



Case Study: SCOPE International, Chennai

*How **SCOPE International** streamlined their employee productivity and reward the efficient employees as well to forecast their Human Resources requirements in the day to day changing business scenario:*

COMPANY PROFILE

Scope International is the Back-Office Processing center for Standard Chartered Bank, which is operating world-wide. Scope International has 4 delivery center and is employing more than 5000 employees in Chennai.

BUSINESS CHALLENGE

SCOPE employees are in different staff level working on different products and processes under different units. Monitoring each staff level's productivity with certain criteria is the major challenge. Measurement of their productivity, based on their efficiency in work, each employee to be rewarded or penalised. With the changing business scenario, forecasting the human resource requirement based on volume of business comparing with the existing resources by doing sensitivity analysis are other challenges.

BUSINESS SOLUTION

Altech suggested that a Staging application SYNAPSE be developed to capture the manual data (in various Excel sheets) in a database, which can then be taken to Value Insight BI tool for further analysis.

The solution comprises of 3 components:

1. Login Tracker – to monitor employees' movement
2. SYNAPSE – Java application to capture volume data, allow managing or Rewards program - Smart Work Smart Reward (SWSR) and Capacity Model to forecast their HR requirements
3. Value Insight – a BI dashboard product from Altech which let Managers analyze information and also generate ad-hoc reports.

The login tool is a client tool written using VC++ and uses various MFC libraries. The login tool

runs as a windowless application, which cannot be seen by the end-user. The tool can be deployed using any Remote Software Delivery applications and without the knowledge of the end-users, will start to track the various events in end-user workstations or laptops.

The events captured are Login, Logout, Lock, Unlock, Hibernate ON, Hibernate OFF, Screen Saver ON, Screen Saver OFF. Using these events, this tool can accurately say the time a user has logged in for a day and the time he/she was actively working.

Forecasting of HR requirements done by Capacity planning model based on various parameters like holidays in the year, man hour definitions. With this, capacity model arrives the productive and non productive days. Volume of business, Full Time Employees availability and their leaves, employees attrition rates are calculated in other phase. By analyzing the available data, HR requirements for each staff level for different product and processes are arrived. Can able to change those factors according to the user's convenient and see different scenarios through Scenario builder.

BENEFITS FOR SCOPE INTL.

Automation of manual SWSR computation processes reduced the time taken to collect data, review, compute and submit to HR & Finance.

Planning for future capacity based on diff. volume scenarios allow Process Managers to plan their operations better.

Web based application makes it easier to deploy & maintain.

PROJECT HIGHLIGHTS

- Closer working between Altech team and Scope's implementation team.
- Application was implemented gradually in a phased manner, after rigorous testing of application at the work floor apart from Quality check at Altech.