

Enabling Employees for Future Workplaces

NBC Case Study



How is NBC Bearings using HONO for People & Productivity Management?

Among India's 100 Best Companies to Work For (by Great Place to Work)

NBC Bearings is a quintessential manufacturing company with massive scale of operations. An integral part of CK Birla Group, it is India's leading bearings manufacturer and exporter, renowned for excellence in quality and delivery. Equipped with global manufacturing and process technology and one of the best R&D centres in the country, NBC caters to the automotive, industrial and railway segments. Known for their many accomplishments and driving the best employee experiences, they have been ranked among India's 100 Best Companies to Work For by Great Place to Work.

NBC Bearings

re-inventing work & workforce by seamless transition from multiple legacy systems to tailor-made solutions on a single platform.

NBC had multiple legacy HR systems in place, which were struggling to cope with the dynamic needs of the times.

There was a need for a profound, intelligent HRIS that could manage organisational processes and enable employees with self-service tools, improving engagement and productivity at NBC. A people-solution for them had to be state-of-the-art, as their reputation for best practices in HR and people-management precedes them.

NBC wanted to implement an agile, easy to configure, customisable and integrated system to enrich employee experience and to empower the workforce.

"A savvy, new age product is what NBC needed and that is what HONO got us. An easy to understand, fully integrated system helped us. HONO solution digitised our processes and truly helped, but it is the team at HONO that made it possible. It is refreshing when the team owns up the project as their own."

Sandeep Gautam
CHRO, NBC



Can it be fully automated?

Can these be bound by flexible pre-set workflows?

Can employee-experience be enhanced with self-service?

Can manually managed processes be addressed to save time & avoid inaccuracies?

Can a 100% Employee Self Service app be created?

Pain-points & Challenges

A great deal of NBC's challenges were reflective of the challenges faced by large companies struggling with legacy systems post covid.

A centralised, integrated and highly configurable system was the need of the hour. There was a pressing need to efficiently execute HR processes and to enable HR in a way that allowed it to support business-functions, resulting in positive impact on productivity.

The problems that NBC was looking to address were as follows:

- Architectural rigidity in legacy system
- Absence of an intuitive mobile-first, employee-friendly interface
- Lack of an integrated & customised solution to meet workforce needs
- Choked-up bandwidth of HR team, leaving less time for strategic initiatives
- Delayed and unconsolidated data, resulting in delayed response

The NBC HR-led Transformation Designed & Executed with HONO.

The One-Size-Fits-One Approach

HONO's consulting approach led to a customised solution to meet the unique needs at NBC. A highly configurable solution helped NBC to transition from legacy systems and enhance employee experience with customised solutions without compromising on the scale and speed of execution.

After a thorough study and analysis of NBC's workforce, HONO designed a clean fuss-free, cost-effective and integrated solution to deliver accuracy and transparency at all levels in the organisation. The collaboration included white boarding, ground studies, and problem-solving at a granular process level. The aim was quick migration into a single platform and support of a high level of automation, which could free HR bandwidth, and could deliver on better productivity by increasing efficiencies.

THE HONO SOLUTION WORKED WITHIN 3 KEY GUIDING FRAMEWORKS:

- **Moment-of-Truth [MOT] Framework**

The HONO MOT decodes the 9 critical moments of truth throughout the employee journey, providing evidence based, real time actionable insights and enabling a purpose-led culture at NBC.

- **Single Source of Truth**

HONO's end-to-end, fully unified and integrated system, simplified and streamlined all HR processes at NBC, enabling the HR team to add more value to the business with accurate analytics and consistent reporting.

- **Mobile User Interface**

HONO's easy-to-use and easy to-learn mobile based solutions simplified the everyday processes at NBC by ensuring 100% adoption for a diverse workforce.

HIGHLIGHTS OF HONO SOLUTION FOR NBC

This also formed a roadmap for resolving their complex struggles with legacy systems and helped them emerge with sustainable, streamlined processes.

Employee Core

Seamless integration of all employee data was done at one place, ensuring easy accessibility. Steps and processes to access and manage employee data for employee mobility, transfers, promotions and making changes to pay and grade were simplified.

Recruitment

An efficient & on-time hiring system was 'Enabled'. Central system was integrated with manpower planning and career portals to reduce manual intervention and generate desired results. An automated applicant tracking system was put in place that could shortlist ideal candidates for seamless recruitment.

Onboarding

An automated 100% paperless onboarding portal was created to set up employees for success from the very first day of their tenure.

Leave & Attendance

Manual interventions were removed and communication improved with real-time visibility of accurate data. This data was integrated with payroll & HRIS to ensure seamless flow of data towards payroll management.

Separation Management

A multi-level automated clearance and configured exit process was set up. This allowed online tracking of the complete separation cycle and facilitated easy exit settlement. This also supports digital generation of Separation Documents, Exit Interviews, Experience Letters and F&F.

NBC MOVED FROM FINGERPRINT TO FACIAL RECOGNITION FOR ATTENDANCE

Keeping in mind the dynamic shift in workspaces, particularly in the manufacturing

work environment of NBC, where people entering and leaving across multiple shifts and time zones need to be managed, HONO's Facial Recognition System is a step forward in attendance management. The system automatically detects faces in milliseconds with hi-speed scanning functionality and efficiently resolved attendance management challenges of NBC. Available both as a mobile-enabled device and an easy-to-install Gate App System, it went a long way in improving NBC's HR efficiencies.

What it did for NBC

- Provided a faster facial recognition system that registers attendance instantly
- Created easy access for personnel
- NBC personnel now has to simply stop and blink at the access gate kiosk, and the system recognises and registers presence
- Provides real-time data
- Ensures 'quiet check-in' and gives employee a greater sense of dignity

The Impact

- 100% Mobile Adoption within weeks of going LIVE
- Real-Time Data & Reporting with Rich Analytics
- Flexibility of Custom Workflows
- 100% Employee & Manager Self-Service
- 100% Real-Time Attendance Reporting
- Increased HR Team's Bandwidth

"HONO's onboarding at NBC brought the power of technology enabling people processes to our system. The entire system has been automated with AI empowered, easy-to-use mobile enabled facial recognition. It simplified attendance marking during the crucial time of the pandemic with ease & accuracy. It's been a welcome change for our employees!"

Sandeep Gautam

CHRO, NBC



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