

AU Small Finance Bank Won Silver for
**Infi in HCM Innovation
& Implementation**



Executive Summary



AU Small Finance Bank, a leading financial institution with 54,000+ employees across ~2500 touchpoints, embarked on a bold HCM transformation to empower its distributed workforce and accelerate growth. In partnership with Darwinbox, in early 2024, the bank implemented a mobile-first, AI-enabled platform that unified hiring, onboarding, employee lifecycle workflows, compliance, communication and engagement.

The result: 70% faster hiring, 90% mobile adoption and a digital HR core built for speed, scale and regulatory control.

Problem Statement

As AU Bank scaled rapidly across India, HR operations played catch-up. The existing hiring processes impacted new branch readiness. Offline workflows created compliance blind spots, and frontline employees lacked easy access to HR support. Unconnected systems and low mobile enablement made it challenging to deliver a seamless employee experience at scale.

Key Challenges

- **High-Volume Hiring Bottlenecks:** Rapid branch-level expansion demands a faster, more reliable hiring process to meet workforce needs. However, manual screening of applications and prolonged offer processes significantly delayed candidate onboarding, impacting operational efficiency.
- **Unconnected Systems:** HR teams managed multiple unconnected tools for recruitment, payroll, and employee management, resulting in data gaps, limited visibility into key metrics, and delays in decision-making.
- **Frontline Engagement:** The absence of mobile-friendly interfaces and reliance on offline processes created friction points for frontline workers, leading to reduced engagement, and low adoption rates of HR tools.

- **Inconsistent Governance:** Paper-based compliance tasks, varying across different branches, increased the risk of operational errors impacting audit scores.
- **Disjointed Employee Journey:** Inconsistent touchpoints and processes across various geographies led to a fragmented and uneven employee experience, undermining satisfaction and retention across the organization.



Solution Implementation

In March 2024, AU Bank rolled out Darwinbox's unified HCM platform to digitize the entire hire-to-retire lifecycle of an employee.

Unified Core & Modular Architecture

- One platform for all HR needs - Core HR, Talent Management, Workforce Planning, Payroll, Engagement - configured for matrix and regional org structures.
- Graph DB architecture with position-based staffing models.

AI-Powered Talent Acquisition

- AI-based JD generation and stack ranking helped streamline high-volume hiring.
- Bulk onboarding helped new branches to go live faster.

Workflow Automation

- End to end digitization of onboarding, confirmation, contract, absconding, long-service and branch-level escalations improved compliance and removed offline tasks.

Mobile-First Experience

- OTP-based login and low-bandwidth accessibility increased mobile adoption to 90%.
- ~50,900 + employees use mobile phones for all key services from attendance to policy queries.

Governance Dashboards & Helpdesk

- Helpdesk with 99% SLA adherence, ensuring timely and reliable query resolution.
- Integrated analytics dashboards help in real-time data-based decisions.



Outcomes

- **Unified HR Operations:** One platform powering all HR needs across 2500-odd touchpoints with a single source of truth.
- 70% reduction in hiring TAT enabling faster onboarding and quick branch ramp-up.
- 90% mobile adoption empowering field staff to access HR anytime, anywhere.
- 100% digitization of key HR workflows (onboarding, confirmation, and separation).
- 99% SLA compliance on helpdesk, improving HR service trust.
- Real-time analytics and Power BI dashboards support data-based decision making on hiring, performance and compliance risk.



Conclusion

AU Small Finance Bank redefined HR innovation by implementing a unified, mobile-first HCM platform with Darwinbox. From AI-powered hiring and digital onboarding to compliance and real-time analytics, the bank now runs HR at the speed of business. With 90% mobile adoption, 70% faster hiring and 99% SLA-based HR service delivery, AU is setting a new HR innovation benchmark in Indian BFSI sector.