar

HR Generalist, FiftyFive Technologies

With Keka's Performance Management System, we can initiate cycles and collect 360-degree feedback. We have successfully put an end to paper-based feedback process. Now, our managers are able to review employee performance more effectively.

Delivering a memorable **employee experience** for employee retention and productivity

As a growing organization, Fifty-five Technologies was facing a multitude of challenges while trying to deliver a great employee experience. The lack of an automated HRMS meant that:

- ▶ Internal communication was not streamlined, was limited to verbal discussions and had lapses
- ▶ Performance evaluation meetings were treated as a formality with very less actionable takeaways
- ▶ Employees were not aware of the processes in various aspects of HR, such as obtaining information about leave balance, payslips, taxes etc.



With automation-driven processes in place, Keka was able to galvanize the company's employees and build a strong sense of trust.

- ✓ Keka provided employees and HRs both with a platform where they can share and resolve grievances
- ✓ The UI has ensured all employees and HRs embraced and adopted Keka as their employee experience platform
- ✓ Employees are now able to view their personal information, access documents and other critical information such as payslips, HR policies, leave balance and more.



Impact: Employees embraced Keka and adopted it completely. The company was able to build trust through quick resolution of issues and continuous communication.



Jaya Kala

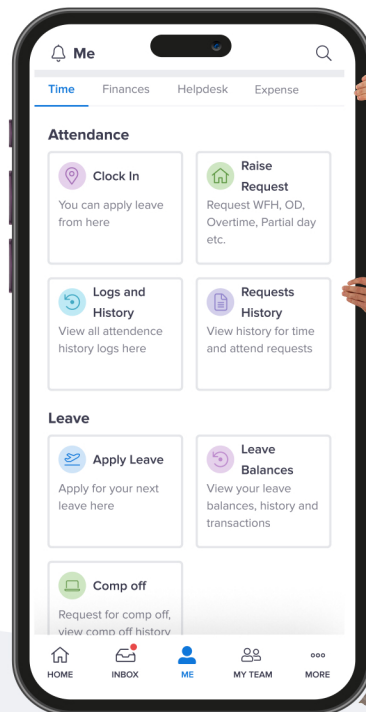
Brand Manager, FiftyFive Technologies

Keka's UI is so captivating and easy to use! As a recruiter, I was able to figure out which roles are of priority with Keka. As an employee, its documentation management capabilities are unmatched. Employee data is safe and easily accessible to us. Expenses and tickets are handled effortlessly. Even the name 'Keka' is so unique!

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

**All the screens and data are representative purpose only*