Titan Workspace

CASE STUDY
Change Request Process

Introduction

A visionary force in the Indian aviation, hospitality, and travel industries, this conglomerate has been charting the course for these sectors for over three decades. One of its flagship airlines, known for its cost-effectiveness and on-time performance, reigns as India's largest and most favoured carrier. With a global workforce of over 58,000 individuals, spanning 28 countries and 120 cities, the company's unwavering dedication to quality, value, and innovation fuels its journey into the future.

Problem Identification

The HR team at the organization was struggling with a manual process for raising change requests. This process involved multiple emails and hard copies, which proved to be time-consuming, cumbersome, and prone to errors.

Additionally, it was difficult to retrieve information related to change requests, and the approval process was inefficient. As a result, the HR team was unable to keep up with the volume of change requests, and there was a lack of transparency into the status of requests.

The HR team used a systematic process to make changes to their HR Management System (HRMS) modules, which include Recruitment, Onboarding, Leave Management, Compensation, Separation, Rewards and Recognition, and Permission Settings.

Business Challenge

1 Manual Request Handling

Earlier the process for raising change request was manual. Emails and hard copies were the major source to raise change request. However, the old traditional method was time consuming.

2 Difficulty in Information Retrieval

Identifying emails related to changes among a vast volume of messages or physical copies was time-consuming and inefficient, particularly for HR staff dispersed across various office locations.

3 Manual Approval Process

The approval process was entirely manual, relying on emails, making it difficult to monitor the status of approvals for all forms. There was a lack of transparency as it was hard to find whether the request is even approved or not.

4 Lack of Centralized Request View

There was no central repository where all requests could be viewed based on their status, hindering real-time visibility and decision-making.

How Titan Helped

➤ **Streamlined Workflow with Titan Automation**

Utilizing Titan's Workflow Automation module, the Change Request Workflow was effortlessly configured, automating the approval process with minimal manual effort.

➤ **Efficient Request Initiation**

HR team members can now easily submit a request using this module, and the approval process is automatically triggered without manual intervention.

➤ **Reduced Dependency on Emails and Hard Copies**

This tool eliminated the HR team's reliance on emails or physical documents, significantly streamlining the process.

➤ **Transparent Request Tracking**

The workflow automation module provides complete transparency to the HR team. They can now easily track the stage and status of all requests from one location through the intuitive Approval Dashboard.

➤ **Improved Response Time**

The response time for approval requests has seen a substantial improvement. The request now flows seamlessly through each step after each approval, notifying the subsequent approver through system-generated notification emails, along with reminders for pending requests.

Business Benefits

☑ **Effortless Status Tracking**

This streamlined workflow has freed up the HR department from the time-consuming task of manually tracking request statuses. Instead, they can now easily access real-time updates on the progress of change requests, eliminating the need for phone calls or emails to approvers.

☑ **Swift Approval Turnaround**

The response time for approvals on Change Requests has seen a remarkable improvement.

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