



CIELTM

HR inspired by science



CASE STUDY

BACKGROUND

A leading international producer of breeds, and hybrid seeds of food grains is based out of South India. They sell products through distributors and dealers in India. With a rise in demands they wanted a partner to support their pan-India operations.



CHALLENGE

One of the key challenges faced by the client was disbursement of statutory and the way queries were being handled.

Lack of a dedicated client spoc was also a cause of concern for the client. This led to delay in query management.



SOLUTION

CIEL set up a hub-spoke model of recruitment solution for the client, which helped a centralized account manager manage all the queries and requirement of the client.

To handle sensitive issues, CIEL set up the processes clearly in consultation with the client. The gaps in onboarding, offboarding, reimbursement processing and query handling were addressed. CIEL leveraged on its tech-enabled platforms to make the processes run smoothly.

Each employee was talked to and explained the process in the induction. Employees felt listened to and cared for. The expectations around the operational mechanics of the reimbursement processing and query handling were set clearly. Not only the processes were made clear and friendly to them, but also the tech-enabled processes guaranteed the execution of the statutory compliances.



BUSINESS BENEFITS

The dedicated team of CIEL acted fast to calm the nerves due to the negligence of the previous service-provider. This restored normalcy and raise optimism in the minds of the employees. Secondly, the listening exercise by CIEL followed by modifications in the HR operations processes instilled optimism and a sense of being cared-for in the minds of the employees.

Overall, CIEL's stringent adherence to statutory compliances, coupled with strong client relationship management has ensures that our client experiences hassle free staffing solutions.





ILLUSTRATIVE LIST OF FIXED-TIME ROLES FILLED:

- Field Development Officers
 - Market Development Officers
 - Accounts
 - Finance
 - Drivers
 - Lab Technicians
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