

Smooth Transition & Streamlined Operations for a Leading Milk Producer



BACKGROUND

- The client is a leading milk and milk products producer company. They are also in fresh vegetable distribution and production of edible oil.
- Associate Count-550
- Major profiles-Facilitator, Lab Assistant, Technician, Store Assistant, Store Manager, IT Executive, Office Boy, Sales, MIS Executive,
- Location - North India



ISSUES

- The client had suboptimal processes of payroll processing and governance.
- Multiple Vendor Systems were causing salary delays and resulted in associate dissatisfaction.
- Managing compliance was challenging due to the various processes each vendor followed.
- No defined escalation mechanism- Centralized productivity data was difficult to access and report.

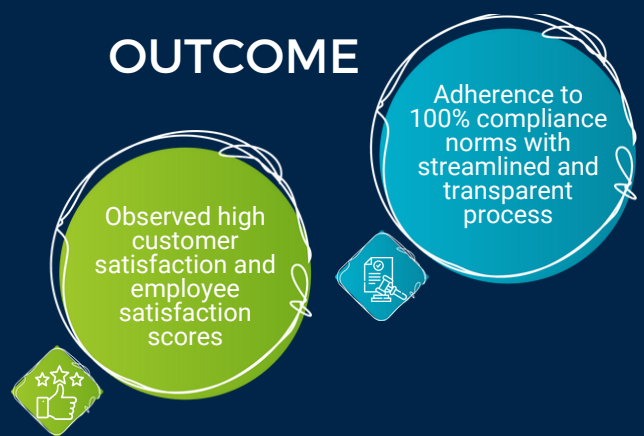


SOLUTION



- Technology platform for smooth transition of associates to TeamLease staffing with PF and ESIC benefits.
- Dedicated central team to assist the associates with onboarding.
- OL were rolled out along with bank verification, aadhaar details, etc.

OUTCOME



- Observed high customer satisfaction and employee satisfaction scores
- Adherence to 100% compliance norms with streamlined and transparent process