keka | BLUEMONK

# BlueMonk lightens HR load, boosts employee productivity



## Introduction

BlueMonk is an IT services company assists in sustainable lifecycle of assets by restoring and reshaping products to enhance business growth.

The company needed a comprehensive, end-to-end HRMS platform to ensure consistent practices across the organization and reduce manual efforts. Keka was chosen as the HRMS platform, owing to its UI, in-house implementation, and automation-driven features.

**Industry - IT Services and Consulting**

**Employees - 500+**

keka | BLUEMONK

## The search for an HRMS begins...

In their journey towards HR digital transformation, BlueMonk's VP of Human Capital, Smita Dey, sought to eliminate as many manual tasks as possible for her team. She identified several critical challenges caused due to manual operations.

- Accessing employee details was time-consuming, managed solely by a single admin.
- This created a bottleneck when multiple records were needed simultaneously.
- Attendance calculation required extra care due to unreliable hardware.
- With no approval systems in place, attendance data was prone to manipulation.
- Performance evaluations lacked historical data, hindering the ability to compare pre- and post-evaluation performance.

Faced with these challenges, Smita extensively evaluated many HRMS options. Impressed by Keka's user-friendly interface, presence of an in-house implementation team, comprehensive features, competitive pricing, and her familiarity with its functionality, she confidently recommended Keka to the decision-makers.

## Quick and easy access to employee documents

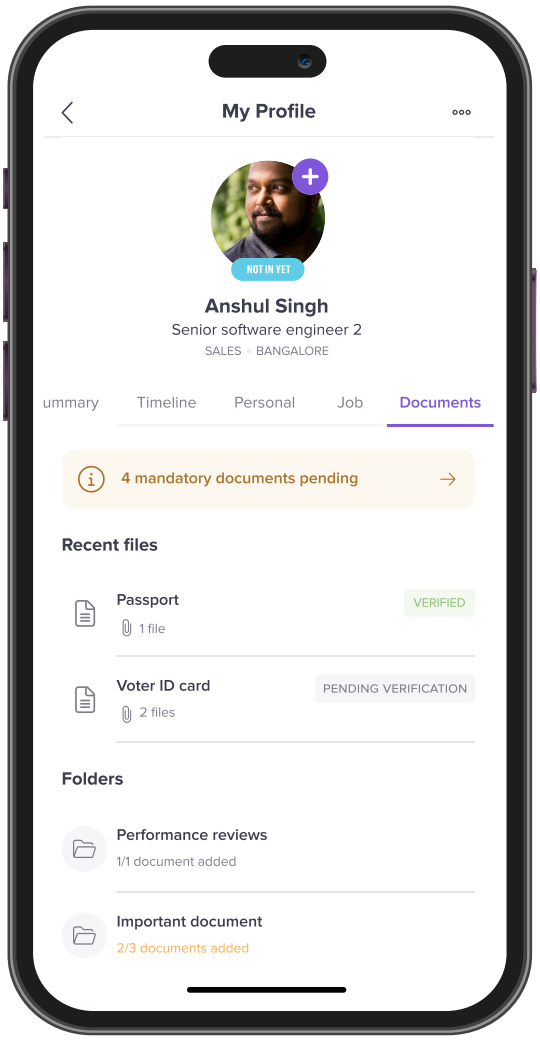
Without a proper HRMS in place, BlueMonk faced significant challenges in their employee documentation process:

- Employee information was not readily accessible on a centralized platform.
- This information was only available with a single person, the admin .
- Accessing someone's information required reaching out to the admin.
- Printed health cards were issued to employees and kept with their documents.
- Employees were required to carry their health cards for insurance claims.

keka | BLUEMONK

After implementing Keka, these issues were quickly resolved:

- All employees got access to their respective basic details and documents
- This eliminated the need to contact the admin for edits and access.
- The privacy of classified employee data was protected through role-based control.
- e-Health cards were sent directly to employees, via ESS.
- In case of emergency, employees could download the soft copy while raising an insurance claim.




*Representative screens and data*



**Smita Dey**
VP Human Capital

"We are using the documentation feature of Keka extensively. We love the way it has provided the employees with ownership of their own documents, which ensures data privacy."

keka | BLUEMONK

# A revamped leave and attendance system

Before implementing any system, BlueMonk's leave and attendance process had its own set of hurdles:

- Biometric devices often failed to record attendance accurately.
- Long queues would form at the office entrance during peak hours.
- After COVID, employees were hesitant to use attendance systems that involved physical contact.
- Assigning, tracking, and managing employee shifts manually became increasingly difficult.
- Applying for leave was time-consuming due to a lack of visibility into leave balances.

With the implementation of Keka's attendance and leave module, these hurdles were effectively addressed:

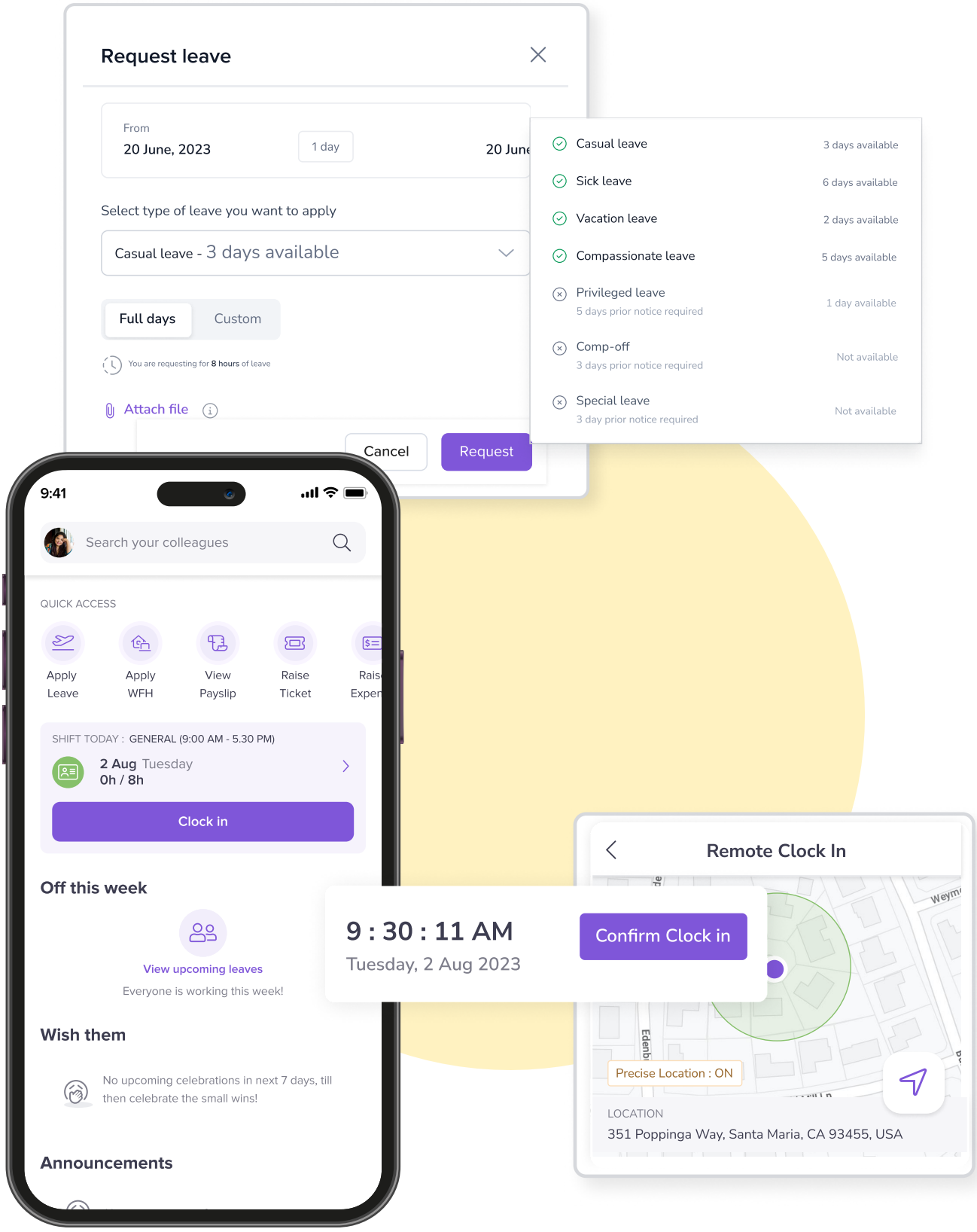
- Employees could clock in and out directly from their phones using Keka's app.
- Use of personal devices for attendance eliminated the need for systems that required physical touch.
- Field executives could now log their attendance remotely with the geo-tagging feature.
- HRs themselves were able to configure attendance and leave settings without relying on tech teams and code.
- A single dashboard was provided for employees to view all their leave balances, categorized for easy reference.
- HR team could now easily generate different leave and attendance reports.



**Smita Dey**
VP Human Capital

**"Employees love the mobile login feature. They also don't have any complaints about the new leave management system."**

keka | BLUEMONK




Representative screen and data

keka | BLUEMONK

## Introducing best-practices to managers

By defining policies and standardizing processes, Keka ensured all managers and team leads encouraged process-discipline among their teams.

- Attendance and leave data was locked with no options to edit or make changes.
- The practice of last-minute regularization requests was eliminated.
- In case of edits in the attendance data, a separate approval process was set up.
- HRs were able to share attendance and leave reports with the COO and CRO.

## A better way of evaluating performance

Evaluating employee performance was a difficult process due to lots of touchpoints and manual efforts in aligning all stakeholders.

- Earlier, Smita had revamped the entire performance evaluation process by setting up KPIs.
- This was done manually on an excel spreadsheet, with no record of past performance data.
- The absence of historical data made it impossible to compare an employee's performance before and after the appraisal cycle.
- Aligning all stakeholders and tracking performance review meetings was a difficult task.

After the introduction of Keka at BlueMonk, this whole process was streamlined:

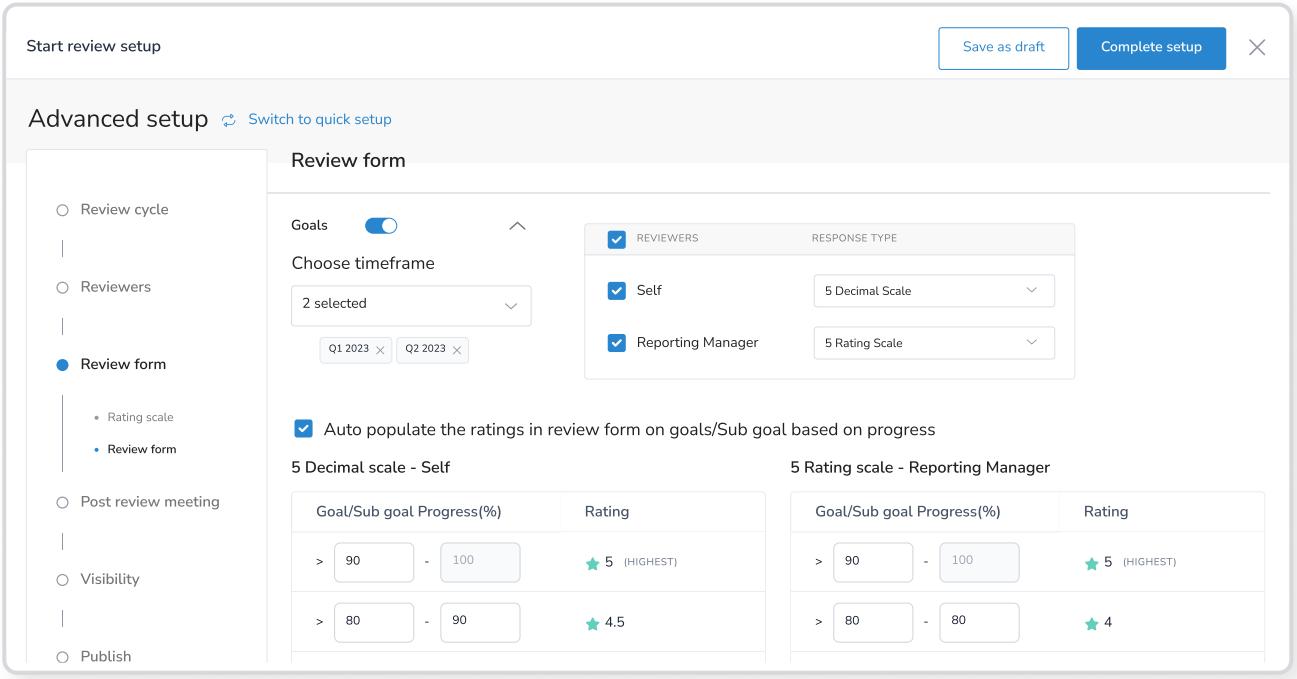
- Employees could view organizational goals and their individual objectives at any time.
- Employees took responsibility for updating their own progress, promoting accountability.
- Goals and objectives were updated in real-time, enhancing transparency.
- Managers gained access to past performance data, facilitating more informed evaluations.
- This increased visibility and transparency contributed to improved organizational and employee performance.

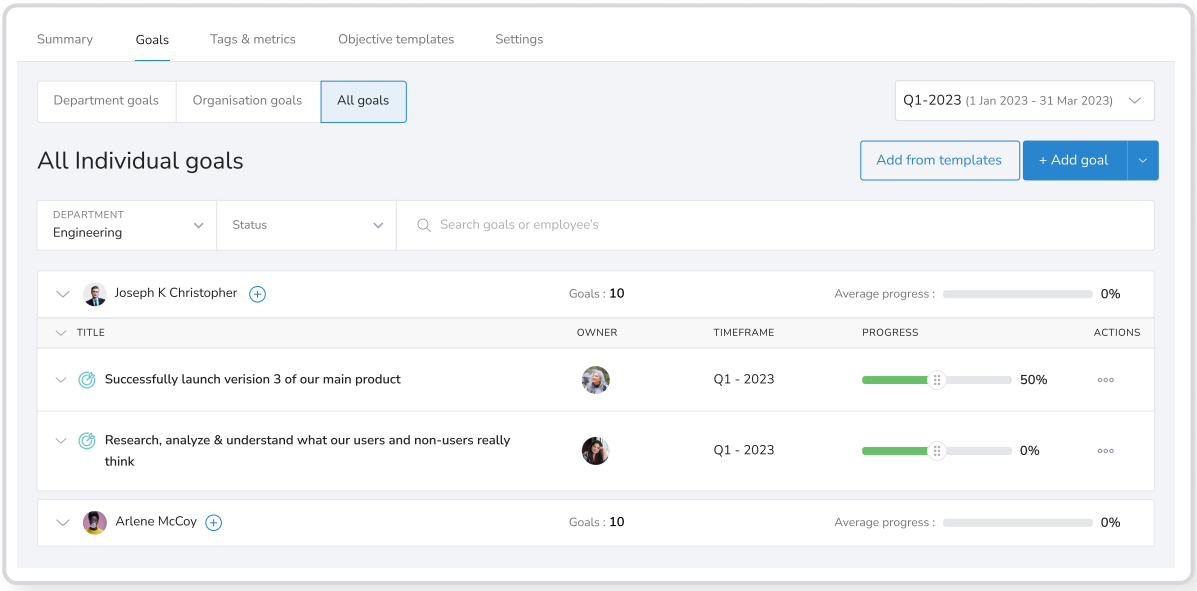
keka | BLUEMONK



**Smita Dey**
VP Human Capital

“The managers really love the fact that they can now access the past performance data of the employees. They are also using the PIP feature extensively to improve their team’s performance.”




Representative screen and data

keka | BLUEMONK

Summary | Administration | Tags & Metrics | Objective Templates | Settings

## Objective Summary

Q1 -2022 (1 Jan 2022 - 1 Mar 2022)

**Q1 - 2021**
Jan 01 - Mar 31, 2021

FREQUENCY OF OBJECTIVES UPDATES
Biweekly

Lock Timeframe
Last Unlocked on 03 Jan 2022

Close Timeframe
Reopened on 03 Jan 2022

### Objective Data Points

All Departments




| 348 29 % | 420 35 % | 372 31 % | 24 2 % | 36 3 % |
|---|---|---|---|---|
| Not Started | On Track | Need Attention | At Risk | Closed |

Here 3 is minimum no. of objectives configured

| Objectives not started yet | Overdue objectives | Employees with less than 3 objectives |
|---|---|---|
| 108 Remind | 159 | 400 Remind |

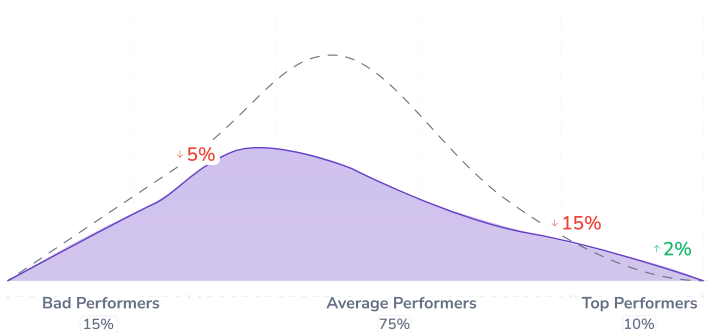
Company Goals | Department Goals

AVERAGE PROGRESS
58%

Select a department: Sales

| | | |
|---|---|---|
| Increase sales of the product by 10 %<br>5 Key results \| 10 Tasks \| Aditya Gupta | 01 Jan 2022 - 31 Mar 2022 | 80 %<br>Current Progress : 160/200 Customers |
| Increase sales of the product by 10 %<br>5 Key results \| 10 Tasks \| Aditya Gupta | 01 Jan 2022 - 31 Mar 2022 | 12 %<br>Current Progress : 24/200 Customers |
| Increase sales of the product by 10 %<br>5 Key results \| 10 Tasks \| Aditya Gupta | 01 Jan 2022 - 31 Mar 2022 | 33 %<br>Current Progress : 66/200 Customers |
| Increase sales of the product by 10 %<br>5 Key results \| 10 Tasks \| Aditya Gupta | 01 Jan 2022 - 31 Mar 2022 | 100 %<br>Current Progress : 200/200 Customers |

## Bell curve analysis



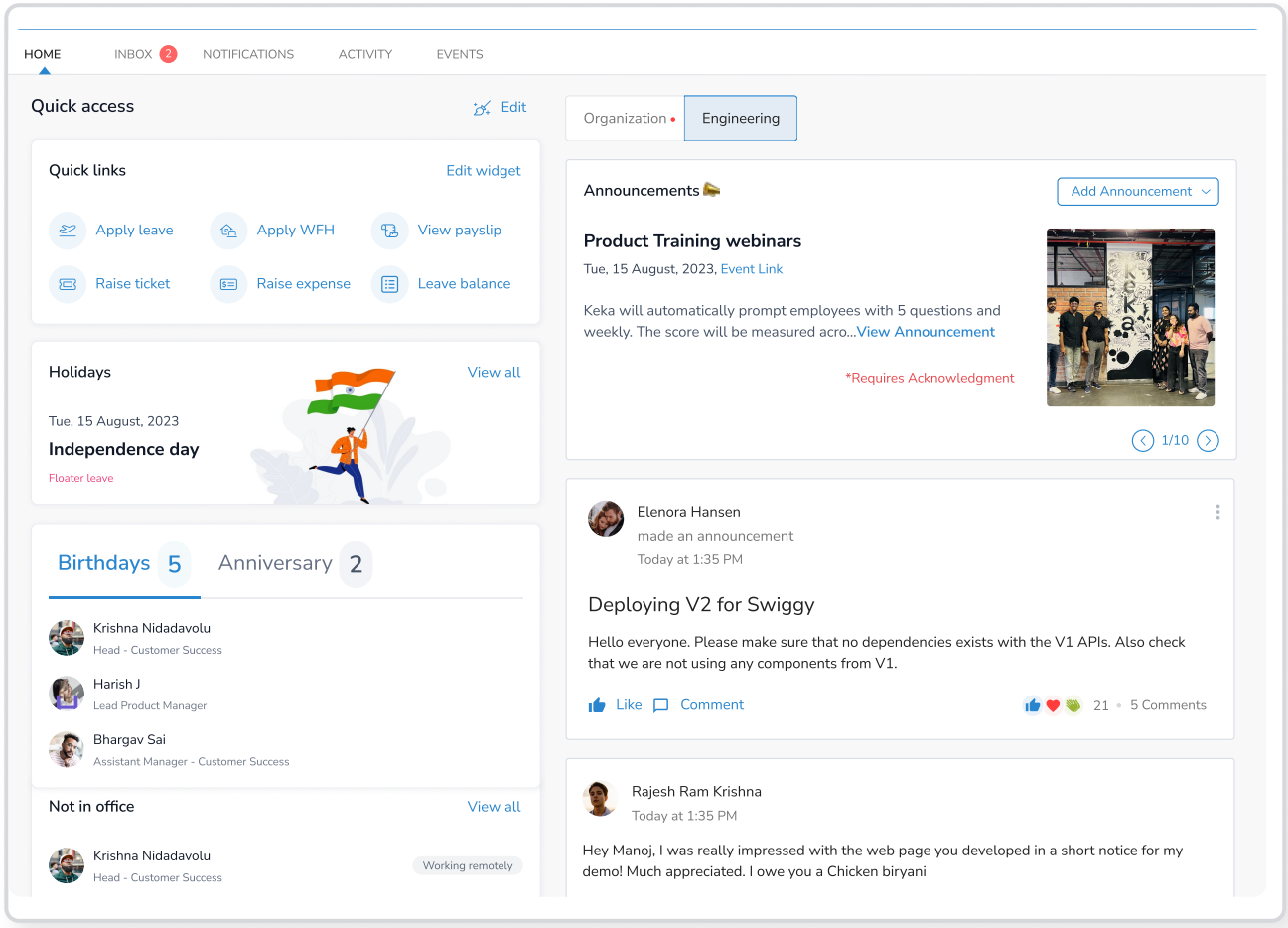

Representative screen and data

keka | BLUEMONK

# Social wall for all

Keka's social wall has significantly enhanced the overall employee experience at BlueMonk:

- The Announcement feature has been extensively utilized to communicate important events and information to employees.
- Polls and surveys have been conducted through Keka to gather insights into employee needs and preferences.
- The Social Wall has eliminated the necessity for external applications to let the employees praise and engage with their peers, within one platform.




Representative screen and data

"After the core implementation was done, I noticed that the Keka platform was being adopted very quickly by the employees. Our target was to make sure that every employee had the Keka app on their mobiles. If I had to give a percentage, I would say there is almost 100% adoption of Keka across the whole organization."



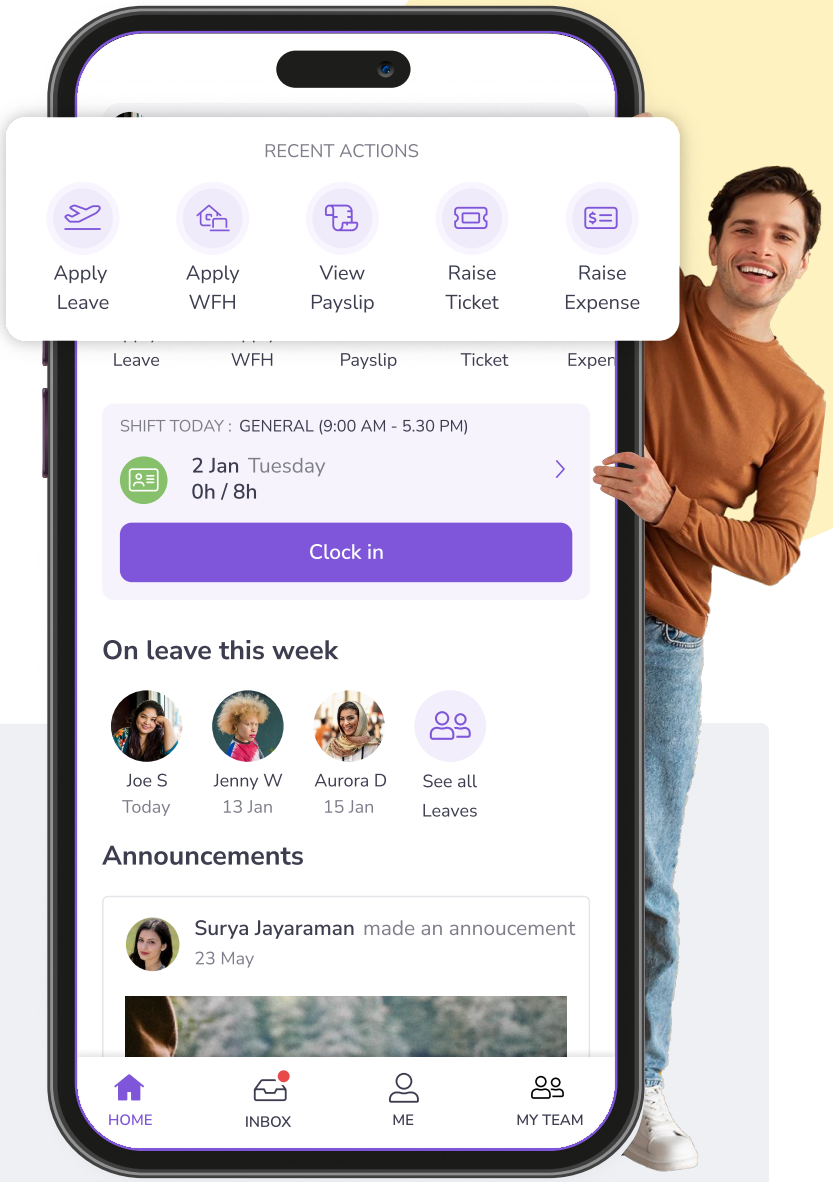
**Smita Dey**
VP Human Capital

keka

# 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!


Sales: +91 8929208062

Mail us at: isales@keka.com