An Indian multinational public sector banking and financial services company.

Cherrywork® Human Experience Management (HXM)

Challenge

- Complex HR landscape comprised several disparate systems and a HR process portfolio, making it difficult to bring the data together for meaningful analysis
- Siloed systems and the lack of consistent data management processes hindered standardized reporting and data-driven decision making
- Ability to support mobile-based self-service for stakeholders such as employees, managers and HR specialists, leading to poor user experience

Solution

- Transition from legacy system to SAP Fiori. Created a modern and intuitive ESS/MSS portal to provide an improved user experience
- UX/UI modernization for 200+ sub processes under 9 major HR processes such as Leave & Attendance, Travel & Expense Management, Reimbursements, Career Planning, Salary and Compensation, Provident Fund & Gratuity, Pension, Employee Welfare & MIS Reports

Outcome

- 500K employees being able to access the 200+ sub-processes at a single time without any system lag
- Advanced reporting capabilities leveraging enterprise and employee information using consistent data management processes
- Superior employee and user experience with enhanced mobile and self-service capabilities

Business Impact

22%   Increase in user adoption

<2   secs. processing time for transactions

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