

Case Study

Delhivery leveraged
uKnowva HR Tech to spur
incredible growth and
manage their offroll &
adhoc employees



Challenges Faced



Multiple Solution :

Before uKnowva, they had multiple solutions for managing off-roll employees. These solutions had failed to bridge gaps between the ever-evolving process of a supply chain service company.

Customised Approach :

uKnowva was specially chosen to bridge these gaps and offer an integrated solution that is scalable and flexible to the constantly maturing nature of a highly tech-driven logistic company.

Automate Onboarding Processes :

With the requirement for automation at its forefront, Delhivery aimed to automate all onboarding processes for all kinds of Off-roll Employees in the company. They aimed to kill any dependency on excel or google sheet which increased manual tracking efforts further lowering their productivity.



Challenges Faced



Digitized Workflow :

Delhivery stated the need for a complete digitized workflow for managing Ad Hoc manpower (Contractual Labor) across India, with an aim to onboard every user and even the vendor on one system. This would help streamline every manpower request coming from all centers of the country and help generate precise billing against the actual man-hours put forth by the labor force.

Lack of Smart Hiring System :

With the company expanding rapidly, they struggled for a smart hiring system that would automate and streamline the entire manpower planning and hiring process. Identity Proofing was a requisite, as the count of Ad Hoc manpower employees onboarded each day exceeded a few thousand.

Integration :

Meanwhile, a solution that works in tandem with all other existing systems by integrating attendance and Financial data in real-time had become essential.



Investigating the cause

- ▶ There was no solution or platform that provided data flow in one central unified management system.

- ▶ Earlier systems lacked flexibility for incorporating unpremeditated Adhoc manpower onboarding.

- ▶ A need for a scanner that scans and parses unique IDs and fetches data to onboard Ad Hoc manpower tout de suite was needed to drastically reduce onboarding and clock-in time.

- ▶ Setting limits for processing manpower requests that adhere to the company budget norms were required to be configured on set parameters. This was needed to curb the overestimation of manpower planning for both Ad Hoc and Offroll employees.

- ▶ There was a need for a smart system that automatically prohibited recording punch against any manpower whose Agency/Vendor had no rates mapped in the masters. Thus not allowing any vendor invoicing that amounts to zero.

Strategy Devised



Our Solution



Rapid onboarding by Scanning :

Taking into account the company's outpour of punches recorded in a day, there was a need for rapid punch recording. uKnowva built a system where it would scan the Aadhar card & onboard the employees tagged to the unique ID & simultaneously record a punch. This process automated onboarding by parsing the information by barcode/QR code scanning.

Automated Smart budget Manpower planning :

Here uKnowva was capable to set limits to raise requests of vacancies for different types of workforce manpower. This allowed the manpower planning process to adhere to company budgets based on the limits set.

Complete Vendor Management :

A complete vendor management system was built by uKnowva. This took care of invoicing and vendor billing. The system made sure that the invoice raised was based on the latest rates recorded against the vendor for the accurate man-hours logged.

Overcame Attendance Manipulation :

uKnowva built in a system that restricted attendance manipulation for already recorded punches. The system restrained users from making a backdated change in Shift assignments and weekly offs for employees. Real-time sync of attendance from different sources was captured in uKnowva. Option for auto attendance approval was defined for special cases.

Our Solution



Flexible manpower onboarding :

uKnowva offered higher flexibility by allowing any time onboarding of manpower. Here the punch recording opened up only during the shift windows assigned to respective users. A facility for users that allowed auto-punch out after a certain set of defined hours was built to provide more adaptability to employees.

All integrated solutions :

uKnowva delivered a real-time integration for leave and attendance. It is also integrated with the other systems allowing a seamless flow of data throughout. Along with other integrations, uKnowva incorporated financial integrations for accurate billing and invoicing.

Seamless Exit management :

uKnowva built a seamless exit automatic approval system. The system also supported the transfer of employees within centers across India while maintaining the same unique ID but with vacancy movement under different manpower planning combinations.

DELHIVERY

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Search...

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+ uKnowva System

My Profile

Leaves

List Holidays

Resignations

Helpdesk

Attendance

HR Manager

List Workflows

Master

Manpower Planning

Approvals

Team

Finance

User Wise Holiday

Manpower Planning List

Add

Import CSV File

Export

Delete

🔔

#	Centre Id	Centre Type	Department	Designation	Approved Count	Active Count	Vacancy Count
1	...	PC,IPC	HUB LM Dispatch	Ground Coordinator	...	...	...
2	...	SC	Service Center Ops	Ground Coordinator	...	...	...
3	...	SC	Service Center Ops	Ground Coordinator	...	...	...
4	...	HUB,IPC	HUB LM Dispatch	Ground Coordinator	...	...	...
5	...	RPC	RPC - Dispatch	Ground Coordinator	...	...	...
6	...	RPC	RPC	...	...	...	...
7	...	RPC	RPC	...	...	...	...
8	...	RPC	RPC	...	...	...	...
9	...	RPC	RPC	...	...	...	...
10	...	RPC	RPC	...	...	...	...

Showing 1 to 10 of 5,925 entries

DELHIVERY

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Manpower Request

uKnowva System

🔔

Manpower Request

My Requests

Pending Approval

Pending Allocation

All Requests

Mark Attendance

Master

Manpower Vacancies

Manpower Planning

Configuration

Vendor Billing

Billing

Attendance Report

Log out

S.No.	Actions	Date	Shift Time	Shift Duration	Center Name	Requested Count	Approved Count	Request Type	Status	Created By	Created On	Rec
1	👤🗑️	08 Apr, 2022	11:00 PM	12.00	...	...	...	ADHOC	Allocated	...	04 Apr, 2022	177
2	👤🗑️	08 Apr, 2022	11:00 PM	12.00	...	...	...	NONJL LOADERS	Approved	...	04 Apr, 2022	178
3	👤	08 Apr, 2022	11:00 PM	12.00	...	...	...	LOADER	Cancelled	...	06 Apr, 2022	178
4	👤🗑️	08 Apr, 2022	11:00 PM	12.00	...	...	...	LOADER	Allocated	...	07 Apr, 2022	179
5	👤🗑️	08 Apr, 2022	11:00 PM	12.00	...	...	...	NONJL LOADERS	Approved	...	07 Apr, 2022	179
6	👤🗑️	08 Apr, 2022	11:00 PM	12.00	...	...	...	LOADER	Approved	...	07 Apr, 2022	179
7	👤	08 Apr, 2022	11:00 PM	9.00	...	...	...	ADHOC	Cancelled	...	07 Apr, 2022	179
8	👤🗑️	08 Apr, 2022	11:00 PM	12.00	...	...	...	...	...	...	...	...
9	👤🗑️	08 Apr, 2022	11:00 PM	12.00	...	...	...	...	...	...	...	...
10	👤🗑️	08 Apr, 2022	11:00 PM	12.00	...	...	...	...	...	...	...	...

Showing 1 to 10 of 13,517 entries

Previous

1

2

3

4

5

...

1352

🇮🇳 Mark Attendance

uKnowva System

Add Manpower

Punch In

Punch Out

☐	S.No.	Actions	Name	Login ID	Request Id	Date	Shift Time	Shift Duration	In Time	Out Time	Type	Centre N
☐	1		...	...	...	08 Apr, 2022	09:00 AM	12.00			LOADER	...
☐	2		...	...	...	08 Apr, 2022	01:00 PM	9.00	08 Apr, 2022 12:53:00	08 Apr, 2022 13:06:45	ADHOC	...
☐	3	Punch Out	...	...	...	08 Apr, 2022	01:00 PM	9.00	08 Apr, 2022 13:03:00		ADHOC	...
☐	4	Punch Out	...	...	...	08 Apr, 2022	02:00 PM	1.00	08 Apr, 2022 13:40:00		ADHOC	...
☐	5	Punch Out	...	...	...	08 Apr, 2022	04:00 PM	12.00	08 Apr, 2022 13:03:00		LOADER	...
☐	6	Punch In	...	...	...	08 Apr, 2022	04:00 PM	12.00			LOADER	...
☐	7	Punch In	...	...	...	08 Apr, 2022	04:00 PM	12.00			LOADER	...
☐	8	Punch Out	...	...	...	08 Apr, 2022	04:00 PM	12.00	08 Apr, 2022 13:17:00		LOADER	...
☐	9	Punch Out	...	...	...	08 Apr, 2022	04:00 PM	12.00	08 Apr, 2022 13:18:00		LOADER	...

DELHIVERY

My Profile

Leaves

List Holidays

Resignations

Helpdesk

Attendance

Attendance -

<< PrevNext >>ExportBulk RegularizeExport ReportSync AttendanceImport .csv file

	31 (Thu)	30 (Wed)	29 (Tue)	28 (Mon)	27 (Sun)	26 (Sat)	25 (Fri)	24 (Thu)	23 (Wed)	22 (Tue)	21 (Mon)	20 (Sun)	19 (Sat)	18 (Fri)	17 (Thu)	16 (Wed)	15 (Tue)
Name																	
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	A	A	A	PWOFF	P	A	P	P	P	P	WOFF	P	P	H	P	A	A
	P	P	P							PH	P	WOFF	P	PH	PL	PL	PL
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	P	P	P	P	P	P	P	P	P	P	P	A	P	P	P	P	P
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P

Total 21 records

Page Num 30

Add Manpower

Request *Apr 08 - Gurgaon_Tauru_G...

Vendor *Select Vendor

ID Number *

Name *

Date of Birth *

Punch In

Refresh

Request	Vendor	ID Number	Name	Punch In	Status	Description
	R Group		Nilesh	13:05	Failed	Punch Failed: Manpower can't punchin as user has already punched in to request at Gurgaon_Tauru_GW on 2022-04-08 13:00
			Dharmik	14:04	Failed	Punch Failed: Manpower mapped successfully. But could not punched in as Punchin window is not open for selected request.
			Amarnath	14:05	Failed	Punch Failed: Manpower mapped successfully. But could not punched in as Punchin window is not open for selected request.
			Dharmender	13:03	Success	User punched successfully
			Vaishakh	13:17	Success	User punched successfully
			Prasad	13:18	Success	User punched successfully

DELHIVERY

My Profile

Leaves

List Holidays

Resignations

Helpdesk

Attendance

HR Manager

List Workflows

Master

Manpower Planning

Approvals

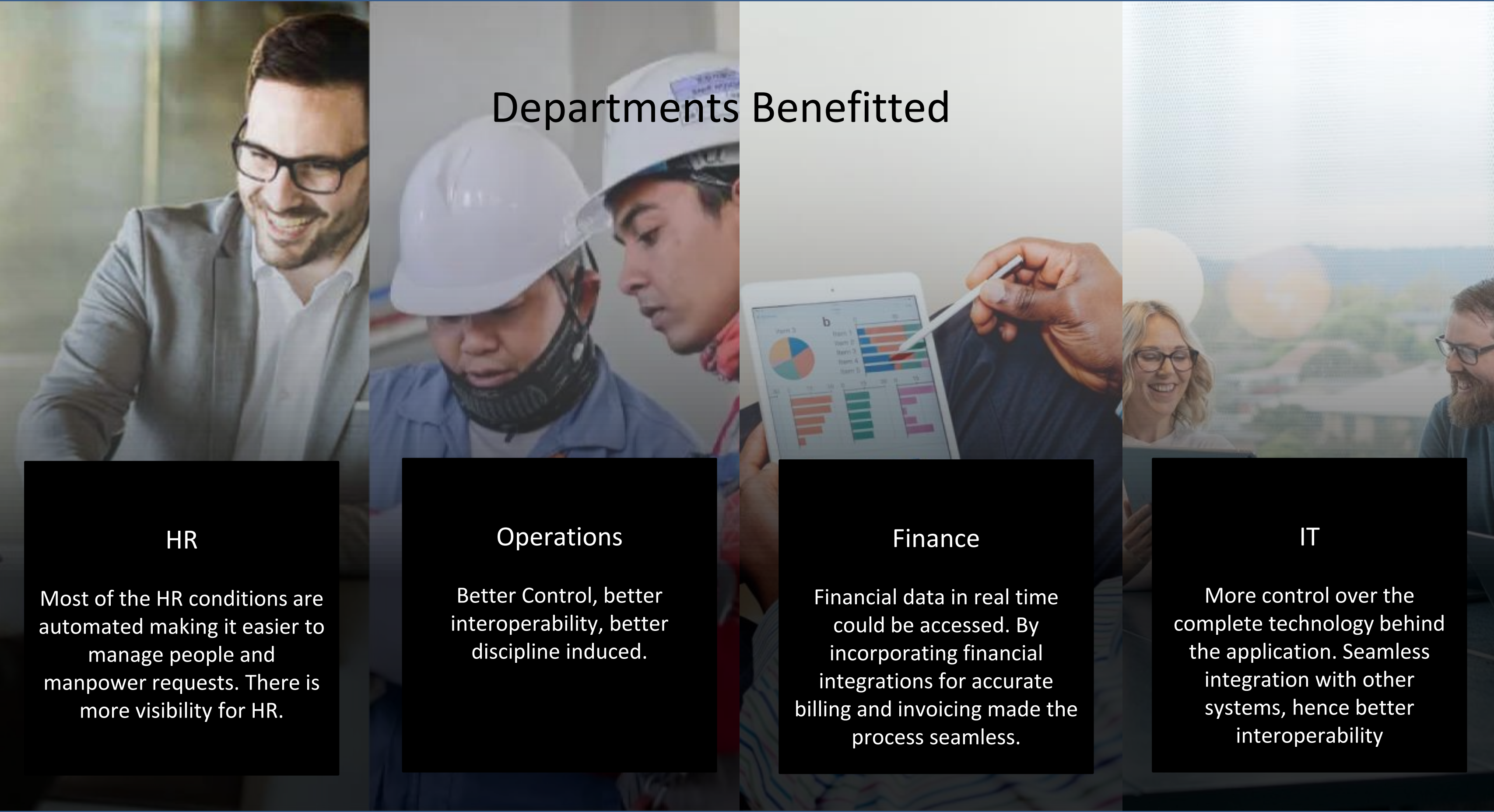
Team

Finance

Assign Shift to Users

Back to Team

Employee Name	Mon-04	Tue-05	Wed-06	Thu-07	Fri-08	Sat-09	Sun-10
	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	WOFF
	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	WOFF	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)
	13:30 - 22:30	13:30 - 22:30	13:30 - 22:30	13:30 - 22:30	13:30 - 22:30	13:30 - 22:30	13:30 - 22:30
	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	WOFF
	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	WOFF	9:30 - 18:30 (Off Roll)
	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	WOFF
	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)
	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	WOFF	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)
	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	9:30 - 18:30 (Off Roll)	WOFF



Departments Benefitted

HR

Most of the HR conditions are automated making it easier to manage people and manpower requests. There is more visibility for HR.

Operations

Better Control, better interoperability, better discipline induced.

Finance

Financial data in real time could be accessed. By incorporating financial integrations for accurate billing and invoicing made the process seamless.

IT

More control over the complete technology behind the application. Seamless integration with other systems, hence better interoperability

Organizational Impact



900%

Improvement in
exit/separation
management TAT

700%

Increase in TAT for
updating onboarding/exit
information into other
Realtime systems

100%

Improvement in Overall real
time visibility in attendance
of Adhoc/Offroll employees

30%

Reduction in Attrition

100%

Improvement and
financial transparency
with Vendors

1200%

Improvement in
onboarding TAT

About uKnowva

uKnowva is currently present in 4 major countries: India, the UK, Saudi Arabia, and Egypt 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 Delhivery

According to the RedSeer Report, Delhivery is India's largest and fastest-growing fully-integrated logistics services player by revenue as of Fiscal 2021. With its nationwide network covering over 17,000 pin codes, the company provides a full suite of logistics services such as express parcel transportation, PTL, TL freight, cross-border, supply chain, and technology services. Delhivery has successfully fulfilled over 1 billion shipments since inception and today works with over 21,000 customers, including large & small e-commerce participants, SMEs, and other enterprises & brands.

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