

CASE STUDY • PEOPLE MATTERS INFINI-T AWARDS INDIA 2026

The HR Engine That Runs Itself: 4,80,000 Actions A Year

Go Digit

Infini-T Awards Category: Workforce Automation & Productivity Systems



Executive Summary

Go Digit is one of India’s leading new-age insurers, a technology-first company built to simplify how insurance is bought, understood, and claimed. We were founded in 2016, are headquartered in Bengaluru, and are backed by Fairfax; the group spans general and life insurance and listed on the Indian stock exchanges in 2024. Our workforce is as varied as our distribution: **6,916 people across 5,598 permanent, 1,057 part-time, 226 contract, and 35 intern roles**, spread over 22 business entities across India, with a voice- and sales-heavy profile that generates relentless HR transaction volume.

6,916 Employees across permanent, part-time, contract, and intern populations	50+ Automated workflows live	4,80,000+ Automated actions executed a year	4,860+ Hours of manual work removed annually
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Until recently, every HR decision we made ran on borrowed time. Offers, onboarding, exits, and everyday People processes were held together by Excel trackers, email threads, and manual follow-ups, with no system catching what slipped through. The transformation we ran with Darwinbox replaced that with an automated HR engine: **50+ live workflows initiating 2,40,000+ flows and executing 4,80,000+ automated actions a year** across the entire employee lifecycle, and beyond the HR function itself, with our business teams now onboarding our part-time workforce directly in the platform.

The defining idea was connection, not just automation: a candidate’s data, once entered, carries itself through offer, onboarding, performance, and exit without being re-keyed or re-checked by a human at every handoff. Governance travels with it, exception flags on offers, maker-checker on reimbursements, pre-offer background checks, and SLA-driven triggers, so compliance is by design rather than by oversight. The result, in a year: **4,860+ hours (600+ man-days, 2.3 FTEs of capacity) returned to HR and IT, ₹20+ lakh in cost avoided**, and a set of risks, uninsured new joiners, duplicate reimbursements, post-joining verification delays, engineered out of the process itself.

**2.3 FTEs**
Of capacity freed
600+ man-days a year, redirected to judgment work

**₹20+ lakh**
Cost avoided
Annually

**50 to 60%**
Reduction in post-joining
background verification delays

**Zero**
Missed medical-coverage enrolments
in an employee’s first 14 days, from 50%

**10,000+**
Reports generated in-system,
replacing 30 HRBPs’ monthly Excel grind

Held Together by Excel and Follow-Ups

Insurance distribution runs on people, and our People operations run hot: roughly 11,000 interviews, 2,000 offers, 2,700 onboardings, and 2,800 exits a year, plus performance-improvement flows and absconding flows digitised annually from a voice- and BPO-heavy workforce. Every one of those transactions used to depend on a person remembering to take the next step.

The machinery was a legacy HRMS for core records, leave, and attendance, a standalone analytics tool, and Excel for nearly everything else. Nothing talked to anything; candidate data was re-entered at every stage from recruitment to onboarding to core; and there was no notification, SLA, or governance layer watching the gaps. Process leakage stayed invisible until it became an escalation.

Where manual work was costing our business

The challenge we faced	What it cost us
No pre-offer background verification in the hiring flow	Elevated post-joining BGV delay rates, integrity and compliance risk discovered only after offers were out
~2,000 offers a year approved over email, letters generated manually	Approval delays and inconsistent exception handling on a revenue-critical hiring motion
E-code generation and onboarding verification done by hand	4 to 6 hours per candidate for an employee code; ~30 minutes per candidate for verification
New-joiner medical coverage enrolled through a monthly 15-day manual window	Half of new employees uninsured during their first 14 days; ~2 hours of manual HR update a month

The challenge we faced	What it cost us
PIP and absconding flows digitized which were manually tracked by HRBPs	~20 minutes of HRBP effort per case and inconsistent policy application across cases
30 HRBPs each spending ~4 hours a month building Excel reports	1,440 hours a year producing retrospective, error-prone reporting
Identity provisioning coordinated manually with IT (~15 min per employee)	Delayed day-one access and standing dependency on IT teams

No notification, SLA, or governance layer watching the gaps.

Connected, Not Just Automated

The shift was not automating one process; it was connecting all of them. **We rebuilt the lifecycle on Darwinbox as a single system of record and strategic infrastructure**, so that data entered once flows through every downstream step, and we replaced human vigilance with embedded governance.

Control, built into the flow	What it replaced
Exception flags inside digitized offer approval	Email judgment calls on 2,000 offers a year
Pre-offer background verification, integrated with partner Equal	Post-joining discovery of verification delays, now down 50 to 60%
Maker-checker validation on every reimbursement	Duplicate claims blocked before payout
System-driven notifications and SLA triggers across the lifecycle	Manual follow-ups and steps that slipped through silently
103 custom role-based access profiles	Ungoverned data access that made safe delegation impossible

We built every workflow around where the risk or leakage occurred, not as damage control added after the fact. That is the design-intent difference between digitizing a process and eliminating the need to police it.

Hire to Retire, Without the Handoffs



Hire

Manpower budgeting, interview scheduling, and feedback capture moved in-system: 11,000 interviews a year that once took 10 to 15 minutes of coordination each are now platform-driven, freeing 458 hours (57 man-days) annually. Background verification runs before the offer, not after joining. Offers, roughly 2,000 a year, generate prefilled and route through digitized approval with exception flags, saving about 41 man-days a year.

Background verification runs before the offer, not after joining.



Join

Onboarding data flows straight from recruitment into core with no re-keying, across ~2,700 onboardings a year. Employee codes that took 4 to 6 hours per candidate now generate instantly. Verification is centralized in-platform, saving ~15 minutes per candidate (84 man-days a year). Identity provisioning to Active Directory, email, and enterprise applications fires automatically from lifecycle events, and medical coverage enrolment that once left half of our new joiners uninsured for their first two weeks now completes within a day, with zero missed enrolments.

Onboarding also stopped being HR's job alone. Our business teams now onboard our part-time workforce directly in Darwinbox (**1,000+ part-time employees a year**), initiating and completing the flow themselves, while HR retains governance and compliance through the same embedded workflow controls that apply everywhere else. At an average saving of 10 minutes per onboarding and employee addition, that removes roughly **21 man-days a year** of manual HR effort, shortens the onboarding cycle for a population we hire against immediate operational need, and extends platform adoption past HR and into the business.



Work

Automated engagement touchpoints fire at day 45 and day 90 of every new joiner's tenure, replacing reactive intervention. Reimbursements run through maker-checker workflows. Insurance Institute of India certifications, mandatory in our industry, are tracked and reimbursed in-system with 100% compliance visibility. Attendance syncs daily with our sales portal and BMS, and Darwinbox is the master for organizational hierarchy, feeding our sales applications automatically and eliminating the reporting-structure errors that once distorted sales visibility.

Leadership reporting moved from 30 HRBPs' monthly Excel grind to real-time dashboards and 10,000+ in-system reports, returning 1,440 hours a year. That reporting layer now reaches the business directly: three Power BI dashboards built on Darwinbox data, covering headcount, attrition, and recruitment, are live for 35 heads of department, with our CHRO sponsoring adoption personally.



Leave

All ~2,800 annual exits run on automated separation flows, with ~900 HR letters generated in-system. PIP and absconding cases moved onto governed workflows, roughly 62 man-days returned, with consistent policy application replacing case-by-case improvisation. Decommissioning mirrors provisioning: access dies automatically on exit, saving 700 IT hours a year.

Access dies automatically on exit, saving 700 IT hours a year.

How Our Turnaround Changed the Work

Process	Before	After
Employee code generation	4 to 6 hours per candidate	Instant, in-system
Medical coverage enrolment	15-day monthly window; 50% of new joiners missed in first 14 days	1-day turnaround; zero missed enrolments
Background verification	Post-joining only; delays surfaced after offers	Pre-offer, integrated; delays down 50 to 60%
Interview coordination	10 to 15 minutes manual effort per interview	Platform-driven; 458 hours a year freed
Identity provisioning	~15 minutes of manual IT coordination per employee	Automated from lifecycle events; 1,210 IT hours a year saved
Leadership reporting	30 HRBPs × ~4 hours of Excel a month	Real-time dashboards; 1,440 hours a year returned
Reimbursement control	No maker-checker; duplicate claims went undetected	Validated workflows; near-zero duplicates
Part-time onboarding	Coordinated through HR for every part-time hire	Run directly by business teams in-platform; ~21 man-days a year returned to HR

Our Automation Ledger

A year of transaction-level volume, drawn from platform reports and baselines we verified:



Leave, Gifted

The same engine that automates our exits and e-codes also carries something more human. Through a custom workflow, our employees can gift their earned leave to colleagues in need during medical emergencies or personal crises. What was once manual coordination, calls, emails, approvals chased across desks, is now a digitized flow with fast approvals, so support reaches a colleague when they need it most, not after the paperwork catches up.

It is a small workflow by transaction count and the clearest expression of our design philosophy: when the system carries the process, people are free to carry each other.

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Why We Believe This Stands Apart



Eliminates the process, not just the wait

This is not a faster version of the manual process; the manual process is gone. The benchmark is measured not by how much faster people work, but by how much work no longer needs a person: 4,80,000+ actions a year execute without one.



Governance by design, not oversight

Exception flags, maker-checker validation, pre-offer verification, SLA triggers, and 103 access roles are embedded in the workflows themselves. Consistency and compliance are structural properties, not supervisory achievements.



An operating model, not an implementation

The hard part was redesigning operating models across our HR functions, standardizing processes, aligning stakeholders, and institutionalizing ownership, with our internal expertise now driving multi-entity rollout and process redesign from within.



Capacity redirected, not reduced

2.3 FTEs' worth of effort, 600+ man-days a year, moved from data entry to judgment calls. The freed capacity funds strategic HR work across a 6,916-person workforce rather than a headcount line.



Adoption that left the HR function

Our part-time workforce is onboarded not by HR but by the business teams that hire it: 1,000+ employees a year initiated and completed directly in Darwinbox, with HR holding governance and compliance rather than the keyboard. Adoption is usually measured by how many employees log in. We extended it to who operates the process, which is the harder and more durable form, roughly 21 man-days a year returned to HR, and an operational hiring cycle that no longer waits in an HR queue.

From Our Leadership

“Darwinbox has become the primary HR touchpoint for employees, serving as the single destination for all HR-related interactions. Employees are expected to initiate and complete their HR journeys through Darwinbox, with other channels used only in exceptional cases. This ‘Darwinbox-first’ approach has driven consistent user adoption, streamlined the employee experience, and established the platform as the organization’s trusted system of engagement for HR.”

Go Digit HR leadership, on our ‘Darwinbox-first’ operating principle

Our HR technology work has drawn external recognition, including a Silver Award for Excellence in HCM Innovation & Implementation at the Economic Times Human Capital Awards.

CONCLUSION

The Benchmark We Set

For years, our HR function ran on borrowed time. Every offer, every onboarding, every exit depended on a person remembering to take the next step, and the ones that slipped did not announce themselves. They surfaced later, as an escalation, a duplicate claim, a new joiner who had spent a fortnight with no medical cover.

That HR function no longer exists. In its place is an engine executing **4,80,000+ automated actions a year** across 2,40,000+ workflow instances, from the first interview to the final exit letter, returning **4,860+ hours, 2.3 FTEs of capacity, and ₹20+ lakh in cost avoided**.

The arithmetic is not the achievement. The achievement is that the failures the old process used to discover are failures this one cannot have. Verification runs before the offer, so it cannot fail after joining. Reimbursements meet a maker-checker before they meet the bank. Medical coverage completes in a day, so no new joiner spends two weeks uninsured. **Risk stopped being something we caught and became something the process no longer produces.**

And the capacity that came back did not buy us a smaller team. It bought 600+ man-days a year of judgment: our HRBPs on people instead of spreadsheets, our internal expertise now driving multi-entity rollout from within, our business teams onboarding their own part-time hires while HR holds the governance, and room for workflows like leave gifting, where an employee hands earned leave to a colleague in a medical emergency and the approval lands while it still matters. When the system carries the process, people are free to carry each other.

In a category defined by workforce automation and productivity, this is the standard we set: an HR function where time is spent on judgment calls, not data entry, and where the measure of progress is how much manual work no longer needs a person at all.