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How Konnect diagnosed and overcame HR challenges with Keka



Introduction

Based out of Hyderabad, Konnect Diagnostics is a leading provider of health services with 8 thriving branches. They embarked on a journey to expand their reach across India and welcome over 200 new healthcare champions. When the need for a digital solution became crystal clear, the discovered and deployed Keka to introduce HR digital transformation.

Industry - Medical & Healthcare

Employees - 400+

Identifying gaps in existing processes and preparing for growth



As Konnect Diagnostics aimed to make their grand vision a reality, Cluster Manager Hari Gopal observed a rapid shift toward digital solutions. This highlighted the need for a fresh perspective, revealing challenges within the existing processes.

- Manual attendance made it difficult for employees to mark attendance remotely
- Payroll computation was tedious, often riddled with human errors and consumed too much time
- Employee concerns had to be raised in person, causing delays and leaving many issues unresolved
- Tracking effective hours of employees had become a puzzle due to manual logins

Tharak identifies the WHY behind automation



Tharak Chowdhary, the Group Head for Strategic Human Capital, recognized the need for HR automation to address current challenges and future-proof the organization in healthcare.

In discussions with peers, he outlined four key reasons for embracing automation at Konnect.

- Addressing current challenges while enabling long-term expansion
- Offering mobile app functionality to all employees for flexibility
- Fostering seamless inter-branch connectivity for efficient collaboration
- Ensuring complete adoption of HRMS for complete HR digital transformation

Despite an exhaustive search, a solution perfectly aligned with their unique requirements remained elusive until they crossed paths with Keka. Keka's interactive user interface and and seamless navigation tilted the scales in its balance and Konnect found a solution that aligned with their specific requirements.

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Boosting accountability in attendance

Manual attendance and leave processes had long since caused serious problems for Hari Gopal, the Cluster Manager. Some of them were:

- Employees frequently voiced concerns about attendance tracking and leave management
- Manual calculation of late arrivals was daunting and marred with errors
- Hari was swamped with approval requests for remote work and leave
- Absence of a system to monitor employees' working hours and track their locations resulted in ambiguity, making it difficult to track effective work hours

Keka introduced a full automated attendance and leave management system that solved all the above challenges and introduced best practices.

- Automated attendance and leave tracking empowered employees to log in through their smartphones, eliminating the need for manual attendance tracking
- The system enabled employees to request for leave directly from the portal, without having to approach HRs or managers individually
- Automated attendance tracking provided clarity on employees' entry and exit times, enabling accurate records and precise calculations of working hours
- Self-verification of their presence at designated locations fostered accountability among employees



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Today's Arrival Stats

All Department | All Location

Total Employees	Early Arrivals	On Time Arrivals	Late Arrivals
148	5	88	7

Work from Home	On Duty	Remote Clock-In	Not In Yet
29	9	6	04

Attendance for Past Dates

Jan 24, 2020 - Feb 1, 2023

77%	7h 25m/day	1 hrs/day
15.67%	8.12%	5.08%
Employees Present	Avg. Work Hours Spent	Avg. Overtime Hours

Representative screen and data



Hari Gopal
Cluster Manager

One of our requirements was a solution that the employees would learn to use fairly easily. Keka was that solution.

Simplifying payroll

Before Keka, both Tharak and Hari grappled with the challenges posed by manual payroll calculations:

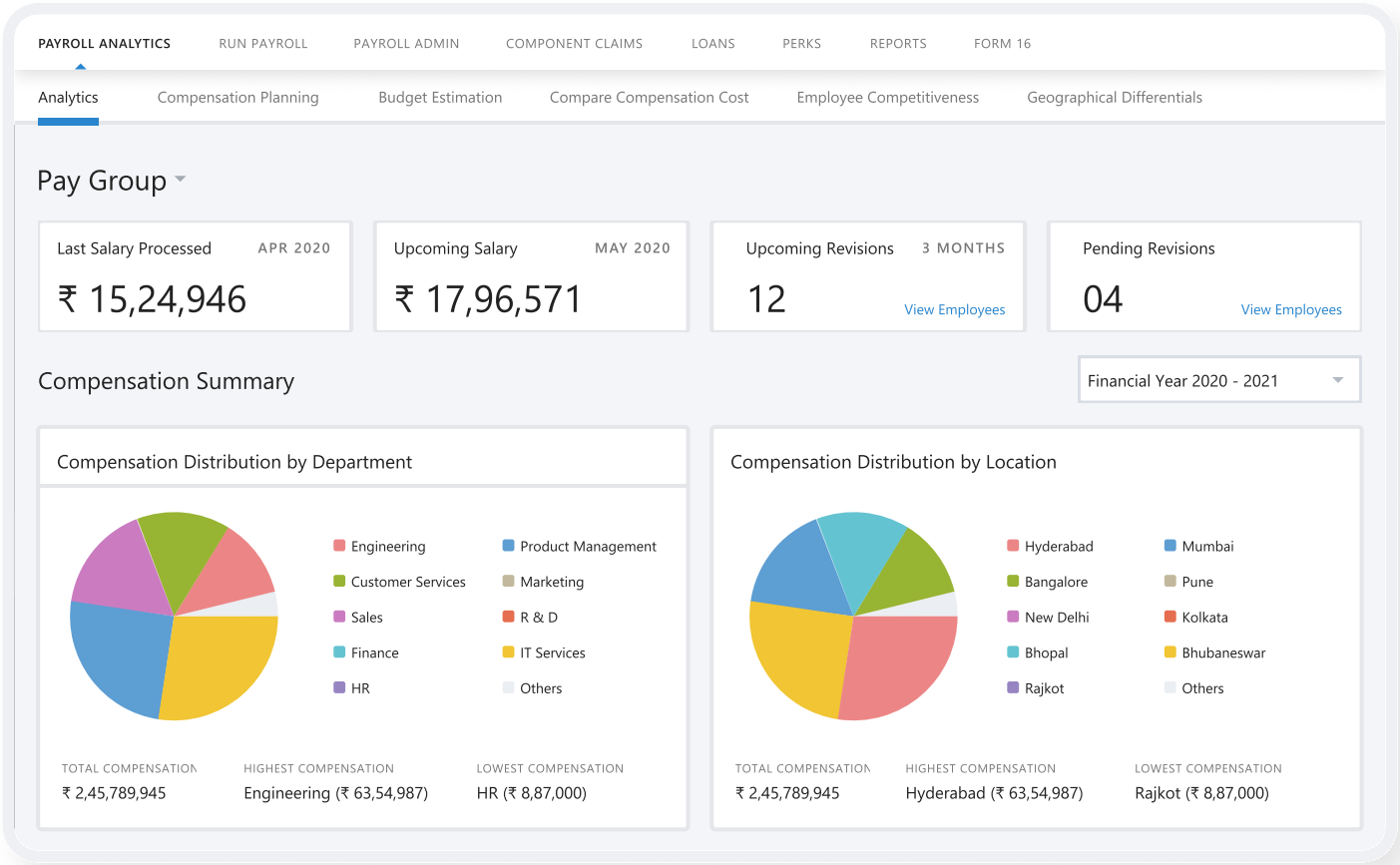
- Manual attendance and leave tracking caused payroll errors and pay slip discrepancies
- These issues prompted employees to approach Tharak directly with payroll issues which he was obligated to cross-verify
- This cumbersome, time-consuming process left employees frustrated and dissatisfied

Konnect bid farewell to all these challenges as Keka transformed their payroll process.

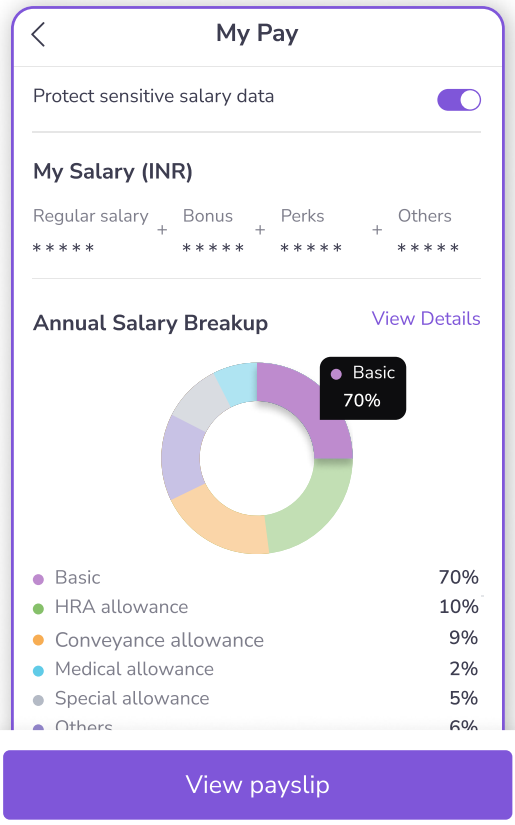
- Keka introduced seamless automation that tracked attendance and leave, integrated with payroll to eliminate manual calculations
- Payroll was fully automated as Keka auto populated all the data for each payroll cycle
- Employees now had quick and easy access to their pay slips which were automatically generated and were free from errors
- The previous time-consuming procedure was now replaced with a much faster process for timely salary disbursal
- The transition to automated payroll provided Tharak with the much-needed time where he could concentrate more on strategic initiatives



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Representative screen and data





Hari Gopal
Cluster Manager

Keka's Sales Team was really great. Whenever there were any issues, they would connect with us as soon as possible and resolve them. Their quick response and friendly nature was a wonderful thing to experience.

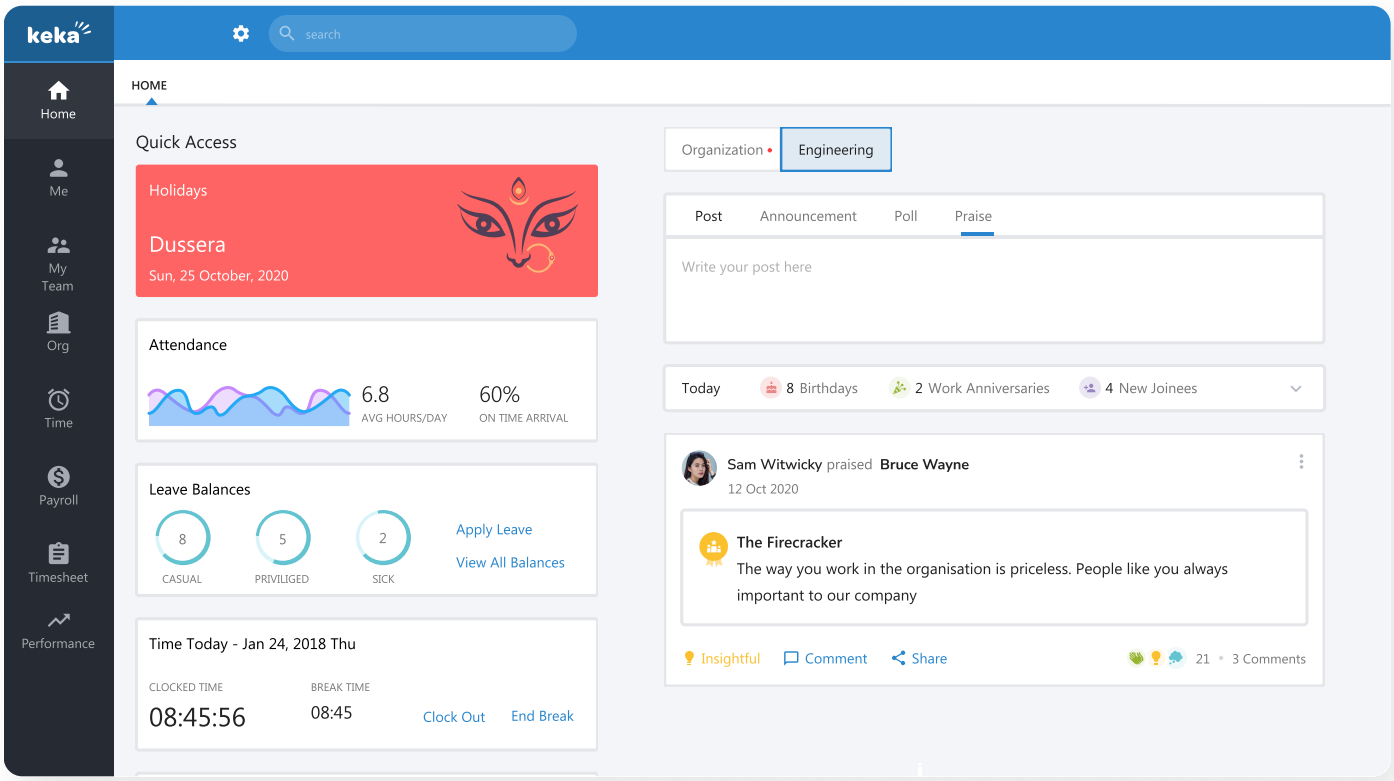
Elevating Employee Experience

The organization also faced a pressing requirement to offer its employees an intuitive system while enhancing communication efficiency. There was no platform in place that felicitated HR-employee communication or fostered collaboration:

- Employees were required to raise queries directly with HR professionals in person, resulting in an influx of queries in huge numbers
- This often led to prolonged resolution times or left queries unresolved
- Delays in responses, resolution, and lack of updates about issues raised had the potential of increasing dissatisfaction and causing attrition

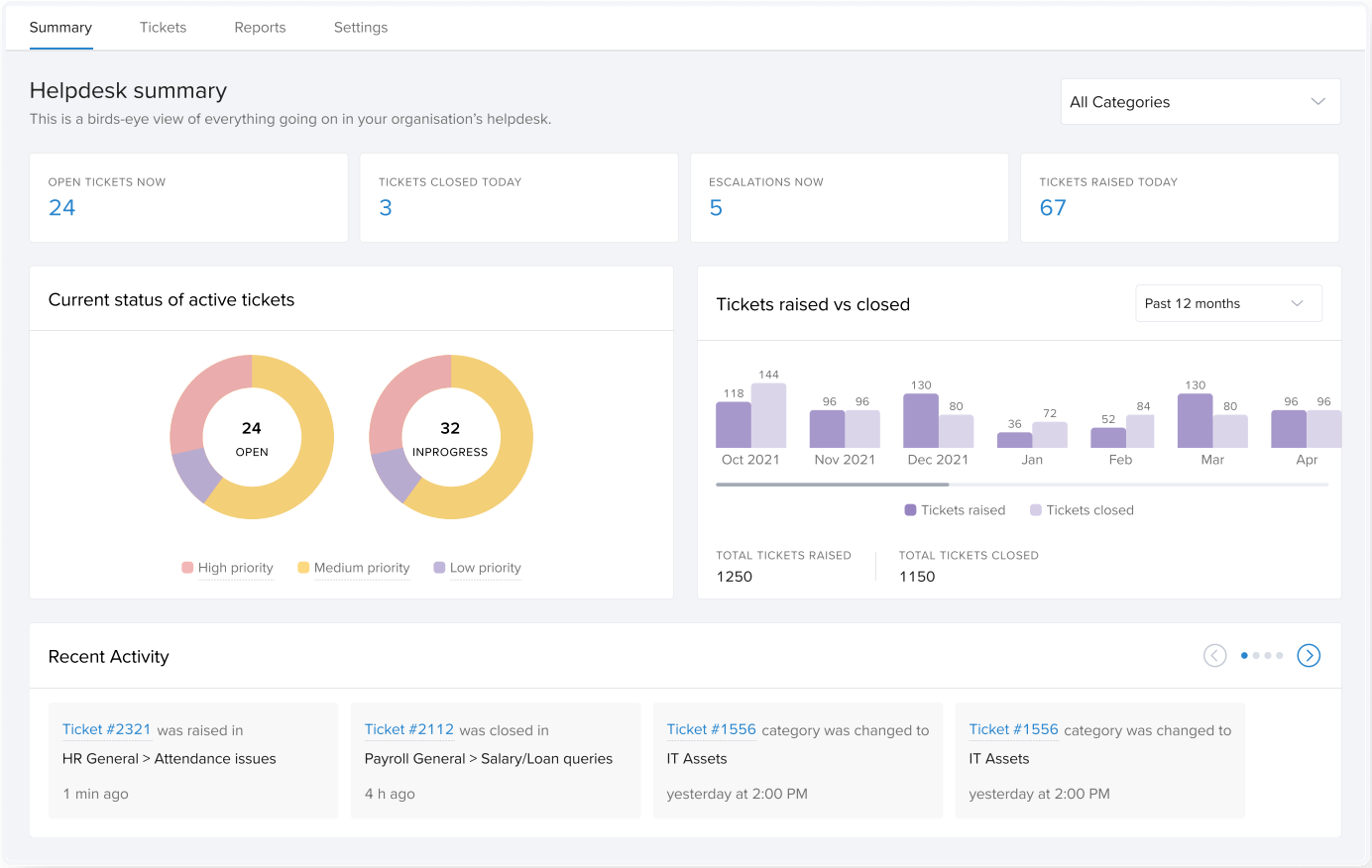
Keka ushered in a remarkable transformation in the employee experience.

- Keka's Social Wall promoted employee engagement, connecting them and fostering collaboration through recognition and appreciation
- The Helpdesk empowered employees to raise queries online, instantly notifying relevant stakeholders. This not only saved time but also expedited query resolution
- Keka's user-friendly interface was well-received by employees, making them embrace the HRMS and adopting it completely



Representative screen and data

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Representative screen and data

Thanks to Keka, Konnect Diagnostics has successfully streamlined operations, especially payroll, improved employee communication, and reduced attrition rates. They are eagerly anticipating the journey ahead as they prepare to embrace Keka's Engage module.



Tharak Chowdhary
Group Head Strategic Human Capital

After implementing Keka, employees have become happier, and the attrition rate has dropped down to almost 0%.

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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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