

Shoppers Stop Won Bronze for

Infi in Employee Experience Team



Executive Summary



Shoppers Stop, one of India's most iconic retail brands, operates a large and diverse workforce spread across 90+ cities. With a significant frontline population and decentralized operations, creating a consistent and inclusive employee experience was a growing challenge. The Employee Experience (EX) team at Shoppers Stop recognized the need to reimagine how people engage with HR - bringing agility, accessibility, and belonging to the forefront.

By partnering with Darwinbox, the EX team delivered a mobile-first, self-service-led transformation that reached employees where they are - on the shop floor, in transit, or working remotely. From digitizing performance management and enabling integrations to streamlining payroll and leave management, the team rebuilt every touchpoint around employee empowerment. Today, Darwinbox supports 97% mobile app adoption among store and frontline employees - setting a benchmark for mobile usability across the industry. The result is a highly responsive, technology-led experience that has redefined how employees interact with the organization - anytime, anywhere.

Problem Statement

Shoppers Stop's previous HRMS was fragmented, outdated, and inaccessible to a large portion of the workforce, especially store staff. With most processes being manually managed or desktop-restricted, there were delays in performance reviews, leave approvals, payroll processing, and policy dissemination. Employees struggled with inconsistent access, poor visibility, and lack of ownership - leading to lower engagement and operational inefficiencies.

Key Challenges

- **Manual, Offline Processes:** Performance evaluations, leave tracking, and onboarding were handled offline, causing delays and errors.

- **Low Tech Accessibility for Store Staff:** The absence of mobile accessibility meant employees had to rely on shared infrastructure or HR personnel to complete even basic tasks.
- **Lack of Integration:** Critical platforms for learning, wellbeing, and compensation were siloed, reducing engagement and increasing friction.
- **Delayed Payroll & Attendance Regularization:** Disparate systems led to payroll bottlenecks and manual intervention by HR in attendance corrections.
- **Limited Real-Time Data:** Dashboards for critical business functions lacked real-time input from HR operations, affecting decision-making.



Solution Implementation

Mobile-First Experience (Employee Self Service)

Darwinbox's intuitive mobile interface enabled 97% mobile adoption among store and frontline staff - becoming the industry benchmark for mobile-enabled HR accessibility. Employees now perform end-to-end HR tasks on the go without desktop dependence.

Key capabilities include:

- Task completion (leave, attendance, recruitment, travel, custom workflows)
- Leave & attendance self-service
- Policy access on mobile
- **Payslip visibility:** Instant viewing and downloading of monthly payslips, reducing payroll queries from 60% to 20%.
- **Reimbursements via OCR:** Bills captured and processed via mobile with OCR-enabled receipts.
- **Travel requests on-the-go:** Mobile submissions, tracking, and approvals—no laptops required.

Payroll Processing

- Centralized, role-based access controls and automated workflows ensure that payroll is processed entirely on Darwinbox—on time and without errors.

- 100% salary disbursement accuracy and timeliness achieved since implementation.
- Full & Final settlements reduced from 10 days to 5–7 days.
- Salary processing time dropped from 1.5 hours to just 40 minutes.
- Reports and validations are built into the system for audit readiness.

Attendance and Leave Management

- Store employees now manage attendance and leave independently via the mobile app.
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Performance Management System (PMS)

- A fully digitized PMS replaced pen-and-paper evaluations. With real-time tracking and notifications, adherence to the review process has climbed to 80–85%, ensuring transparency, consistency, and timely feedback.

Integrations and Connectors (Unified Experience)

- Darwinbox now powers Single Sign-On (SSO) integrations with platforms such as LinkedIn Learning, the Employee Benefits Portal, and the Employee Assistance Program—offering one-click access to learning, wellbeing, and benefits.
- Integrated background verification (BGV) partner workflows reduced pending BGV cases from 20% to 10%.
- Custom real-time dashboards, powered by Darwinbox integrations, enable faster HR and business decisions on staffing, attrition, and workforce planning.
- Darwinbox Studio has made integrating new tools seamless, enhancing UX and insight simultaneously.



Innovation & Differentiation

What sets Shoppers Stop's EX transformation apart is its frontline-first approach. Instead of designing systems for office-based users alone, the EX team prioritized mobile usability and self-sufficiency. By placing technology in the hands of every employee, the team broke barriers of access, improved morale, and amplified trust.

The team has also set industry benchmarks in payroll accuracy, processing time, reimbursement experience, and mobile enablement - driving operational excellence through innovation.

The seamless experience across platforms, policies, and processes - backed by real-time integrations - demonstrates a shift from reactive HR operations to proactive, employee-centric engagement.



Key Outcomes

1. Mobile Adoption & Accessibility

97% of store employees actively use the Darwinbox mobile app for HR tasks

2. Payroll Accuracy & Timeliness

100% salary accuracy; F&F TAT reduced to 5–7 days; salary processing now takes 40 minutes

3. PMS Adoption & Visibility

80–85% adoption with timely feedback and tracking

4. Leave & Attendance Self-Service

Zero HR intervention required in store attendance tracking

5. Integrated Experience

Single-click access to learning, wellbeing, and benefits platforms

6. Real-Time Insights

Business-critical dashboards leverage real-time HR data



Strategic Alignment

This transformation is deeply aligned with Shoppers Stop's business philosophy of putting people first. The EX team's strategy bridged the digital divide between frontline and corporate employees, driving a more connected, engaged, and future-ready workforce. By ensuring every process is intuitive, inclusive, and tech-enabled, the team empowered employees to own their experience and thrive at work.



Conclusion

Shoppers Stop's Employee Experience Team has demonstrated how HR can be a true enabler of business agility and cultural strength. By rethinking design, access, and ownership through the lens of every employee - not just corporate users - they've delivered a human-first, tech-powered transformation that sets a new benchmark in Indian retail. A truly deserving winner of the Infi in Employee Experience Team award.