



Silwana Infotech
Investing into Innovation

CASE STUDY

How Our Efficient HRMS Software Streamlined HR Operations for a Leading Engineering Company in the Middle East

Country
UAE

Domain
IT Services



CLIENT PROFILE

The client is a leading company that manufactures equipment and systems for heat transfer, separation, and fluid handling through heat exchangers, separators, pumps, and valves.

The company is located in Dubai and has a global presence covering more than 100 countries. As a global engineering solution provider, the client generates a turnover of over \$4.77 Billion in revenue.

With more than 18,000 employees in different cities in the Middle East, the client faced severe challenges in their HR management, such as a lack of proper data handling, documentation, and a centralized database.

THE CHALLENGE

The major challenge in the project was the sheer size of the client's employee base. As a global presence and a leading player in the industry, the client has a hectic schedule and an enormous number of employees to take care of. Catering to such a large crowd scattered across the world was a challenge.

Another challenge was the sheer amount of data. With a large employee base, the amount of data they had was even bigger. The client faced issues due to a lack of documentation. Our challenge was unifying all the data platforms and entering a large amount of data into our systems.

The work time schedules and availability across the different offices were also different, giving us the challenge of working for different time zones. Another challenge was the hierarchy of employees in a multi-layered organization, which meant different rules for different sets of employees.

The organization faced major challenges that made their day-to-day activities difficult. Here are some of the problems they faced and how we solved them with our software.

- A very large organization meant a huge amount of data. Managing these data, be it master data, supportive data, or transactional data, is a humongous task. The company used to do this manually with multiple people assigned to the task. Without a unified system in place, there was miscommunication among the people. There was also no scope for merging the data to get a meaningful analysis. We could quantify this data into meaningful sections with Silwana HRMS, its personnel module, and personnel management features. With a proper Organization structure Management, there was more clarity in the data, and it was arranged in useful ways.
 - The company lacked a centralized repository for the huge amount of documents they had. As a large company, it had to keep track of various documents of its employees like experience data, educational qualifications, the employee's date of joining, department, designation, location, etc. In some cases, the employees' names, marital status, number of children, etc., were not updated. Till now, all of it was kept in disparate and outdated systems like Excel sheets and physical files. All the relevant data was scattered around and did not serve any purpose when needed. With the timely intervention of Silwana, our HRMS and its document management module could provide a solution for this issue.
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OUR SOLUTION

- The client also faced issues with attendance and leaving the management of the employees. Many employees had to be brought under a single system that handled this. With Silwana HRMS time office and leave management modules, this was unified and managed well.
 - The overall process of salary generation, recruitment and training, appraisal, and performance management was improved without HRMS software.
 - We also provided a customized app (iOS & Android) for the company, enabling the employees to use the various facilities within the HRMS software remotely.
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Outcome

The client had an overall upgrade in its employee management process with our HRMS software. The employee data were now stored and managed in a useful way such that they could be retrieved when necessary. The company also benefited from better salary generation, recruitment and training, and appraisal and performance management systems. The client has been successfully using our product and continues to benefit from it.

A Snapshot of Results

Simplified HR-admin operations

Less paperwork and manual tasks, so fewer errors and faster results

Increase control via automation control

Better employee productivity

Easy-to-use and highly accessible HR system

Easy configuration

Post-installation Support

Centralized database

Get in touch with us today!

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About Silwana Infotech

Silwana Infotech is a market-leading name in global IT services. With headquarters in Dubai, UAE, development centre in India, and presence across 7+ locations, we are spearheaded by a leadership team comprising industry expert, business-technical analysts, and subject matter experts with far reaching experience of more than 2 decades.

Our comprehensive IT services range from software development, product engineering, infrastructure services, and solutions based on emerging technologies like AI, BI, IoT, Blockchain, AR-VR etc. to digital marketing, content creation and resource augmentation. Our technology products include ERP, HRMS, CRMS, and various industry-specific solutions.

As a complete IT partner for enterprises and businesses, we harness advanced technologies to conceptualize, develop, and implement innovative products and solutions that make lives easier. We are proud to be your partner in success!



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SUDAN

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