

Acuity Won Bronze for

Infi in Change Management and Digital Transformation & Adoption



Executive Summary



Acuity has revolutionized its Human Resources operations by digitizing the entire employee journey - from recruitment to retirement - through the implementation of Darwinbox's integrated Human Capital Management (HCM) platform. Operating across 16 countries, Acuity consolidated what was once a fragmented systems landscape into a single unified solution, delivering seamless, efficient experiences across onboarding, performance management, and employee recognition. This transformation has reduced process turnaround times, drastically cut early attrition, and delivered over 6,000 hours of annual productivity gains. With streamlined workflows and centralized data, HR resources were freed from repetitive tasks, enabling a shift toward strategic partnership within the organization.

Problem Statement

As Acuity's focus shifted towards growth and expansion across geographies, it recognized the growing limitations of legacy HR systems and processes. Disjointed systems, manual touchpoints and region-specific practices led to inconsistent employee experiences and inefficiencies in execution. With no single source of truth and a lack of automation, the function faced growing pressure to deliver faster, with more accuracy and at scale.

Key Challenges

- **Localized & Inconsistent Onboarding Practices :** With onboarding managed by different teams across geographies, there was a need to align processes and ensure uniformity in experience and data accuracy.
- **Process Optimization Needs:** Workflows like confirmations, separations, and recognition lacked higher degree of automation and transparency, leading to process delays.

- **Scattered Systems:** Employee information and transactions were distributed across tools, impacting decision-making speed and data reliability.
- **Unstructured Query Management:** Employee queries were routed via multiple channels, which limited traceability, ownership and turnaround time.
- **Disconnected Tools:** Core HR modules like Payroll, Recruitment and Process Workflows were not integrated.



Technology & Analytics-Led Solutions

In partnership with Darwinbox, Acuity undertook a comprehensive digital transformation:

- **Unified Onboarding:** Auto-generated appointment letters with digital signatures along with automated workflows streamlined onboarding for ~100 employees per month with improved data integrity.
- **Central repository:** All employee records were consolidated into a single platform for consistency, compliance, and easy access.
- **End-to-End Process Digitization:** Confirmations, separations, and recognition flows were automated with system triggered reminders and approval tracking.
- **Self Service Helpdesk & Knowledge Hub:** A structured, self-service Helpdesk, enhanced employee experience by bringing down average resolution time to under 24 hours.
- **SSO-Enabled Access:** Easy, secure access to all HR tools, driving higher platform adoption and user satisfaction.



Outcomes & Metrics

- **100% Digitized Lifecycle:** All core employee processes now run on Darwinbox - from onboarding to exit.
- **Rapid Expansion Enablement:** New entities can now be launched in promising TAT (For one instance it was less than a week).

- **200+ Confirmations Processed Quarterly within SLA:** System-driven workflows ensure timely execution and full policy alignment.
- **3x Growth in Recognition Participation:** Over 1,000 'High-Fives' and 600 nominations are recorded each quarter.
- **6,374 Hours Saved Annually:** Reporting and process automation released HR capacity for higher-impact work.
- **30% Reduction in Transactional Load:** Centralized query resolution and automated workflows improved efficiency.
- **Helpdesk Stabilized:** Query volumes averaged just 1 ticket per employee per quarter, with timely resolution.



Innovation & Differentiation

Rather than implementing point solutions, Acuity pursued a holistic, enterprise-wide reimagining of HR - encompassing processes, technology, and employee experience. Darwinbox acted as the central digital infrastructure, ensuring every HR interaction was efficient, transparent, and engaging. This approach empowered HR leadership with data-driven insights for strategic decision-making and delivered a consistently excellent experience at global scale.



Strategic Alignment

This transformation reinforces Acuity's business strategy of agile growth and operational excellence. With automation replacing administrative overhead and digital workflows driving consistency, HR teams are now equipped to contribute more strategically focusing on retention, development, and workforce planning, and also positioning HR as a proactive enabler of growth.



Change Management & Adoption

Adoption was driven by thoughtful:

- **Cross-Functional Leadership:** Global HR, IT, and business leaders collaborated throughout the rollout.

- **Standardization with Flexibility:** Global frameworks were balanced with localized adaptability.
- **Employee-Centric Design:** Intuitive, self-service interfaces for optimal user adoption.
- **Phased Enablement:** Gradual rollout supported by robust training and a comprehensive helpdesk.

Scalability & Future-Readiness

Acuity's HR foundation is now primed for future expansion. Darwinbox provides the scalability and flexibility to integrate AI-driven insights, predictive analytics, and continuous performance tools - ensuring the HR function remains future-ready, agile, and deeply aligned with evolving business needs.

Conclusion

Acuity reimaged global HR with Darwinbox's digital platform - standardizing processes, automating workflows, and launching an integrated helpdesk. The transformation achieved 100% process digitization across 16 countries globally, and tripled recognition participation. Over 6,000 hours in annual savings and a 30% reduction in workload have set a new standard for sustainable, enterprise-wide HR excellence and change management.