

A Multinational Conglomerate's Journey From Multiple Service Providers To A Centralised Staffing Operation

Background

- One of India's leading financial services conglomerates, providing a broad range of financial products and services
- 1,200,000+ strong client base with a network of 450+ offices and 10,000+ employees
- Client has its presence across all major cities in India

Challenges

- Multiple service providers compounded by the high internal complexity of a diversified group
- Issues in KYC document collection and lack of a standardised date of salary release
- Complex and untimely reporting and unavailability of a common technology platform
- Non-compliance

Solution

- Centralised staffing operations: combining centralisation with decentralisation approach
- Centralised and standard reporting and analytics
- Strong compliance framework and rigorous governance
- Inbuilt tech tools:
 - Built for staffing technology tools
 - Client admin access to cross-verify all data



Outcome

Clear visibility and tracking control through TeamLease integrated technology helped to build a centralised staffing solution that could cater to the flexi staffing needs of all diversified groups and also created an operational excellence with 100% compliance irrespective of complexities.

