

CASE STUDY

Transforming Operations:

Streamlining Payroll & Workforce Management for a Biopharma Industry Leader



🔍 BACKGROUND

- The **client is a global biopharma company with a purpose to unite science, technology and talent to get ahead of disease together**
- Their aim is to **positively impact the health of 2.5 billion people** by the end of 2030
- Their ambitions for patients are reflected in **commitments to growth and a step-change in performance**
- They deal in mainly **OTC products**



📄 ISSUES *(Pain points of client)*

- The client was looking for a single vendor for **centralising monthly salaries and other disbursements, including incentives and reimbursements.**
- Managing **3P and non 3P associates** was difficult



- The client was **managing the reimbursement manually**
- Their Central team **lacked clarity on the specific associates working on particular days.**



SOLUTION

- When associates transitioned to TeamLease, the **TL team took charge of end-to-end management.** Furthermore, we **deployed two on-site personnel to oversee operations in four regions.**
- We provided with **Digital Workforce Solution (DWS)** to manage their **Attendance, Leave and Exit (ALE)**
- We provided them with **customised reimbursement module**
- **Daily MIS reports** were shared with the client



OUTCOME

- We onboarded **950+ associates and 600 agents**
- Their **daily attendance system became tech driven** as the associates were **using mobile app and portal for punch in punch out**
- **Region-wise clarity regarding the number of associates working daily** was achieved through MIS reports.

