

One of the world's largest automobile manufacturers leading the way to the future of mobility and enriching lives

With around 300 dealerships across the nation, our client is one of the largest automobile manufacturers selling over 100,000 cars a year.



Key Challenges



Human Capital/Talent/HR

The rapid scale-up in operations generated a need for improving the headcount but access to the talent pool was limited – complicated by high attrition.



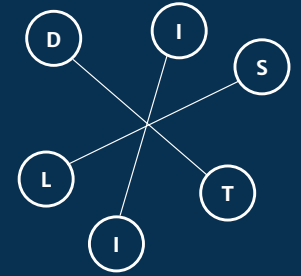
Process

Change management of processes with frequent change in team.



Finance

Immediate need for talent, Internal hiring budget restrictions followed by increased recruitment cost.



The Pierian Edge

Team Pierian partnered very closely with the client to deliver the following:

- We transitioned the following processes to Pierian delivery team – Accounting, Vendor reconciliation, Taxi Refund, GRN closure, Vendor Payment process, Dealer Claim process, Import & Export, Travel Desk & Administration, HR Services
- Ensured that the resources were on-boarded on time and adequately trained thus ensuring the functions supported ran efficiently.
- Built a dedicated team to manage Recruitment, Operations & Account Management based on the understanding of the skill-sets needed across the diverse functions and roles.
- The entire engagement eased the client's management time by taking over the activities on SLA basis with defined KPI's.

From a beginning of 5 resources, today we partner the client with a dedicated team of 130+ across technical & non-technical divisions.

Key Outcomes	Areas of Impact
<p>Process Streamlining – Functional</p> <p>Pierian’s delivery team ensured that its team were on-boarded on time, adequately and trained timely which enabled the day-to-day operations run efficiently.</p>	<p>IMPROVED PRODUCTIVITY AND EFFICIENCY</p>
<p>Improved Quality & Timelines</p> <p>Pierian’s dedicated recruitment team aligned to the clients’ on-boarding needs and ensured that candidates were on-boarded to various technical positions within the timelines set by the client.</p>	<p>IMPROVED TAT SCALABILITY</p>

Overall Business Impact

Change Management, Knowledge transition and Attrition was taken care by Pierian thus enabling the client’s management team to channelise their time efficiently and brought about an overall in the operational efficiency and timeliness of deliverables.

About us

Since its inception in 2002, Pierian has moved from strength to strength, building newer capabilities powered by its unique DISTIL Approach. Today, Pierian stands tall as the knowledge-centric consulting and solutioning partner.

Over the years, our dynamic team has worked with some of the Fortune 500 Companies and innovative start-ups in the wide areas of its expertise, spanning diverse industry verticals. We support our clients in working smarter and achieving accelerated growth through process transformation, digital technology enablement, and analytics-driven business insights.

Information about how Pierian collects and uses personal data can be provided by our executives. For more information about our organization, please visit our website.

www.pierianservices.com | info@pierianservices.com

