Improved Talent and Performance Management through HCM Transformation for India's Leading Business Services Provider

About the client

Our client is India's largest business service private sector company, employing 470,000 associates present across 64 locations in India, Southeast Asia, and North America. With a large and diverse workforce they provide a host of technology-enabled staffing and managed outsourcing services. They opted for HCM Transformation to help transform the traditional administrative functions and drive engagement, productivity, and business value.

Business challenges

Complex legacy HR applications landscape with manual integrations, lacking scalability and latest technology features.

Providing manual inputs to payroll systems adding to overall payroll closure times and prone to errors

Disparate HR processes across 10+ countries, such as recruitment, compensation, benefits, and succession, were maintained manually outside the legacy HR application.

Challenges in getting desired reports quickly with analytics, and data spanning across HCM functions like core HR and Performance.

LTIMindtree solution

LTIMindtree leveraged GenX HR to Reimagine their Hire to Retire (H2R) process:

Reimagining the H2R process

With the help of design thinking workshops for persona-driven process mapping, we implemented best practices in Talent Management (9-box rating and 360˚ evaluation) and integrated performance ratings into the compensation cycle.

Digitization across the HR landscape

We developed and deployed applications like chatbot for employee self-service, workforce predictions for performance and attrition, learning recommendations based on employee competency data, and mobile-first human experience. We also enabled evidence-based HR decisions by tracking, analyzing, and benchmarking HR metrics.
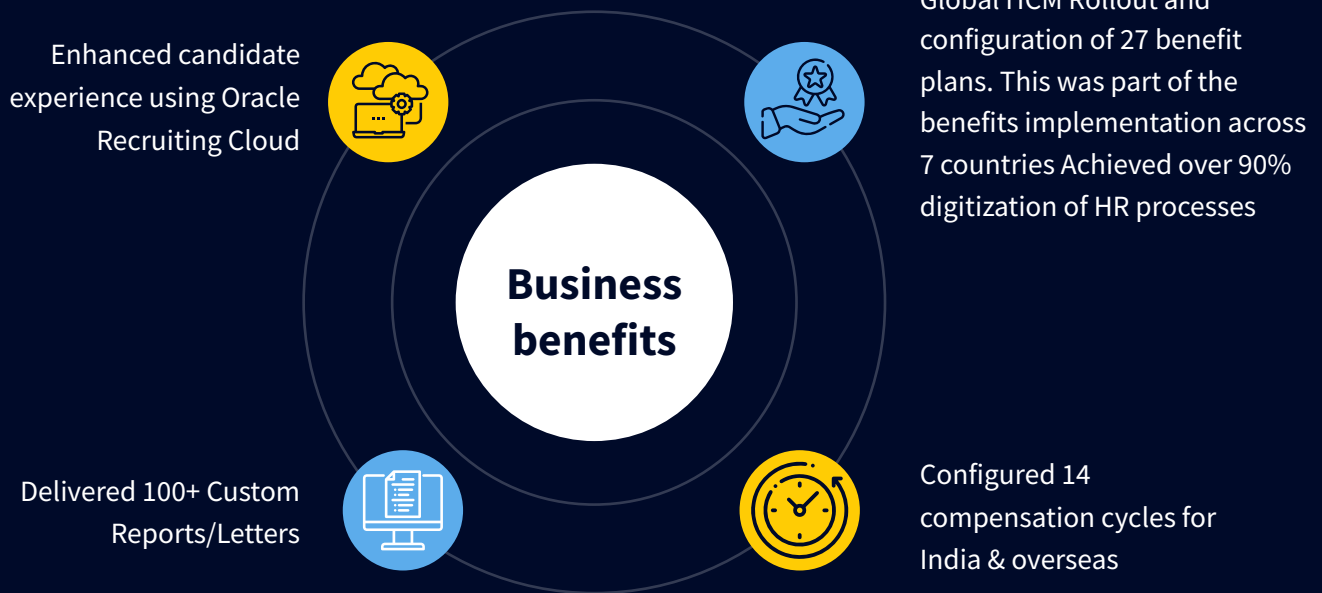
Scalability to address frequent Mergers & Acquisitions

Country-specific "welcome kits" for business users were developed. We also developed ready configurations and integration adaptors to facilitate merger events, enable workforce modeling, and mass data uploads. Automation of Test scripts for regression testing was done during rollouts.

Enhanced human experience

The complete employee journey was unified in a single application. We created training capsules for various personas and introduced an SLA-based self-service application.

Business benefits

Enhanced candidate experience using Oracle Recruiting Cloud

Global HCM Rollout and configuration of 27 benefit plans. This was part of the benefits implementation across 7 countries Achieved over 90% digitization of HR processes

Delivered 100+ Custom Reports/Letters

Configured 14 compensation cycles for India & overseas

Automated payroll integration with their payroll system reducing payroll closure times and improving accuracy.

LTIMindtree

LTIMindtree iis a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 81,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit https://www.ltimindtree.com/.