



CASE STUDY

Modernizing HR Systems: Achieving Legal Compliance and Efficiency with AI

Organisation Profile

The client, a leader in developing advanced technology solutions, focuses on enhancing modern recruitment processes. Their AI-powered software transforms traditional hiring by delivering an interactive, data-driven approach that ensures efficiency, compliance with legal standards, and unbiased decision-making.

Industry

Human Resource

Results

Time saved on report generation by

40%

Decrease in non-compliance incident by

60%

Improvement in data security by

50%

Business Problem:

The client faced challenges with their AI-assisted HR software, which required refinement to enhance legal compliance and decision-making. Their existing platform lacked seamless integration with essential tools such as email and MS Word. They also encountered difficulties in generating cases for non-compliance and securely storing data. Additionally, the client sought to improve data encryption and streamline workflow management to better meet evolving legal requirements and ensure efficient, secure operations.

Solution:

- **Enhanced Role and Hierarchy Management:** Implemented comprehensive role and hierarchy management features to streamline user access and permissions within the software.
- **Upgraded Communication Channels:** Switched to a more efficient SMS gateway provider to improve notification delivery, and integrated email and MS Word for seamless document generation and communication.
- **Advanced Reporting and Insights:** Developed a robust feature for generating printable reports and insights in multiple formats, including CSV, Excel, PDF, and image files, to cater to diverse user needs.
- **Strengthened Data Security:** Applied data encryption techniques to bolster user authentication and protect sensitive information.
- **Non-Compliance Case Generation:** Introduced functionality for automatically generating and tracking non-compliance cases, enhancing compliance monitoring.
- **Redesigned User Interface:** Realigned and updated menu header icons for better navigation and incorporated various graph types for improved visual insights.

Challenges:

- Streamlining ER case tracking and legal compliance.
- Securing data storage with online encryption.
- Integrating email, MS Word, and notes into a unified platform.
- Automating case generation for non-compliance.
- Enhancing website functionality for improved user experience.

Business Benefit:

The implementation of two-way authentication significantly boosted account security by requiring user verification through multiple channels, reducing the risk of unauthorized access. Efficient data maintenance ensured that information remained accurate and up-to-date, streamlining workflows across the organization. Robust security measures protected sensitive data, ensuring compliance and maintaining client trust. The system enabled versatile report generation in various formats—graphs, CSV, Excel, PDF, and images—supporting informed decision-making and facilitating smoother communication among teams and stakeholders. Collectively, these improvements strengthened organizational resilience, enhanced process efficiency, and elevated overall business performance.

Key Stakeholders:

- Client's IT Department
- Bot Developers
- Engineers
- Quality Assurance Team
- Project Management Team
- End Users of the Bots



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