

Turning HR pain points into growth drivers: **Seer Solutions'** story



Industry : IT SaaS



Employees : 114



HQ : Dubai

Modules Used :

- Hire
- Attendance
- Leave
- Expense
- Helpdesk
- Engage



Mohammad al Hasani
(Human Resources Generalist)

"After a comprehensive evaluation, we chose Keka for its ability to meet all our criteria while offering an intuitive, user-friendly experience."

Introduction

Imagine losing 30 hours every week wrestling with paperwork, while your competitors are innovating. For Seer Solutions, a fintech firm from Dubai, this wasn't a hypothetical scenario—it was their daily reality.

With over 100 employees and more expected to join, their HR processes were facing the risk of disorder.

HR at a breaking point

- Manual document collection led to incomplete files, endless follow-ups, and onboarding inefficiencies.
- Employee concerns submitted via email lacked transparency, leading to delays and unresolved issues.

Reema Akhtar, the HR Director and her colleague Mohammad al Hasani, the Human Resources Generalist, knew these challenges could derail the company's momentum. Determined to create a streamlined, future-ready HR system, Seer Solutions turned to Keka.

Finding the right talent, faster and more effectively

Before Keka

- Manual processes and uncoordinated tasks caused delays, leading to missed opportunities for top talent.
- Candidate information was scattered, making it hard to build a reliable talent pool.
- Job postings were inconsistent across platforms, confusing applicants.
- Outdated application methods led to low engagement and a poor candidate experience.

After Keka

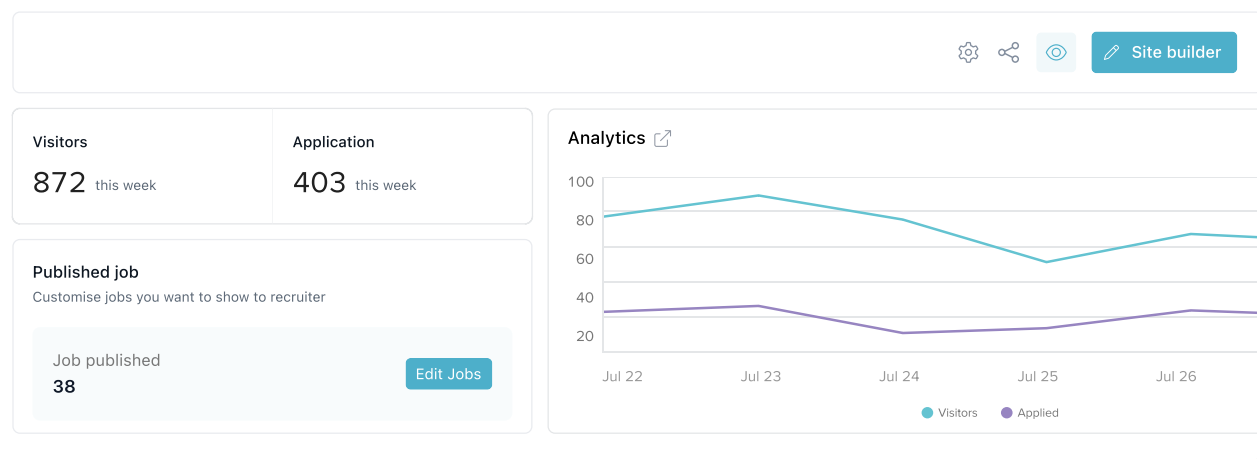
- ✓ Automated workflows and task reminders ensured every step of the hiring process moved efficiently, reducing bottlenecks and speeding up time-to-hire.
- ✓ Centralized candidate data enabled HR to build and maintain a talent pool.
- ✓ Structured referrals brought in culturally aligned candidates who were more likely to thrive.
- ✓ A unified career page improved job visibility for applicants.
- ✓ A dedicated portal made applications easy, enhancing candidate engagement.



Impact

Within a few months, Seer Solutions were able to fill most critical roles.

Career site



Representative screens and data

Faster onboarding drives success and boosts retention

Before Keka

- Employees submitted documents manually via email or hard copies, causing delays and repeated follow-ups.
- HR teams struggled with scattered data, making it difficult to access accurate employee information when needed.
- Onboarding tasks were handled inconsistently across teams, leading to missed steps and a poor first experience for new hires.

After Keka

- ✓ Employees uploaded all required documents via a self-service portal, eliminating delays and reducing manual follow-ups.
- ✓ HR teams could access centralized employee records securely, ensuring data was always accurate and readily available.
- ✓ Automated onboarding workflows assigned tasks to the right stakeholders, streamlining the process and ensuring nothing fell through the cracks.



Impact

New hires were set up for success from day one, experiencing a seamless transition and stronger engagement with the organization.

Representative screens and data

ONBOARDING ▸ Tasks

OFFER RELEASE - ACCEPTANCE

3 tasks

+ Add task

→ Offer release-acceptance process

👤 All employees

📄 Upload Educational Documents

👤 All employees

AFTER OFFER ACCEPTANCE

0 tasks

+ Add task

BEFORE JOINING

2 tasks

+ Add task

UPON JOINING

2 tasks

+ Add task

+Add task ▾

General task

Task to be completed

File upload task

Request employee to upload a document file

Form fill task/ Update Info

Request employee to fill form/profile info

No more delays in addressing employee queries

Before Keka

- Employee concerns were scattered across emails, often going unnoticed or unresolved.
- No system for prioritization meant critical issues were delayed alongside routine queries.
- HR lacked tools to track response times or identify bottlenecks.
- Without escalation processes, unresolved issues piled up, disrupting workflows.

After Keka

- ✓ Every employee's concern was logged in a single system, ensuring no query went unnoticed.
- ✓ Queries were categorized based on urgency, allowing stakeholders to address critical issues faster while maintaining efficiency.
- ✓ Leadership gained access to downloadable reports, enabling them to track response times.
- ✓ Clear escalation workflows ensured timely follow-ups for unresolved queries.



Impact

Query resolution times improved significantly, ensuring employees faced no roadblocks.

Enhancing communication to drive employee engagement

Before Keka

- Employees lacked a centralized space to share and receive updates or participate in discussions, creating a disconnect between teams.

After Keka

- ✓ HRs used Keka's Social Wall to share company updates, announcements, and important news, ensuring transparency and alignment.
- ✓ Employees actively participated in discussions and shared updates, creating a vibrant, connected workplace.



Impact

Employees stayed informed and engaged, creating a cohesive and collaborative culture that empowered teams to work more effectively.

In addition to transforming hiring, onboarding, and query management, Seer Solutions leveraged Keka's Attendance and Expense modules to enhance operational efficiency eliminate errors.

Keka: Delivering quantifiable results

60%

reduction in
admin
workload.

30%

faster hiring
cycles.

50%

improvement
in attendance
accuracy.

50%

quicker query
resolution.

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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