



## DEPLOYED 6000+ ASSOCIATES WITH A FULLY DIGITAL SOLUTION FOR A FOOD DELIVERY GIANT



### Background

The client is a leading online food ordering and delivery platform in India which operates in 500+ Indian cities. Their requirement is to grow its retail dark stores for hyperlocal delivery across metro cities. The client was looking for a volume hiring with strong attendance and payrolling management system.



### Challenges

- Dedicated sourcing team to hire up to 4000+ associates per month
- Hiring executives in a short span of time across many cities in India
- Digitally manage workforce for their attendance-time-leave
- Gaining more control on quality of outcomes



### Solutions

- Hired 500 people month-on-month based on the client requirement
- Implemented TL connect and Payrolling services for workforce management
- Addressed queries (for instance payroll, insurance and etc) in a timely manner
- Ensured smooth associate onboarding and engagement
- Reduced attrition rates and no-shows by having frequent calls with client HR BP's in various pods where associates have been deputed



### Result in Digital Experience

- Onboarding through virtual platform and uploading the required document on time.
- The TL connect implementation standardized every step of the process, including the tax computing, leave policies, MIS reports, and attendance.
- Hired 6000+ store managers, stores in charge, business development, sales associates, onboarding executive, brand champions, onboarding restaurant executives, picker-packers etc.
- Being an MSP partner, we were able to consolidate all the client vendors which route through TeamLease.
- By using digital platform, manual work automation, quick deployment, cost optimization was achieved.
- Digitized compliance management was also implemented ensuring that employees comply with rules and regulations as per the industries current standards.