

Polycab India Ltd Won Silver for

Infi in Use of Technology in HR Process Redesign & Optimisation



Executive Summary



Polycab India undertook a transformative process redesign to unify and optimize its HR operations across group companies and geographies. Leveraging Darwinbox and other technologies, the organization shifted from fragmented, manual workflows to a digital-first, scalable model. The focus was on rearchitecting HR service delivery -streamlining core processes, standardizing policies, and introducing self-service capabilities - to build an agile HR engine capable of supporting growth, compliance, and workforce empowerment at scale.

Problem Statement

As Polycab scaled its presence across business units and regions, HR operations struggled with siloed systems, higher dependencies and inconsistent processes. Redundant workflows, non-uniform policies, and manual dependencies slowed down service delivery and impacted employee experience. To improve efficiency and ensure policy adherence across the board, a complete redesign of HR processes was needed - built on a centralized platform with automation and visibility at its core.

Key Challenges

- **Process Fragmentation:** Inconsistent leave, attendance, and onboarding processes across units led to inefficiencies and employee dissatisfaction.
- **Manual Overheads:** Routine tasks like document handling, query resolution, and approvals consumed significant HR bandwidth.
- **High Dependence on HR:** Lack of self-service tools made employees reliant on HR for basic services, reducing overall agility.



Solutions Leveraged from Darwinbox

Polycab redesigned its HR operations with Darwinbox as the unified platform:

- Core HR processes -including onboarding, leave, attendance, and employee documentation - were digitized and streamlined to eliminate duplication and ensure consistency.
- A major milestone was decentralizing approvals and access via user assignments, location-based configs, and workflows - enabling a complex HR structure with minimal gaps. Today, 6+ offer flows, 30+ BHRs, 40+ HR specialists, 70+ reports, 60+ workflows, and 90% of HR letters are digitized.
- A self-service model was deployed across web and mobile, enabling employees to independently access services, track requests, and update records.
- The onboarding and offboarding journey was fully automated -including asset allocation, BGV, and access deactivation -ensuring smooth transitions and enhancing efficiency and employee experience.
- Centralized policy governance was rolled out to harmonize rules across locations and group companies.
- Leveraged Darwinbox reports for Excel dashboards and analytics provided leadership with immediate access to workforce data, supporting proactive decision-making.
- Darwinbox Integrations: 10+ integrations are live, covering Attendance, BGV, Travel & Reimbursement, Active Directory, Finance, IT applications, LMS, Travel and Expense, and Payroll. A Data Lake project is underway to enable real-time dashboards for key metrics like incentives and employee costs.



Strategic Alignment with Business Goals

The redesign directly supported Polycab's vision of digitization and scaling efficiently while improving operational control. By eliminating redundancies and centralizing policy execution, HR teams were able to redirect their focus toward strategic initiatives like talent development and future workforce planning - critical for success in the competitive infrastructure and manufacturing landscape.



Innovation & Differentiation

Polycab's approach wasn't just automation - it was a structured overhaul of how HR processes function. Through custom workflows, periodic reminders, and notifications, all lifecycle activities are now fully automated - leading to consistent timeline adherence. The shift from reactive, manual workflows to a digital, policy-aligned architecture enabled scalable governance across group entities. Moreover, by shifting routine tasks to self-service, the organization redefined employee accountability and built a culture of ownership - setting the stage for long-term process maturity.



Outcomes Achieved

- **Reduction in Administrative Load:** Automation of routine workflows led to faster execution and reduced manual intervention.
- **Higher Employee Empowerment:** Self-service adoption improved turnaround times and user satisfaction.
- **Standardized Employee Experience:** Consistency in HR processes enhanced experience across business units.
- **Operational Cost Efficiency:** Consolidation onto a single platform helped reduce overheads and improve resource utilization.
- **HR as Strategic Enabler:** With streamlined operations, HR now plays a more proactive role in supporting Polycab's growth strategy.