



ramcohcm | Intuitive. In-memory. Cool Interface.

AVAYA

Strengthen Your Core with Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service, and competitiveness. With over 2200 employees across India, they needed an efficient Payroll system, and that's when Ramco stepped in!



Why Avaya Needed a New Solution

- **Complex flexi benefit policies** – There was a separate reimbursement process, which needed to be interlinked with the Flexi Plan
- **Complex payroll** – Handling the Payroll processing and Payroll policies of 2,200 employees was a major challenge
- **Inefficiency** – The company was not satisfied with the tracking and handling of data
- **Handling of employee queries** – Employee queries were not being taken care of properly
- **Tax calculation** – Avaya was unhappy with the existing process for Income Tax calculation

How Ramco was Able to Help

Ramco gave Avaya a specialized solution, which was a perfect fit for their needs. Solution highlights included:

- **HR & Payroll** – HR activities were being handled on site, whereas Payroll activities were being managed offshore
- **Interlinking of flexi plan and reimbursement** – This enabled easy and obstacle-free working
- **ESS and Payroll modules** – Handling of complex pay structure elements became simple with in-built logic as well as controls
- **Tax Calculation** – Processing of Income Tax and related activities became organized with the new system

Ramco Makes a Difference!

Ramco has been able to make a difference by:

- Increasing employee satisfaction
- Eliminating the requirement for a helpdesk team
- Reducing resources in client payroll team
- Increasing profitability and revenue
- Increasing efficiency thanks to better work-rate of the employees

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

