

A timely solution to an employee time card challenge

Tachyonix Upgrades Employee Attendance System for Telefónica Vivo



Background

“Our purpose is to digitalize to bring closer, which we do by bringing quality connection and digital inclusion to people and companies across the country,” says Hussain Ali El Chab, SAP Sr. Manager at Vivo Telefônica Brasil. “We offer our customers a complete telecommunications product portfolio. In the mobile segment, we have 97 million lines in operation, accounting for over 38 percent of the total number of active lines in Brazil. We also provide 4G network coverage to 95.2 percent of the population, and 4.5G coverage to 85.5 percent of the population.”

– **Hussain Ali El Chab**

The Challenge

Vivo was recording employee attendance via an outdated system developed almost a decade ago, based on SAP GUI and Web Dynpro. On arrival and on leaving, each employee would swipe their punch card, but if they didn't, or went out for lunch and forgot to swipe when they got back to the office, the only way to fix the issue was for the manager to enter the system manually – a time-consuming, irritating task – which they would do at the end of each month. Until the manager approved a full month of hours for an employee, that employee would not be paid.

“We increasingly need to have tools that guarantee greater speed in our deliveries, that simplify our processes, at the speed that the business needs,” says Hussain. “Specifically in the case of our employee attendance system, dealing with the micro issues involved was a headache for our managers. The system had no remote functionality, so everything had to be done manually from a PC or laptop, and the process of going back and forth with the employee to resolve a problem could drag on for days or weeks each month. We needed a solution, fast.”

The Solution

Vivo asked Tachyonix to develop a new human resources solution, with a four-month delivery date. The company got to work and, in just three weeks, a new, easy-to-use app was up and running.

3 Weeks

4 Months



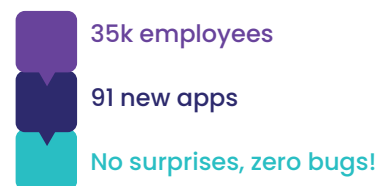
The employee inputs their information – that they are present, at which premises and at what time – and it is automatically sent to the manager's portfolio. On receipt of an orderly report, the manager can then identify any anomalies. In the event of an issue, the employee receives an alert and instructions to log in to the system via a handy icon on their phone or tablet, and correct the problem. The manager also receives an alert, and can prompt this rectification process if the employee is not proactive. All this takes place on a daily basis, so there is no backlog to deal with at month-end.



The Results

By providing a solution to this human resources challenge, Tachyonix has emerged as a trusted partner for Telefónica Vivo. A new contract was quickly applied for an additional 40 HR applications. To date, four new HR apps have been developed to handle employee residency declarations, confidentiality terms, FAQs and salary details. This was achieved in just 11 days – significantly faster than the standard time it typically takes to develop an application.

Tachyonix was also asked to provide its services to Telefónica Vivo's logistics and e-commerce teams.



“Tachyonix takes a very practical and methodical approach to providing solutions that are easy to implement and use,” says Hussain. “We were impressed with how quickly they were able to understand the problems and suggest real improvements that resolve our frustration.”

Tachyonix not only built this tool, but also contributed to the lives of our employees, facilitating our processes. This is the type of service provider that Telefónica is looking for. Now that we have found them, we intend to make the most of this partnership in other areas of our business!”