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Enabled easy employee leave submission and processing of leaves with a digital scalable solution for the US based client

BUSINESS SCENARIO:

Our client's organization often had overlapping eligibility rules for leave approvals for different employees (Temporary/Permanent), accruals and notice requirements. These nuances increased complexity in their administration and absence management notably for their employees operating from different geographies. They were in a dire need of an enhanced automated solution that handled paid-time off requests and approvals digitally, tracked them in convenient calendars and reports, for their employees. They thus wanted to simplify compliance and reduce costs while also wanting to free their HR teams to focus on higher priority responsibilities. They raised a requirement of a customized paid time-off (PTO) tracking solution which had their all-time-off policies (sick leaves, holidays, vacations), their employee time-off requests and its approvals in one centralized location. They also wanted features where they could further define leave types, create new leave type based on their company time-off policy and customized based on- roles, employees and location to further eliminate potential conflicts. They were actively seeking a solution with the following functionalities:

- Interactive dashboard
- Submission of PTO requests by the employee himself and on behalf of an employee
- Integration with Microsoft Outlook
- Calendar view for all the requests

- Delegate of approvals and auto-approvals by the managers
- Over allocation
- Exclusive features for HR
- Team wise view for the managers and HRs
- Retraction of requests

After an extensive research and looking at Cygnet's expertise, they trusted us to provide them a comprehensive PTO tracking solution.

PROJECT DETAILS

- **Customer Size:** Independent Service Provider
- **Country:** US
- **Domain:** Information Technology
- **Solution:**
 - Technology: SharePoint 2010, SharePoint 2013 and SharePoint 2016
 - Programming Language: C#
 - Development Framework: .NET Framework 4.5
 - Database: SQL Server 2008 and 2012
 - Browser Compatibility: Firefox, Chrome, IE 8 to 11, Edge, Safari
 - Development Environment: Windows

CYGNET'S SOLUTION:

During the initial stage, Cygnet's team made sense of the existing operations and analyzed the workflows to gain better insights. After exhaustive research, Cygnet's team came up with a comprehensive business solution suiting the client's requirements using SharePoint framework to enhance user experience. Further, to automate the process Cygnet used SharePoint designer workflow.

Features considered to create a business solution were:

- **Simplified Paid Time-Off (PTO) Requests:** The provided feature streamlines the interaction between employees and their manager allowing them to submit their PTO requests digitally. It also enables an employee to raise a PTO request on behalf of another employee and also allows them to raise a PTO request for the next year.
- **Retraction Request:** This feature enables an employee to retract a pending or approved request on a single click of delete button beside every request in My Request list.
- **Exclusive Feature for HR:** With this feature, the HRs can view all the submitted requests by all the employees. They are provided with an edit and delete icon for each record by which they can delete or

CLIENT'S PROFILE:

Our client is the US based leading SharePoint solution provider with consistent excellence in SharePoint developments, deployments, solutions, migrations and upgrades. They have efficiently framed up their services to turn the versatile platform of SharePoint into an enabler of intensive workflows, multi-level collaboration and enabling themselves as a reliable base of innovation management and enterprise-wise knowledge. While matching SharePoint's unique components with client's organizational needs, they aim at promoting their client's business growth and corporate evolution that have put them on a competitive edge.

edit any pending/approved requests of any employee. No email notification will be sent in this case to either parties.

- **Delegate approvals and auto-approvals to managers:** Our solution shifts the responsibility of leave application, its approval, rejection and comp-off grants entirely to the managers. Managers and employees will receive emails to prompt them of an approval awaiting their action. It provides them with easy information on timing, reasons and any possible clashes with other team mates. Leaves will be auto approved in case a leave request is raised selecting 'working remotely' option or if a medical leave of less than 1 or equal to one day is applied.
- **Compensatory Time-Off (Comp Off):** Employees will find themselves needing to track compensatory time. Our solution assists in keeping accurate records to comply with relevant requirements. One can automatically reassign hours, set bank hours, set comp time pay rates and factors by manager, employee or admin.
- **Team view:** Enables creating team of employees so as to allow the staff see when their colleagues are on leaves which makes planning for meetings and other tasks easier. It also provides integration with Microsoft Outlook and enables team view on synced calendar.

BENEFITS TO THE CLIENT:

- Burdensome task of managing employee attendance made simpler and quicker
- Payroll costs reduced by 30%
- Reduced errors in vacation tracking and ensured accurate accruals for the entire organization
- Empowers employees to manage and monitor their requests for time-off
- Reduced operational costs by 60%
- Increased productivity
- Avoids potential end of year cash flow issues by tracking absence accruals to improve the payout process.
- Automated absence request process to reduce administrative time and errors.
- Developed healthy relationship with end clients due to user friendly product.



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