

Adecco India:

Offering Life Skills, Career Progression and Specialized Expertise

CASE STUDY

Positiveedge Solutions enables Adecco India to move towards a new Sales Force and Operations Automation Process using Microsoft Dynamics CRM



OVERVIEW

Industry

Staffing and Learning

Solution Summary Implement a CRM solution, focused on Medical Device Manufacturing

Technology

Microsoft® Dynamics CRM
Microsoft® .NET Framework
Microsoft® SQL
Microsoft® SQL Server Reporting

Benefits

- SMS alerts on service assignments
- MS Outlook offline mode
- GUI dashboard and analytical reports
- Automated features
- Global Access 24/7 from multiple devices
- Improved collaboration
- Integration with 3rd party application

Adecco, India is a fast growing HR Company providing end-to-end HR solutions to client organizations, with its national presence in 40 locations across India. Adecco is headquartered in Bangalore and they focus on Executive Search, Recruitment, Learning and Temporary Staffing services to its client organizations.

- Rapid growth with the largest branch network of over 85 India cities / town
- Over 100,000 associates on assignment everyday, nationally
- Distinguished list of 1,500 clients across all segments
- Placement of around 8,000 candidates per month, across India
- Over 1,100 trained and specialised consultants to customise your HR solutions

The industries Adecco provides HR Solutions to:

- Information Technology
- IT Enabled Services
- Agriculture and Agri-based Organisations
- Telecom, Media & Entertainment
- Engineering, Process & Infrastructure
- Consumer Services & Retail
- Banking, Financial Services & Insurance

BENEFITS

Flexible Payroll Processing

- Simplify your organization's payroll processing with selection lists and anytime check processing

Flexible Accrual and Overtime Schedule

- Automation of schedules creation and management of employee paid time off and overtime payments

Comprehensive Reporting

- Meet government and management reporting requirements with SAP Crystal Reports®

Earning and Deductions

- Automation of earning and deduction reports

The Challenge

Being the leader in the staffing and learning industry, Adecco-India are continuously seeking to increase growth through recruitment and training programs. However, as the job market fluctuates along with the economy, they are frequently challenged to stay ahead of the curve – and the competition.

Attracting and placing the most qualified people in the workforce takes an organized sales team, exceptional client relationships and an efficiently run business. Nevertheless, due to the complexity of market expansion, Adecco found it difficult to keep up with the demands of their marketing, recruitment and the activities of their sales territories. The need for an internal solution was evident.

Adecco's executives needed a resolution that would fit to scale future growth, as well as, solve their immediate challenges. With the review of their current platform, they realized their legacy system had many inefficiencies resulting in the inability to:

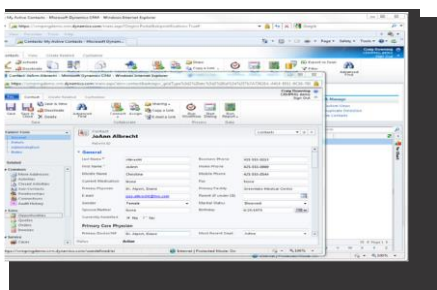
- Optimize and automate workflows
- Maximize overall performance
- Share information across multiple departments and organization wide
- Eliminate information silos resulting in no real time accurate business information
- Lack of communication due to decentralized information

Adecco needed an innovative solution – one that would cut cost, reduce administrative overhead where they could leverage social media, cloud and mobile capabilities to streamline communications.

The Solution

With a clear understanding of their needs, Adecco's Management Team engaged PositiveEdge Solutions for their expertise in implementing a Microsoft Dynamics CRM solution platform.

GRAPHICAL INTERFACE



Focusing on more than fulfilling the standard CRM needs, PES defined a solution strategy by optimizing processes with a customer-centric view. Their approach was focused on aligning the organizational structures with reassignment of roles and responsibilities by installing a state-of-the-art Microsoft Dynamic CRM solution.

The Benefits

The Microsoft Dynamics CRM Solution enabled Adecco to manage their overall business processes through an efficient system. This in turn improved business processes and maximized their return on Human Resource investments. A few of the benefits include:

- **Profile Management** - The ease of managing employee profiles and all related information which is also accessible to employees through the HRIS tool. Employees are empowered to change or edit general information whenever needed.
- **Payment/Compensation** - Employee payroll and payment history are easily accessible and automated. Employees can view all payroll related features and salary statements can be automated for employee receipt.
- **Training** - Training notifications are easily distributed within the organization and traced online for internship which can be labeled as optional or mandatory.
- **Leave Management** - Employees have a dedicated portal to schedule and notify management for leaves of absence. Once the leave is scheduled through the HR portal it is then escalated to his/her manager. Leave durations are auto-deducted from the employee's vacation accrued bank and an automated email is generated for notification.
- **Meetings and Certifications** - Managers and employees are empowered to view and book meeting rooms through out the organization. They are also capable of sending email notifications as reminders. As an option, online certifications can be obtained by employees.
- **Generate Online Letters and Data** - Auto generate offer letters or response letters online to perspective employees.
- **Online Alerts** - Online alerts are auto-generated when specific deadlines are approaching.
- **Export/Import facility** - Users have the capability to export or import data to and from an excel sheets or comma separated files (CSV files)



The Benefits

- A single unified system for Sales, Staffing and Learning operations which integrates the existing applications of Adecco
- Quick adoption across the organization due to the user friendly features of MS Dynamics CRM
- The reports provided an improved visibility into staffing sales, operations and training activities

The Results

With an advanced Microsoft Dynamic CRM Solution, Adecco results range from enhanced employee recruitment as well as:

- Advanced reporting features
- Performance calculation and managing employee behavior
- Systematic way to manage staffing and learning activities for both sales & operations teams
- Structuring hierarchy of employees
- Employee relationship management
- Hiring campaign management

About Positiveedge Solutions

Positiveedge Solutions helps customers design, develop and deploy software solutions for critical customer-facing business challenges. With our uncommon commitment to project success, along with our comprehensive knowledge of Microsoft technologies and backed by broad industry experience and methodologies, we extend core business platforms to create commercial advantage for our customers.

By leveraging our unique onshore/offshore delivery model, our consultants work around the clock to provide solutions quickly and cost effectively, which add measurable value to your business.

Next Step:

Contact us to discuss how we can help with your business needs.

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