Emcure Won Gold for

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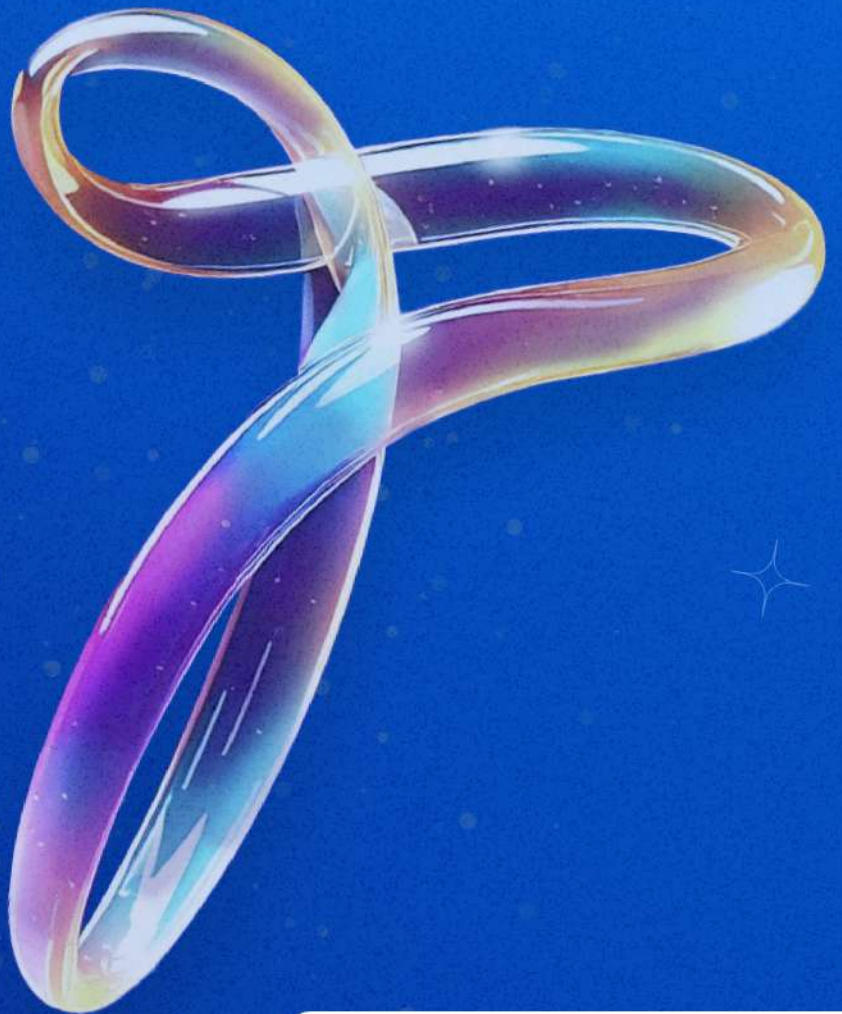
Executive Summary

Over a five-year journey, Emcure has orchestrated one of the most complex HR transformations in the pharmaceutical sector - unifying systems, structures, and experiences across geographies and business entities. With Darwinbox as its core platform, Emcure dismantled legacy complexity by centralizing 30+ systems, harmonizing job structures, and integrating contract and global workforces. The result is a digital-first, data-driven HR ecosystem that balances agility, scale, and human-centricity - positioning HR as a strategic enabler of business growth.

Problem Statement

As Emcure grew across geographies, its HR landscape remained fragmented - with 30+ siloed tools, manual processes, and inconsistent experiences across units and geographies. As the company scaled globally, the lack of unified workflows hindered speed, data visibility, and employee experience. HR team spent excessive time on operational firefighting, while business leaders lacked a real-time view of people metrics. A foundational reset was critical to scale with speed and consistency, without risking business continuity.

Key Challenges

- **System Fragmentation:** Over 30 enterprise tools used in silos, leading to inefficiencies and data silos.

- **Structural Complexity:** A 13-layer organizational structure causing delays, confusion, and poor role clarity.

- **Global Expansion:** Onboarding of Europe entities required scalable, multi-entity HR operations.

- **Manual HR Operations:** Excessive human bandwidth spent on redundant workflows and inconsistent practices.

- **Adoption Barriers:** Change fatigue and user resistance to new systems and processes.

Technology & Analytics-Led Solutions

Through a phased, agile deployment with Darwinbox, Emcure unified its HR operating model across entities and regions:

- **Unified Core HR System:** Centralized 30+ enterprise systems onto a single, agile platform.

- **Role-Based Job Architecture:** Shifted from 13 layers to a 5-tier role-based structure to enhance decision-making, career visibility, and accountability.

- **Contract Workforce Integration:** Standardized processes and visibility across permanent and contract employees.

- **Global Scalability:** Seamless onboarding of European entities under a unified framework.

- **Data-Driven HR CoE:** Established analytics-led decision-making across the employee lifecycle.

- **Helpdesk & Automation:** Automated 150+ workflows and implemented HR Helpdesk to streamline employee support.

Impact & Outcomes

- 3.6X increase in system adoption within 3 months

- 83% reduction in manual HR effort.

- 40% saved HR bandwidth across routine operations.

- 80% faster payroll processing through integration and automation.

- 5X ROI achieved across HR technology investments.

- 150+ workflows automated, powering consistent operations across business units.

- 30+ enterprise systems integrated with Darwinbox, establishing it as the single source of truth.

Innovation & Differentiation

What sets Emcure apart is the depth and breadth of unification achieved: transitioning from role fragmentation and siloed systems to a streamlined, global-ready architecture. The redesign of organizational layers - from 13 to 5 - brought not just efficiency, but a cultural shift in leadership access and employee empowerment. Emcure's approach to transformation as a people-first, tech-second mission drove exceptional adoption and ROI.

Strategic Alignment

The transformation directly aligns with Emcure's goals of scaling globally, simplifying operations, and building an agile, future-ready organization. Centralized analytics, consistent structures, and automation have made HR a strategic partner to business, capable of adapting quickly and acting decisively across markets.

Change Management & Adoption

Emcure adopted a rigorous, business-centric change model:

- Early stakeholder alignment and agile rollouts ensured momentum.

- Parallel runs and phased deployments minimized disruption.

- Clear governance and feedback loops maintained engagement and flexibility.

- Mobile-first, employee-centric design improved experience and enabled rapid behavioral shifts.

Scalability & Future-Readiness

Emcure's HR backbone is now designed for scale - supporting multi-country rollouts, contract workforce management, and advanced analytics. The next frontier includes AI-driven personalization, digital feedback loops, and predictive workforce planning, all underpinned by Darwinbox's extensibility.

Conclusion

Emcure partnered with Darwinbox to unify 30+ fragmented systems into a single digital HR ecosystem. With, 150+ workflows automated, a new job structure and contract workforce integration, the transformation delivered an 83% reduction in manual effort, 80% faster payroll, and 25X ROI. This multi-entity transformation redefined HR's role - from fragmented execution to strategic, agile, and human-first impact at scale.