



Case Study: *OPTHRMS* – HRMS Software as a Service [S-a-a-S]



Client

Healthcare BPO established since more than 10 years, having strong presence in health sector across USA.

Challenge

Customer is fast growing organisation with very young and talented IT/ITeS professionals (75% employees less than 30 year age). Workforce is technology savvy and highly demanding in nature.

HR had a challenge handling Employee queries, issues, grievances, training, productivity & motivation along with managing routine administrative tasks like attendance, leave and payroll management.

Substantial amount of HR efforts were spent on managing attendance and leave records.

Management required increase in HR dept. productivity without increasing HR related cost overheads.

Solution

Opportune studied Customer HR policies. Opportune HR domain knowledge helped refining HR policies. E.g. Attendance monitoring, **Rules related to Leave** & Extra working, Organizing **Salary heads**.

Opportune helped in crystallizing **HR processes**.

Opportune successfully implemented its web-based enterprise HR solution '**OPTHRMS**' on cloud using **SaaS** model automating HR processes.

Following features are implemented –

- ✓ Employee Life Cycle Management
- ✓ Integration with **Biometrics** with Auto Scheduler
- ✓ Attendance, Shift and Leave Management
 - **OPTHRMS** has built attendance discrepancy rule engine
 - **Rule engine** supports intelligence to resolve attendance discrepancy
 - **Analysis** of Attendance and Absenteeism
- ✓ Payroll Process
- ✓ Employee warnings/appreciations.
- ✓ Workflows like Leave, Outdoor/Extra working, Expense, Extra working, Comp-off, Optional Holidays.
- ✓ **Policy Rule** violation engine



- ✓ Employee Self Services [ESS], Manager Self Services, **Graphical Dashboard & MIS**

OPHRMS also acts as a Company Intranet for Managing calendar, Events, Policy documentation and mass employee communication

Benefits

Business Benefits

- ✓ **ESS** empowers young and talented workforce
- ✓ Quick addressal of **queries**, issues, grievances, **feedbacks**
- ✓ Effective automation of HR processes resulting in **increased** HR bandwidth leading to more time and energy on **core HR** activities like
 - Optimizing HR policies/processes
 - Training, Mentoring, **analyzing** HR metrics
 - **Controlling Attritions**
- ✓ Effort reduction in attendance monitoring from **10** person days PM to **2** person days PM
- ✓ Moving traditional payroll outsourcing to automated in-house solution achieving **confidentiality**

Commercial Benefits

OPTHRMS implementation using SaaS model

- ✓ **Zero CAPEX** - No additional hardware or software investments required
- ✓ **Lowest TCO** - No-Maintenance costs towards upgrades & AMC
- ✓ **Improved ROI** through higher employee engagement and higher employee productivity

Summary - *The solution has helped the client to achieve highest **employee satisfaction**, and **reduced attrition** rate. It has directly benefited in their **productivity & profitability***
