Success Story

Biometric Readers Based Time & Attendance Solution for Bahrain Based Group

About the Client: The Group has diverse activities in the areas of manufacture of Aluminium, Aluminium Clad Steel and Alloy products such as Wires, Rods, Overhead Line Connectors, Tubes, Sheets and Extruded Products, Aluminium Cast Wheels and Welding Wires etc. They have many group companies and factories in Bahrain, Saudi Arabia, Australia, Mozambique and Canada.

They were using a world leading Time & Attendance Solution since the past 15 years which had outgrown their current requirements. . They have implemented Oracle EBS with Oracle Payroll for processing employee payroll. They wanted to replace the old system with another system with latest functionalities like Fingerprint and Face recognition.

Challenges:

- The Customer was out of support by the incumbent supplier and had been supported by their own IT team with a number of modifications in the original system. With the labour law changes in Bahrain, the modifications were required in the system frequently.
- The Time & Attendance recording hardware was RF Cards based and was giving a lot of problems.
- The processing of payroll was taking a lot of time each month owing to slow interface of the Time & Attendance software with Oracle Payroll as well as an outdated Server Hardware platform which could not be changed.
- The Time & Attendance software required a lot of manual intervention by the HR staff in terms of Shift Details, Altering Attendance Records and so on. This took a lot of time of the HR staff each month.
- They have total 7 shifts: 3 shifts for Factory Staff, 2 for Contract Employees and 2 shifts for Management. They have different Weekly Offs for different employees as the factory works 24x7.
- They have 14 different types of leave as per Bahrain Labour Laws and Ramadan working hours applicable to employees based on whether the employee is Muslim or non Muslim.
- They have own set of rules for early going, late coming, compensatory offs, annual leave,

Solution: We created a Single Company Master by the Group Name and each of the group companies as a Division Master, 4 employee categories in Category Master and 28 departments under Department Master to map the entire Group operations.

Deploying a total of 12 Biometric Readers (including 1 reader with Face Recognition and others with Fingerprint recognition features) at various Entry and Exit points in the Group Companies' premises, we registered all 1200 employees' fingerprints and Face.

Our solution gives the flexibility of punching the attendance at any of the terminals with Odd number of punches as IN and Even number of punches as OUT punches. We trained all employees on how to use the fingerprint scanner without any errors and HR staff on administration of the Biometric Readers as well as Time & Attendance software.

We implemented our completely WEB Based Time & Attendance solution and integrated the same with Oracle Payroll to push Attendance Records for the purpose of Payroll computation.

We also helped the customer during the migration of the Server Hardware platform to ensure that the new application runs smoothly on the new servers.

Result: The new Time & Attendance solution has smoothly replaced the old solution without any loss of employee attendance data.

The customer has been running the payroll smoothly in around 20 minutes each month (as compared to nearly 3-5 hours on the old system).

The Biometric Hardware has had no single instance of failure reported in first one year since the system went live.

Any problems in usage of the system are resolved or any changes in the HR policies/ rules are incorporated in the Time & Attendance solution within 24 hours.

The customer is extremely happy with the offshore support provided by our team and has given a certificate of outstanding performance to our team for the same.