Akrivia HCM

Use Case

One Enterprise. Nine Languages. One HRMS That Speaks All of Them.

Your teams in Chennai, Bhubaneswar and Jakarta can't run on an HRMS that only speaks English.



The Context

One Enterprise. Nine Languages.

9

languages, one platform. Six Indian, three Southeast Asian.

43%

of HR support tickets in multilingual enterprises trace back to language confusion.

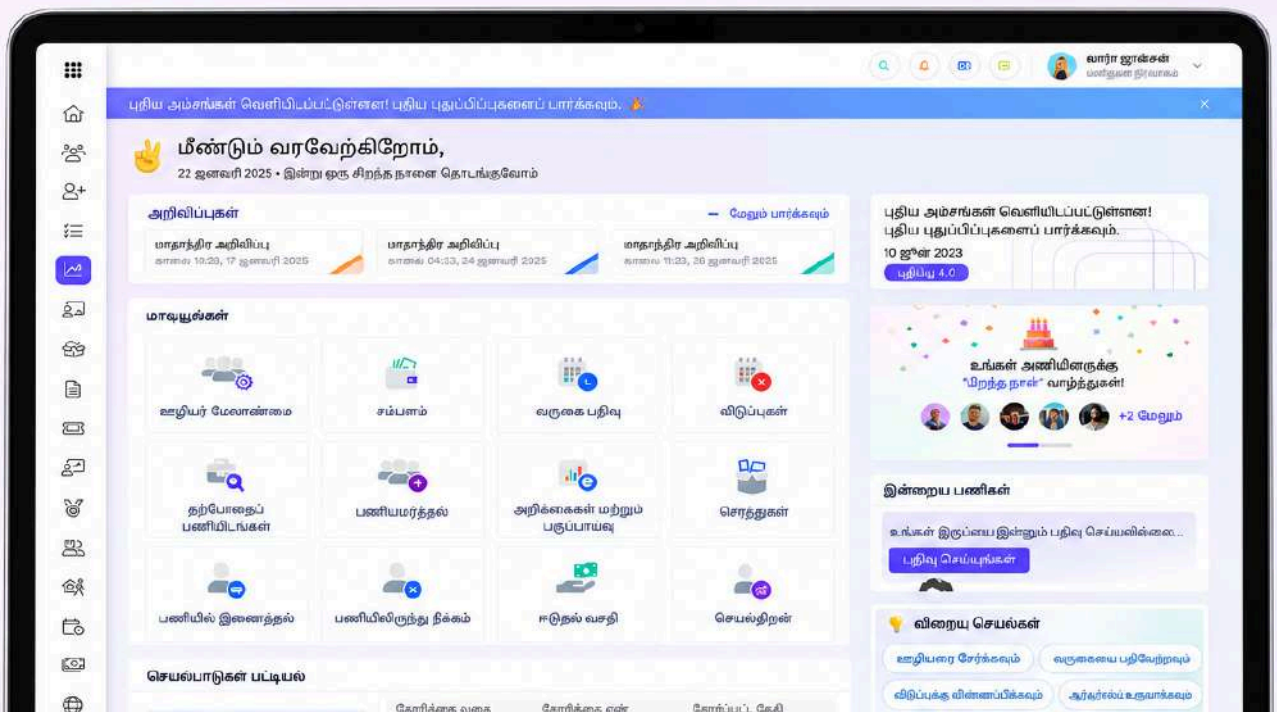
3x

higher self-service adoption when employees use HR tools in their native language.

A conglomerate running factories in Odisha, plants in Tamil Nadu and Karnataka, logistics in Kerala, retail in Telangana, offices across the Hindi-speaking north, and manufacturing hubs in Indonesia, Malaysia and Vietnam is not managing one workforce. It is managing nine, each with its own language and its own compliance context.

Most HRMS platforms address this problem the same way: they do not. They offer English and a handful of global languages, then leave regional localization to the enterprise's own teams, through manual translations, WhatsApp groups, and supervisors who bridge the gap informally.

For a business with a thousand employees in Chennai who prefer Tamil, six hundred workers in Bhubaneswar who work in Odia, and a facility in Jakarta where the entire floor operates in Bahasa Indonesia, informal bridging is not a solution. It is a risk multiplier.



The Challenge

One Platform, Nine Gaps

Every language a platform does not support is a gap. In a single-location business, one gap is manageable. In an enterprise operating across nine language regions at once, nine gaps compound into something that looks less like a localization issue and more like an operational fracture.

Wrong Self-Service Actions

An employee who misreads a leave type applies for the wrong category. A worker who cannot understand an approval notification dismisses it. A manager who cannot parse a policy notice makes a judgment call that contradicts it.
These are not user errors. They are system design failures.

Inflated HR Support Load

Every action a frontline employee cannot complete on their own becomes an HR ticket. Take a workforce of 5,000 across nine language regions. If just 20% of employees can't finish one self-service task a month, that's 1,000 avoidable HR interactions every month, or more than 200 a week. Each one takes HR time that should go elsewhere.

60%
of frontline employees in multilingual enterprises avoid self-service tools because of language confusion.

8-14 hrs
lost each month per HR manager to language-related tickets and manual document translation.

₹22,000+
estimated annual cost per employee of language-driven HR inefficiency in pan-India enterprises, based on Akrivia HCM's analysis.

The Challenge

Compliance Documentation Risk

Statutory notices, appointment letters and termination documents often have to be in a language the employee understands, whether that's required by law or expected by labor inspectors. That ranges from state-level rules in India to Indonesia's language requirements for employment agreements. When the system can only generate documents in English, HR teams recreate them manually outside the platform, creating version-control gaps that surface during audits.

Policy Communication Breakdown

A policy update pushed through the HRMS in English reaches an Odia-speaking workforce as noise. HR then recreates the message in a separate channel, such as email, WhatsApp or a printed notice, which defeats the purpose of having a unified HR platform.

Training and Onboarding Drag

When a new hire joins a plant in Karnataka where Kannada is the working language and the HRMS is English-only, HR or a supervisor has to walk them through every step, every time. Across nine language regions, that is not an onboarding process. It is a permanent dependency.



The Solution

The Nine Languages Akrivia HCM Now Speaks

Akrivia HCM now supports nine languages in addition to English: six Indian languages and three Southeast Asian languages. That covers the languages most of India's and Southeast Asia's frontline workforces work in, from Odia to Vietnamese, on a single platform.

Hindi

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North India

Telugu

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Telangana / Andhra Pradesh

Tamil

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Tamil Nadu

Malayalam

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Kerala

Kannada

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Karnataka

Odia

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Odisha

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Indonesia

Bahasa Melayu

MY

Malaysia

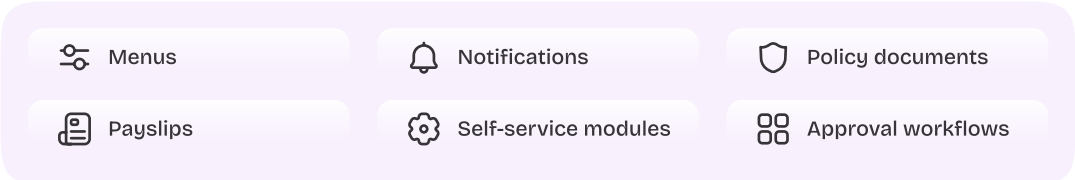
Vietnamese

VN

Vietnam

Every language is a full platform experience, not a translated overlay. Menus, notifications, approval workflows, self-service modules and payslips are localized out of the box. Policy documents and letter templates are set up once per language and reviewed by your team; after that, every document is generated automatically in the employee's language.

Employees use the platform in the language they think in, not the language it was built in.



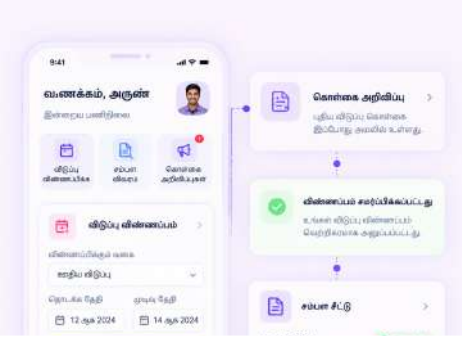
The Experience

What Changes Across the Enterprise

Here is what one platform in nine languages looks like for the four groups who rely on your HRMS.

For Frontline Employees

A worker at a Tamil Nadu manufacturing plant opens the Akrivia mobile app in Tamil. They apply for leave, check their payslip, and acknowledge a policy update in the language they have spoken all their life. A task that used to need a supervisor or a call to HR now takes a few minutes, with no help needed.



For Plant and Operations Managers

A shift manager in Odisha sets up team schedules, approves attendance exceptions and reviews overtime in Odia. A warehouse supervisor in Jakarta processes shift swaps and reads compliance notifications in Bahasa Indonesia. Neither has to cross a language boundary to do their job.



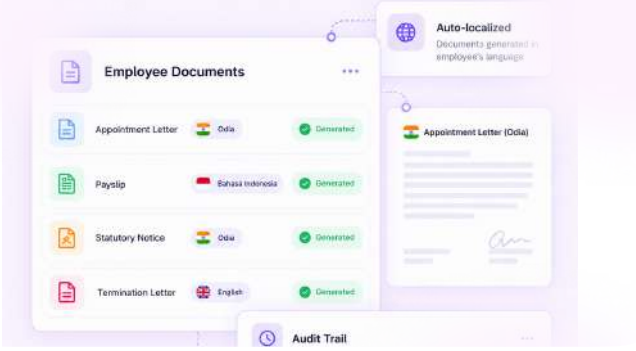
For HR Teams

HR publishes a policy update in Akrivia HCM with each language version attached. Every employee receives it in their configured language, with no parallel messages across nine channels. No parallel messages across nine channels, and no gap between what the HRMS says and what the workforce understands.



For Compliance and Legal Teams

Appointment letters, statutory notices, payslips and termination documents are generated from reviewed templates in each employee's language, with a complete audit trail inside the HRMS. Every document matches the language requirement for its state or country, with no manual recreation outside the platform.



The Comparison

Before vs. After

Language localization is not a feature for edge cases. When most of your frontline workforce prefers a language your HRMS does not speak, localization is your adoption strategy.

Area	Typical HRMS	Akrivia HCM
Platform Language	English, sometimes plus a few global languages	English plus 9 languages across India and Southeast Asia
Self-Service Adoption	20–35%, mostly admin and office staff	75–85% across all workforce levels
Policy Communication	English push plus parallel manual channels	Single push, auto-delivered in each employee's language
Compliance Documents	English templates, recreated by hand	Generated from reviewed templates in each employee's language, with audit trail
Onboarding	Supervisor-assisted for non-English speakers	Self-guided in the employee's language from day one
HR Support Tickets	High; language confusion is a top driver	Language-related tickets down 60–70% within 90 days
Translation Overhead	8–14 hours per HR manager per month	One-time template setup; no ongoing manual translation
New Region Expansion	New manual localization project	Language activated in platform settings

The Impact

What Enterprises See After Activation

The behavior shift starts in the first session. When an employee opens the app and it speaks their language, they explore, complete tasks on their own, and stop calling HR. The measurable results, a lighter support load and cleaner compliance records, show up within 90 days.



Up to 85% Higher Adoption

self-service adoption across all workforce levels, including deskless and frontline staff.

No ongoing translation Less manual work

Policy messages, documents and notifications are generated from templates set up once.

90 Days Faster Impact

to measurable adoption lift and fewer language-related HR tickets.



Trusted by Enterprises

Simplifying workforce management at scale.



Your Workforce Already Speaks Nine Languages. Your HRMS Should Too.

See Akrivia HCM in your workforce's language

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