

# Optimizing workforce management for a global IT service provider



## About the client

The client is a globally recognized IT services provider specializing in delivering digital solutions to various industries, including banking and financial services, healthcare, manufacturing, retail, and telecommunications. Renowned for their exceptional digital solutions and services, they have been recognized as a "Leader" in the Middle East and North Africa region's Gartner Magic Quadrant for Application Services.

## The Need

The client company has over **10,000 employees**, with a presence in over twenty countries worldwide, providing services such as digital transformation, application development and management, infrastructure management, and business process outsourcing. The client thus sought a comprehensive view of the workforce to enable HR professionals to make informed decisions to optimize workforce management.

## The Challenge

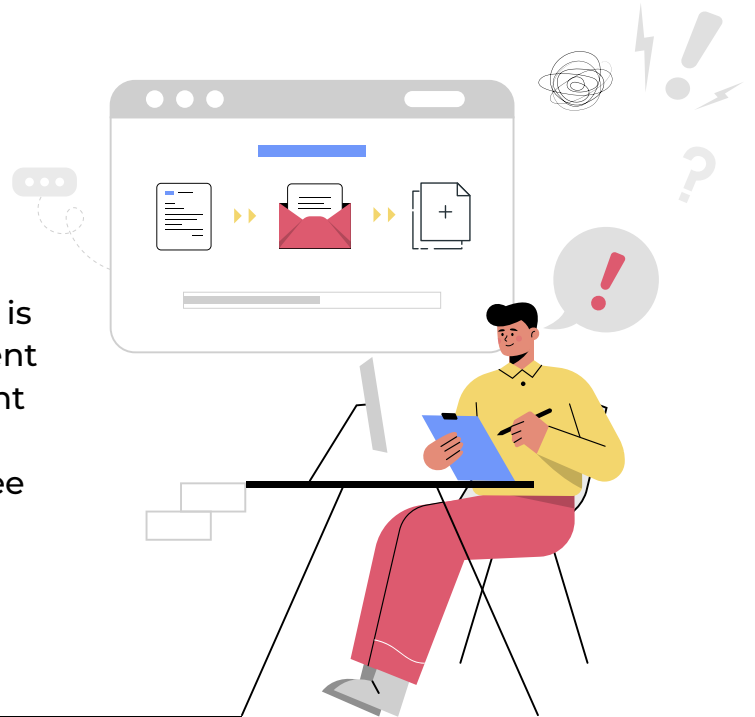
The client faced a significant challenge regarding their extensive employee base, which necessitated the standardization of reporting formats and ensuring universal access to the latest versions. This approach is crucial for enhancing employee engagement and performance. Unfortunately, the current reporting process heavily relies on manual data collection and analysis, leading to three significant challenges:

Reporting errors caused by manual inputting.

Substantial time delays between operational tracking and business reporting.

Inaccurate reports due to the absence of data models.

The manual handling of data for countless employees and the absence of advanced analytics hindered the optimization of workforce management and targeted decision-making.



## How Lumenore Helps



Modernize legacy processes



Increase access to business intelligence

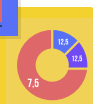
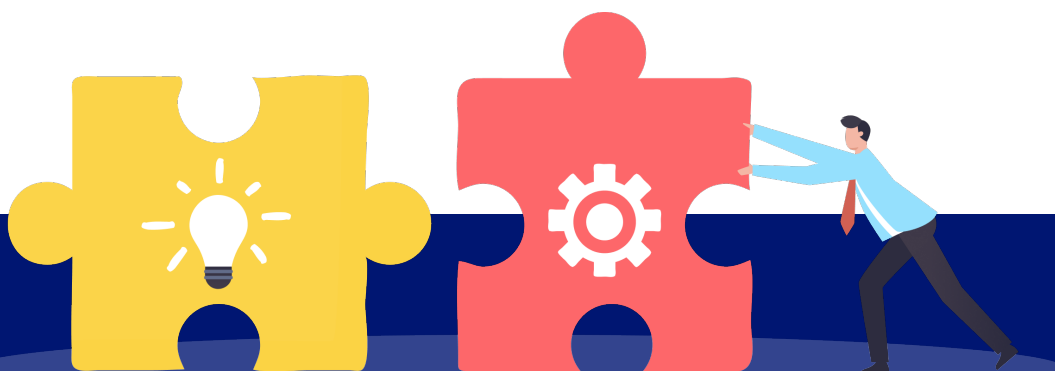


Enable real-time decision-making



## The Lumenore Edge

HR departments rely on accurate data for insights into employee performance, turnover, and critical metrics. However, collecting and analyzing data from multiple sources posed challenges for the client. Scattered data across systems led to outdated, incomplete, or inaccurate information, impacting reporting and decision-making. Lumenore, a leading HR management analytics solution, emerged as the ideal partner to address the client's challenges. Lumenore transformed scattered and disparate data into actionable insights by gathering and analyzing data from various sources. The consolidated KPI dashboards provided a single source of truth, offering a comprehensive view of employee performance, turnover, and critical metrics. This empowered HR managers to identify trends, patterns, and outliers, allowing them to address potential issues proactively. Lumenore's solution benefited executives, managers, and employees alike, providing a powerful tool to extract more value from data and make informed decisions for improved workforce performance and productivity.



## Value Created

Lumenore's HR dashboards provided real-time, accurate, and comprehensive insights into critical HR metrics. The HR managers leveraged these insights to make informed decisions and take proactive measures to address issues and concerns promptly. In addition, by automating data collection, analysis, and reporting, Lumenore significantly reduced manual processing efforts, enabling HR managers to focus on strategic tasks such as talent management and employee development.

The HR dashboards were a central platform for communication and collaboration among HR managers, executives, and line managers. This facilitated the sharing of valuable insights and data, fostering a culture of collaboration and transparency within the organization.

Leveraging advanced analytics, Lumenore enabled the HR department to predict attrition and make informed decisions about hiring new employees. Tracking key performance indicators (KPIs) such as Attrition Rate and Attrition by Reason allowed for targeted actions like reassessing compensation, recognizing employee contributions, and investing in career development to reduce attrition rates.

The HR dashboards surpassed expectations regarding usability, functionality, and overall value, leading to quantifiable improvements in employee retention rates through continuous monitoring and analysis of HR performance and trends.

## About Lumenore

Lumenore helps businesses turn data into actionable business intelligence with the power of AI, natural language querying and predictive analytics. With industry-specific solutions embedded in a powerful BI platform, Lumenore turns your raw data into accurate insights. Ensure seamless data integration, enable modern business storytelling, and encourage advanced insight discovery. Create an all-in-one data universe for effective decision-making across business functions with Lumenore.

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