



CIEL HR

CASE STUDY





Background

Our client is one of the leading multinational paints manufacturers in India. The company is engaged in the business of manufacturing, selling, and distributing paints, coatings and providing related services. They required support to manage their channel sales folks

Challenge

The client suffered because of the unorganised way of managing essential documents and this made invoice processing, reimbursements and payroll a cumbersome task. This had an adverse impact on the motivation and engagement levels of the temp workers. Moreover, this also entailed revenue leakages for the client.

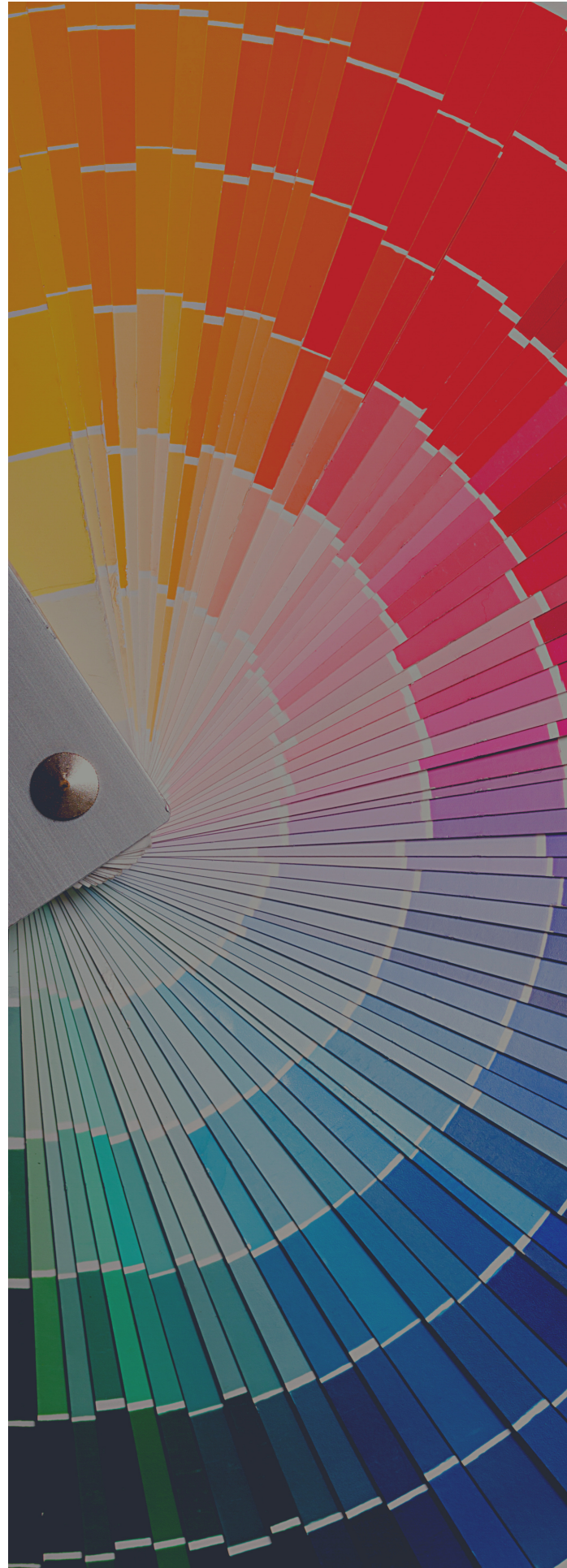
Another major challenge that the client was facing was to manage its various recruitment support partners. Each of them had different processes that they followed which created bottlenecks for the client to manage their desired TATs

Solution

With technologically advanced tools such as a robust and customized invoicing system, employee lifecycle and payroll management system, CIEL was able to create proper and updated reports for each employee.

CIEL assigned a dedicated team in a hub and spoke model to organise the unorganised paperwork and set the proper documentation in place. The team took care of the entire process from onboarding to exit. CIEL's team prepared the custom invoicing process even before the start of the assignment to have a seamless and agile delivery of services. Invoices and attendance from across different locations were collated at the desired timelines set by the client, sent for necessary approvals before being processed all within the defined TATs.

The dedicated team of CIEL was able to create a seamless process where they verify and process the invoices for the various recruitment partners of the client. CIEL's tech tools, seamless approval process and timely payment of the various recruitment hiring partners involved helped create an atmosphere of positivity among all the partners involved.



Business Benefits

CIEL helped set up a structured system in place with proper checks and balances and thus making the system more transparent and secure. With timely disbursement of salaries, CIEL further reduced the time to resolve depute queries and increased the satisfaction levels of the stakeholders, boosting the productivity of the client and the Employer brand. The client was looking for better coverage and offerings for its employees and CIEL was able to identify and customise that benefit for their employees successfully which improved the depute (temp employee) motivation and engagement levels.

CIEL set up a governance model to keep all stakeholders of the client informed regularly with QBRs. The earlier vendor was not able to comprehend the complex nature of the assignment. The intense engagement of CIEL and the focused effort saw the depute grow by more than 3000%.

Illustrative List of Roles Filled:

- Direct Sales Representative
- Colour Consultant
- Direct Sales Officer
- Team Leader
- Sales Associate

