Akrivia **HCM** | CONTINENTAL HOSPITALS

Our Healing Touch..

Case Study

Continental Hospital's Digital Transformation Journey

CONTINENTAL
HOSPITALS
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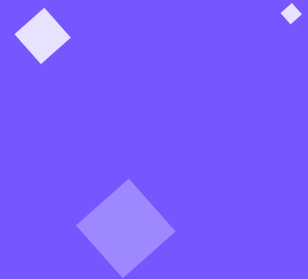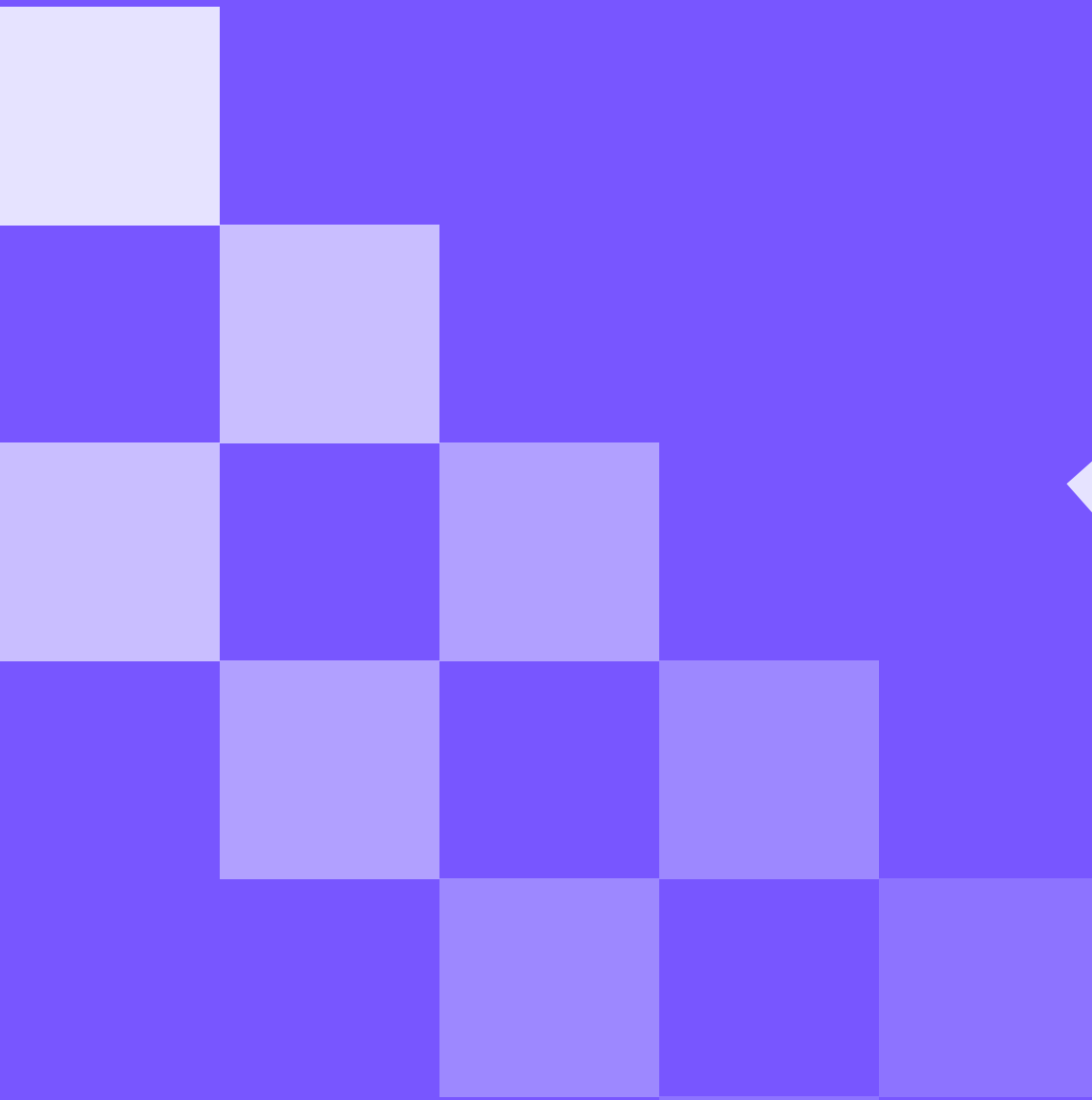
Continental Hospitals, India's first LEED qualified super specialty hospital is on a mission to provide the best quality care to every patient with compassion and by promoting evidence based clinical practices in partnership with their medical staff and employees.

2013
Founded in year

Healthcare
Industry

1200+
Head count

India
Headquarters
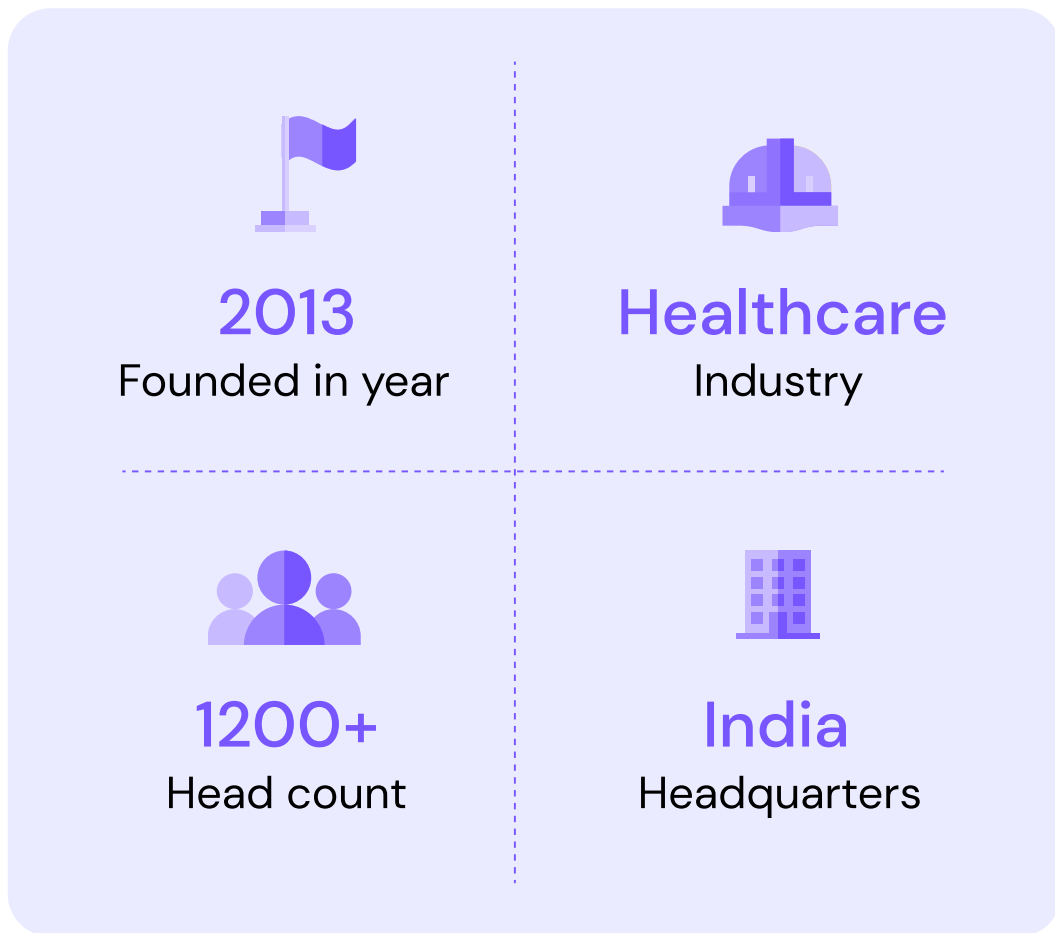
Established in 2013, Continental Hospitals quickly became a top-rated multi-specialty hospital offering multi-specialty, tertiary, and quaternary care services including key specialties like Gastroenterology, Oncology, Orthopedics, Neuroscience, Cardiology, and Multi-organ Transplants.

Bogged down by manual and offline processes

Continental Hospitals, despite having third-party vendors for various HR processes, faced challenges due to the lack of an integrated end-to-end HR system. This resulted in many processes being done manually, leading to errors and difficulties in accurately registering the consultant's attendance levels. Critical human capital functions like recruitment, appraisal, and training were manual and offline.

The organization aimed to transition away from this paper-based system to a more comprehensive system with different modules to simplify auditing, compliance, people tracking, and reduce turnaround times for interconnected HR processes.

In their search for a solution, the HR team at Continental Hospitals was looking for a partner who could provide a solution configured for the healthcare industry. Akrivia HCM stood out due to its promise of a fast ROI, native integration within its modules and advanced functionality. Ultimately, Akrivia HCM was chosen for their ability to foster comfort and trust with the team.
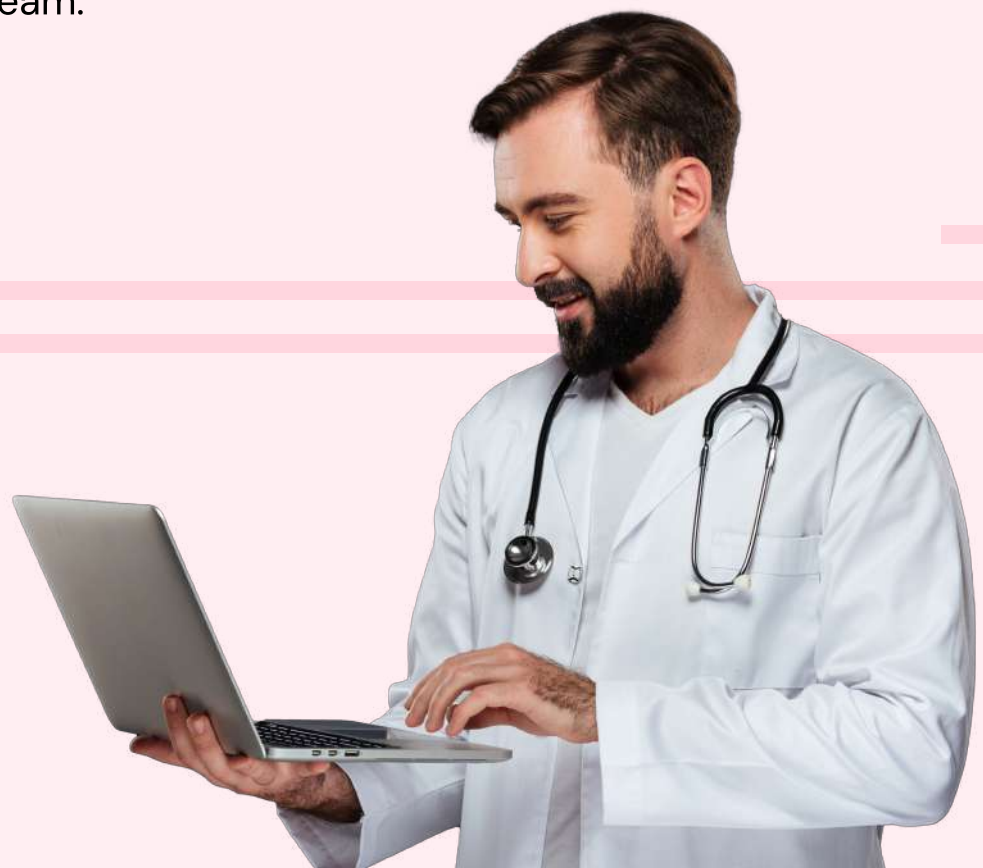
A lack of synergy between different tools and systems meant that many processes were done manually. Besides resulting in more errors, the manual nature of these processes also made it more challenging to accurately register consultant's attendance levels as there was a very high resistance.

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Jahanara Shaik, Chief People Officer at Continental Hospitals

The primary challenges faced by the HR team included

Using multiple third-party vendors for different HR processes, this brought with it various challenges like poor data consistency and difficulty generating reports

Difficult and error-prone attendance tracking

Critical human capital functions like recruitment, appraisal, and training were manual and offline

Taking HR to the cloud

Akrivia HCM team started the digital transformation process by understanding Continental Hospital's existing business practices. Next step was data configuration and migrating all employee records into Akrivia HCM.

Once the employee database was ready, it was time to start configuring individual modules to fit Continental Hospital's business process.

The first roadblock on the list was the inconsistent attendance tracking. Continental Hospitals needed a flexible shift management system that could track and process attendance in real time. This meant the Time & Attendance and Leave modules would need to be implemented first. Akrivia set out to understand how Continental Hospitals managed their employees' time. Attendance polices, leave policies, overtime rules, etc. were then replicated in the system and mapped to shift timings.

This was followed by setting up a strong feedback loop using the surveying and analytics capabilities of the Employee Engagement module.

Each module deployment was accompanied by a comprehensive training and testing program. This helped iron out any inconsistencies early in the implementation process and ensured Akrivia HCM felt intuitive to use.

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We envisioned a comprehensive system made with different modules to reduce the turnaround times for distinct yet interconnected HR processes.

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Jahanara

*Chief People Officer
at Continental Hospitals*

First step to a unified HR process

Once the first set of modules were fully implemented, the HR team at Continental Hospitals started to see some immediate improvements.

Automation and Digitization

As a result of automation and digitization, there was now more visibility into people metrics, like open positions, attendance levels, leaves, and onboarding progress. This meant HR teams could now better identify gaps and take corrective action.

Automating vital HR processes also helped reduce turnaround times and remove delays between approvals. For example, the Help Desk feature significantly reduced the time taken to solve employee challenges.

Consistent attendance tracking

One of the primary expectations attached to this digital transformation project was to see improvements in how Continental Hospitals managed its shifts and employee attendance.

Post-implementation, Continental Hospitals is dynamically allocating their employees across 22 shifts. They were able to configure their overtime and attendance policy within the solution and now overtime and shift changes are automatically mapped to attendance records.

"In an industry where attrition can be as high as 45%, having Akrivia HCM has improved transparency and trackability of individual performances, metrics and successes. We have been able to quantify people's performance and engage them better to improve our retention"

Jahanara

*Chief People Officer
at Continental Hospitals*

Consolidated the entire HR suite in one platform

An important consideration when choosing Akrivia HCM was its natively integrated modules. This has helped Continental Hospitals manage their talent through an integrated system.

An added perk of a natively integrated solution is that all the data frictionlessly connects to a single analytics module. This means the company's senior leadership can see key metrics through a centralized data dashboard.

The success of HCM adoption

"When everyone understands the goals, outcomes and processes, it becomes easier for different teams to work together effectively. We are glad to partner with Akrivia HCM as it has enabled us to align our organizational culture and values intimately with internal HR processes while simultaneously making them more efficient"

–Jahanara Shaik
Chief People Officer at Continental Hospitals

HR's perspective on successful HCM adoption

Next on the radar is to implement the Training and Development module, which is ready for launch, and roll out Performance Management features that enable promotion, transfer, travel expense management and rewards recognition.

Scan to embark your HR transformation journey.