

Case Study

Cadila Pharmaceuticals:

From SAP to uKnowva
HRMS: Cadila's
Seamless Shift to a
Future-Ready HRMS

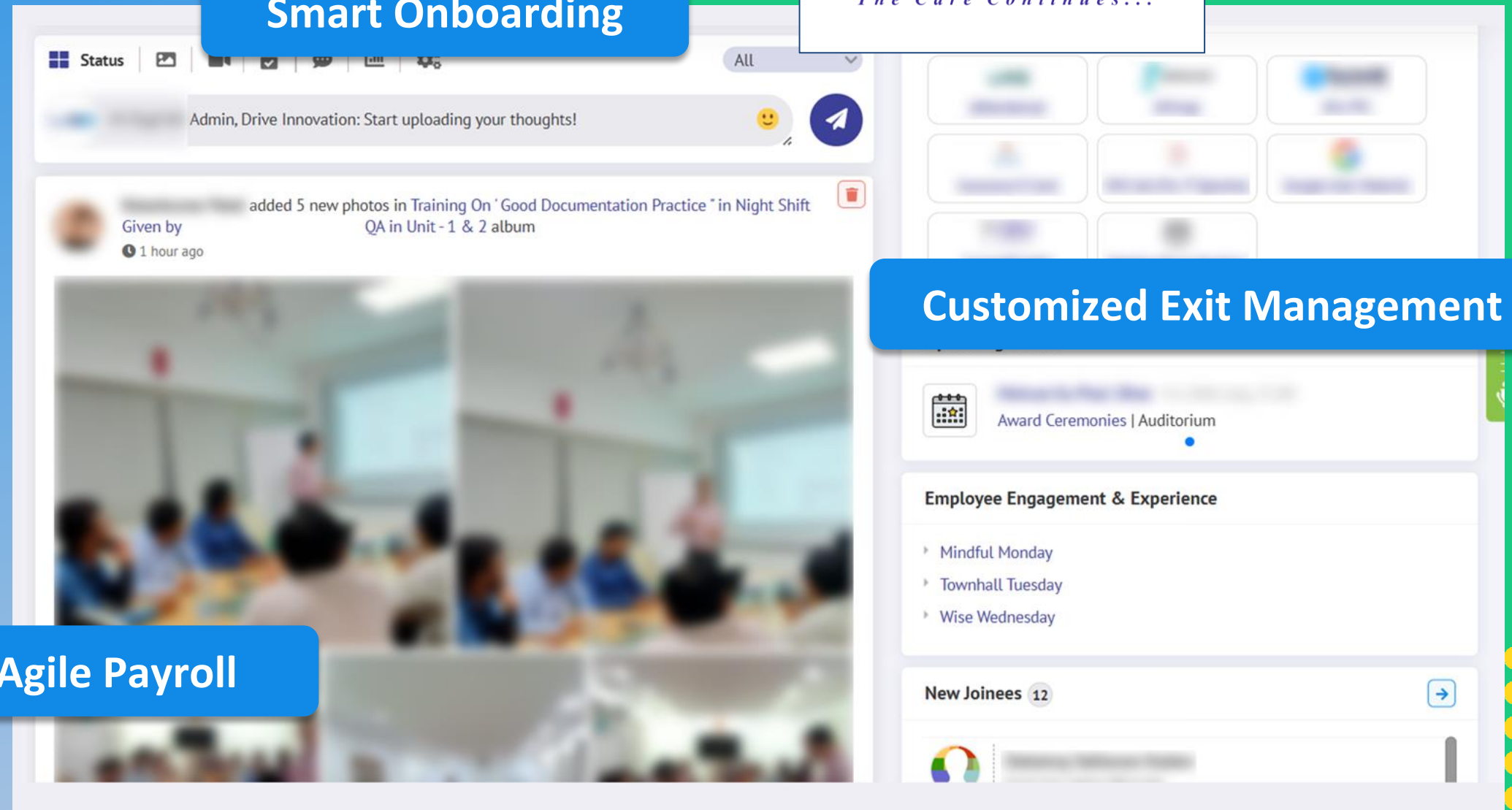


Smart Onboarding



Customized Exit Management

Agile Payroll



Challenges Faced



Complex Payroll Processing

Manual payroll calculations for 10,000+ employees across HO and field staff led to payment delays.

Delayed Recruitment & Onboarding

Onboarding of new employees was rigid and had no provision of seamless integrations because of the complexities in the process.

Fragmented HR Systems

Cadila relied on multiple disconnected tools (SAP, Phenom, UKG) causing data silos, manual errors, and delays in HR processes.



Challenges Faced



Inefficient Exit & Retention Management

High attrition due to lack of structured resignation workflows, delayed clearances, and no retention mechanisms.

Lack of Asset & Reimbursement Tracking

Manual tracking of assets (laptops/tablets) and reimbursement claims (fuel, ID cards) caused delays and disputes.

Poor Visibility into Workforce Analytics

Lack of centralized dashboards and reports hindered decision-making for HR and leadership.



Investigating the cause



Cadila's LMS was disconnected from performance data, making it hard to track skill gaps and training effectiveness. uKnowva HRMS integrated LMS with Phenom's performance module, enabling automatic data flow for training and seamless performance alignment with the help of the integrated reports.



Field and HO staff had inconsistent attendance tracking, leading to payroll errors and policy violations. uKnowva integrated UKG/Phyzee for automatic attendance sync, while eliminating manual errors.



HR faced approval bottlenecks in probation extensions/confirmations due to no structured workflow. uKnowva's automated probation workflow with the manager alerts for pending reviews and auto-generated confirmation/extension letters.



Leadership lacked insights into employee attendance trends, leave patterns, and probation statuses. Custom dashboards provided live insights into attendance patterns, leave trends, and probation statuses, enabling data-driven workforce decisions.

Investigating the cause

- ▶ Cadila Pharmaceuticals was struggling with multiple siloed HR tools (SAP, Phenom, UKG) leading to inefficiencies, data duplication, and lack of actionable insights. uKnowva HRMS replaced legacy systems with a unified HRMS, integrating recruitment, payroll, attendance, and onboarding into a single platform.
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- ▶ Employees faced unclear resignation workflows and had no structured retention process, leading to dissatisfaction. uKnowva introduced automated exit clearance workflows and a retention approval system (up to HRBP level) to reduce turnover.
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- ▶ The payroll team faced frequent inefficiencies while processing salaries for 10,000+ employees across HO and field staff. uKnowva's automated payroll engine ensured accurate, compliant, and timely salary processing with custom rule configurations.
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- ▶ Manual tracking of laptops, tablets, fuel reimbursements, and ID cards led to lost assets, delayed claims, and audit risks. uKnowva's digital asset allocation and custom reimbursement workflows streamlined approvals and accountability.
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Investigating the cause



Hiring was slow due to disconnected job requisitions, candidate tracking, and manual onboarding processes. uKnowva's integration with Phenom automated job posting, candidate tracking, and position master-driven onboarding.



Leadership lacked real-time workforce insights on attendance, performance, and attrition, leading to reactive decisions. uKnowva's real-time analytics & dashboards provided actionable insights on attendance, performance, and attrition trends.



Cadila lacked an internal social platform, leading to disconnected teams and poor employee engagement. uKnowva's DigiCad intranet transformed workplace culture by enabling social interactions - employees now actively share birthday wishes, achievements, and departmental updates, fostering belongingness and real-time collaboration across 10,000+ team members.

Strategy Devised



Our Solution



Unified HRMS Platform Replacing SAP:

Consolidated Cadila's fragmented HR tools into one scalable cloud system for 10,000+ employees, eliminating SAP's complexity.

Smart Asset & Reimbursement Tracking:

Digitized allocation of 1,000+ devices (laptops/tablets) and auto-approved reimbursements saved 650+ monthly man-hours.

Automated Payroll:

Our payroll engine processed 10K+ salaries flawlessly with 100% compliance, replacing Cadila's error-prone SAP payroll system.

Phenom-Powered Hiring Revolution:

From job posting to onboarding, uKnowva's Phenom integration cut Cadila's hiring cycle by 30-40%.

Digital Exit Management:

Automated resignation workflows and smart retention triggers reduced attrition up to 2x across Cadila's pan-India workforce.

Seamless Attendance Sync:

UKG/Phyzee's API integration ensured accurate time tracking for 10K+ field/HO staff, eliminating payroll mismatches.

Our Solution



Data-Driven Leadership Dashboards:

Custom analytics helped Cadila's HRBP team reduce up to 3x absenteeism using predictive workforce insights.

DigiCad Social Intranet:

Our branded employee hub boosted engagement by 72% with 500+ daily interactions across 10K+ users.

Automated Probation & PIPs:

System-triggered workflows accelerated 3,000+ probation decisions annually with up to 30% faster closures.

Smart CWM Module Integrated:

Streamlined contractor processes with structured masters (Principal Employer, Contractor, Compliance, etc.). Bulk onboarding reduced manual effort by 60%, cutting onboarding time from days to hours. Cost-centre allocation improved payroll accuracy by 40%, while API integrations ensured seamless data sync for faster HR operations.

Set KRA Matrix

! You are currently viewing data from the draft version.

Employee

Designation

Select Template

Client Servicing - Account Man

OR

Select Previous KRA

Select KRA

OR

AI Suggest

i Each KRA category must individually have a total weightage of KRA : 100%

1 KRA

#	KRA	Success Measure
1	CS Analysis initiated weekly review w/ Internal partne	Weekly Internal JSR Updat
2	Weekly Spendsheets	Every Monday
3	Adhere and Maintain Business Culture*	Subjective

KRA for Team FY (2025)

Search

2025

Search

Reset

More Filters

Set KRA

Import

Export

☐	No.	Name	Action	Manager	Designation	KRA Status
☐	1					Not Set
☐	2					Not Set
☐	3					Set & Accepted
☐	4					Not Set
☐	5					Not Set
☐	6					Not Set
☐	7		View & Approve			Pending For Approval
☐	8					Set & Accepted
☐	9					Not Set

Total 9104 records

Display Num

10

Start

Prev

1

2

3

4

5

6

7

8

9

10

Next

End

Attendance - Jun, 2025

<

>

Calculate UKG Attendance

🔒

Calculate & Lock Attendance

↻

Sync Attendance

📁

Import

📄

Export

🔍

Month: June

Year: 2025

☐	Name	Action	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
☐	Employee Name	👁	WOF	P	P	P	P	P	P	WOF	P	P	P	P	P	P	WOF	P	P	P	P	P	P	WOF	P	P
☐	Employee Name	👁	A	A	A	A	A	A	A																	
☐	Employee Name	👁	W	R	R	R	R	R	R	W																
☐	Employee Name	👁	R	R	R	R	R	W	R	R																
☐	Employee Name	👁	WOF	P	P	P	P	P	P																	
☐	Employee Name	👁	A	A	A	A	A	A	A																	
☐	Employee Name	👁	W	R	PL	R	R	R	R																	
☐	Employee Name	👁	W	CI	CI	R	R	R	W																	

Total 9458 records

Display Num10

Payroll

👁

✓Generate Salary

📁

Import

📄

Export

⋮

More

🔍

☐	No	Name▲	Action	Basic	HRA	Professional Pursuit Allow	Variable DA	Canteen Allow	Education Allowance	Hostel Allow	F
☐	1	Employee Name	👁 ✎ ⋮	₹ 10,000.00	₹ 1,000.00	₹ 1,000.00	NA	NA	NA	NA	N
☐	2	Employee Name	👁 ✎ ⋮	₹ 10,000.00	₹ 1,000.00	₹ 1,000.00	NA	NA	NA	NA	N
☐	3	Employee Name	👁 ✎ ⋮	₹ 10,000.00	₹ 1,000.00	₹ 1,000.00	NA	NA	₹ 1,000.00	NA	N
☐	4	Employee Name	👁 ✎ ⋮	₹ 10,000.00	₹ 1,000.00	₹ 1,000.00	₹ 1,000.00	₹ 1,000.00	₹ 1,000.00	₹ 1,000.00	N
☐	5	Employee Name	👁 ✎ ⋮	₹ 10,000.00	₹ 1,000.00	₹ 1,000.00	NA	NA	NA	NA	N
Total				₹ 50,000.00	₹ 5,000.00	₹ 5,000.00	₹ 5,000.00	₹ 5,000.00	₹ 5,000.00	₹ 5,000.00	R

Total 9104 records

Display Num5

Start

Prev

1

2

3

4

5

6

7

8

9

10

Next

End

My Courses

My Courses Recommend Courses Mandatory Courses

Leadership Skills That Boost Synergistic Approach To Get Success
Topic: Leadership Skills that Boost Synergistic Approach to Get Success Key...
Chapters : 1

Progress bar

Pharmacovigilance & Drug Safety Awareness
Dear Cadila employees, We welcome you to CADiSHIL e Learning , This is your fir...
Chapters : 1

Progress bar

POSH
In a mental health context, POSH might refer to initiatives or programs aimed at...
Chapters : 1

Progress bar

Adaptability
Adaptability is the ability to adjust to new situations or changes in circumstances...
Chapters : 2

Progress bar

Help

Course Catalogue

Sales Training & Refresher
14 Course(s)

Management Development Program (MDP)
1 Course(s)

New Joiner Induction and Onboarding
3 Course(s)

Employee Experience
35 Course(s)

Learning Courses For Employees
4 Course(s)

Diabetes Awareness
1 Course(s)

Good Manufacturing Practices
3 Course(s)

Total 7 records
Display Num 10

Helpdesk / Support Ticket Stats

Graph/Stats Menu

Jul 1, 2024 - Jul 3, 2025

+ Add more



451

Open Tickets



851

Closed Tickets



0

Overdue Tickets



5

Answered Tickets



399.41

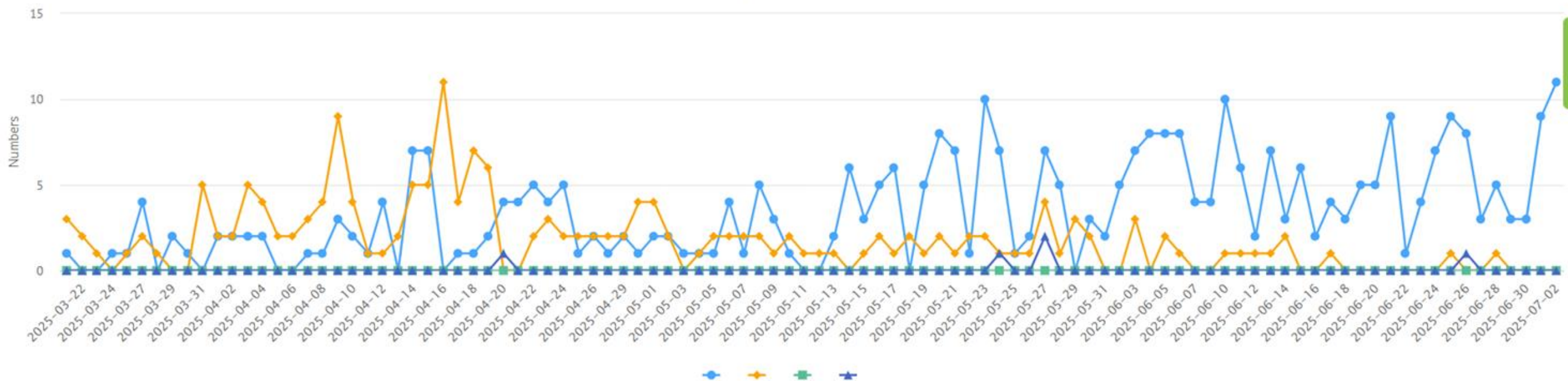
Avg TAT



176.29

Avg Response Time

Daily Ticket Charts



Help

TAT

Most Productive Team Member

Departments Benefitted

HR & Admin

Automated 90% of earlier inefficient processes – from payroll to exit management – reducing HR ticket resolution time by 65% for 10,000+ employees.

Finance

Replaced SAP with uKnowva's error-proof payroll system, processing 10K+ salaries with 100% statutory compliance.

Talent Acquisition

Phenom-integrated recruitment slashed hiring time by 30-40%, onboarding new hires with auto-generated offer letters and digital documentation.

Operations

Automatic attendance sync and mobile check-ins eliminated timesheet fraud for 4,000+ field staff, synchronizing data with payroll seamlessly.

IT

Digitized tracking of 1,000+ devices (laptops/tablets) with self-service portals, cutting asset allocation time from 3 days to 2 hours.

Organizational Impact



30%

Decrease in Payroll Processing Time, Happily Replacing SAP for 10K+ Employees

40%

Improvement in Recruitment Efficiency with Seamless Integrations and Workflows

30%

Reduction in Attrition Rate with Structured Exit Mgmnt

40%

Reduction in Compliance Risks with Auto-updated Rules Payroll and Attendance

72%

Increase in Employee Engagement due to DigiCad implementation

65%

Faster HR Query Resolution with Unified Helpdesk and ESS

Kinjal Chaudhary

(Global President HR - Cadila Pharmaceuticals)

uKnowva HRMS is an extremely user-friendly system. We have been at it for the last 2 and a half months now. The UI is absolutely out of the world! All my colleagues have given me feedback that this is the best HRMS system that we have ever had.

The customer centricity of uKnowva HRMS is extremely high. Your team understands our requirements for immediate customizations and makes it happen on time.

There is no training required when using uKnowva's social intranet.

It is an absolutely foolproof system, which is also the biggest differentiator to use it widely across the entire organisation.



About uKnowva HRMS

uKnowva is currently present in 7+ major countries: India, the UK, Saudi Arabia, Egypt, Oman, and Indonesia with 200k+ user base and 450+ satisfied clients. HRs leverage the availability of the AI-driven intelligent and insightful reports in uKnowva to manage and develop their workforce effectively. uKnowva HRMS is a cloud based HR system that automates and streamlines your everyday HR tasks flawlessly. Using it is helpful for saving work hours daily.

visit us at <https://uknowva.com>



About Cadila Pharmaceuticals

Cadila Pharmaceuticals Ltd. is a leading privately-held Indian pharmaceutical company with a 70-year legacy of delivering affordable, high-quality medicines worldwide.

Driven by innovation, they invest in cutting-edge research and development to create life-changing treatments that improve global health.

Their patient-centric approach ensures ethical clinical research and sustainable business practices, aligning with the highest industry standards. Committed to excellence, Cadila combines scientific expertise with integrity to develop trusted healthcare solutions.

Beyond medicines, Cadila is dedicated to making a meaningful impact through responsible innovation, fostering well-being for communities everywhere.

Thank You



FROST & SULLIVAN



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