How Hanu Uses PeopleStrong to Boost Their Bottomline by 6%

peoplestrong **×** hanu™

About Hanu

A Microsoft Partner for over 20 years, a Tier I CSP Partner and an Azure Expert Managed Service Provider exclusively dedicated to Azure migration and integration, Hanu supports enterprises with unequalled intelligence and expertise providing Managed Transformation, Application Modernization and Enterprise IT Innovation. From Azure CSP to Managed Services to strategic consulting and development, Hanu has the expertise to help organizations capture the potential of their cloud strategy through discovery, decision, and delivery, across each stage of their transformation.

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Our existing HRMS was unable to track performance progress and that meant we can't see or measure performance of our rock stars (Hanu's definition of employee). The lack of a robust performance management system also prevented their rock stars in USA to be evaluated, "

**AKANKSHA CHOUDHARY** | HR Manager, Hanu

At the same time, our CEO was inspired by John Dorr's book on OKR and aimed for us to gravitate towards that for better performance measurement.

Hanu was also seeing a lack of employee engagement and collaboration within the office environment since the existing performance review could not mandate regular check-ins between managers and rock stars. Communication issues and misunderstandings began to fester.

400+
EMPLOYEES

2002
FOUNDED
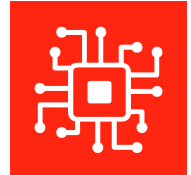
PRINCETON, NEW JERSEY

- Unable to track and measure performance.
- Low employee engagement.

Alt Performance

- Improved revenue performance.
- People are more engaged.
- Management has overview of real-time performance.

The Challenge

Due to the hyper growth in the cloud department, performance measurement was placed in the backburner. There was no visibility on who is doing what and it led to inconsistent performance without knowing where the intervention should begin. The existing Management by Objectives (MBO) focused goal-setting & performance review is not able to accommodate the business fluidity and required growth trajectory. The primary reason is the cycle of setting goals and review the performance against those were long.

The Solution

Hanu made the easy decision to go with Alt Performance. The real-time OKR dashboard feature which provides bird's eye view of company-wide performance is what they were exactly looking for. From sign-off to go-live on implement OKR, it took less than 30 days. "We were able to migrate into OKR with ease via Alt Performance. The system allows us to effortlessly create cycles, processes, and for the first time, rock stars can align their individual OKR with the company objectives. This provide visibility for everyone on their value and contribution to the organisation," Choudhary said. "The system made quarterly reviews possible as any additional administration is easily taken care of by the system. With more data and visibility, any necessary pivots in human resource planning is made easier and the business leaders also appreciate the new performance reports we could share with them." Akanksha Choudhary HR Manager, Hanu The transparency in performance management also led to behaviours changes within the organisation. "The ability to see everybody else's performance has a profound impact on the rock stars as they can measure themselves against their peers in real-time. That made them more focus in ensuring their Key Results are met," Choudhary said. "The regular check-ins between the managers and rock stars also forced the managers to develop themselves into better people managers and gain the ability to better manage any people situations that arises."

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The Results

By using Alt Performance, Hanu has seen a gain of their Q1 2020 bottom line by 6%. Employee engagement has also gone through the roof by 90%. "The check-ins made possible by Alt Performance really helped in the communications between managers and rock stars. Each session takes about 45 mins and that allows for depth of conversation to work out any kinks and challenges," Choudhary said. "The implementation of OKRs has truly revolutionised the way we work, and it gives us huge confidence to roll this across to our BPO division. Very soon the entire organisation across India, US and Canada will be on Alt Performance."
"The biggest roadblock any organization face in implement OKR framework and methodology is (a) Intent (b) Failing to put a dedicated team of 2 to 3 people to implement that intent,"said Vipul Mathur, VP at PeopleStrong. "Hanu internal OKR implementation team lead by Akanksha are very focused and lead from front in driving the OKR adoption across the company"

About

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PeopleStrong is Asia's leading Work and HR Technology company, headquartered in India. With almost a million users from 350+ enterprises across industries, PeopleStrong impacts the people productivity and experience agenda of enterprises and accelerates their journey towards the #NewCodeofWork. PeopleStrong's product suite includes next-gen applications in the space of HR Technology (Talent Acquisition, Human Capital Management, Talent Management), Productivity, Analytics and Platform. Known for its penchant to innovate, PeopleStrong has many firsts to its name, the recent one being the application of Machine Learning in Recruitment (through Match Making) and Employee Experience (through Asia's first HR Chatbot Jinie). PeopleStrong is the first company in the space to be successfully assessed on SSAE18 and recently won the prestigious CIO's Choice Award for Talent Management on Cloud.