

Increase Competitive Advantage and Profitability with Automated Workforce Management

A preferred destination for Information Technology-Enabled Services (ITeS), India continues to be a leader in the global sourcing industry with 55 percent market share. In FY15, India's ITeS market size was estimated at US\$ 28.15 billion, with approximately 85 percent of revenues coming from the export market. The ITeS market represents the largest segment of India's IT industry with 3.1 million jobs.¹

Despite rapid industry growth in recent years, India's ITeS organisations are under intense pressure to increase profitability — even in the face of growing competition, commoditisation of services, and escalating employee costs and turnover. As a result, ITeS organisations are looking for ways to control costs and optimise resources for bottom-line impact. But how can you achieve these goals when you're focused on timekeeping, employee cost tracking, and billing complexities? Kronos® for ITeS can help by enabling you to more effectively manage your largest controllable expense: the workforce.

Kronos for ITeS is a comprehensive workforce management solution designed to meet the complex requirements of today's dynamic ITeS organisations. This integrated suite of web-based applications delivers complete automation and real-time visibility across time and attendance, scheduling, absence management, employee productivity tracking, and analytics to help you reduce costs, improve performance, manage compliance, and boost employee satisfaction. What's more, the solution is supported by a focused team of professionals who put deep domain expertise and proven workforce management best practices to work for the experience you expect.

Key Benefits

- > **CONTROL WORKFORCE COSTS** by eliminating payroll leakages and automating the application of myriad, complex pay rules
- > **DRIVE OPERATIONAL EFFICIENCIES** by uncovering hidden opportunities to reduce costs and improve productivity
- > **GAIN REAL-TIME VISIBILITY** into the workforce so you can identify potential problems and take corrective action before productivity and costs are impacted
- > **BOOST EMPLOYEE ENGAGEMENT** by leveraging automated policy enforcement and self-service features

“We have been very happy with the Kronos solution and how it makes our employee time management processes more efficient, effective, and standardised. We look forward to deploying Kronos solutions in additional countries, thus enhancing our workforce management operations across many more geographies.”

— Sanjeev Prasad
Global Chief Operating Officer, Genpact

Simplify time and attendance management

Manage a diverse set of employees across different locations — whether they're salaried, hourly, part-time, or full-time. The Kronos solution makes it easy to keep tabs on unplanned absences, tardiness, and overtime that can impact services and send costs soaring. Alerts notify managers when timecards need approval, to avoid delays. Automatic enforcement of work and pay rules and support for multiple approvals help ensure that employees are paid the right amount for time worked. And automated features help you manage your compliance strategy and maintain your preferred part-time/full-time employee mix.

Offering robust mobile capabilities, self-service, and automated alerting, Kronos solutions instantly engage employees and allow managers to manage in the moment. Your employees can submit timesheets, view schedules, request time off, change cost centres, and even punch in and out with GPS — all via an Apple® or Android™ mobile device. Managers can approve timesheets and time-off requests, make timesheet corrections, manage schedules, view reports, and access employee information from anywhere, at any time. They can even notify employees of schedule changes via email or text alerts.

In addition, the Kronos solution can provide a unified view of a day in the life of an ITeS organisation's employee by integrating time data from multiple sources such as access control devices,

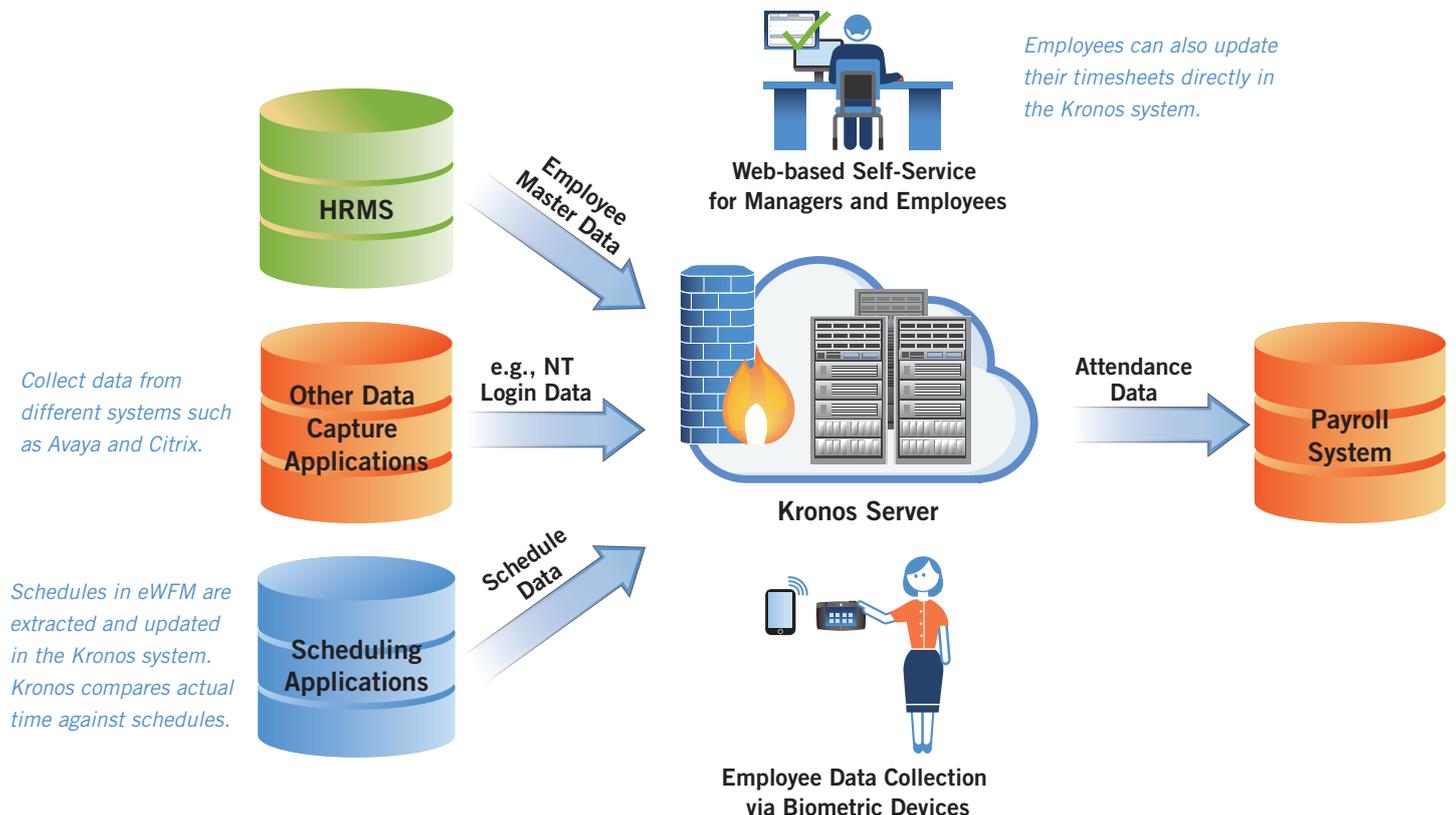
data collection devices, and third-party systems like Avaya®, NICE IEX®, or Blue Pumpkin®. This data consolidation capability helps identify potential areas for improving employee productivity and trimming workforce costs.

Improve availability of employees

Efficiently managing planned and unplanned absences as well as extended and intermittent leave is critical to maintaining an effective agent pool for delivering required service levels. When calculating the cost of employee absences, organisations should consider not only direct payroll costs, such as unscheduled absences, vacation time, sick leave, late arrivals, and early departures, but also indirect costs, including those associated with productivity loss. By tightly integrating employee absence tracking with scheduling, you can better understand employee availability and enable more efficient and effective staffing.

Only Kronos for ITeS provides a comprehensive view of schedules with tightly integrated employee timekeeping and absence data. Thanks to this seamless integration, schedules created by the workforce planner can be managed in real time by the frontline managers. Any approved time-off requests are instantly available to managers so they can make informed scheduling decisions that optimise productivity and service while supporting compliance requirements.

KRONOS FOR ITeS: INTEGRATION OPTIONS WITH MULTIPLE DATA STREAMS



Increase operating margins

Manage Absences: When ITeS workforce planners develop forecasts, they traditionally account for a standard amount of shrinkage, which currently averages 15 to 20 percent.² While many workforce management solutions can adjust to account for estimated actual shrinkage, they fail to provide visibility into absence trends. Kronos for ITeS gives you true visibility into employee absences, enabling you to see how much they're costing you and take proactive steps to better manage their impact on productivity, service, and operating margins.

Minimise Time Abuse: Kronos for ITeS helps prevent common tactics such as “gaming the clock” — when employees steal a few minutes here and there to pad their paychecks. From punching in early or out late to accrue unauthorised overtime to having a buddy punch in for an employee who is running late, time abuse can add up quickly, increasing your workforce costs and hurting your bottom line. Kronos solutions offer innovative capabilities like biometric identification to help prevent employees from clocking in or out at unauthorised times.

Manage Absconding Employees: In India's ITeS industry today, the employee turnover rate is on the rise. Kronos for ITeS goes beyond schedule adherence to deliver automatic tracking of points against attendance policies and workflows, thereby facilitating preparation and distribution of appropriate corrective action paperwork. Plus, audit trails provide a full accounting of all corrective actions taken, helping ensure fairness and limit liability in the event of a disputed separation.

Drive operational efficiency

Effectively matching schedules to volume helps optimise staffing levels for improved workforce productivity. By tracking employee time worked against processes, tasks, and projects across a broad set of operations — including call centre, front office, and retail branches — you can better measure workforce productivity levels and compare them with company benchmarks and industry standards.

Kronos for ITeS can help you capture baseline productivity measures and use that data to set employee productivity goals.



By establishing data-driven employee performance standards, you can better manage workforce productivity to more consistently meet customers' service expectations.

Improve overall satisfaction

Kronos for ITeS helps engage employees through self-service, enabling them to view timecards, hours worked, or accrual balances, request time off or schedule changes, and update availability — quickly and conveniently — without having to track down managers or submit an HR inquiry. Because employee engagement is linked to higher job satisfaction and performance, an engaged workforce helps you deliver higher-quality service to customers.

Trust a proven solution from an industry leader

Designed to meet the unique requirements of today's ITeS firms, Kronos for ITeS is a complete, fully integrated system that can help your organisation better manage employee time, costs, and performance. A configurable administrative console lets you view all employee information — stored in a centralised database — on one screen for more efficient and effective workforce management. And flexible, scalable, cloud-based delivery supports evolving requirements even as your organisation grows and expands. With Kronos for ITeS, you get the automated tools and real-time visibility you need to control workforce costs, minimise compliance risk, and improve productivity for more competitive and profitable operations.

Put Kronos for ITeS to work for you:

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² *Attrition across Sectors Likely to Go Up to 20 Percent in 2015*, The Economic Times (February 8, 2015), found at http://articles.economicstimes.indiatimes.com/2015-02-08/news/58928662_1_attrition-level-sectors-psu-jobs.