

Customer Case Studies

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ANALEC



- Analec is a financial and banking software company and has offices in India and Singapore. They have been using EazeWork solutions since July 2011 for managing all their payroll and HRMS requirements

Challenges

- Need for integration with a smart card system
- Employees working across shifts – need to track time and late comings
- Employees working on client sites – need to provide them remote access to systems but from company intranet page only
- HR and Admin teams work separately with clearly defined roles – need to have a work flow across these two departments

EazeWork Solution

- Integrated with the smart card management system and build a logic for 24 hour shifts
- Provided single sign-on with the company intranet
- Built workflows across the HR and Admin departments based on the business requirements

“EazeWork’s application have been easy to use and provides us the flexibility to add features as our requirements have grown.” – Andy Sarkar CEO Analec

Mara Ison Technologies & ISON BPO



- MARA-ISON is a part of billion dollar Mara group. It is a services company providing Technology support, BPO and software solutions to clients across Africa and Middle East. EazeWork is providing HR, Payroll, and Sales CRM solutions to Mara-Ison. More about MARA-ISON and ISON at www.mara-ison.com, <http://www.isonbpo.com/>

Challenges

- New company with processes not well defined
- Spread over 17 countries, multiple currency, multiple time-zones and multiple languages
- Matrix structure where each country is a different company but has reporting at a division and department level into the Head office (India)
- Each country has different statutory requirements

EazeWork Solution

- We deployed a core team which mapped and also developed the processes with Mara Ison team (4 weeks)
- The processes were then configured in the application (3 months)
- Training programs where the HR team was trained by EazeWork and they in turn trained the end user were rolled out

“EazeWork has been top notch, they managed to develop solutions for our multiple country rollouts in a time and price which is unbelievable.” - Bill Crawley, MD MARA-ISON

Yebhi.com



- Yebhi is a leading online retailing portal from India with more than 1300 employees. They have been growing very fast and needed a system which can take care of their existing and future requirements

Challenges

- High growth (~80 employees joining every month)
- Mix of unskilled (warehouse), office based (Customer Service) and senior employees
- Integration with biometric and access control systems for attendance and leave data capture
- Reports needed for compliance

EazeWork Solution

- Built a prototype in 1 week and demonstrated the processes which were required by Yebhi
- Provided two different instances for two companies
- Web access for Customer Service and other employees. Warehouse and worked modeled as non web users

“I have been able to free up my team to focus on employee satisfaction and retention while EazeWork software is taking care of all the HR and Payroll processes” - Kirti Raj, VP HR Yebhi.com

Span Services



- Span is a software company with operations in Chandigarh, Bangalore, Delhi and UK. They are providing full life cycle development and support to various global customers

Challenges

- Migration of internal tools and systems which had been built to a new integrated system
- Integrating Helpdesk and multilocational HR into one instance

EazeWork Solution

- EazeHR and EazeSupport configured as per customer expectations
- Series of enhancements undertaken to ensure that the processes are as per expectations

“We have gained significant efficiencies and our employees are now able to manage most of their HR / Payroll processes from a single interface of EazeHR. Wishing EazeWork all the best.” - Anil Rao