

Hand-in-Hand slashes payroll processing time by 48 hours



Introduction

Hand-in-Hand India, based in Chennai, is a non-profit focused on combating poverty through empowering women, eradicating child labor, and providing microfinance, healthcare, and environmental solutions.

With a predominantly on-field workforce crucial to their success, traditional HR processes soon proved insufficient as the organization expanded. To enhance workforce management, HIH launched a digital transformation journey, automating and streamlining their HR operations for greater efficiency.



Industry - Non-profit



Employees - 1000+

A brief walkthrough

Hand-in-Hand India functions as a comprehensive ecosystem in which multiple entities thrive. Here's a quick breakdown:

- The Socio Economic and Education Development (SEED) Trust
- Helping Hand Trust
- Hand in Hand Consulting Services
- Hand in Hand Academy for Social Entrepreneurship
- Mahatma Gandhi Schools

Operating on a global scale, Hand-in-Hand has extended its footprint to countries such as Sweden, Kenya, Cambodia, among others. Additionally, the organization encompasses other tenants like Belstar Microfinance, Sahasankha Advisory and Consulting Services, and Varashakti Housing Finance.

First step towards transformation

Despite their well-oiled operations, Hand-in-Hand India's HR department faced hurdles as they expanded. Ramaswamy N., the Head of HR, identified key issues that were slowing them down:

- Paper-based attendance systems lacked verification, leading to mistakes and delays in payroll processing
- Tedious manual calculations for attendance and leave were time-consuming, increasing the risk of errors
- Delays in processing payroll made it harder for the finance team to check salary calculations, leading to potential errors

For Ramaswamy and his team, it was crucial to choose an HRMS platform that not only tackled these challenges but also provided a flexible pricing structure. They needed a solution that could seamlessly integrate all their operations into a single, unified platform.

Keka's user-friendly interface, powerful features, and attractive pricing impressed the Hand-in-Hand India team. They saw Keka as a strategic solution to streamline HR processes and support growth across the entire organization, including Varashakti and Sahasankha.

Enhancing efficiency through a streamlined attendance and leave management process

Efficient management of attendance and leave is crucial for organizational success. The company faced several challenges with their existing system:

- The reliance on manual attendance registers introduced errors and inconsistencies, due to the lack of a secure verification process
- Verbal confirmations for employee attendance lacked a robust verification method, leading to employee accountability issues
- Outdated methods resulted in missing or incorrect data, impacting the accuracy of payroll processing
- Varied leave policies across entities created confusion and hindered effective management

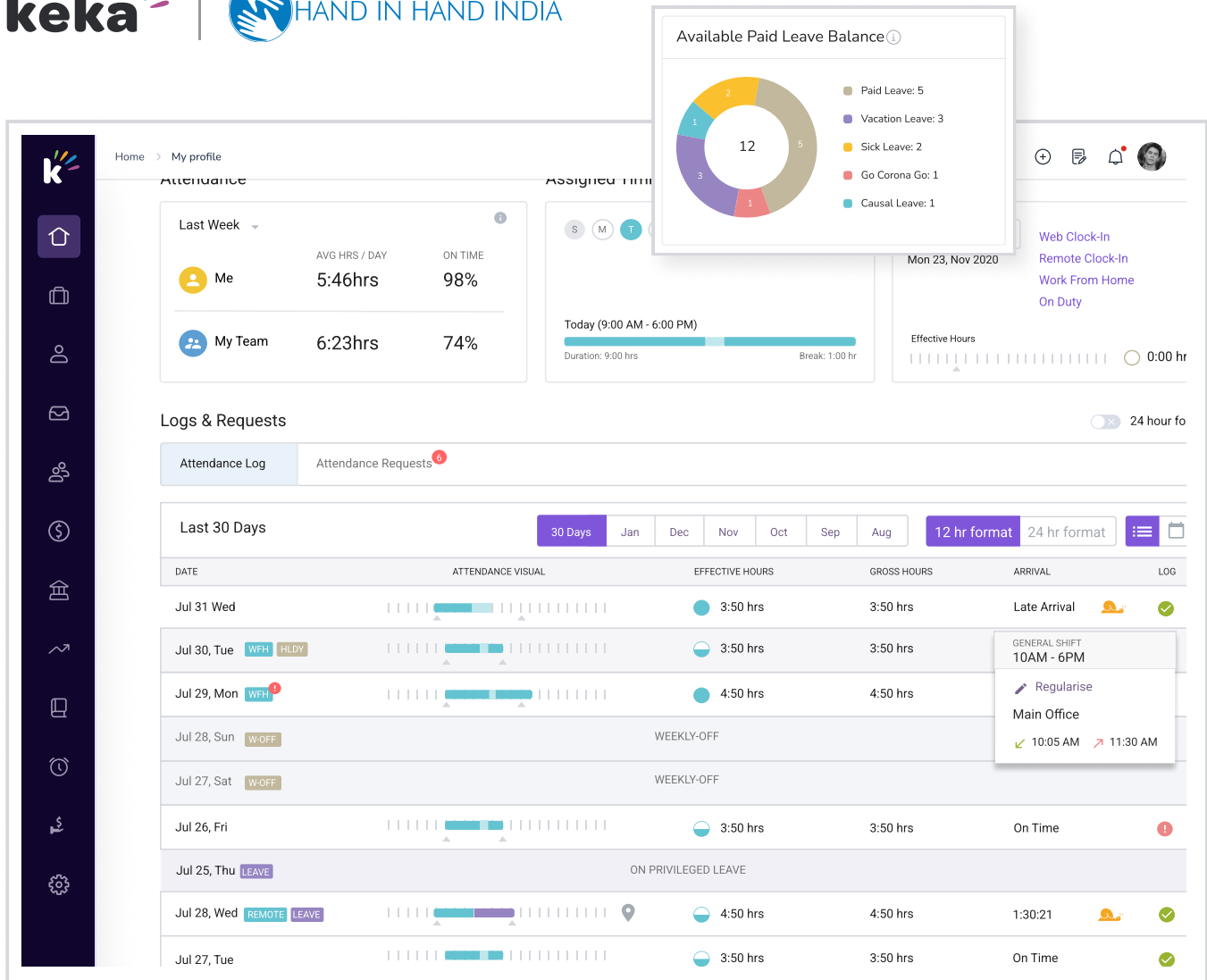
Upon implementing Keka, employees embraced the system gradually, and improvements were observed:

- ▶ Keka provided a unified platform to manage leave balances according to policies, simplifying administration across entities
- ▶ Keka seamlessly integrated biometric data, minimizing errors and enhancing accuracy
- ▶ HIH reduced instances of loss of pay from 392 to 63 in three months by syncing payroll with attendance data, and eliminating discrepancies
- ▶ Employees took ownership of their attendance records, allowing HR to allocate resources more strategically



Ramaswamy N
Head of Human Resources

”One of the key reasons for us to choose Keka was its ability to centralize the management of all our legal entities on one main platform.”



Representative screens and data

Achieving the true potential of payroll

Processing payroll was a task requiring utmost care, yet the absence of automation exacerbated its complexity:

- Locking attendance and processing payroll consumed nearly three days, leaving the finance team with a one-day window to validate the data
- Rectifying attendance faults necessitated administrative intervention, contacting line managers for resolution, leading to delays in payroll processing
- These delays often resulted in data loss and miscalculations, escalating the risk of financial leakage
- The outdated payroll cycle, spanning from the 21st to the 20th, left a significant 10-day gap before salary disbursement, increasing the chance of mistakes

With the introduction of Keka, the entire payroll structure was transformed, eliminating the obstacles:

- ▶ Sending data for payroll became quicker, cutting down errors and the need for extra fixes
- ▶ Instances of errors and missing information decreased significantly, leading to cost savings and operational efficiency
- ▶ The payroll cycle was revamped to run from the 1st to the 30th, with attendance getting locked on 25th
- ▶ Provision for addressing arrears in the subsequent month offered greater flexibility
- ▶ Payroll processing time reduced to just one day
- ▶ This afforded the finance team ample time for verification before salary disbursement



Navigation: Apr 2023 (COMPLETED), May 2023 (COMPLETED), Jun 2023 (COMPLETED), Jul 2023 (COMPLETED), Aug 2023 (PARTIAL), **Sep 2023 (CURRENT)**, Oct 2023 (UPCOMING), Nov 2023 (UPCOMING), Dec 2023 (UPCOMING), Jan 2023 (UPCOMING)

Metric	Value
TOTAL EMPLOYEES	05
CALENDAR DAYS	37
PAYROLL PROCESSED	5/10 employees
TOTAL PAYROLL COST	INR 1,00,00,000
EMPLOYEE DEPOSIT	INR 50,000
TOTAL DEDUCTIONS	INR 50,000
TOTAL CONTRIBUTIONS	INR 50,000

Run Payroll

- Leave, attendance & daily wages (Last change - Aug 31 04:28 pm by Vijay Prakash Yalaman..)
- Bonus, salary revisions & overtime (Last change - Aug 31 04:28 pm by Vijay Prakash Yalaman..)
- Salaries on Hold & Arrears (Last change - Aug 31 04:28 pm by Vijay Prakash Yalaman..)
- New joinees & exits (Last change - Aug 31 04:28 pm by Vijay Prakash Yalaman..)
- Reimbursement, adhoc payments, deductions (Last change - Aug 31 04:28 pm by Vijay Prakash Yalaman..)
- Override (PT, ESI, TDS & LWF) (Last change - Aug 31 04:28 pm by Vijay Prakash Yalaman..)

Activity

- Sebastian Westergren** (May 29, 04:28 pm): SALARIES ON HOLD & ARREARS. Completed processing of Salaries on hold & Arrears
- Ezequiel Dengra** (May 29, 04:28 pm): REIMBURSEMENT, ADHOC PAYMENT, DEDUCTION. Completed processing of Reimbursement, Adhoc Payment, Deduction

Buttons: Process Payroll, Review Employees, Lock & send for approval

Navigation: Jan 2023, Feb 2023, Mar 2023, April 2020, April 2020, April 2020, April 2020, April 2020, April 2020

Metric	Value
Total Payroll Cost	INR 52,10,000/-
Employee Deposit	INR 50,00,000/-
Total Deductions	INR 10,000/-
Total Contributions	INR 2,00,000/-
Employee Count	150 Employees

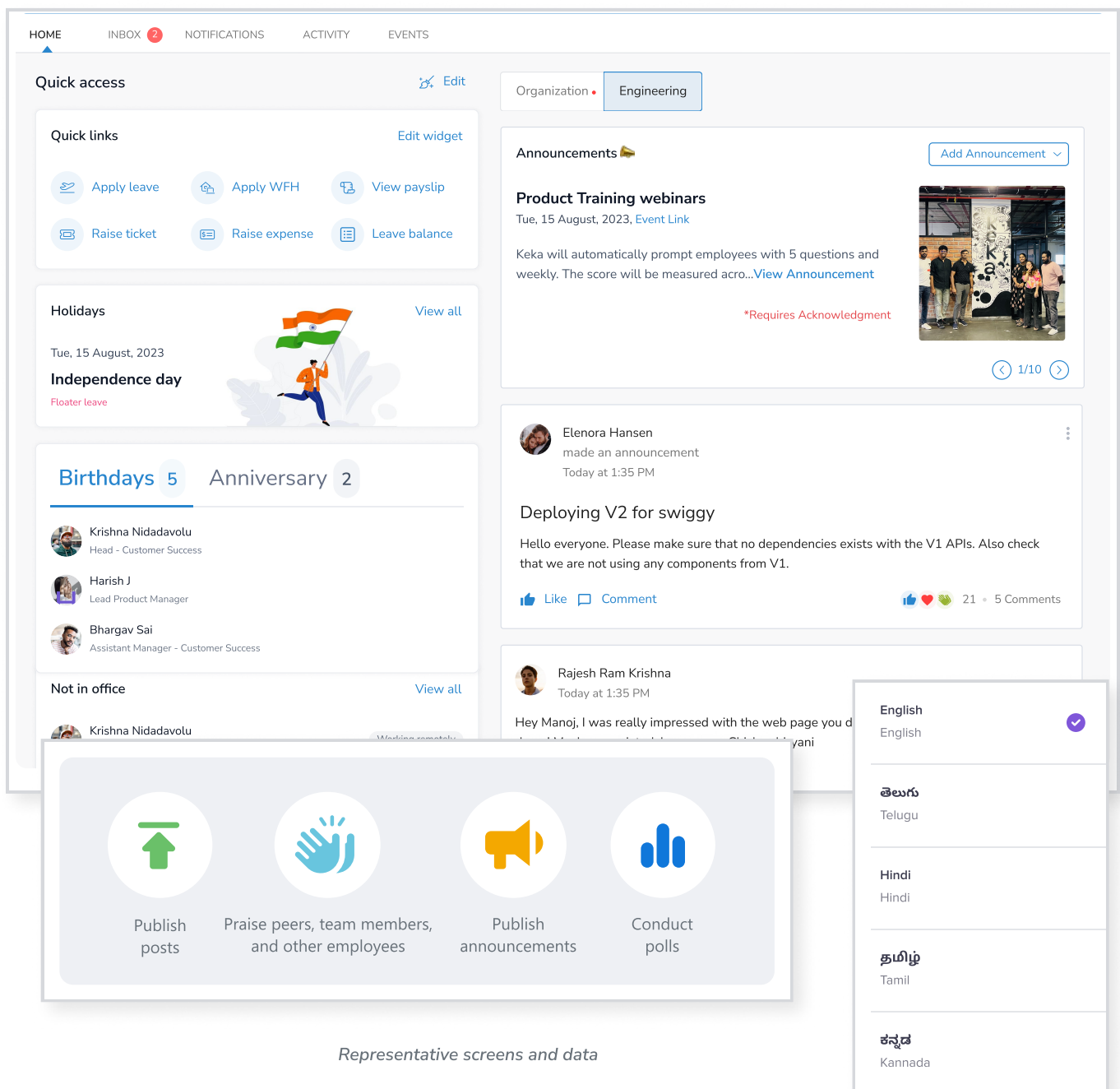
1. Payroll summary (VIEW PAYROLL UPDATES) | **2. Review & Finalize** (FINALIZE BY: 25 Feb 2023) | **3. Salary & payslips** (DISBURSE SALARY) | **4. Deduction summary** (TAXES & STUFF)

Buttons: Save & continue

Fostering a culture of **engaging employees**

To enhance organizational culture and foster employee engagement, Hand-in-Hand leveraged the functionalities of Keka:

- ▶ Employees of Varashakti quickly adopted the public praise feature on the Keka Social Wall, cultivating a culture of appreciation
- ▶ The Announcement feature proved to be a success, enabling stakeholders to efficiently circulate information throughout the organization
- ▶ The popularity of Keka's Mobile App soared among the on-field workforce, driven by the option to choose their preferred regional language





Ramaswamy N

Head of Human Resources

“Since most of our workforce in Chennai are well-versed in Tamil, the option to choose a regional language in the Keka app has been quite helpful for them.”



Empowering managers with streamlined documentation oversight

Recognizing the workforce's limited technological proficiency, Keka empowered managers to oversee the documentation process effectively:

- ▶ Facilitated smoother operations by simplifying the storage and management of documents, eliminating complexities
- ▶ Employee documents were safeguarded within Keka's secure system, with access restricted to authorized personnel, ensuring confidentiality

Working towards full HR transformation

With Keka seamlessly integrated, Hand-in-Hand India made a strategic decision to maximize its utility. Equipped with a plethora of features and modules, they embarked on a journey to test its capabilities:

- ▶ The IT team was chosen as the pilot group to undergo their entire appraisal process using Keka's Performance Management module
- ▶ If successful, the entire organization's appraisal process would be transitioned to Keka, streamlining performance evaluation and feedback mechanisms
- ▶ Varashakti was selected as the pilot entity to trial Keka's Expense Management module. Through this pilot, they aimed to assess the module's effectiveness in managing expenses
- ▶ Upon successful trial runs and satisfaction with the outcomes, HIH India plans to extend the implementation of Keka's modules to larger entities within the organization

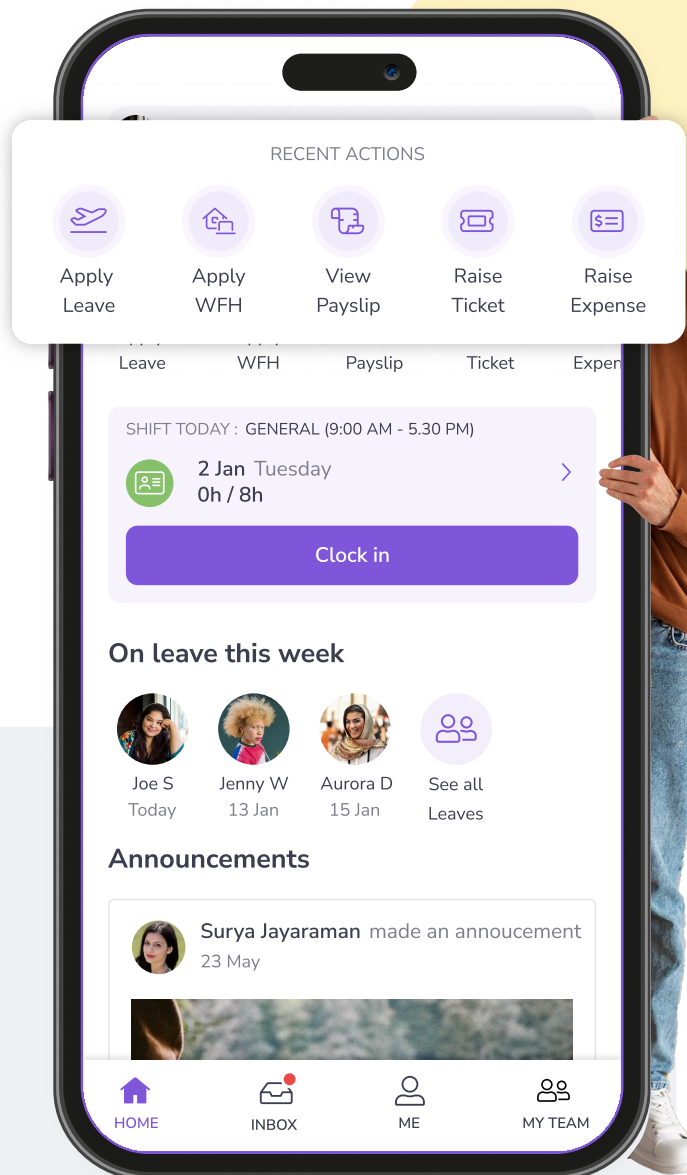
This strategic expansion aims to harness Keka's capabilities across diverse operational domains, fostering organizational growth and efficiency.



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