

 **Spinny** Won Silver for

Infi in Tech-Enhanced Workforce Planning Solutions



Executive Summary



As Spinny rapidly scaled across cities, it faced a pressing need to align its workforce with fast-evolving business goals. Manual support could no longer support the agility needed. By adopting Darwinbox, Spinny transformed its approach to manpower forecasting, recruitment planning, and HR operational alignment. Centralized visibility, intelligent data mapping, and cross-functional integration, Spinny built a future-ready workforce model that empowered HR and leaders to plan ahead, reduce costs and sustain its high-velocity growth.

Problem Statement

Spinny's rapid expansion into new geographies demanded agile, data driven workforce planning across frontline and corporate functions. However, staffing decisions were decentralized and reactive due to the absence of a unified system. This led to operational inefficiencies, cost overruns and gaps in field force readiness; especially in customer facing roles like sales and inspections.

Key Challenges

1. High Manual Efforts to Track Attendance

HR had to manually reconcile attendance data from multiple sources, leading to delays and frequent errors. This consumed valuable time and diverted focus from strategic tasks.

2. Operational cost leakage

Inaccurate attendance records led to unchecked overpayments. Lack of system validation meant these issues often went unnoticed, resulting in direct financial losses over time.

3. Less Control Over Manpower Planning and Disciplinary Issues

Lack of real-time visibility impacted staffing decisions and shift planning. Disciplinary actions on absence or late arrivals were delayed or missed.

4. No Real-Time Alignment Between Attendance And Task Completion:

Time and Attendance system were not integrated with visit/task management, causing a disconnect between attendance records and actual productivity or customer interactions on the ground.



Solutions Leveraged from Darwinbox

To address the challenges, Spinny implemented an API based attendance solution that linked daily field activity with system generated attendance. A rule was configured: if an employee completed to verified visits in a day, their attendance was auto-marked via API, eliminating manual entry. This solution delivered:

- **Accurate real-time attendance linked to verified field performance:** Integrating API-based attendance with task verification, Spinny ensured that attendance was auto-marked only upon successful completion of field visits. This eliminated manual errors and brought accountability and transparency into attendance tracking; directly tied to on-ground performance.
- Reducing manual intervention by HR, as visit completion data directly drove attendance status.
- **Reduction in Overpayments through automated eligibility checks:** The new rule-based system prevented attendance marking and therefore salary payout when field tasks were not completed.
- Faster and more informed manpower planning using reliable data
- By tying attendance directly to field performance, the solution introduced greater transparency, control, and operational efficiency, helping curb cost leakage and enforce accountability.



Strategic Alignment with Business Goals

This solution supported Spinny's strategic growth by enabling faster go-to-market execution in new cities. Accurate forecasting and real-time workforce visibility helped maintain operational readiness, manage costs and scale efficiently – essential in competitive, fast-moving auto-commerce environment.



Innovation & Differentiation

Unlike traditional manpower planning that happens annually or in Excel-based silos, Spinny's approach was dynamic and real-time. The integration of budgeting, org structuring, and recruitment created a closed-loop system - where approvals, fulfillment, and tracking happened in one place. This not only brought transparency but also reduced human error and manual reconciliation, making it a standout use of HR tech.



User Adoption & Change Management

Spinny drove adoption by making these tools accessible to both HRBPs and business leaders, supported by contextual training and process redesign. Adoption was further accelerated due to the ease of use of Darwinbox's platform and its alignment with existing decision-making structures.



Outcomes Achieved

- Faster headcount approval-to-hire cycles, due to seamless integration and centralized workflows
- Greater visibility into sanctioned vs. filled vs. vacant positions, improving workforce readiness across business units
- Reduction in budget overruns, thanks to controlled and trackable manpower requests
- Enhanced HR-Business alignment through real-time access to org data and dashboards