

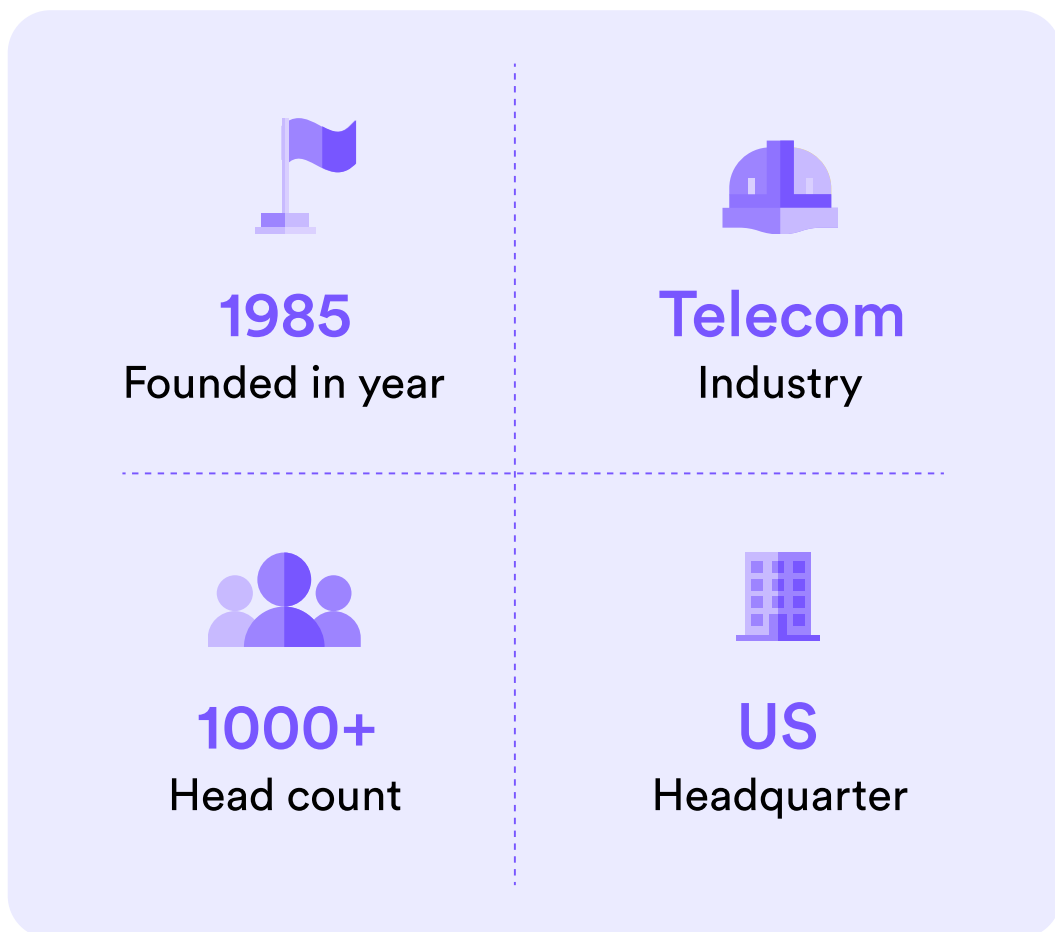


Case Study

Akrivia HCM transforms Evolving System's HR practices globally!



Evolving Systems operates in a rapidly changing and disruptive environment, where Communication Service Providers (CSPs) must navigate constant innovations such as 5G, the Internet of Things, and Cloud computing.



In this ever-evolving telecommunications landscape, Evolving Systems' battle-tested platforms and solutions have assisted CSPs in transforming their businesses for over 35 years. Evolving Systems has become synonymous with innovation management in the telecom industry, powering four out of the five largest Mobile Network Operator groups globally.

HR Challenges in Scaling the Business

To support the largest players in the telecom industry, human resources are not merely resources; they are valuable assets that require precise management, and this is precisely what Evolving Systems aimed to achieve. With operations spanning three continents and five countries, the Evolving Systems team was still relying on rudimentary HR management methods. Excel spreadsheets continued to dominate, with no HRMS or HR tech solution in place to streamline the overall HR processes.



Multiple tools were being employed for document management and attendance tracking, making the processes time-consuming and cumbersome for a sizable workforce. This not only hindered HR operational efficiency but also had a direct impact on recruitment, onboarding, employee morale, engagement, and training and development.

The primary challenges faced by the HR team included



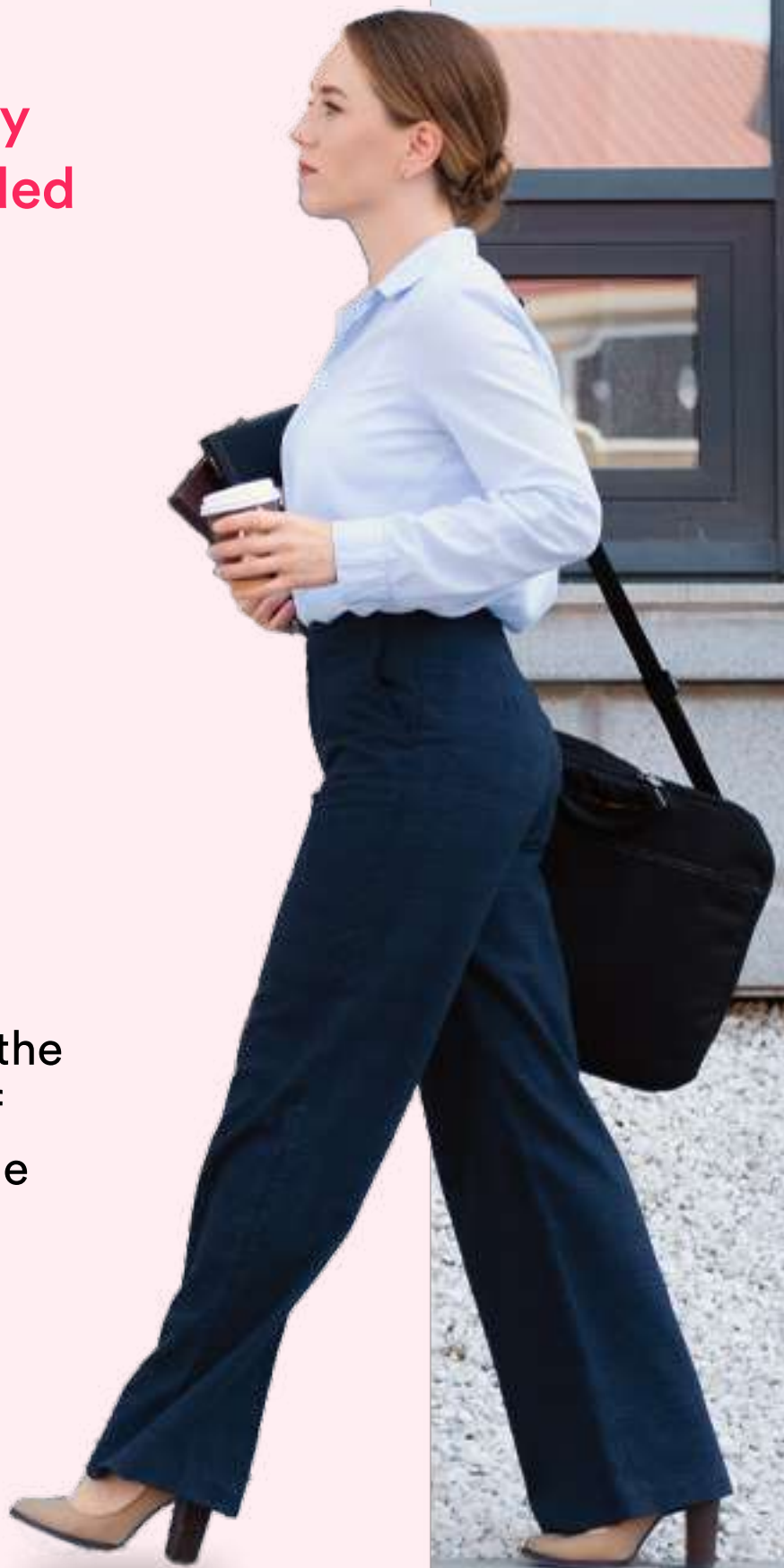
Inadequate Leave Management System



Difficulty in managing documentation



Uncertainty regarding the overall effectiveness of multiple tools within the HR system

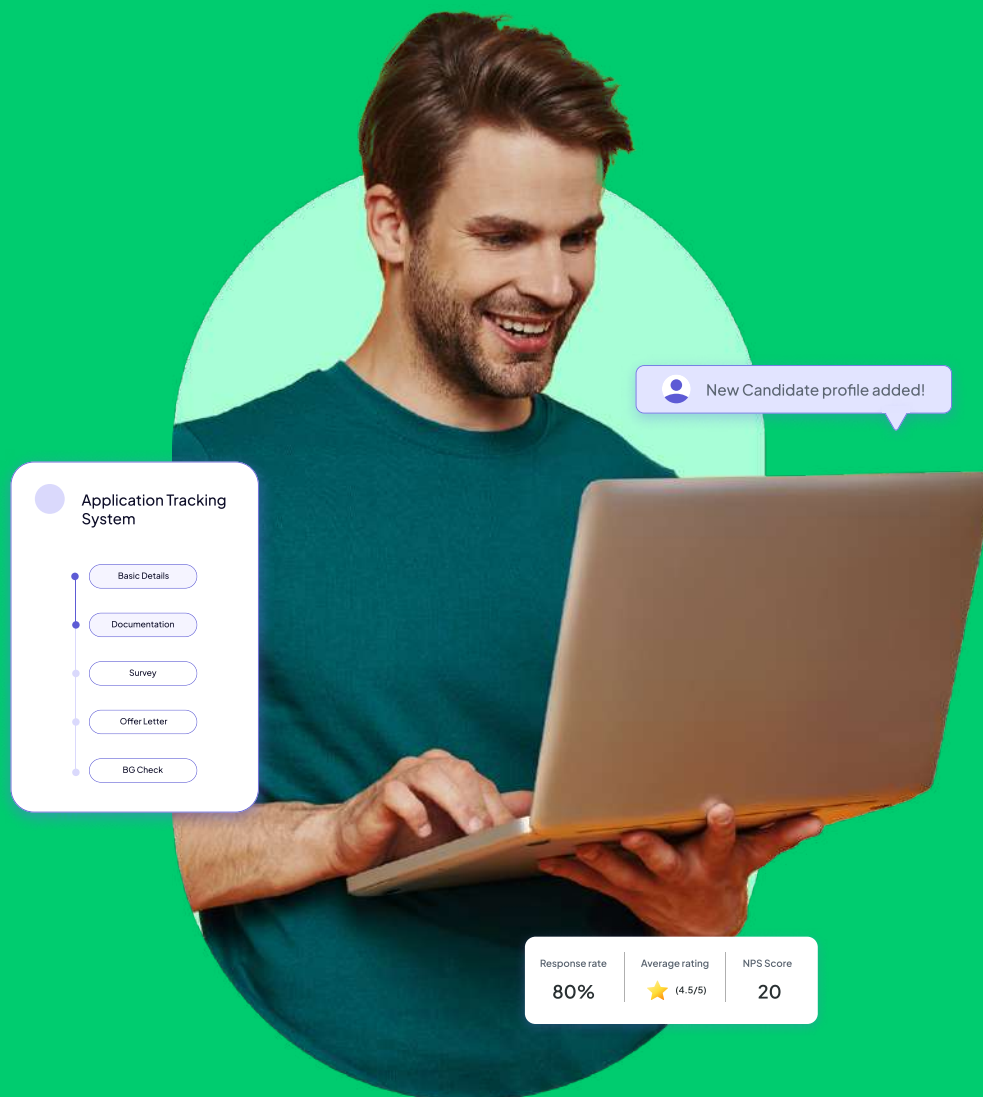


Adoption of HR Automation

Akrivia HCM was brought on board to modernize and streamline human capital management at Evolving Systems. The Akrivia team devised an implementation process tailored to facilitate their familiarity with HR technology adoption. Since this was their first venture into such implementation, the entire process was customized to ensure a smooth adoption. This implementation process effectively equipped the entire Evolving Systems team with a comprehensive understanding of the tool and its associated processes, facilitating knowledge transfer throughout the Evolving Systems hierarchy.



The entire implementation process was organized into distinct phases. Each time a module was introduced, the Evolving Systems team underwent thorough training, and a dedicated testing environment was established to foster their comprehension of the product. Any challenges encountered during the testing phase were promptly addressed, and once resolved, these modules were made live for use.



Following this change management exercise, Evolving Systems possessed a well-structured HRMS within the Akriveria product suite.

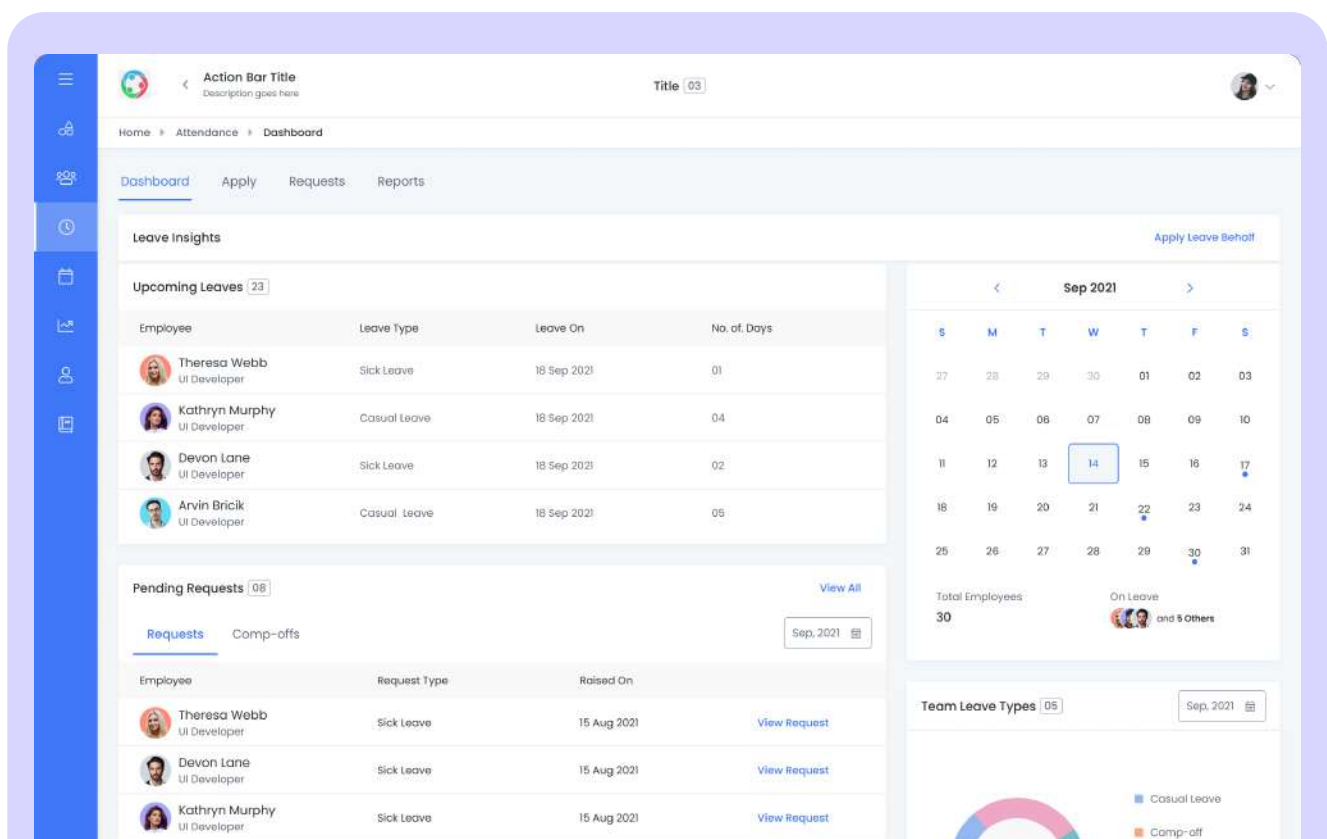
This encompassed functionalities such as onboarding, offboarding, employee management, leaves, and attendance management. Additionally, an extended team of Akriveria support consultants was readily available to assist with troubleshooting and clarify any doubts.

Success of HCM Adoption at Evolving Systems

Following the implementation of the product, Akrivia team not only established a robust HR platform but also effectively tackled the pressing issues that had been troubling their telecom solutions company.

Streamlined Leave Management Process

Prior to Akrivia, the leave management process was entirely manual, resulting in numerous errors in leave calculation and the compilation of leave data. The HR team was burdened with maintaining records manually and subsequently uploading them to multiple tools. Due to the manual process, calculation errors were frequent, and sometimes, the HR team was preoccupied with other tasks, leading to missed leave updates.



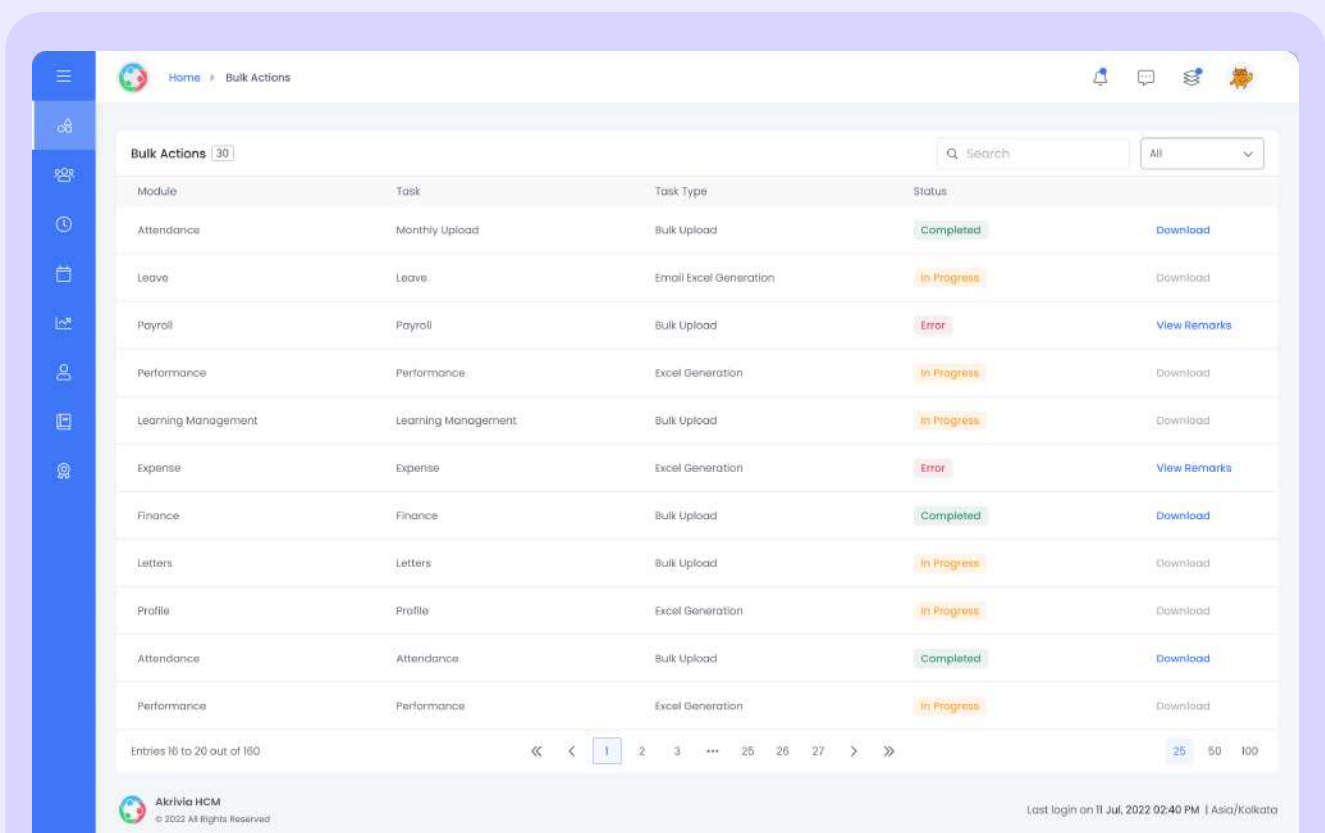
“

With Akrivia HCM, the leave management transitioned from a manual and error-prone operation to a real-time system that flawlessly recorded and maintained leave data records. Additionally, all leave records seamlessly integrated into the payroll system in real-time, eliminating the need for manual intervention. This revamped process has greatly improved the overall experience for our employees.



Ease of Documentation

The use of various tools for documentation and employee letters was a source of confusion and required substantial manual effort. However, with Akrivia HCM, this concern has been completely alleviated. They have a unified repository for document tracking, and employees even have the flexibility to upload their documents directly onto the platform. This has immensely benefited the HR team, allowing them to upload multiple documents simultaneously, saving a significant amount of time in document management.



The screenshot displays the 'Bulk Actions' page in the Akrivia HCM system. The page features a table with the following columns: Module, Task, Task Type, Status, and a column for actions. The table contains 12 rows of data, each representing a different document upload. The status of each upload is indicated by a colored box: green for 'Completed', orange for 'In Progress', and red for 'Error'. The actions column provides links for 'Download' or 'View Remarks' based on the status.

Module	Task	Task Type	Status	Action
Attendance	Monthly Upload	Bulk Upload	Completed	Download
Leave	Leave	Email Excel Generation	In Progress	Download
Payroll	Payroll	Bulk Upload	Error	View Remarks
Performance	Performance	Excel Generation	In Progress	Download
Learning Management	Learning Management	Bulk Upload	In Progress	Download
Expense	Expense	Excel Generation	Error	View Remarks
Finance	Finance	Bulk Upload	Completed	Download
Letters	Letters	Bulk Upload	In Progress	Download
Profile	Profile	Excel Generation	In Progress	Download
Attendance	Attendance	Bulk Upload	Completed	Download
Performance	Performance	Excel Generation	In Progress	Download

At the bottom of the table, there is a pagination control showing 'Entries 16 to 20 out of 160' and a page number '1' selected. The footer of the page includes the Akrivia HCM logo, copyright information '© 2022 All Rights Reserved', and the last login information 'Last login on 11 Jul, 2022 02:40 PM | Asia/Kolkata'.

Realizing ROI from Akrivia

Multiple tools that were previously in use were eliminated and replaced with the best-in-breed solution, Akrivia HCM. This strategic move enabled the Evolving Systems team to reduce costs and redirect those savings to more strategic areas of the business. The confusion surrounding ROI across various tools has been simplified into a single platform that aligns with their employees' expectations, thus helping them attract and retain top talent.



This comprehensive transformation has empowered Evolving Systems to leverage modern HR practices and enhancing the competitive edge in the ever-evolving telecom industry.

That is how they fall in love with HR automation

“

It's a recommended tool.

Akrivia is a great platform to use and manage HR operations.”

- Lokesh, Associate HR, Evolving systems Pvt Ltd



“

We are really happy with Akrivia HCM, and the team is good.

There is proactive support, and they are always available to listen to and resolve our concerns.”

- Shilpa Mekala, HRBP Evolving systems Pvt Ltd



Scan to embark your HR transformation journey.

