Innovation Meets Banking at CBI

Commercial Bank International (CBI) is an established bank in the Middle East region with branches in Ras Al Khaimah and Dubai. The bank offers a full range of products and services, and has a network of 11 branches and 41 ATMs spread across the Emirates, in addition to its call center. The bank was expanding in a major way, and this included setting up of branches in strategic locations with ATM/CDM machines, Internet banking support, phone banking and investments. To support this catalytic growth, they needed a competent system that would enable best-practices in Workforce Management across branches. That was when Ramco stepped in with its HCM solution.
Spokes in the Wheel Hampering Growth

Given its ambitious plans, CBI wanted to drive the transformation and automation of its HR function and enable best-practice Workforce Management across its branches. The major challenges faced by the HR included:

- Manual management of:
  - Manpower
  - Planning
  - Recruitment
  - Training
  - Compensation & Benefits
- Managing growing demands with an outdated Payroll system

The company was looking for a flexible HCM solution, which would:

- Streamline and integrate their dispersed HR processes and Payroll
- Leverage internal talent pools
- Modernize company structures
- Increase workflow efficiencies in order to facilitate aggressive growth, and render the best customer experience
Ramco Helps CBI to Align Workforce with Strategic Objectives

Ramco worked closely with the bank to understand its business requirements, clearly determine the scope of the project, and identify gaps that needed to be addressed. Ultimately, Ramco delivered a glove-fit solution, by automating:

- Organization Structure
- Employee Induction and Recruitment
- Payroll and Loans
- Leave and Reimbursement Items
- Training and Manpower
- Career and Succession Plans
- Grievances & Disciplinary Actions
- Employee Assets
- Performance Appraisal

The solution complies with Middle East statutory requirements, and seamlessly integrates with CBI's existing systems. In tune with CBI's requirements, Ramco HCM and Payroll was delivered along with:

- Additional interfaces to a Core Banking System for financial postings
- Amortization feature (specifically designed for banks)
- Emiratization & equal distribution of nationalities
- Automated email Pay slips with password protection, with Payroll being error free and processes running accurately
How Ramco Has Made a Difference

Ramco HCM & Payroll helped CBI:

- Streamline and automate end-to-end HR processes
- Determine what talent to acquire, develop and retain to meet their business objectives and demands
- Reduce HR costs through greater efficiency and increased productivity
- Improve HR service standards
- Focus on strategic tasks
- Strengthen the visibility of HR and Payroll department within CBI

The above factors drive the success of real-time Workforce Management and long-term Talent Management strategy.

Want Ramco to Help You Too?

To find out more on how Ramco can answer your needs, just drop in a mail to contact@ramco.com or visit us at www.ramco.com/hcm