Infinite Uptime builds a culture of recognition and growth with Keka

Industry : IT SaaS

Employees : 150

HQ : Pune
(Offices in India, US, Middle East)

Modules Used :

- Hire
- Attendance
- Leave
- Payroll
- Performance



Smita Narkar
(Global HR Head)

"I have noticed that the other HRMS solutions available in the market have a long implementation cycle. Fortunately, that was not the case with Keka. Even in my previous organization, the implementation of PeopleSoft took almost 2 years. Keka allowed us to transform all our HR processes in just 25 days."

Introduction

Managing a growing remote workforce while relying on manual HR processes was pushing Infinite Uptime to its limits. With employee information scattered, hiring timelines lagging, and payroll riddled with inefficiencies, the organization faced mounting challenges:

- Recruitment delays led to a longer time-to-hire, slowing growth.
- Disorganized onboarding created inconsistencies in the new hire experience.
- Payroll errors and compliance issues frustrated employees and HR teams.
- Lack of structured performance management impacted transparency and morale.

The leadership, guided by feedback from Smita Narkar, the Global HR Head, chose Keka over other solutions like Zoho for its user-friendly interface, powerful features, and outstanding customer support.

Streamlined recruitment for a remote workforce

Before Keka

- Hiring was slow and inconsistent, with recruitment and candidate data scattered across multiple spreadsheets and emails.
- Creating job descriptions was manual and time-consuming, often lacking standardization across roles.
- The absence of a structured job portal made it difficult for global candidates to apply efficiently.
- Offer letter generation was manual, requiring extensive back-and-forth, increasing administrative workload.

With Keka

- ✓ Google integration ensured a smooth and efficient recruitment process, perfectly suited for their remote setup.
- ✓ ChatGPT integration simplified the creation of accurate, engaging, and role-specific job descriptions.
- ✓ Keka's user-friendly portal enabled candidates from across the globe to apply seamlessly.
- ✓ Automated reminders prompted hiring managers to provide timely feedback within 24 hours, ensuring the process stayed on track.
- ✓ Keka automated offer letter generation, reducing administrative workload and allowing HR to focus on strategic hiring.



Impact

Recruitment timelines were cut, and Keka's structured process eliminated bias and inefficiencies.

Payroll: Accuracy, trust, and transparency

Before Keka

- Employees had to access multiple portals to submit tax declarations, making it a tedious process.
- Salary structures were not properly defined, leading to frequent payroll-related queries.

- HR teams spent significant time addressing payroll discrepancies and handling manual interventions.

With Keka

- ✓ Transitioning from a third-party vendor to Keka eliminated payroll errors entirely.
- ✓ Employees submitted tax declarations directly through the platform, ensuring compliance.
- ✓ Keka's user-friendly portal enabled candidates from across the globe to apply seamlessly.
- ✓ Payroll-related questions dropped to almost 0.5%, freeing up HR resources.



Impact

Payroll became a trusted, efficient process, strengthening employee confidence in the system.

Transparent and motivational performance management

Before Keka

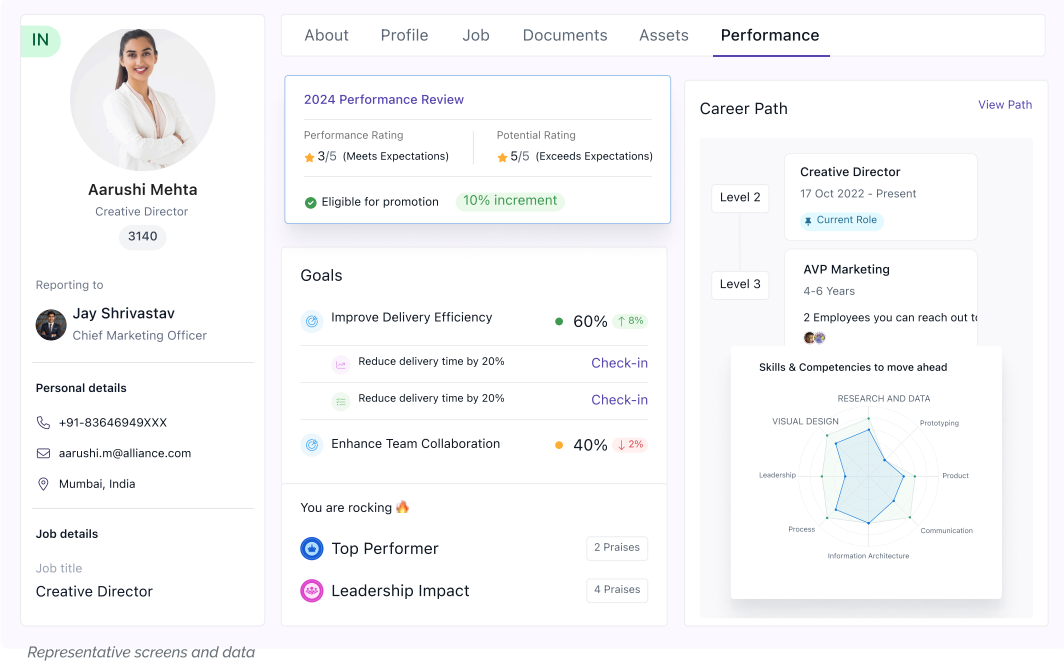
- Performance evaluations were manual, with no clear structure for assessing skills and competencies.
- Appraisals lacked alignment with core company values, making evaluations feel subjective.
- Feedback was irregular, with no system for real-time communication between managers and employees.
- Recognition programs were unstructured, leading to a lack of motivation and engagement among employees.

With Keka

- ✓ HR teams identified skill gaps and set clear competencies for employees, ensuring evaluations were aligned with organizational goals.
- ✓ Real-time feedback mechanisms enabled proper communication between managers and employees, even in a fully remote environment.
- ✓ Monthly Rewards and Recognition sessions motivated employees and reinforced a culture of appreciation.
- ✓ Historical feedback records were stored on the platform, ensuring fairness and providing clarity during future appraisal cycles.

Impact

The revamped performance management system empowered employees while driving organizational alignment.



Representative screens and data

Helpdesk: Simplifying employee support

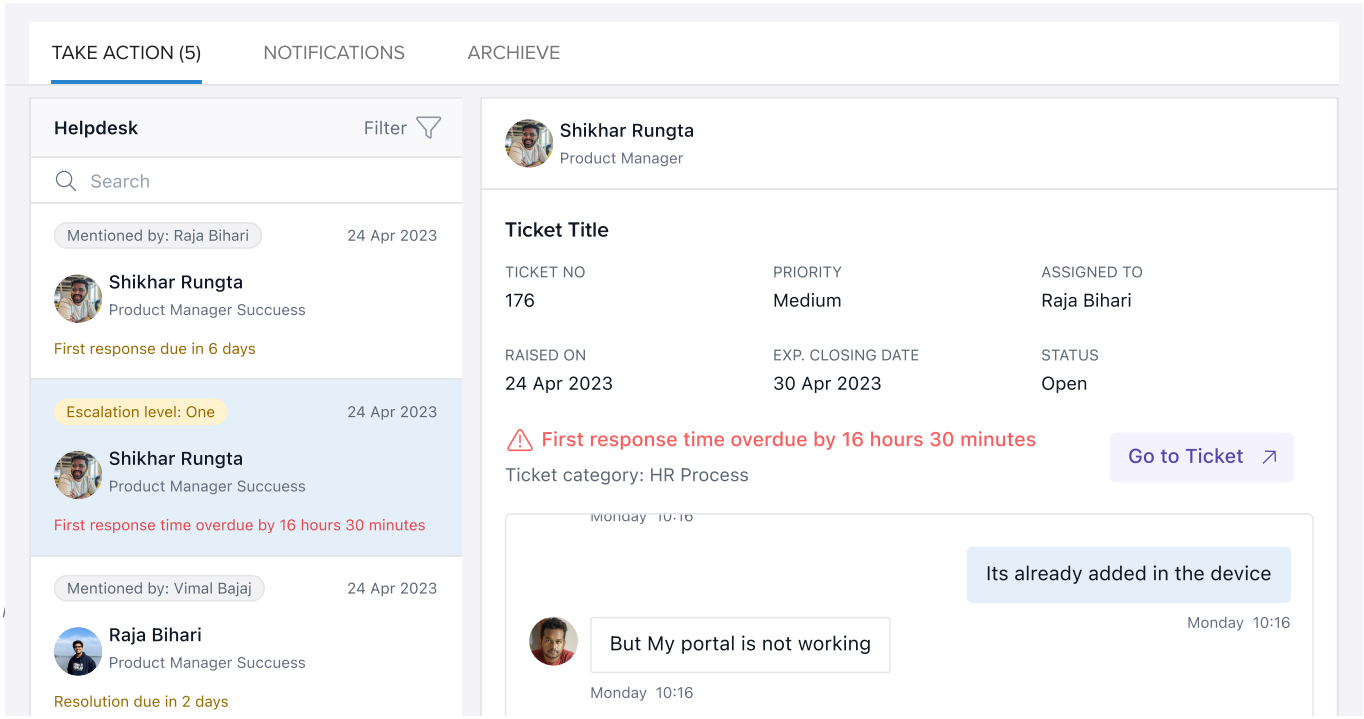
Before Keka

- HR teams struggled to track and prioritize queries, often losing critical issues in overflowing email inboxes.
- There was no centralized system to categorize queries, making it difficult to resolve issues efficiently.
- Employees had no visibility into the status of their requests, causing frustration and repeated follow-ups.

With Keka

- ✓ Employees could raise their queries directly on the Keka portal, eliminating the need for emails.
- ✓ HR teams used Keka's system to organize tickets into different categories, such as payroll, attendance, etc.
- ✓ Both employees and HRs could track the status of queries in real time, ensuring complete transparency in the resolution process.

- HRs generated reports on query trends and metrics, providing leadership with insights into stakeholder performance and efficiency.



Representative screens and data

Infinite Uptime's partnership with Keka has not only solved operational inefficiencies but has also created an employee-centric culture. By empowering HR teams with automation and data, the organization is now poised for sustainable growth.

About Keka

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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