

## A timely solution to an employee time card challenge

### Tachyonix Upgrades Employee Attendance System for Telefónica Vivo

## vivo

### Background

Telefónica, S.A. is one of the largest telephone operators and mobile network providers in the world. Headquartered in Spain, the multinational telecommunications company provides fixed and mobile telephony, broadband, and subscription television. With over 104,150 employees and revenues of over \$42 billion, it operates in more than 20 countries around Europe and America.

Telefónica's brand, Vivo, is the largest telecommunications company in Brazil, with 33,000 direct employees.

“Our purpose is to digitalize to bring closer, which we do by bringing quality connection and digital inclusion to people and companies across the country,” says Hussain Ali El Chab, SAP Sr. Manager at Vivo Telefónica Brasil. “We offer our customers a complete telecommunications product portfolio. In the mobile segment, we have 97 million lines in operation, accounting for over 38 percent of the total number of active lines in Brazil. We also provide 4G network coverage to 95.2 percent of the population, and 4.5G coverage to 85.5 percent of the population.”

– **Hussein Ali El Chab**

### The Challenge

Vivo was recording employee attendance via an outdated system developed almost a decade ago, based on SAP GUI and Web Dynpro. On arrival and on leaving, each employee would swipe their punch card, but if they didn't, or went out for lunch and forgot to swipe when they got back to the office, the only way to fix the issue was for the manager to enter the system manually – a time-consuming, irritating task – which they would do at the end of each month. Until the manager approved a full month of hours for an employee, that employee would not be paid.

“We increasingly need to have tools that guarantee greater speed in our deliveries, that simplify our processes, at the speed that the business needs,” says Hussain. “Specifically in the case of our employee attendance system, dealing with the micro issues involved was a headache for our managers. The system had no remote functionality, so everything had to be done manually from a PC or laptop, and the process of going back and forth with the employee to resolve a problem could drag on for days or weeks each month. We needed a solution, fast.”

### The Solution

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The employee inputs their information – that they are present, at which premises and at what time – and it is automatically sent to the manager's portfolio. On receipt of an orderly report, the manager can then identify any anomalies. In the event of an issue, the employee receives an alert and instructions to log in to the system via a handy icon on their phone or tablet, and correct the problem. The manager also receives an alert, and can prompt this rectification process if the employee is not proactive. All this takes place on a daily basis, so there is no backlog to deal with at month-end.

“It is in the employee's interests to resolve any issue with their hours as soon as possible,” says Hussain. “Tachyonix developed just the solution we needed to relieve managers of this task, and empower employees to take the necessary action. And all this in three weeks!! At a broader level, we are looking for ways to bring our SAP ‘back-to-standard’ and achieve a smooth migration to S4/HANA in the future, which we need to do first due to the end of SAP support, and secondly – and more importantly – because we see migration as fundamental for the transformation of the business, and the experience our customers have with our products. And for that we need robust platforms.”

– **Hussein Ali El Chab**

### The Results

Having provided a solution for this human resources challenge, Tachyonix established itself as a trusted partner for Telefónica Vivo. A new contract quickly followed for a further 40 HR apps. To date, four new HR apps have already been developed to handle employee residency declarations, confidentiality terms, FAQs and salary breakdowns. This was achieved in just 11 days – significantly faster than the standard month it usually takes to develop an app.

Tachyonix has also been asked to provide its services to Telefónica Vivo's logistics and e-commerce teams.

“Tachyonix has a very practical, methodical approach to providing solutions that are easy to implement and use,” says Hussain. “We were impressed with how quickly they were able to grasp the issues, and suggest real improvements that would deal with our frustration. Tachyonix has not only built this tool, but has also contributed to the lives of our employees by facilitating our processes. This is the kind of service provider Telefónica seeks. Now that we have found them, we intend to make the most of this partnership in other areas of our business!”