

# An Indian Fintech Creating a Pipeline of Skilled Staff

## Background

- The client is one of the largest digital consumer credit marketplaces
- The client has a base of 21 million customers
- The client works with the largest banks, fintech, and NBFC
- The client provides financial solutions to consumer

## Pain Points

- Strategic priorities to establish an associate base across Tier 1 to Tier 5 cities
- As a Fintech company, hiring across the country is a challenge
- Vendor-Associate had a major disconnect. No defined escalation mechanism
- Multiple Vendors - Regional & Local Players with no centralised control
- There were multiple state and centre challans, regulatory & statutory compliances that needed to adhere
- Inability to access and report consolidated productivity data centrally due to Multiple Vendor System



## SOLUTION

- Hiring associates for our client across major cities
- Audit was one of the initial steps taken by TeamLease for all the Vendors to understand the current compliance levels
- TL Connect (Attendance + Leave + Exit) module activated for all the associates
- Standardization of staffing operations and tailored bulk hiring approach
- Designed a strong compliance framework



## OUTCOME

- Starting from 50 associates to onboard 500+ associates in a short span
- Streamlined and a transparent process while meeting compliance norms
- Consistency and frequency of delivering 60 associates in one go
- Increased productivity with the deployment of TL Productivity suite
- Improved attrition rate that curtailed hiring costs and optimized the overall cost