



Major Insurance Company Demonstrates Superlative Time Saving With Darwinbox

How the Insurance company is saving thousands of hours annually with Darwinbox's fully configurable workflows



Industry
BFSI



Headcount
16,000+



Location
India

The HR team has a particularly big challenge on their hands, like any large enterprise: serving thousands of dedicated professionals who are insuring the nation.

In order to truly be there for their people, the HR team can ill afford to be bogged down by transactional tasks. And such tasks are bound to pile up high in an organization so vast.

But with Darwinbox's configurable workflows, the insurance company can design HR processes in our platform the way they want. Our Custom Workflows are enabling the team to save a superlative amount of time in transactional work, thereby freeing HR bandwidth for strategic and value-add tasks, and most importantly for giving time to the employees.

How the insurance company is saving time across the employee life cycle with Custom Workflows

These workflows are designed and developed by the HR team



Employee Loan Management Workflow

Earlier, employees would need to raise loan requests on email. The request then went through checks by the loan and compliance teams before being forwarded to multiple sets of approvers. What's more, the employee had to send a cheque by post which could take a week or more. The HR team sought to plug the gaps of this process:



Making audit secure & easy by eliminating offline communications



Improving TAT of the process



Eliminating the need for manual follow-up

Employees now raise a request on Darwinbox, and can immediately do a self-check on eligibility. All approval steps and stakeholder are connected via the automated workflow. The status of the process is visible at all times, and approvers who haven't acted yet can be nudged by the system.



525 person-hours saved annually



Disciplinary Action Workflow

Previously, this process was maintained largely on a single shared spreadsheet. The workflow involved a complaint, multiple checks from HR and Risk Control teams, the employee. All communications including decisions were done via email. The HR team sought to solve for:



Simplicity of process and elimination of manual tracking



Easy availability of case history, communications, and other details



250 person-hours saved annually



Offer Exception Workflow

Sometimes, a team may want to hire a candidate even though they don't meet certain criteria, thereby requiring an exception on that criteria, like age or employment gap, for example. Different kinds of exceptions had different approving authorities. Before Darwinbox, this was managed on email, and it was difficult to reconcile the total number of exceptions for every case. The HR team sought to solve for:



Centralization of exception process to have a total view of exception per candidate



Security and ease of documentation and audit, especially given the heavily regulated nature of the industry



Ensuring accountability for those giving exception

With all these requirements now being met, the team is also saving a massive amount of time previously lost in following up with exception authorities, managing documentation, and other transactional tasks.



40,000+ person-hours saved annually

Bring the transformative power of Darwinbox to your organization.

Reach out to us to learn more

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