



Silwana Infotech
Investing into Innovation

CASE STUDY

How We Customized Our HRMS to Transform the HR Functions of a Major Oil Company in Kuwait



Country
UAE

Domain
IT Services

CLIENT PROFILE

The client was Kuwait Oil Company (KOC), involved in oil and gas exploration, drilling, and production. They also store crude oil and deliver it to tankers for export. The Government of Kuwait owns it, and its main products are petroleum and natural gas. KOC is headquartered in Ahmadi, Kuwait. They are a large organization with more than 7,000 employees, dispersed globally. They faced several issues with their employee management mechanisms, like biometric machines and attendance, amplified due to the number of employees.

THE CHALLENGE

The client is a large oil company with offices spread across the globe. The major challenge in the project was the size of the organization. Its size and multiple locations mean its employees and operations are remote locations in different cities. This meant that the team had many different issues at hand.

Another major challenge was the hierarchy of employees in a multi-layered organization. This means that there are different rules for different categories of employees. We would have to build solutions that fit the different scenarios, making this a complex project.

The company faced many major issues, and Silwana helped solve them. We used our HRMS software with the Time Office Management System. Here are some of the challenges they faced and how Silwana solved them for them.

- The first challenge was the number of employees. Since it is a large organization, the number of employees is very high. With outdated systems, it can be hard to manage the attendance and details of these many employees. Our HRMS is an ideal solution to such situations.
 - The second problem was that the details of the employees were with third-party software, which needed to be procured and entered into our software. Silwana does not need to rely on third-party software for employee attendance management.
 - The third-party software also relied on salary generation, which meant that the attendance output had to be shared with the same third party. For this to work, we integrated the third-party vendor into this software. This also took some customizations on our part.
 - The client also faced issues because of a faulty biometric machine that does not provide an out flag. We intervened to correct the logic to calculate attendance/presence. This has become a standard feature henceforth.
 - Since the offices of this organization were scattered around the world, there was no uniformity in the technology used in these offices. The biometric machines used were different in different locations. We had to install more than 300 machines, which was carried out in a short amount of time.
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Outcome

Silwana HRMS software's features cover every aspect of HR management in an organization. When the client began running its HR functions through our software, managing its large employee base became easier than they could ever imagine. Even though the employees were scattered across the globe, the HRMS software and its time office management system could effectively bring all the data into a single platform. With Silwana HRMS, employees could punch in their attendance on-site or remotely. Our system also has many other features like defining different rules for different categories of employees, remote punching of attendance from authorized apps, etc. It also had extensive shift management features, including shift scheduling by the roster, shift scheduling by department heads, shift change requests from the mobile app, etc. It also had other features that would allow the client to issue official and personal gate passes for outgoing employees, tour applications, missing punch applications, etc. Overall, the client was extremely satisfied with our solution and continues to benefit from it.

A Snapshot of Results

Streamlined HR operations across multiple locations

Easy and automated management of attendance, shifts, leaves, and payroll

Zero-hassle configuration

Easy adherence to compliance and regulations

Seamless integration with biometric machines

Mobile app for remote attendance system and employee support system

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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