

Cloud Desk's HR Transformation:

Path to Workforce Efficiency



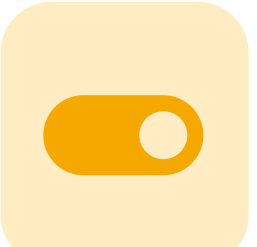
 **Headquarters: UAE**

 **Industry: IT**

Introduction

Cloud Desk is an IT service provider with operations in the UAE and India. It's a client-centric organization that boasts extensive expertise in implementing web, mobile, and Salesforce solutions across different industries, catering to a global clientele.

Challenges:

-  Time-consuming, error-prone payroll
-  Lack of data migration capabilities
-  Manual switching between business entities
-  No helpdesk to track and resolve issues

Requirements Checklist

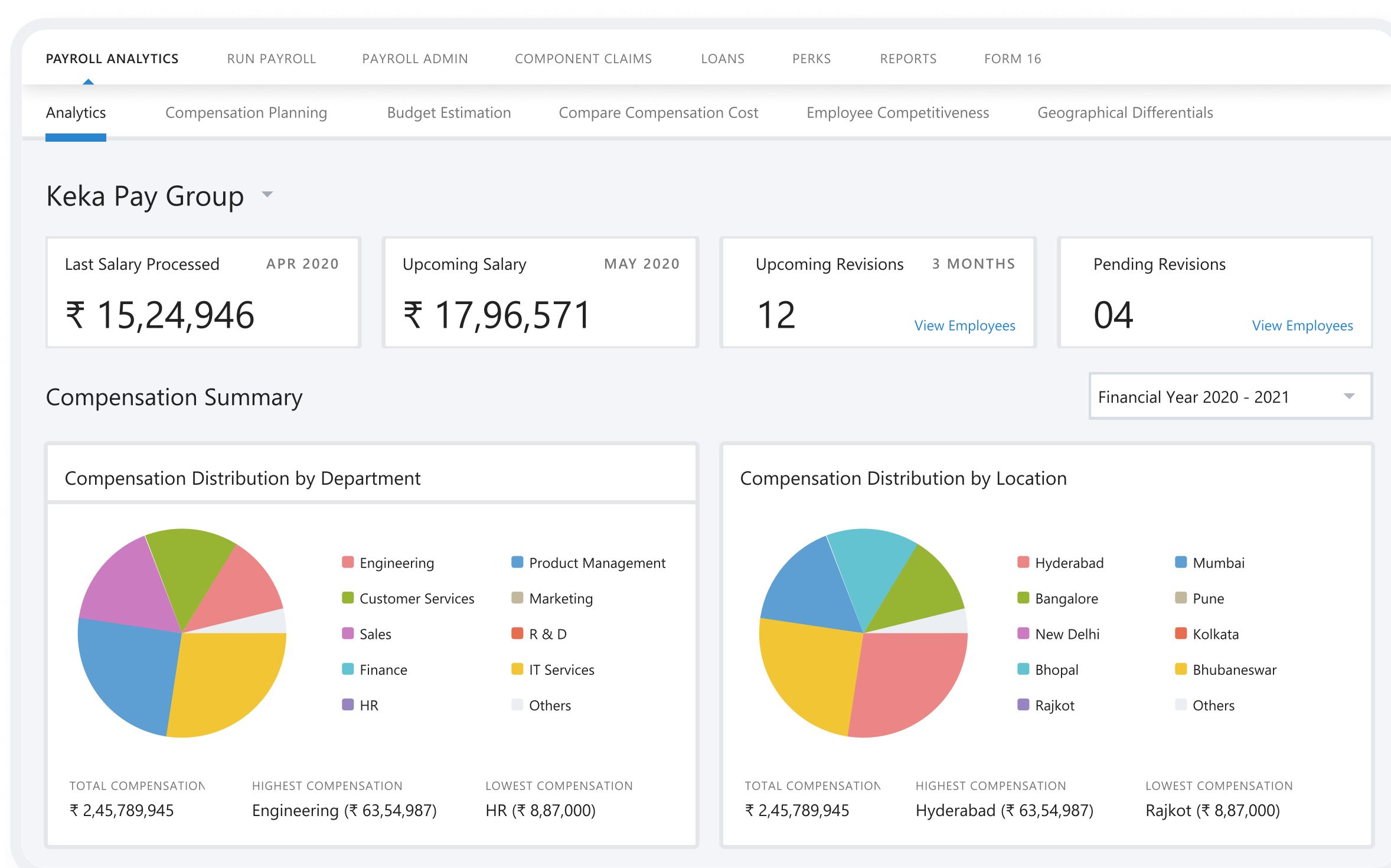
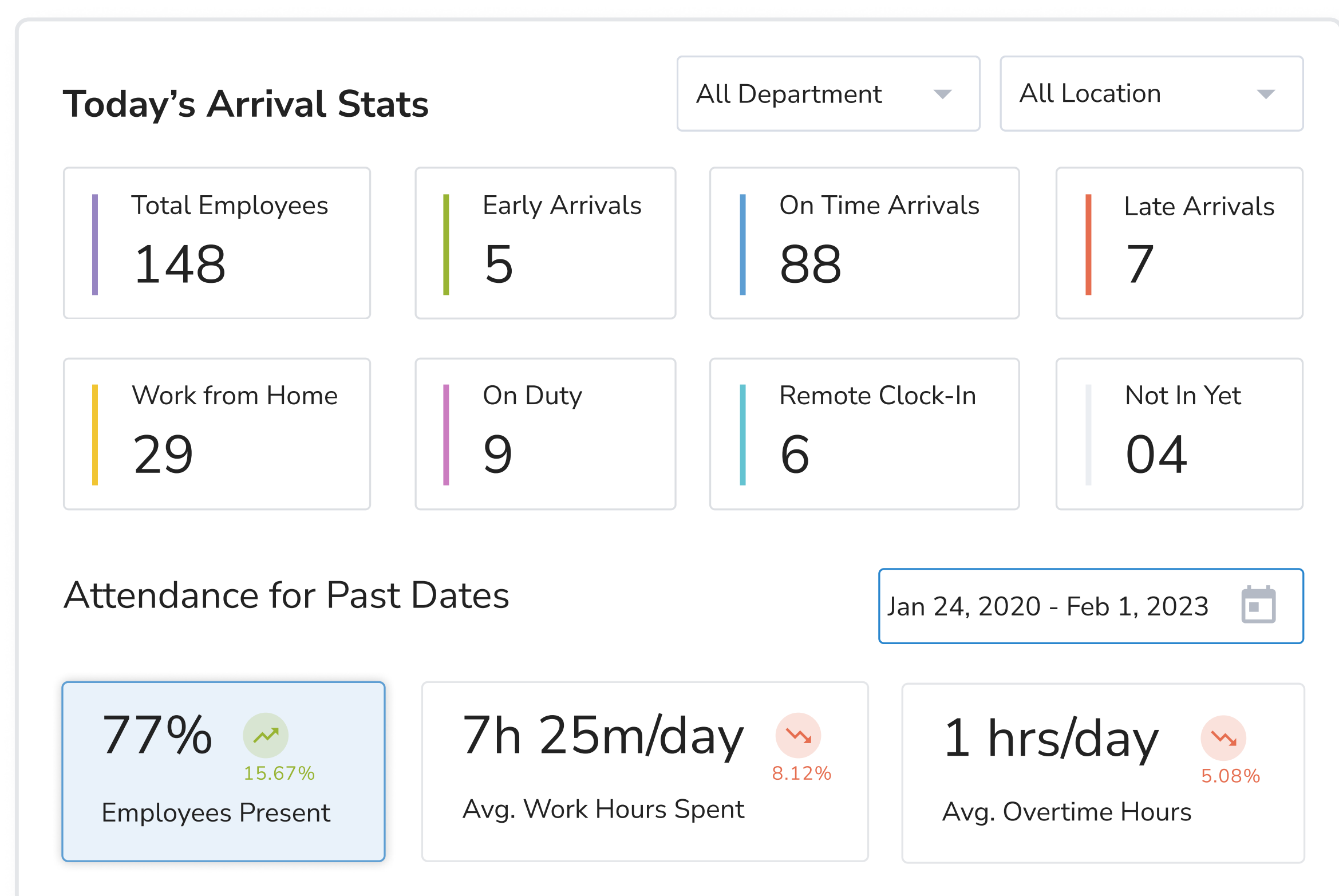
The company was revving up for growth and aiming to expand its business when it discovered Keka. Since the company had already experienced challenges with other HRMS providers, they were very clear on their expectations. Their requirements included:

- ✓ Streamlined attendance with easy login, logouts
- ✓ Integration of attendance data with payroll
- ✓ Automated payroll with no Excel dependency
- ✓ One HRMS that caters to multiple legal entities
- ✓ An efficient helpdesk to track and resolve employee issues faster

Keka's advisors connected with Cloud Desk's HR team to understand their requirements and successfully solved their problems by deploying Keka's automation-driven HRMS.

Effortless Attendance Tracking

The company faced roadblocks due to manual attendance calculations using Excel. With Keka, they optimized attendance management and conquered the complexity of calculating leave for mid-year joiners. The seamless incorporation of attendance and leave tracking with payroll turned their once tiresome process into a source of absolute delight.

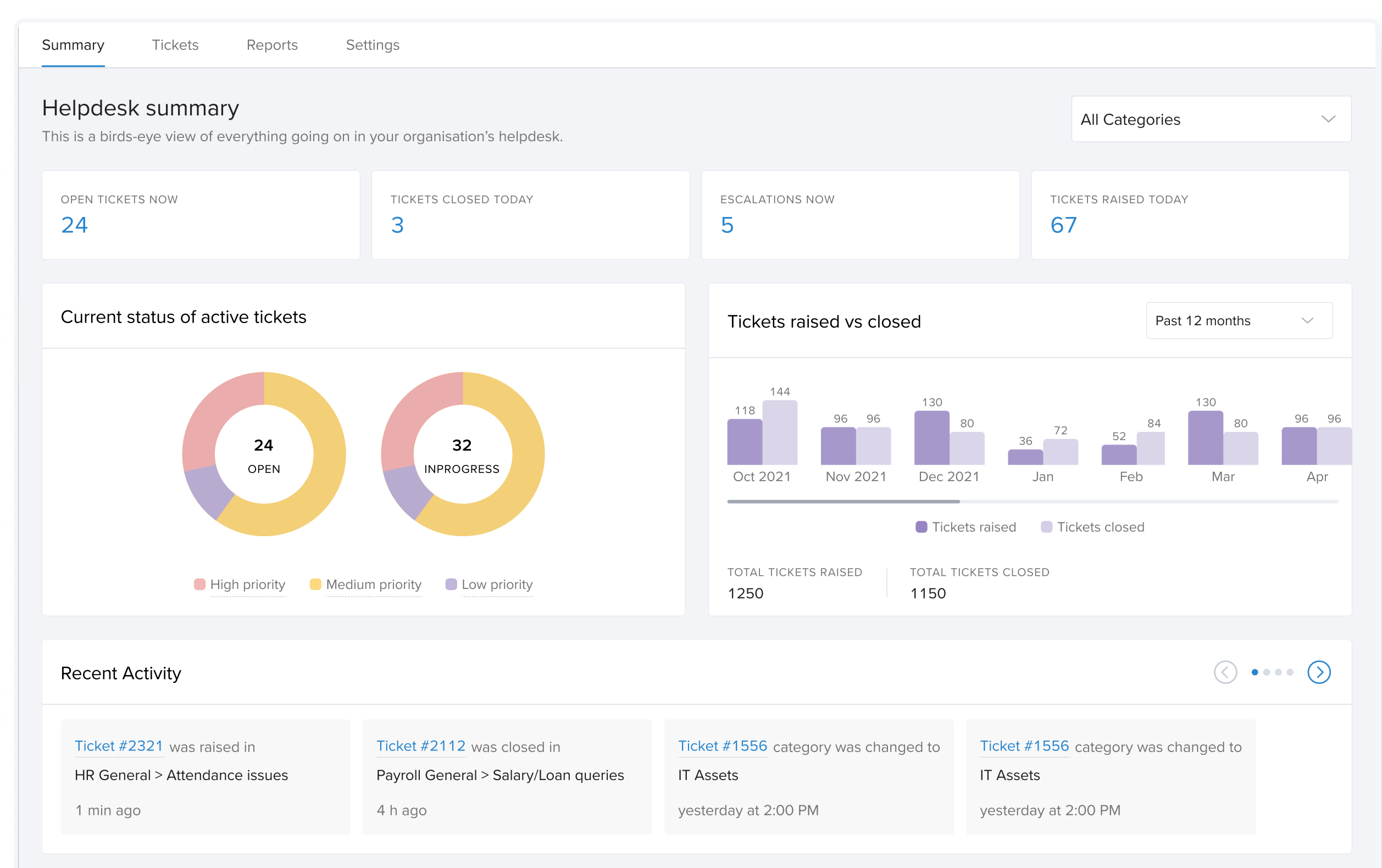


Automated Payroll Calculation

Processing payroll manually was not only time-consuming but also error-prone. Keka delivered a fluid solution that eliminated errors, saved time, and made cross-entity data comparison effortless. Data migration became a breeze, accelerating the entire payroll process.

Centralized Helpdesk

Since the company operated from two offices, employees often struggled to communicate their issues to the HR. Keka provided them with the option to raise tickets, which would alert the right stakeholders. It also included real-time updates regarding the ticket status and resolution.



With Keka, it has become easier for us to work with multiple legal entities. This was our main concern since we processed salaries in INR and AED. Now, this has been streamlined, eliminating hurdles.

- Swathi Vigneshwar
Talent Acquisition Manager