

TCS eServe Limited

formerly known as Citigroup Global Services Limited (CGSL)

Fast Facts

Company

TCS eServe Ltd. formerly
(Citigroup Global Services Ltd)

Industry

BPO (Financial services)

Locations

3 Sites

Mumbai: Nesco, Mindspace

Chennai: Spencer's Plaza

Results

- Cost saving by 20%-30%
- ROI of 8 months
- Freeing up Admin Resources by 40%-50%
- Business Unit wise Cost-allocation
- Complete Transaction Audit
- Transparent and Fair entitlement to Employees

COMPANY

TCS eServe Limited, a BPO based in India with 12000+ employees spread over multiple locations. CGSL is a prestigious corporate 1000 client of HID. The Company provides Meal Entitlement to its employees depending on the employee's shift timings for the day. The objective of the meal entitlement is to provide a meal to the employee who is working odd-hours (typically through the late evening, mid-night extending up to the next early morning). The shift timings for the employees are dynamic and change from day to day. In case of contingencies, the employees can be asked to extend their working hours for the current day and thus become entitled to additional meal entitlements. The employees can also move around locations and are entitled to meal entitlements at locations other than the home locations too, across the country. The employees are grouped into processes (Business units) on the basis of the clients/countries that they handle.

EXISTING PROCESS

The Company used to manage the Meal Entitlements by manually distributing Paper-based Coupons to the Team Leader of the Business units at the beginning of the month/week. The Business Team Leader had the authority to hand-over the coupons to the team members as per his/her discretion. The team members were able to utilize the Coupons for any meal irrespective of their shift timings. The employee hands over the coupon to the cashier at the Food Vendor in exchange for the food that has been ordered. The Food Vendor accumulates the Coupons and hands over to the Company for reimbursement.

ISSUES WITH COUPON BASED PROCESS

- Manual distribution of coupons was tedious, error-prone and open to misuse.
- It was very difficult to reconcile coupons, considering the volume of coupons generated.
- The coupons were of fixed denomination. Consequently, the Food Vendor did not return the change to the Employee for the balance, which is not consumed. The balance amount ends up as surplus profit for the Food vendor and an additional expense to the Company as no food was tendered for the balance amount.
- Contentious and in-accurate appropriation of expenses to Business units. The Canteen expenses are attributed to the Business units on the basis of Coupons distributed and not on the basis of actual consumption.
- No audit trail on amount charged by the Food Vendor.
- In case Employees misplace paper coupons, there is no mechanism for replacement of lost coupons.
- Any delay in issuance of coupons, results in dissatisfaction among employees.
- The objective of the meal entitlement is defeated as the employee can use the coupon leftover from yesterday's shift during the normal working hours on a later date.
- An employee can also transfer the entitlement by merely handing over the coupon to another employee.

SMARTCANTEEN CASE STUDY

TCS eServe Limited

SOLUTION

The solution proposed (SmartCanteen) comprised of POS terminals at the food counter. These terminals were interfaced to Smart-card readers that reads the employee's existing Identity Cards. The Back-end System extracts the shift timings of each employee from the company's Shift Management System.

When an employee swipes his card at the POS terminal, he is provided the amount he is entitled to depending on the shift timings and the amount consumed so far. As the entitlement is provided only when the employee visits the Canteen - this ensures that the employee is indeed present during the hours that he is supposed to get the entitlement. The entitlement, available in real-time, can be completely consumed across multiple vendors and/or multiple locations, ensuring that the employee is not literally 'short-changed'. The entitlement expires two hour after the shift of the employee ends, thus ensuring that the entitlement is not un-duely carried forward to the next day. The two-hour extension provides a fair window to the employee to consume his entitlement after the shift ends.

KEY FEATURES

- POS based online solution using their existing Access Control Cards (ACS) cards
- Meal entitlement automated on the basis shift timings of employee
- Completely integrated with the company's Shift Management System & Access Control System (3rd party systems)
- Denomination of money possible or splitting of entitlement across vendors (Micro payments) resulting in full consumption

RESULTS

- No manual reconciliation of Vendor transactions is required. The System maintains the Vendor transactions in real-time in the Back-end. Online reports are available using a web-based front for instant access to these transactions down to the last level of detail. A complete audit log of all transactions is available.

- The System ensures considerable savings for the company by ensuring a tight control on when and how-much of the meal entitlement is consumed.
- The System also ensures that the employees understand that the System is fair and reasonable as it facilitates the complete and timely consumption of the meal entitlement to their entire satisfaction. At the same time the System ensures that the meal entitlements are not unduly carried forward.
- The Company only pays for the exact amount consumed by the employees. The employees are credited with an amount, which the employee is entitled for. However, in case the employee fails to consume the entire entitlement during the specific period, the balance amount gets lapsed, resulting in savings for the company.
- Exact Business unit-wise billing is available which allows the Canteen expenses to be accurately debited/appropriated to the right Business, leaving no chance of disputes and/or denials.
- The employee can now use their ID Cards across all locations and avail of their meal entitlements as per their base location.
- Works on existing ID cards, no additional cost on cards and/or readers.
- Daily tracking of cost
- Multiple counters to smoothen the canteen operations.
- Company's ROI was achieved in 8 months, as a result of 20-30 % cost savings in canteen expenses compared to the earlier process.
- Credit is given 1 hour prior to shift time and can be used 2 hours after shift time as a part of automated process, to provide a fair & reasonable system to the employees.
- No need to wait for receipt of paper coupon