

## Manage Your Large, Complex Workforce in Real Time for Bottom-Line Results

India is the world's largest sourcing destination for the information technology (IT) industry, accounting for approximately 55 percent of the USD 146 billion market.<sup>1</sup> The Indian IT industry, which currently employs about 10 million people, has led the country's economic transformation and altered the perception of India in the global economy. India's cost competitiveness in providing IT services at rates approximately three to four times less than U.S. companies is at the heart of its unique selling proposition in the global sourcing market.<sup>2</sup> But this leverage is narrowing as Indian IT companies face competitive pressure from new market entrants and other geographies, and as rising workforce costs put greater strain on profitability.

In today's challenging business environment, IT companies like yours need to get the most from every available resource, including your employees, to stay competitive and fuel growth. After all, the workforce is your most valuable — and likely your most expensive — asset. But disparate systems, manual or semi-automated processes, and limited visibility into employee data can stand in the way of workforce optimisation. That's why you need an integrated workforce management solution that provides real-time access to consistent, accurate workforce information to help you make informed decisions and drive bottom-line results.

Kronos® for IT Services is a proven workforce management solution that can help your IT organisation gain a competitive edge. This integrated suite of applications provides the complete automation and high-quality information you need to control workforce costs, minimise compliance risk, and improve productivity. It combines powerful functionality, real-time visibility, seamless integration, and intuitive ease of use to help improve operational efficiencies and optimise utilisation of your talent pool.

### Key Benefits

- > **GAIN REAL-TIME VISIBILITY** into your workforce across all locations from a centralised administrative console
- > **DRIVE STANDARDISATION** with centralised application of pay rules and leave and attendance policies
- > **MANAGE EMPLOYEE ABSENTEEISM** and its negative effects before organisational performance suffers
- > **INCREASE EFFICIENCIES** with accurate time collection and visibility into both productive and nonproductive time
- > **MANAGE IN THE MOMENT** using powerful mobile capabilities as well as email and text alerts

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*While your organisation is under constant pressure to attract new business, retain existing clients, and protect profits, you need to make sure your employees deliver high performance on the job. But how can you achieve these goals when you're focused on timekeeping, employee cost tracking, and billing complexities? Kronos for IT Services can help.*

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<sup>1</sup> India Brand Equity Foundation (IBEF), *IT & ITeS*, August 2015, at 3.

<sup>2</sup> India Brand Equity Foundation (IBEF), <http://www.ibef.org/industry/information-technology-india.aspx>, accessed December 26, 2015.

### Why workforce management?

In the Indian IT industry, success hinges on an organisation's ability to leverage technology to achieve critical goals for clients. In fact, the industry has saved clients USD 200 billion in the past five years through automation.<sup>3</sup> But many Indian IT organisations have yet to leverage automation to optimise utilisation of their most valuable asset: the workforce.

Workforce management technology can help Indian IT organisations control workforce costs and improve productivity — critical advantages in an industry where workforce costs have historically represented the largest single operating expense. Workforce management solutions automate enforcement of pay rules and workforce policies while providing real-time visibility into the workforce to guide more informed decision making. Plus, mobile capabilities help IT organisations manage in the moment with on-demand insights into scheduling, costs, performance, and more — while there's still time to take corrective action and yield desired results.



### Manage employee absenteeism for improved productivity

Employee absences — whether planned or unplanned — can have a significant impact on organisational performance and bottom-line results. Chronic absenteeism places additional stress on other employees, negatively affecting workforce morale and overall quality of service. In addition, it increases reliance on overtime, which can quickly send employee costs spiralling out of control. In a recent SHRM survey, more than two-thirds of respondents (71 percent) perceived employee absences had a “moderate” to “large” impact on productivity and revenue. In addition, employees with supervisory responsibility spent an average of 3.5 hours per week dealing with absences, including obtaining replacements, adjusting workflow, or providing training.<sup>4</sup>

Kronos for IT Services provides powerful functionality to help you control and mitigate the effects of absenteeism before organisational performance suffers. Track eligibility based on tenure, hours worked, holidays, sick time, and other user-defined criteria. Prevent unauthorised time off and late returns with built-in notifications and alerts. And automatically calculate accrual balances so managers have real-time visibility into current employees' accrual liabilities.

Because many IT services organisations today have highly mobile employees around the world, they need to manage complex global absence policies. Kronos for IT Services provides global time-off capabilities that help you seamlessly manage employee eligibility based on various parameters, including geographic location and movement.

In addition, the Kronos solution automates enforcement of employer-specific leave policies and requirements for a variety of leave types, including maternity and paternity leave, helping you reduce errors and avoid costly litigation and grievances. One-click access to leave eligibility and availability information helps drive better decisions to control costs and minimise compliance risk.

### Increase operational effectiveness with detailed workforce tracking

It's difficult to achieve new levels of operational efficiency when your workforce information is fragmented across multiple, disparate systems. Fortunately, Kronos for IT Services can help. The Kronos® Workforce Activities™ module provides automated tools for reconciling time spent on activities to payroll costs so you can better understand service costing and identify opportunities to increase efficiencies. With complete, real-time visibility into how your operations perform against productivity goals and benchmarks, you're able to make truly effective, data-driven decisions to keep results in line with expectations.

Kronos provides a project timesheet that lets you track multiple projects against budgeted costs in real time. Employees' time is billed directly to their assigned projects to help ensure accurate costing. Automated alerts notify managers when projects are at risk of exceeding their budgeted costs so they can take action to minimise bottom-line impact. Plus, mobile capabilities enable employees to fill out timesheets from any location, including customer sites, for accurate, up-to-date timekeeping and cost tracking.

<sup>3</sup> India Brand Equity Foundation (IBEF), *IT & ITeS*, August 2015, at 3.

<sup>4</sup> Society for Human Resource Management (SHRM), *Total Impact of Employee Absences* (commissioned by Kronos), 2014, at 4.

Workforce Activities consolidates the right information from various sources, enabling you to view the status of all your organisation's projects. Information is available immediately — as soon as it's captured by the system — rather than hours later. As a result, you can spot constraints and delays, identify idle employees, and redeploy resources to proactively align capacity with demand. A detailed scorecard view provides visual indicators to help you determine which activities require attention to improve performance.

### Automate enforcement of pay rules and leave and attendance policies

Organisations with large, complex workforces can gain significant benefits from central application of rules and policies. Whether employees work from home, on site, or across global locations, centralised automation helps managers comply with myriad work and pay rules to drive accuracy and minimise risk.

Kronos for IT Services makes it easy to keep tabs on unplanned absences, tardiness, and overtime that can impact service quality and send workforce costs soaring. Complete automation and enforcement of complex work and pay rules help you avoid wasteful payroll costs associated with errors and inflation. Proactive email and SMS alerts notify managers of information that needs immediate action, such as when an employee is approaching overtime. Plus, centralised policy management supports consistent compliance with regulatory requirements — and backs it all up with a complete audit trail.

### Drive employee engagement and manager effectiveness

With robust mobile capabilities, employee self-service, and automated alerting, Kronos for IT Services instantly engages employees and empowers managers to manage in the moment. Employees can submit timesheets, view schedules, request time off, change cost centres, and even punch in and out with



GPS — all from 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 — to optimise productivity and control costs. They can even notify employees of schedule changes via email or text alerts.

### Trust a proven solution from a recognised industry leader

Designed to meet the unique requirements of today's IT companies, Kronos for IT Services 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 IT Services, you get the automated tools and real-time visibility you need to control workforce costs, minimise compliance risk, and improve workforce productivity for more competitive and profitable operations.

Put Kronos for IT Services to work for you:

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