

# World Vision India

Breaking geographic restrictions through HR technology



## World Vision India

World Vision is a Christian relief, development and advocacy organisation dedicated to working with children, families and communities to poverty and injustice. They serve all people regardless of religion, caste, race, ethnicity or gender.

The organisation was founded in 1950 by Rev Bob Price. In 1947 Rev Price was touched by the plight of an orphaned girl in China. He sponsored \$5 monthly for the child, and it was that what started World Vision. It is one of the World's largest relief and development organisation now, with over 44,500 employees worldwide.

World Vision came to Calcutta, India in 1962 and has grown across the years to help several children across the length and breadth of India. They now have close to 2000 employees spread around 170 locations. World Vision has touched the lives of more than 225,000 children in over 5,000 communities.



### Industry

Non-Governmental (Child Welfare)



### Number of Employees

Over 2000



### Region

Throughout India



### PeoplesHR Client Since

2008



### Business Impact

Consolidating HR processes over a distributed geographical presence.

## The issues with distributed organisations

World Vision is an organisation with a geographically distributed workforce. Before PeoplesHR was implemented they had 1600 employees who worked from across 170 locations in India. Managing this workforce from a central location proved to be challenging. Therefore, World Vision required a HRIS that not just supplemented their HR processes, but also drove it.

Employee information was stored in a Microsoft office based database solutions initially. A database system is not the best alternative to manage and store employee information or drive HR processes, so they implemented another system – a HRIS. This too did not take off well, both with the organisational culture and the geographical spread of World Vision. They decided not to migrate to the selected HR system and to find a better one.

The most pressing problem with the existing manual system was application of leave and employees had to send emails or postal mails when they wanted to apply leave. The HR department had to deal with requests from employees from different regions which lead to confusion and miscommunication among the recipients. the HR department had to find a way to unite this dispersed workforce to one organisation.

Time and attendance tracking was done manually and this ensured that there were always inaccuracies involved. Attendance was not captured to a central location so HR did not get appropriate information on time.



Pooja, a 7-year-old girl, is studying with the help of the solar lamp provided by World Vision Aparajita ADP. The solar lamps are helping children study better, even during late evenings.

This is particularly very useful in these parts where the electricity supply is quite erratic and sometimes nonexistent.

## Choosing the HR system

The HR management at World Vision singled out “time-saving” as the most desired benefit sought and cost as a secondary benefit. As an internationally celebrated Christian humanitarian organisation, they recognised the importance of reducing administrative time and focus on their primary humanitarian activities. They screened several Indian and global HRIS based on their capability.

On evaluating PeoplesHR, they found that it not only surpassed their necessity to save time but also manage a geographically distributed workforce with ease. It was a system designed for “business across borders”, an advantage stemmed from the technical architecture of the system.

PeoplesHR could run on specialised servers centrally and be made accessible over the internet. Users could access it using a web browser just like they access any other cloud-based application such as Facebook or Gmail. The interface and other functionalities are exactly the same regardless of the location it is accessed from.

An employee working in a project in Chennai can access the system just as easily as an employee from Bangalore.

It was global accessibility and lower cost that led World Vision to select PeoplesHR over all other HR systems.

## Implementing the HRIS

Technically, implementing the HRIS was simple as there were no complex source code modifications. It was configured to the requirements of World Vision easily.

The different modules of the system were implemented gradually. The administrative modules were first utilised and once the HR management became familiar with the features, the strategic modules were utilised.

The implementation was supplemented with a change management program conducted by the management which helped employees learn to use the system. All 1600 employees switched to using the self-service feature of the system within 6 months.

## The Impact on their Distributed Operations

Employees were satisfied using PeoplesHR to perform their HR related tasks. The application of leave was systematic and automated.

They simply enter leave related information and the relevant respondents of the leave request can take appropriate action. An employee in one region could apply leave with his or her manager in another region to approve instantly. This led to improved understanding among all parties.

Time and attendance tracking was automated using digital attendance capturing devices and the information was imported into the system under the relevant module. The HR management now has time and attendance information centralised so it could be utilised easily.

Employee information is now collected in a systematic manner and stores in the system. Previously, there were more fields that World Vision used to have in their database software. Prospective employees who wanted to join the company can now upload their information directly to the system via the world vision India website, and there is no need for filling additional forms.

The impact of time saved was immense. Both HR management and employees saved time, cost and improved their productivity. This contributed to their strategic objectives of reducing administrative programme cost.

## Providing a Strategic Focus

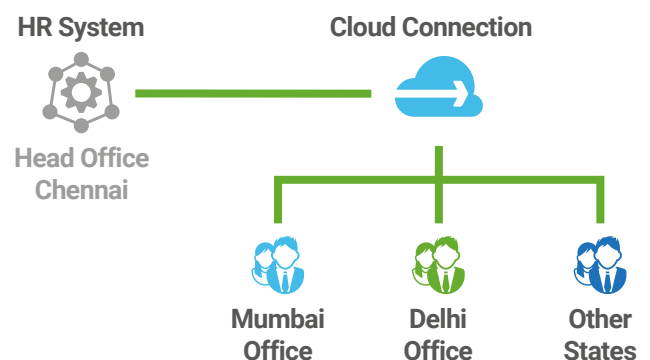
Administrative HR processes were fully automated and operating as required, the HR management had time to venture into strategic HR areas and take the workforce to further heights. They could now concentrate on employee performance management, perform training and development and look at HR metrics.

The Performance module of PeoplesHR was used to perform performance appraisals using tools such as 360° appraisals and balanced scorecards. This is now being used to assist with training and development of employees at World Vision.

In the avenue of HR analytics and metrics, the management could now generate reports which give a much needed insight to assist with HR planning. Reports such as demographic employee profiles and analysis are now being generated for the use of the management. The management generates around 10-15 standard reports monthly, some reports are generated on-demand.

HR technology has professionally enabled cultural transformation at World Vision. The management of 2000 employees is now streamlined by the use of technology. Both employees and HR management could spend less time on administrative activities and concentrate more on humanitarian work and transform more lives every day.

The HRIS could run on specialised servers centrally and be made accessible over the internet. Users in any state could access it using a web browser just like they access other cloud-based application like Facebook or Gmail.



## About PeoplesHR

PeoplesHR is a cloud based HR solution that will engage and empower your employees to build competitive organisations that are constantly achieving desired goals. PeoplesHR can be easily configured to meet the requirements of any business, be it a multi-national conglomerate or a budding start-up. By combining the power of Social HR, Mobility and a new level of Analytics, PeoplesHR provides your organisation a new dimension of competitiveness to your HR strategy.

The award-winning HRIS has evolved with two decades of intense development and now serves over 1000 clients globally across 18 diverse industries in 30+ countries.



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