

Rahi Care **saves big** on costs by improving HR efficiency



Introduction

Rahi Care, a Chandigarh based healthcare center embarked on a mission to revolutionize renal care across India. But with their rapid expansion, they soon realized that their old-school HR methods couldn't keep up with their growing team. This is when they made the decision to implement an HRMS solution and ensure that their workforce was managed efficiently across 52 locations.



Industry - Medical and Healthcare



Employees - 500+



Location - Chandigarh, India

The search for an HRMS begins

In their quest for digital transformation, Rahi Care's CHRO, Sonia Tayal, and the leadership team identified key challenges:

- Tedious attendance tracking on Excel drained time and energy
- Disparate employee data hampered consistent workforce management, hindering visibility
- Manual recruitment processes slowed down the hiring process
- The absence of a digital leave recording system caused scheduling conflicts
- Expense claims were submitted on email, making them prone to delays and errors
- Reimbursements experienced significant delays, averaging 30 days due to a no prioritization
- Lack of a prioritization framework resulted in delayed resolution of employee concerns

Following a comprehensive evaluation of various solutions, Rahi Care chose Keka based on its intuitive user interface and robust feature set. This empowered them to streamline their human resources operations and overcome previously encountered inefficiencies

Seamless hiring and onboarding

Before Keka stepped in, Rahi Care's recruitment process was riddled with hurdles:

- With no history of past candidates, each new requisition had to be worked on from scratch
- There was no record of past applicants who could have been a good fit for newer roles
- Candidate progress tracking was confusing without automated systems
- Onboarding was slow and staggered as new joiners didn't submit their documents on time

By leveraging Keka, these limitations transformed into successes:

- ✓ An Applicant Tracking System (ATS) was adopted to enhance efficiency and expedite hiring
- ✓ HRs were able to build a talent pool that they could tap into for all hiring needs
- ✓ Candidate feedback was recorded, improving the overall recruitment process
- ✓ Onboarding was made faster with direct offer letter rollout from the portal
- ✓ Documentation was made easier by eliminating physical forms and paperwork
- ✓ Performance tracking of recruiters was simplified through reports and analytics

The screenshot displays the Keka HR portal interface. At the top, there's a search bar for candidates by name, phone, or email. The user is logged in as John Price. The main navigation includes 'All Candidates', 'My Candidates', 'Talent Pool' (selected), and 'Archived'. Below this, there are tabs for 'My pools', 'Shared with me (3)', and 'All pools'. A '+ Add candidate' button is visible. On the left, a sidebar lists 'YOUR POOLS' with options like 'IIT mumbai', 'Potential fit for product team', 'Product fit candidates', 'Marketing all roles', 'Design Q3', 'Dev interview completed', and 'Freshers IIT college'. The main area shows a table of 23 candidates in a talent pool. The table has columns for 'CANDIDATE NAME', 'EXPERIENCE', 'SOURCED ON', 'SKILLS', 'RECENT NOTE', and 'ACTIONS'. A 'More' dropdown menu is open for the first candidate, Daryl Dixon, showing options like 'Move to Job', 'Send email', and 'Move to another pool'. Another 'Manage' dropdown is open for the pool, showing options like 'Edit, share and delete the pool'. A third 'More' dropdown is open for the candidate Darrell Steward, showing options like 'Move to Job', 'Send email', 'Add note', 'Move to another pool', and 'Archive'.

CANDIDATE NAME	EXPERIENCE	SOURCED ON	SKILLS	RECENT NOTE	ACTIONS
☒ Daryl Dixon			UX Design, Figma, Sketch +3	The candidate is very good 3 more notes	...
☒ Kathryn Murphy	19 Yrs Bank of America		Angular JS, React, JS +3	The candidate is very good 3 more notes	...
☒ Alexander	3 Yrs Ferrari		Communication, management	This candidate seems like ... View	...
☒ Guy Hawkins	6 Yrs The Walt Disney Company		NA	The candidate is very good 2 more notes	...
☐ Darrell Steward	Fresher		Design, Problem Solving	The candidate is very good 3 more notes	...
☐ Jerome Bell	7 Yrs The Walt Disney Company		Management	NA	...
☐ Marvin McKinney	12 Yrs Louis Vuitton		NA	The candidate is very good 3 more notes	...
☐ Dianne Russell	2 Yrs Louis Vuitton		Programming	The candidate is very good 3 more notes	...
☐ Cody Fisher	10 Yrs Louis Vuitton		UX Design, Figma, Sketch +3	The candidate is very good 3 more notes	...

*Representative screen and data



Sonia Tayal
CHRO

The hiring process has become more effective as every step is being executed on Keka, and it has been integrated well along with the onboarding process. Even my team appreciated the easy-to-use interface.

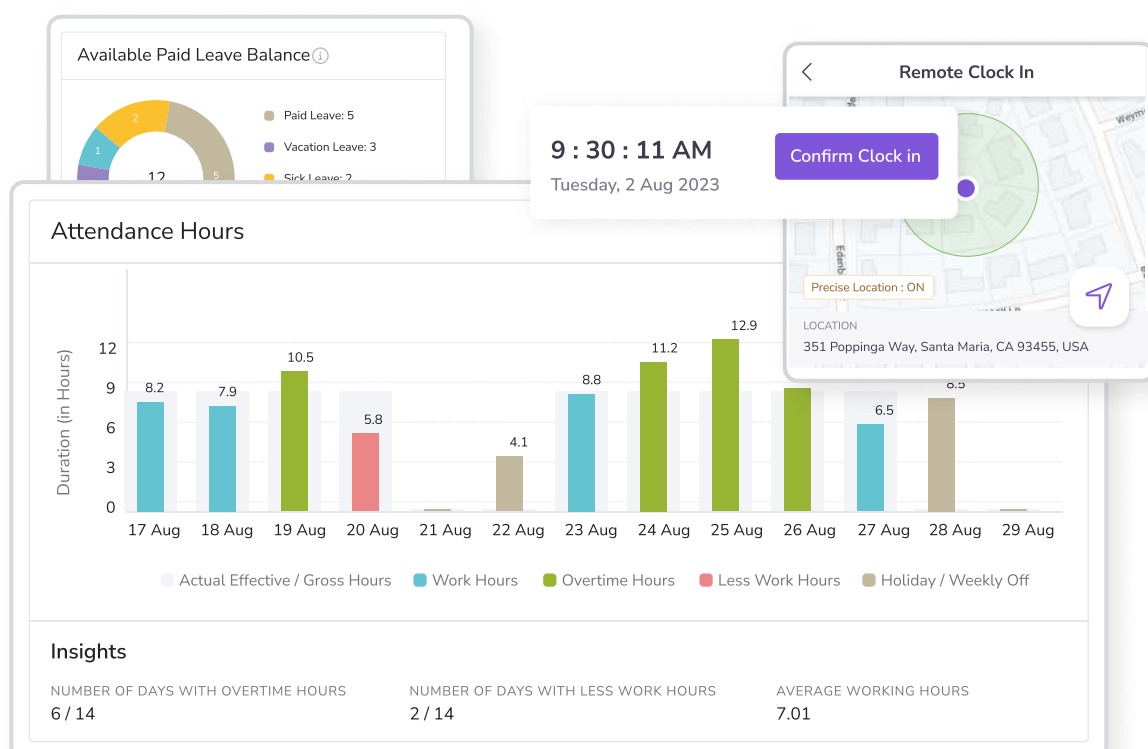
Effective leave and attendance tracking

Prior to implementing Keka, Rahi Care's leave and attendance tracking relied on manual processes, leading to inconsistencies in data management:

- ▶ Maintaining visibility into employee attendance across multiple offices proved impracticable
- ▶ Manual attendance calculations often resulted in inaccuracies and data errors
- ▶ There was no systematic method for tracking leave balances, leading to staff shortages
- ▶ Employees visiting various offices were unable to login remotely

With Keka's deployment, a structured system was established for leave and attendance management:

- ✓ A centralized dashboard provided comprehensive leave balance details for all employees
- ✓ Biometric machines were integrated with Keka for automated attendance tracking
- ✓ Live leave tracking enabled efficient workforce management based on employee availability
- ✓ Employees visiting offices could conveniently mark attendance using geo-location punch-in
- ✓ Integrating payroll with leave and attendance enabled seamless leave encashment



*Representative screen and data

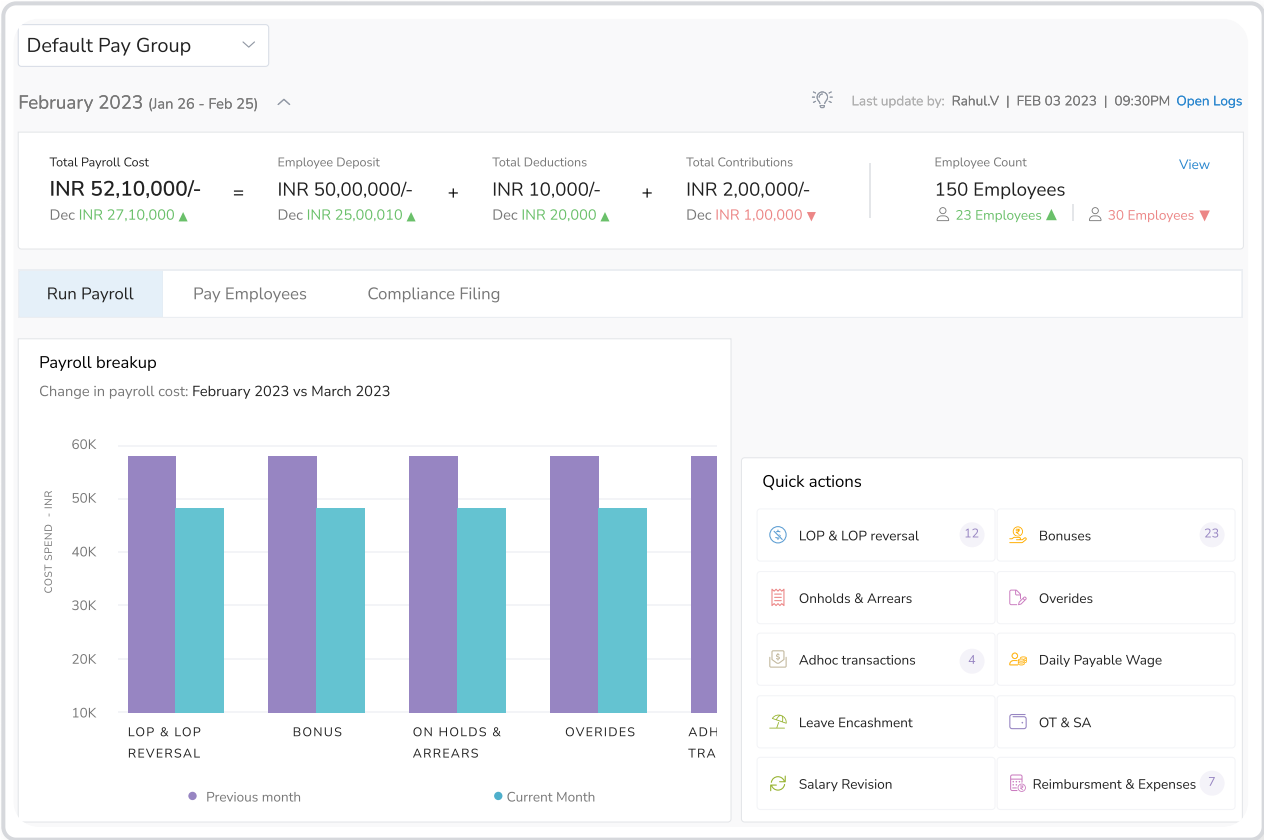
Simplified payroll processing

Before Rahi Care implemented Keka’s HRMS, payroll calculation was hindered by various roadblocks:

- Consolidating data from different teams was time-consuming and often led to errors
- Payroll was processed very late, due to delayed approvals and last-minute changes
- The HR team struggled to acquire overtime data from other teams
- Attendance and leave data for payroll was recorded in Excel sheets

However, with the adoption of Keka, they found effective solutions to these challenges:

- ✔ The payroll process was streamlined and accelerated, taking just one day
- ✔ Integrated attendance and leave minimized human intervention and errors
- ✔ Reimbursements were seamlessly rolled out with payroll, simplifying calculations
- ✔ Overtime data was shared efficiently with the HR team, categorized according to each department



Expense claims **made easier**

Initially, the company faced numerous issues due to an absence of a platform for tracking and approving expense claims:

- Employees had to manually email respective teams for expense approvals, causing delays
- Missing receipts and invoices were common, leading to inaccuracies and ambiguity
- Managers spent most of their time thoroughly reviewing each claim before approval
- Delays occurred when employees sent requests to the wrong teams, prolonging the approval process
- Expense reimbursements often took up to 30 days, resulting in employee dissatisfaction

However, with the introduction of Keka's dedicated expense management system, these issues were resolved:

- ✔ Tracking progress of each expense claim allowed communication to be transparent
- ✔ Integrating expense management with payroll enabled seamless reimbursements during payroll cycle
- ✔ Claims were assigned to different stakeholders, improving overall team effectiveness
- ✔ It allowed HRs to approve claims automatically, saving time and effort
- ✔ The time taken for the entire approval process reduced by 67%
- ✔ Improved employee experience as reimbursements were no longer delayed

New Travel Request

Travel Purpose

Client Visit

Choose a booking type

Travel Ticket

From

Hyderabad

To

Bangalore

This is a Return Trip

Date of onward journey

25/09/2020

Date of return journey

26/09/2020

Add Attachment

+ Add Another Booking

Request

EXPENSES		NEWEST															
Search by employee name																	
Beulah Grace 12 days ago Expense Claim for INR 7,000 Team outing to Shimla																	
Bruce Wayne 12 days ago Advance Settlement for INR 20,000 Business Trip to Malaysia																	
Suyash Jain 12 days ago Advance Request for INR 3,000 Travel to Bangalore																	
		Team outing to Shimla This claim contains all the expenses for this outing. TYPE CLAIM NUMBER CLAIMED AMOUNT Expense Claim 98455 INR 7,000 Expenses that require your action <table> <tr> <th>EXPENSE</th><th>CATEGORY</th><th>AMOUNT</th></tr> <tr> <td>Lunch on Monday 05 Sep 2022</td><td>Food</td><td>INR 6000</td></tr> <tr> <td>Cab to Office 05 Sep 2022</td><td>Travel</td><td>INR 1000</td></tr> <tr> <td>Flight (Hyd to Shimla) 05 Sep 2022</td><td>Travel</td><td>INR 25,000</td></tr> <tr> <td>Stay in shimla 05 Sep 2022</td><td>Accommodation</td><td>INR 25,000</td></tr> </table> Add a comment or reason here Reject Approve	EXPENSE	CATEGORY	AMOUNT	Lunch on Monday 05 Sep 2022	Food	INR 6000	Cab to Office 05 Sep 2022	Travel	INR 1000	Flight (Hyd to Shimla) 05 Sep 2022	Travel	INR 25,000	Stay in shimla 05 Sep 2022	Accommodation	INR 25,000
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Representative screen and data

Helpdesk for faster resolutions

Rahi Care's in-house system for resolving employee grievances had its share of drawbacks:

- ▶ Employees constantly overwhelmed HRs with calls for updates on their issues
- ▶ HRs were burdened by the sheer volume of grievances raised
- ▶ Tracking the resolution status of these issues was nearly unmanageable

However, with the introduction of Keka, Rahi Care incorporated a robust Helpdesk module:

- ✔ Employees were provided with the option to raise tickets for their grievances
- ✔ The frequency of calls from employees significantly decreased
- ✔ Tickets were categorized based on priority, with dedicated stakeholders assigned to each
- ✔ Setting deadlines for resolution in each category eliminated delays and procrastination

The image shows a screenshot of the Keka Helpdesk interface. On the left, there's a sidebar with 'Pending Tasks' including 'Probation Feedbacks (9)', 'Pending Task', 'Performance Review (2)', 'Pulse (1)', and 'Helpdesk'. The main area is titled 'Helpdesk' and has a search bar. It displays a list of tickets. The first ticket is mentioned by 'Raja Bihari' on '24 Apr 2023', raised by 'Shikhar Rungta' (Product Manager Success), with a 'First response due in 6 days'. The second ticket is an 'Escalation level: One' from '24 Apr 2023', raised by 'Shikhar Rungta', with a 'First response time overdue by 16 hours 30 minutes'. The third ticket is mentioned by 'Vimal Bajaj' on '24 Apr 2023', raised by 'Raja Bihari' (Product Manager Success), with a 'Resolution due in 2 days'. On the right, a detailed view of a ticket is shown for 'Shikhar Rungta' (Product Manager). It includes fields for 'Ticket Title', 'Ticket NO 176', 'Priority Medium', 'Assigned to Raja Bihari', 'Raised on 24 Apr 2023', 'Exp. Closing Date 30 Apr 2023', 'Status Open', and 'Ticket category: HR Process'. A 'Go to Ticket' button is present. Below this, a chat conversation is visible with a message: 'But My portal is not working' from Monday 10:16.

Representative screen and data



Sonia Tayal
CHRO

We have more than 500 employees across our organization, and the number of grievances calls we get daily is 3-5 at max. This number was quite high before Keka was implemented, so I would say this feature (Helpdesk) has ensured that employees can get their queries cleared on time.



Sonia Tayal

Advice for HRs

Improving employee experience should be the top priority for organizations in the healthcare space. We must foster a culture where everyone feels valued, regardless of their position. There have been instances where a disconnect has emerged, by actively listening to all the employees, from top to bottom, this gap can be bridged.

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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