



DESIGN THINKING WORKSHOP

Adecco

Hashedin | HUX.

Aug 16, 2019



DAY 1

Aug 13

- About the project
- User Types & Ecosystem
- User Journey & Persona



Workshop Attendees

Adecco

SMEs from Teams like Payroll,
Onboarding, Branch Recruiter,
Stakeholders

HashedIn

Sachin Pol (Sr. UX UI Designer),
Sijo Peter (Sr. UX UI Designer),
Manisha Mulay (Design Lead),
Noorul Ameen (Design Manager),
Hajasharif Rowther (Program
Manager)

About the Project

WHAT

ATTENDANCE TIME

- Work order
- Associate data
- Induction
- DOJ
- Location details

OVERTIME CALCULATION

LEAVE MANAGEMENT

MINIMUM WAGE

CTC REVISION

ALL APPROVALS

REIMBURSEMENTS

VARIABLE BAHs

REGISTERS

VESTMENT DECLARATION

COMPILE DOCUMENT UPLOADS

INVOICE SUBMISSION

FULL & FINAL SETTLEMENT

BONUS LEAVE ENCASHMENT

Pay Slip

Compliance Auditors

ABOUT PROJECT ADECCO

WHY

- Customer Satisfaction
- Business Improvement
- Reduce TAT & productivity

DEFINE SUCCESS

- TAT WILL BE REDUCED
- WE CAN HAVE LOWEST REPORT
- CLIENT NEEDING TRACKER / CLEAR (Phase)

DEFINE FAILURE

- Manual Tracking
- Complex Project / Multiple Inquiries
- Information Availability - Clients / Other Executives
- Higher TAT FOR COMPLETING THE WORK
- Complex Issues - DIFFICULT TO UNDERSTAND
- LACK OF BUSINESS INFRASTRUCTURE / SKILL TO CO-ORDINATE IT
- DELAY OR INCOMPLETE REQUEST SENT OUT
- DIFFICULTY INTERPRETING SOUND INVESTMENT LETTERS
- UNABLE TO DEDUCE DEPENDENCY IN ORDERING
- NECESSARY LETTER NOT AVAILABLE FOR CLIENTS
- CHAS QUERY MULTIPLE FOLLOW-UPS
- UNRESPONSIVENESS TO SINGLE INQUIRY IN ALL THE INFORMATION GIVEN TO CLIENTS
- INAVAILABILITY OF A CALLBACK OR CLEAR FEEDBACK
- Complexity of work, which makes it difficult to handle
- Hope dependency on Re-Tracker

EXPECTED /px

- Reduction in TAT
- Reduction in Manual Intervention
- Reduction in Overlap / Redundancy
- Reduction in Follow-up
- Reduction in Information at Forum TAT
- Reduction in Delay / Incomplete
- Reduction in Unavailability of Letter
- Reduction in Unavailability of Feedback
- Reduction in Hope dependency on Re-Tracker

ONBOARDING

EXECUTIVE

ONBOARDING

EXECUTIVE

Some Discussion Points

- WORK ORDER - PO - ONBOARDING.
- DASHBOARDS - MIS.
- CLIENT PORTAL - DOWNLOAD REGISTER.
- DOCUMENT UPLOAD - CLIENT PORTAL.
- FNF - RESIGNATION ON THE APP.
CLIENT AUTHENTICATION ON APP.
- CLIENT & ASSOCIATE APP
CLIENT PORTAL?
- INDUCTION OF ASSOCIATES.
- ONBOARDING OF ASSOCIATES.

Discussion points:

Leave Mgmt on ERP

- Min Wage should be backend ERP, you can't "Enter" -
- Zone wise Min. Wage is not a Service by Adeco
- Compliance is not a Service but 'ERP'
- How many paid vs unpaid ✓
- Register should be on Client portal.
- No Auth on Invoice time app
- System to show Salary Breakdown (on Demand)
- Client to authenticate the LWD.
- Reference letter to be available on the app.

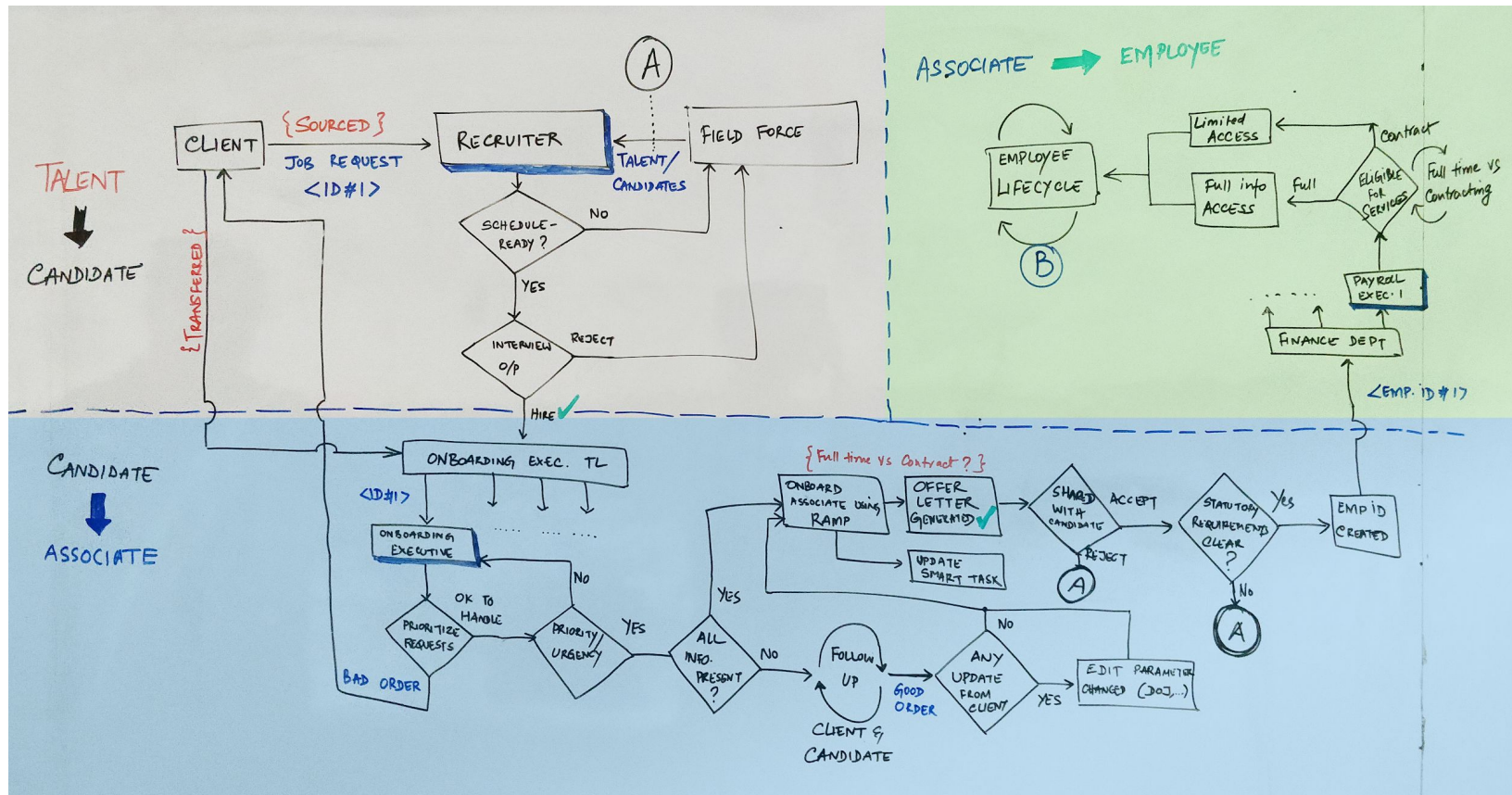
- Leave Summary
available from app.

User Types

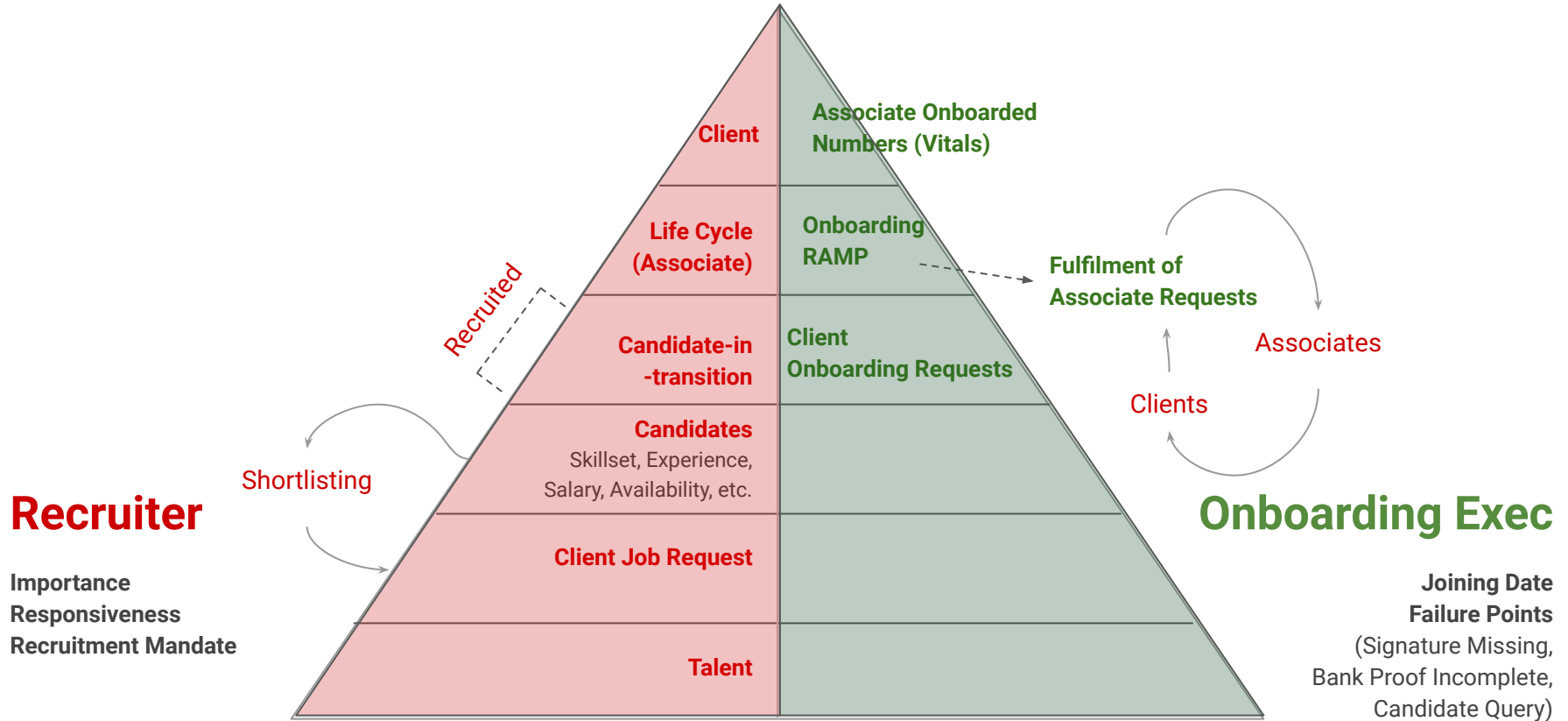
User Types

1. Recruiter
 2. Onboarding Exec
 3. Payroll Exec
 4. Business Owner/client
 5. Candidate
 6. Associate
- FT

System Flow



User Ecosystem



ABOUT

WHAT

WHY

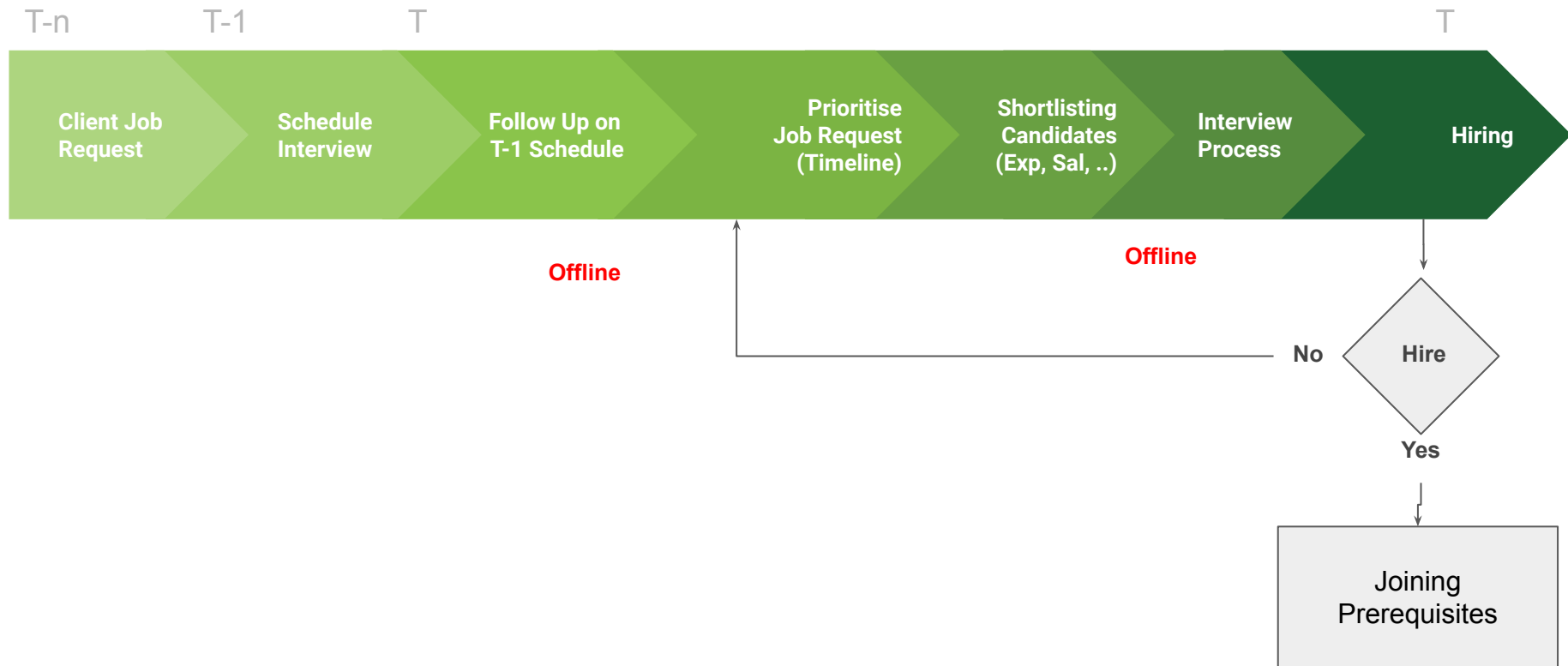
DEFINE SUCCESS

DEFINE FAILURE

RENT UX
PR

User type
Recruiter

Journey



ABOUT

WHAT

WHY

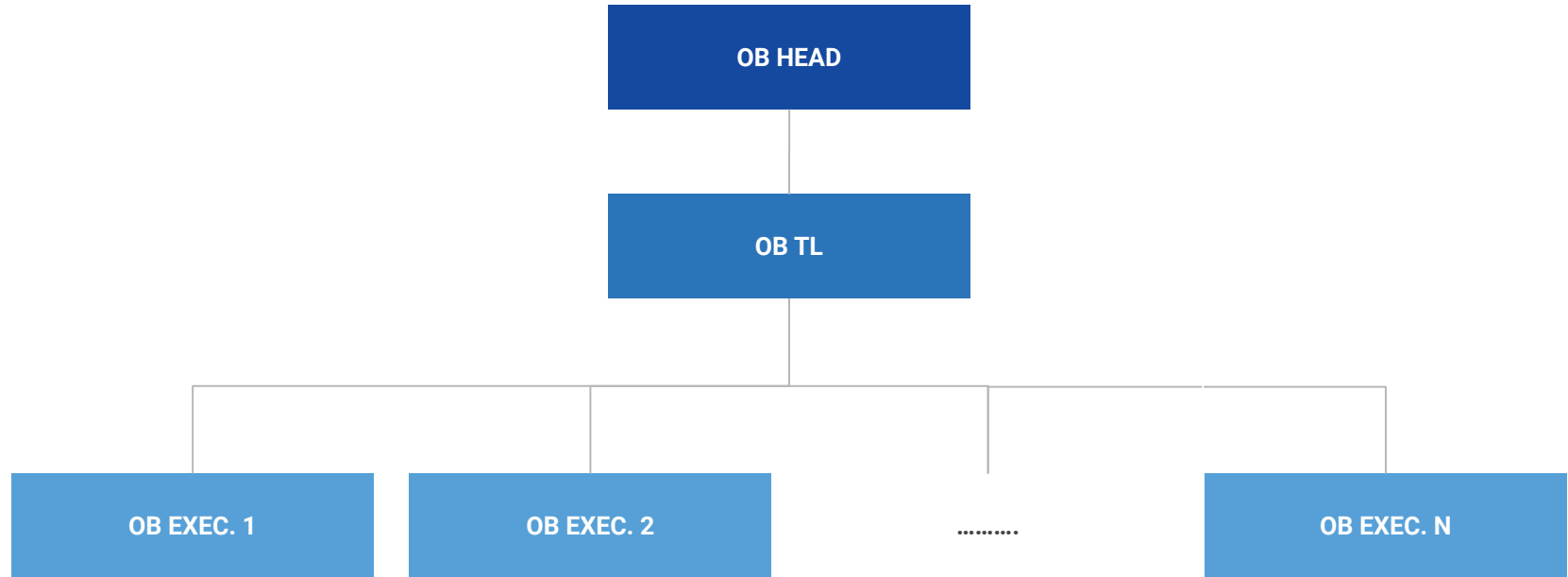
DEFINE SUCCESS

DEFINE FAILURE

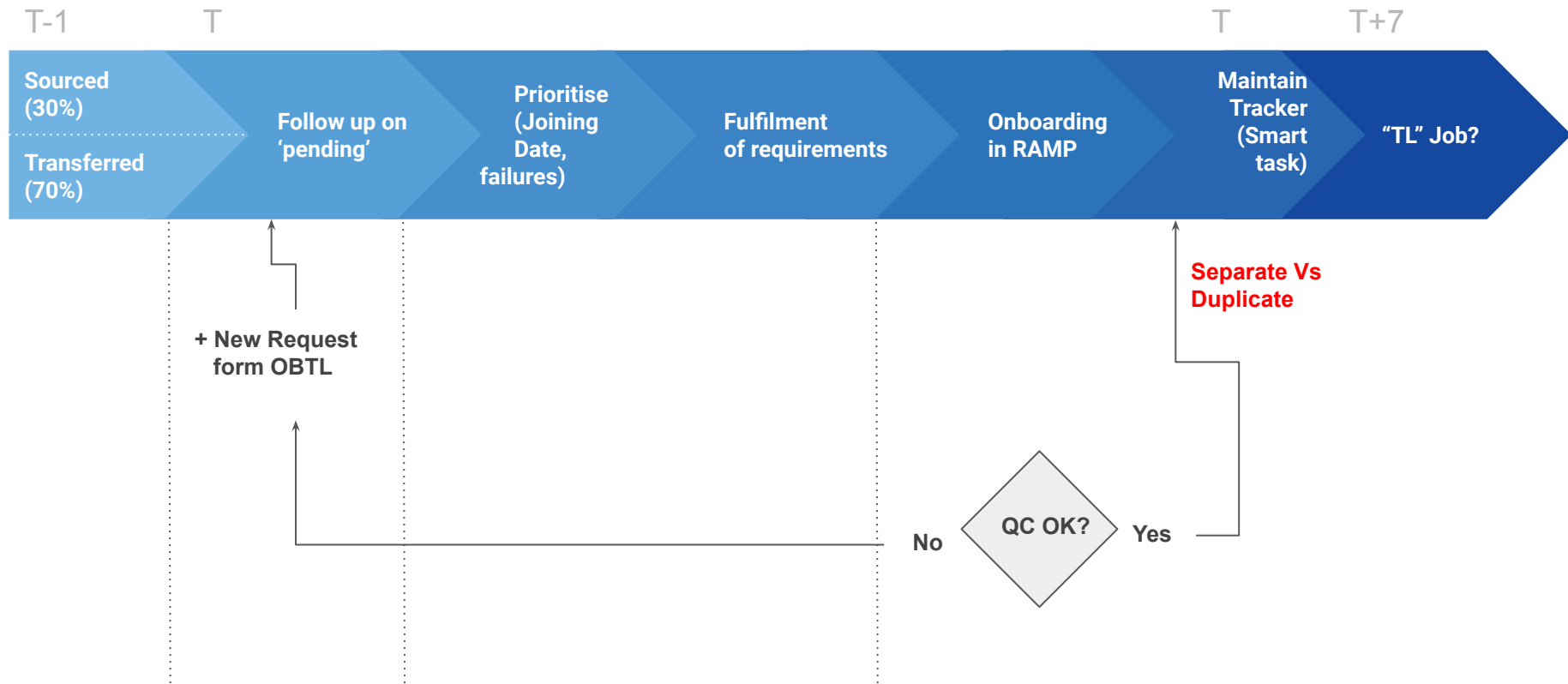
RENT UX
PR

User type
Onboarding
Executive

Hierarchy



Journey



[illegible]

User Persona

PERSONA - ONBOARDING EXECUTIVE



Mythili Raj

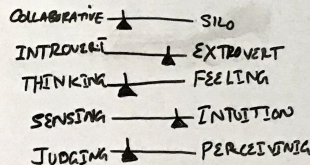
'Wish I have
upfront info'

AGE: 25-40 yrs

EDUCATION: Grad. Degree

TECH: 8-12 hrs/daily

PROFICIENCY METER



ROLE:

1. Receive OB request from client / RC / PE.
2. Fulfill all requirements from OB Rev & start onboarding asap.
3. Maintain records (Successful) & route all rejections to concerned.

TASK:

1. Check data sanity on received OB request forms.
2. Prioritize OB requests based on timelines, failure points (like missing doc).
3. Follow up with associates for pending doc.
4. Start onboarding for those in good order.
5. Maintain Excel sheet of all those onboarded.
6. Update Smart Task after EMP ID generation.

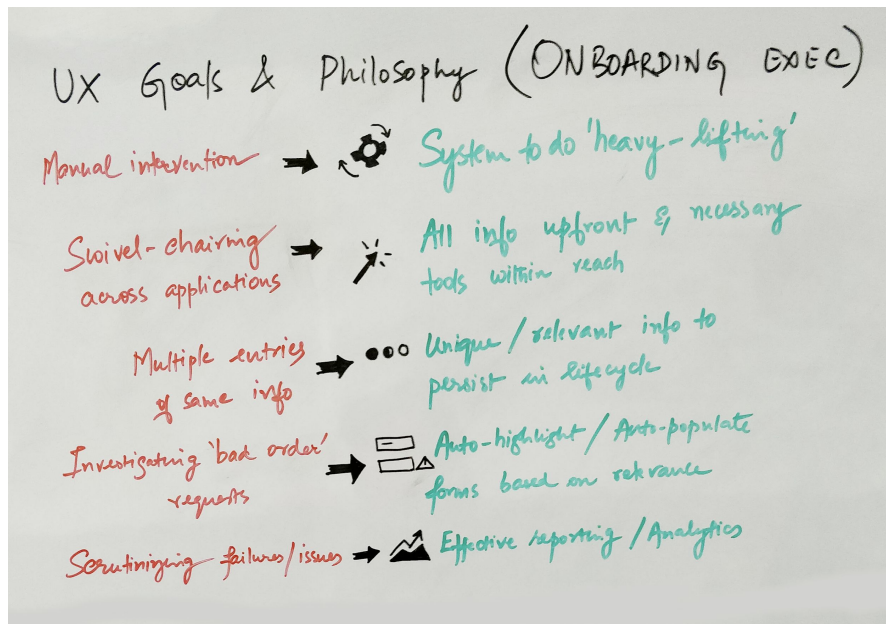
NEEDS:

1. Differentiate normal & emergency onboarding.
2. No delay with back dated joining or beyond 30 days.
3. Simple issues should be self-serviced.
4. Need to wrap all OB requests in < 30 mins.
5. Auto-update the status to 'Smart-Tasks'.

FRUSTRATION:

1. Need to follow-up continuously.
2. When DOJ changes many times.
3. Adhoc request from client to attend to update many parameters.
4. When found duplicating other OB Exec's work.
5. When re-onboarding has to happen.

UX Goals & Vision



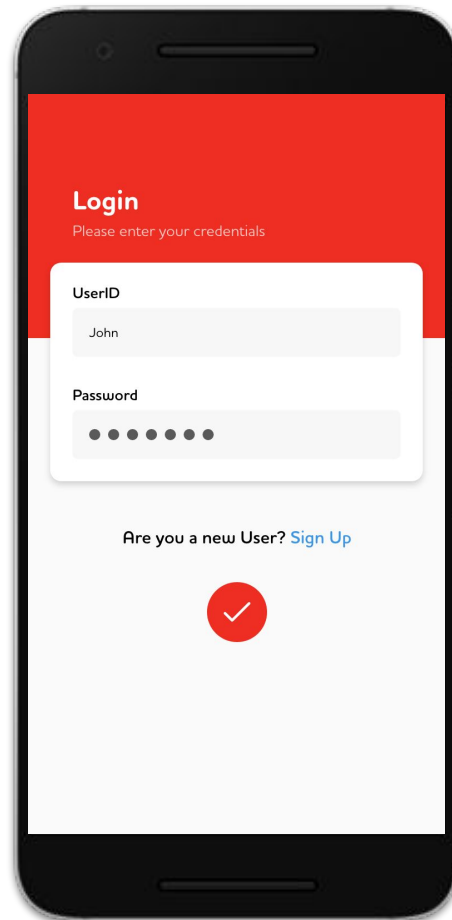
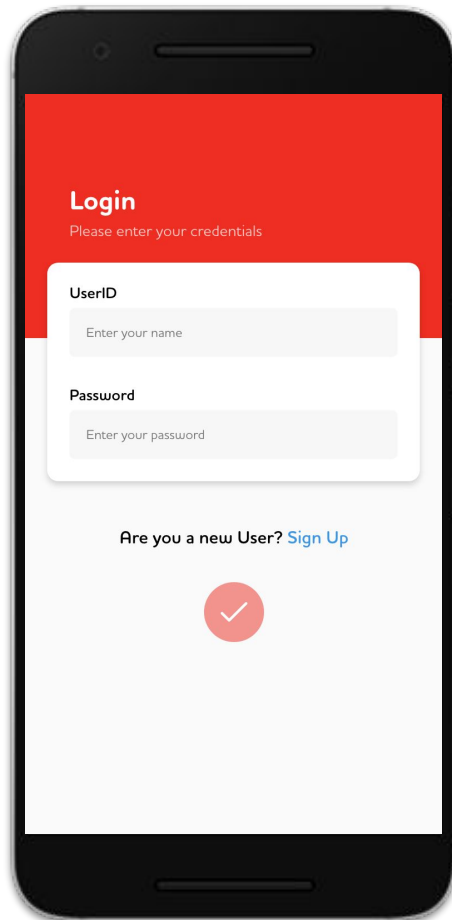
To create an experience for the Onboarding Executive to help


- Onboard associates with lesser TAT with a lot of missing information.
- Get a clear picture of how much has handled over a period of time.
- Identify recurring issues, classify and report on them effectively.
- Extend some of the functions to candidates on a 'self - serviced' mode to maintain hygiene & transparency.
- Make the candidate aware as to how to 'better - use' the portal.

UI Designs

- **Candidate Onboarding Experience**
- **Associate User Experience**
- **Client User Experience**
- **Website Designs**

Candidate Onboarding Experience






Hey, John!


Tell us something more about you


Personal Information

Contact Information

Your Salutation

 Mr

 Ms


 Mrs


Your Name

John Doe

Your Date of Birth

11101993





Hey, John!

You are one step away

Personal Information

Contact Information

ID Information

Phone Number

Enter your phone number

Email ID


Enter your email ID


Blood Group

Enter your blood group

Nationality

Enter your nationality





Hey, John!

You are almost there

Personal Information


Contact Information


ID Information

Your Aadhar*

Enter Aadhar

Upload the Pictures


 Front side


 Back side


Your PAN number

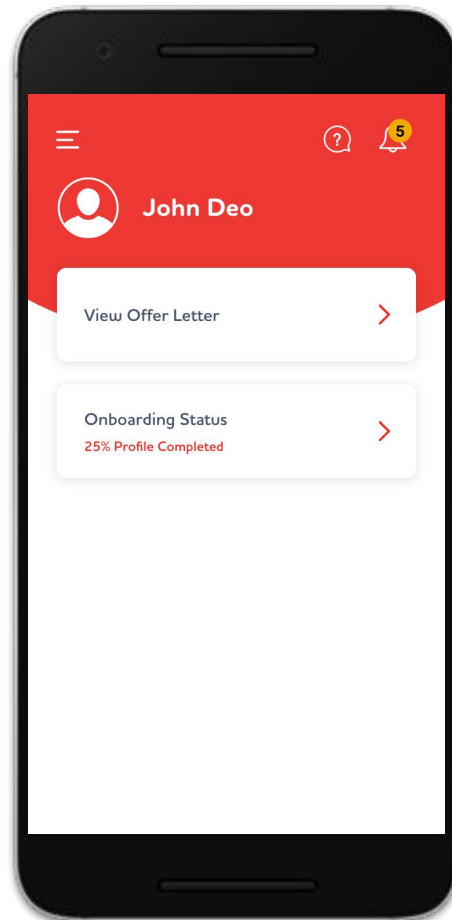
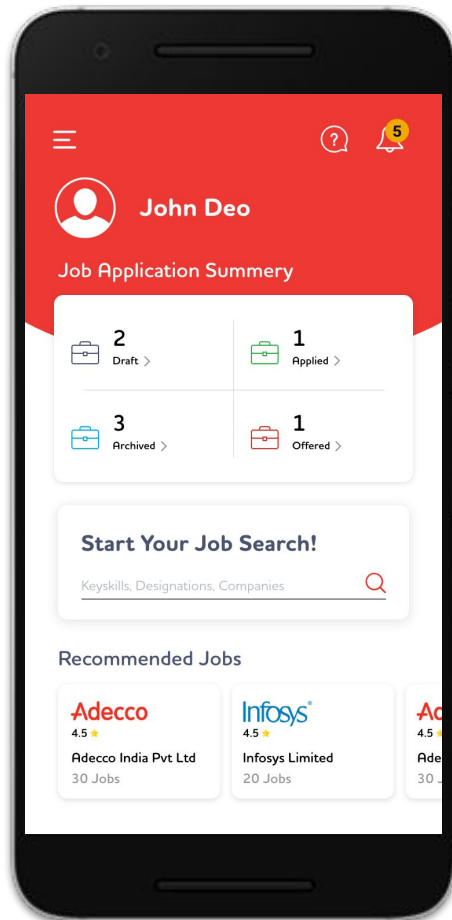
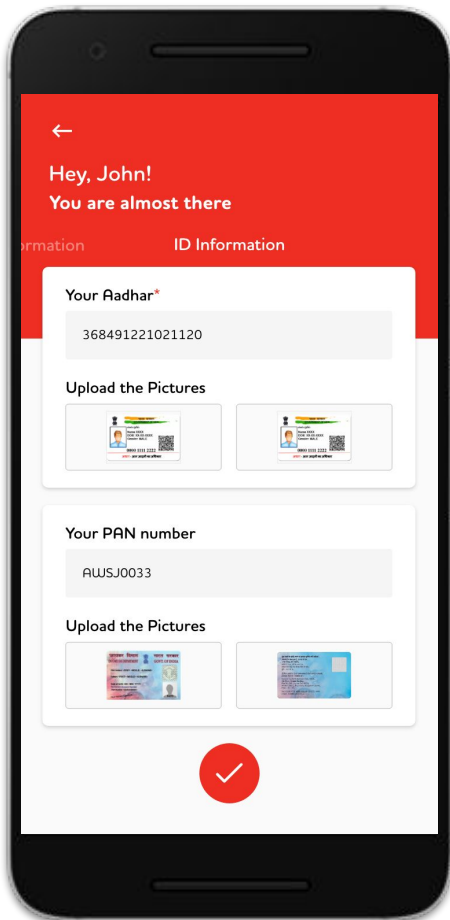
Enter PAN number

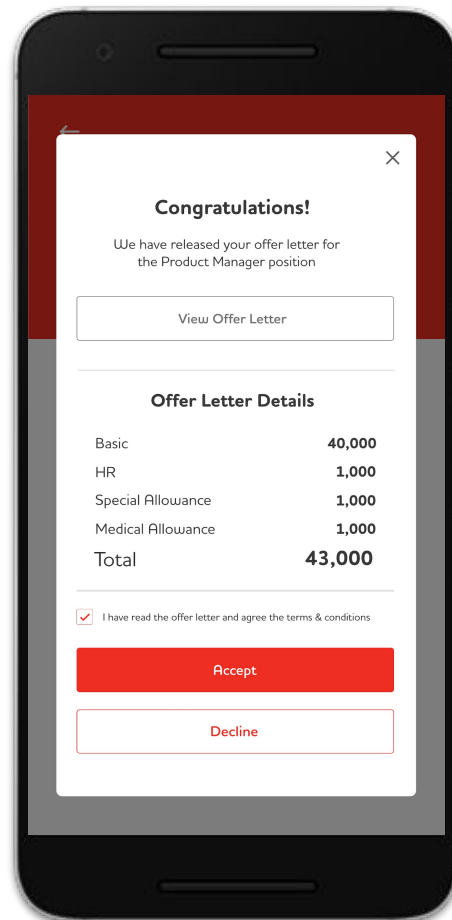
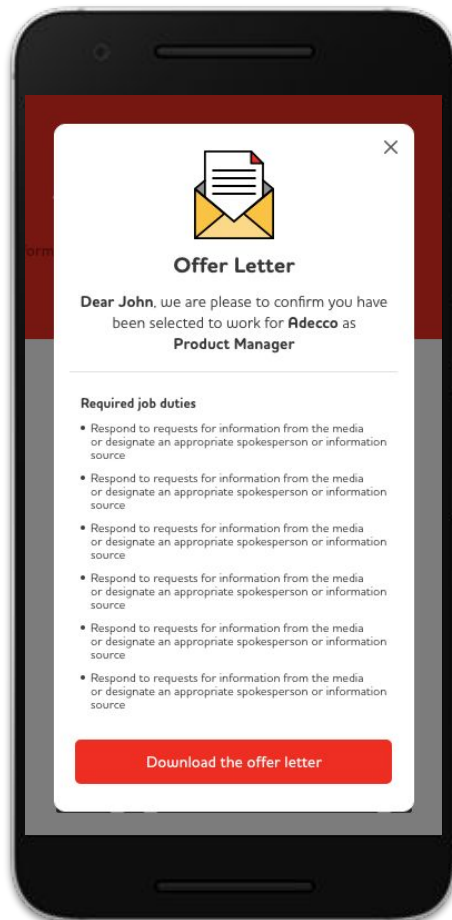
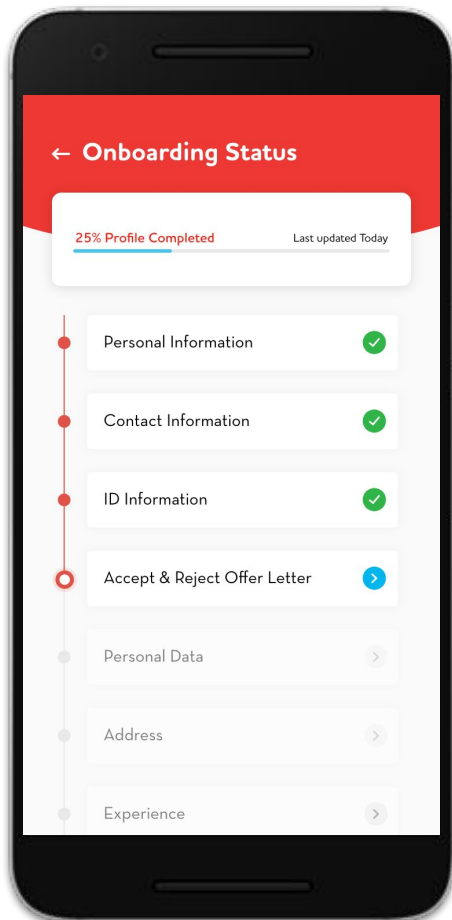
Upload the Pictures

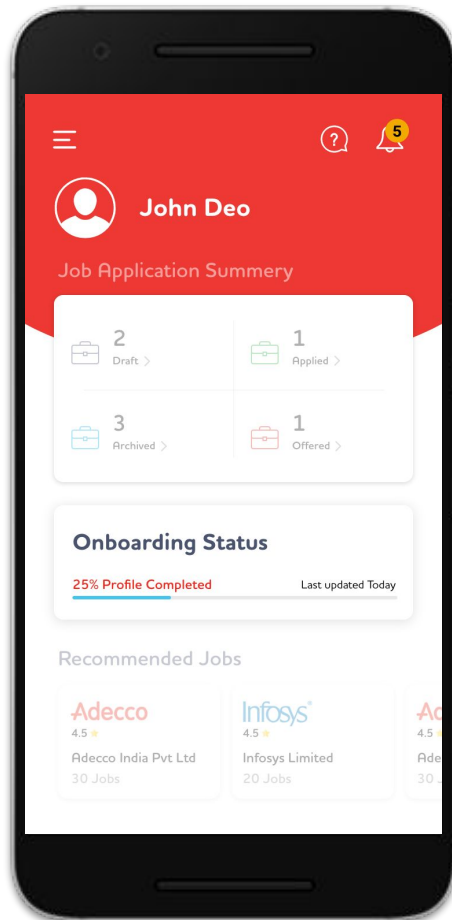
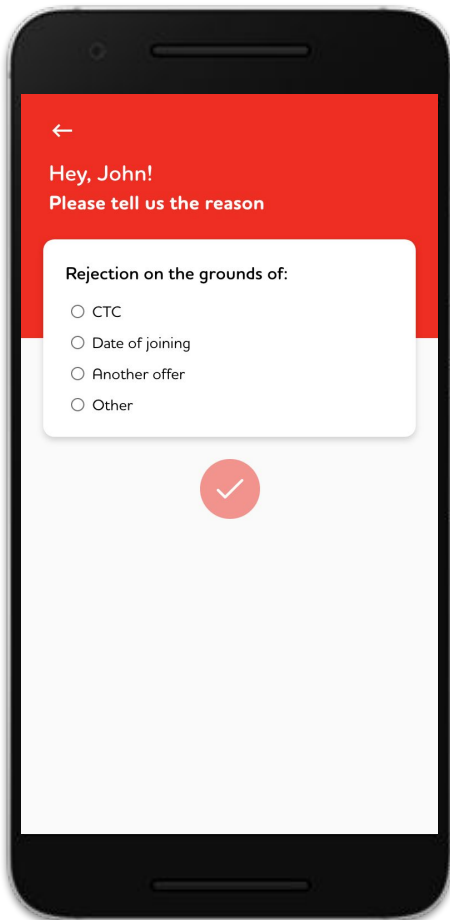
 Front side

 Back side

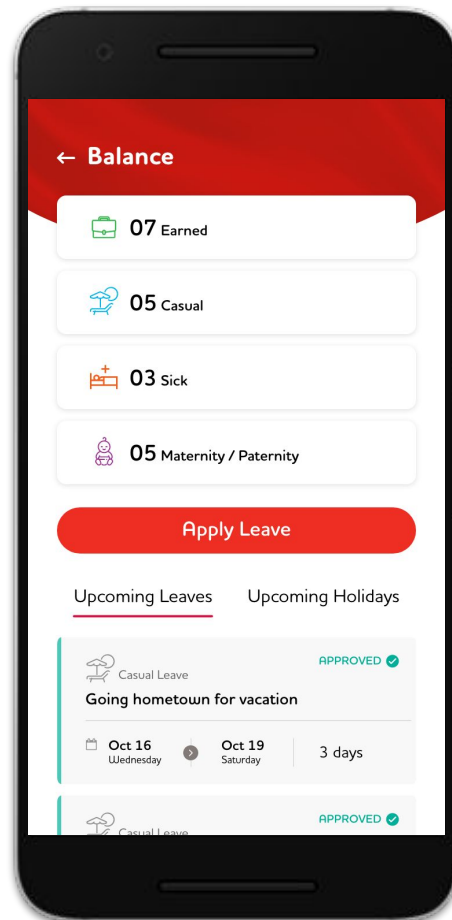
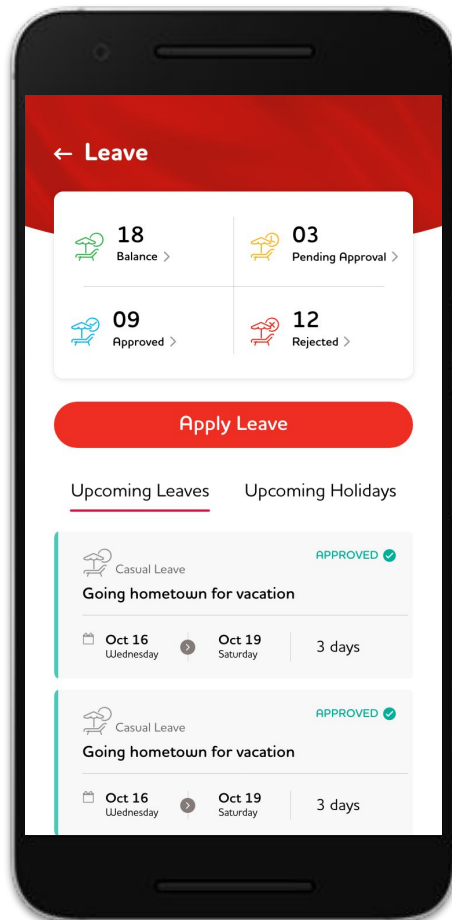
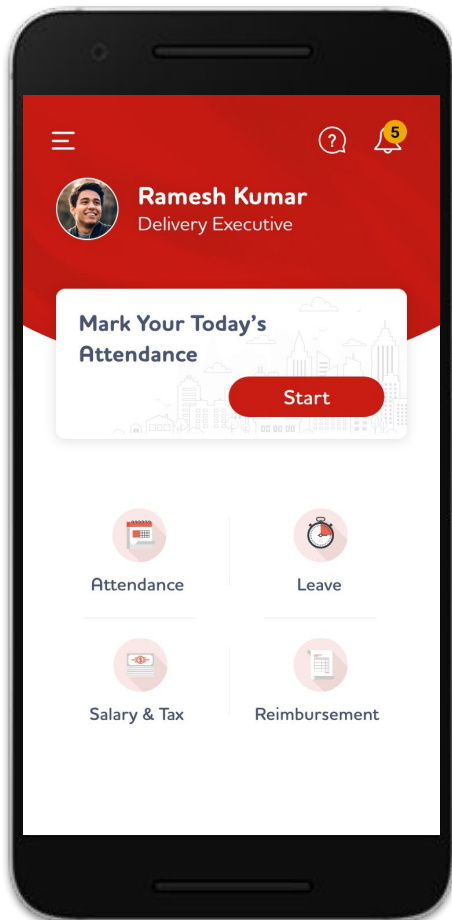








Associate User Experience



← Apply Leave

Category

Sick Leave

From Date

26 - 08 - 2019

To Date

30 - 08 - 2019

Comments

Type your comments here..

Documents

Upload medical certificate

Submit

← Leave

18

Balance >

03

Pending Approval >

09

Approved >

12

Rejected >

Apply Leave

Upcoming Leaves

Upcoming Holidays

Casual Leave

Going hometown for vacation

Oct 16

Wednesday

Oct 19

Saturday

3 days

Casual Leave

Going hometown for vacation

Oct 16

Wednesday

Oct 19

Saturday

3 days

Casual Leave

Going hometown for vacation

Oct 16

Wednesday

Oct 19

Saturday

3 days

← Approved

Filter

< October >

Casual Leave

Going hometown for vacation

Oct 16

Wednesday

Oct 19

Saturday

3 days

Casual Leave

Going hometown for vacation

Oct 16

Wednesday

Oct 19

Saturday

3 days

Casual Leave

Going hometown for vacation

Oct 16

Wednesday

Oct 19

Saturday

3 days

Casual Leave

Going hometown for vacation

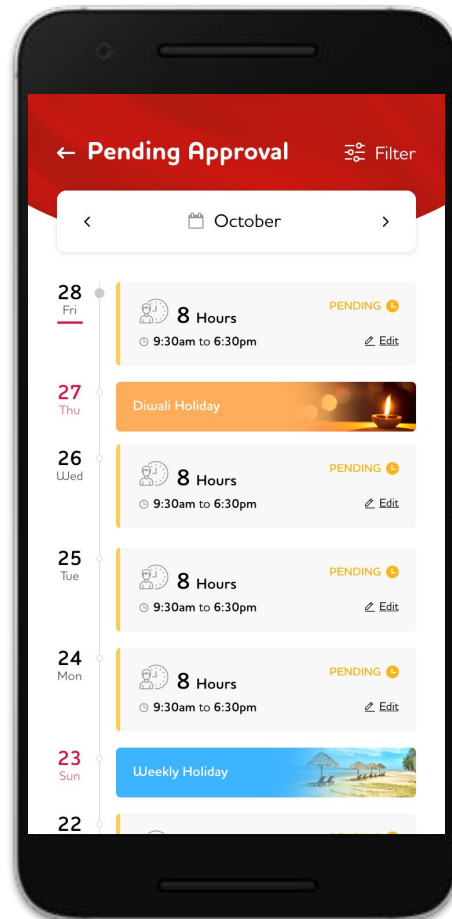
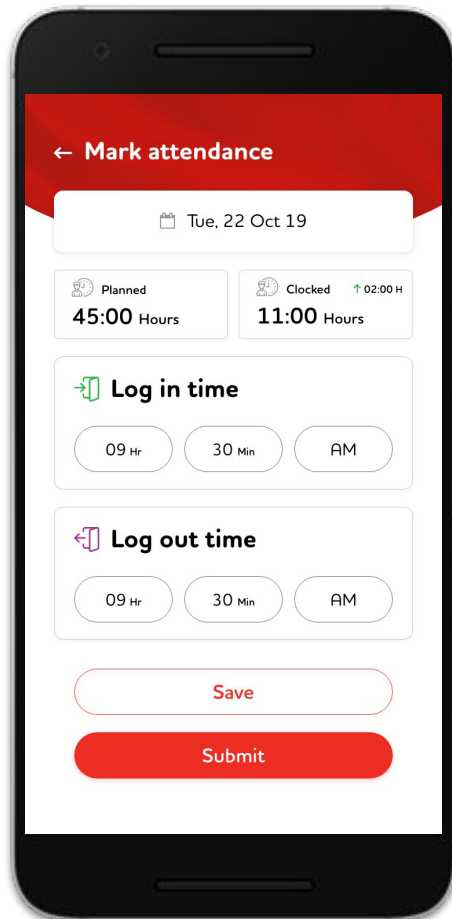
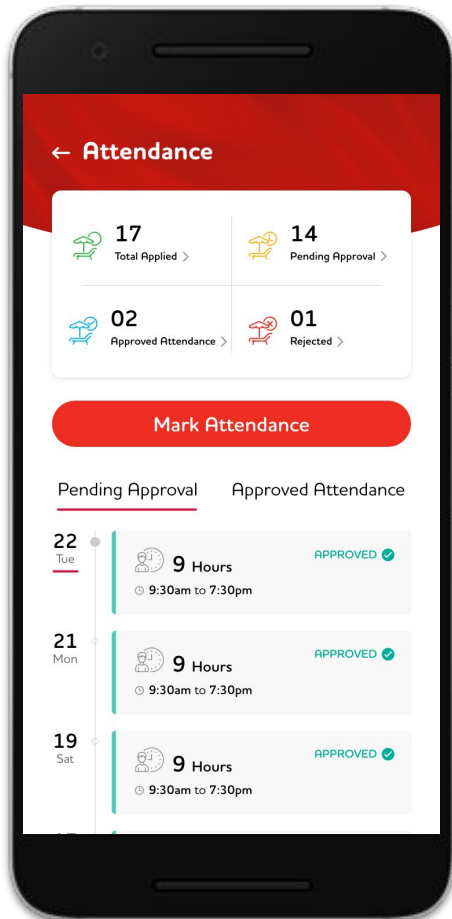
Oct 16

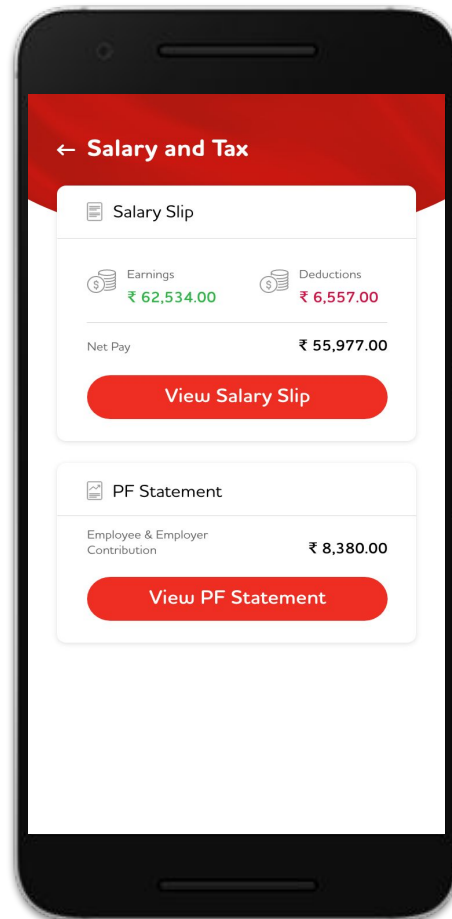
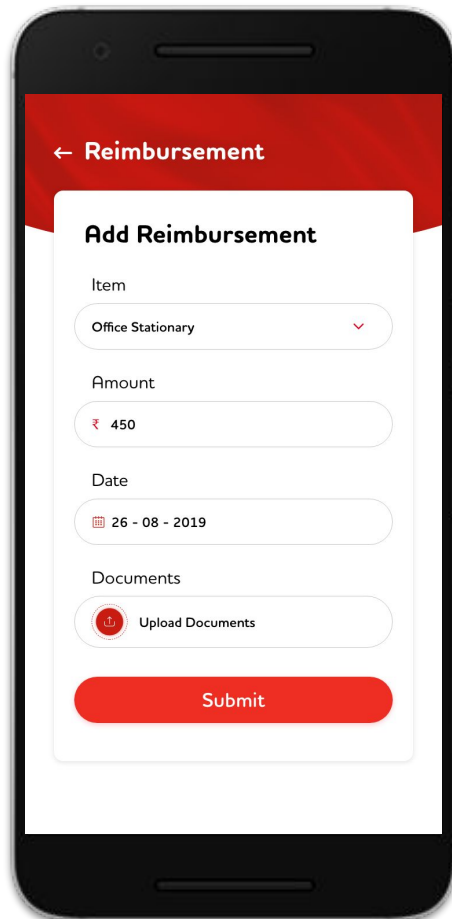
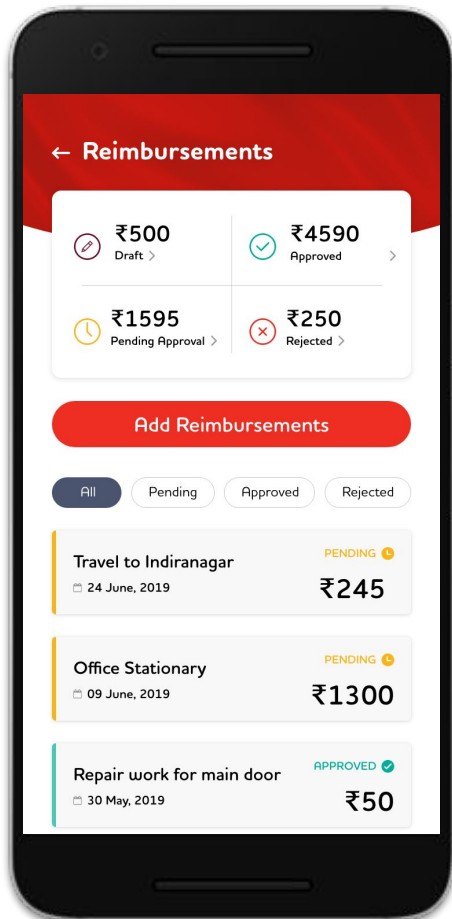
Wednesday

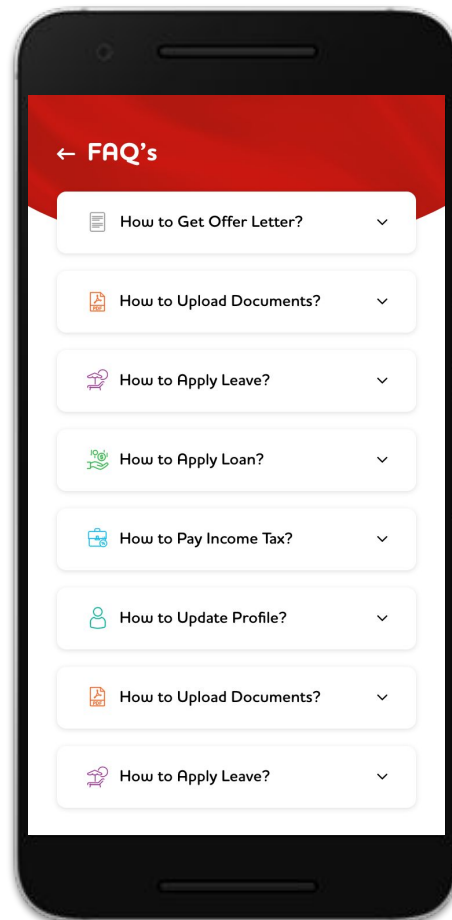
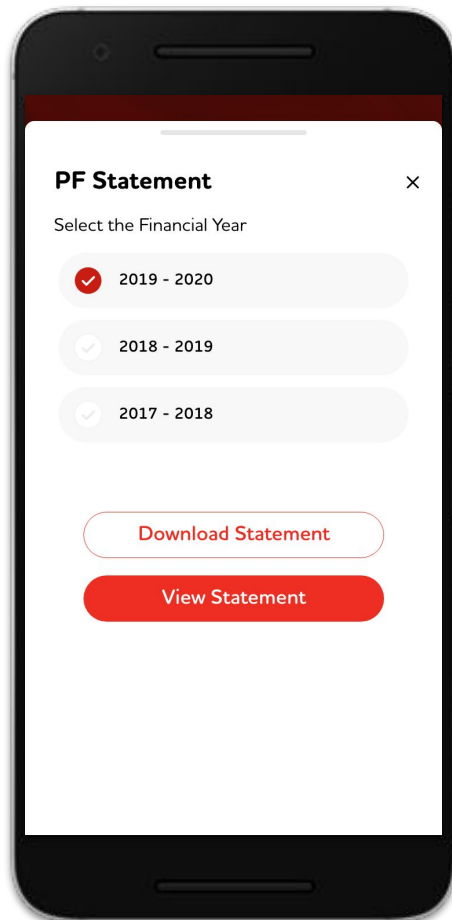
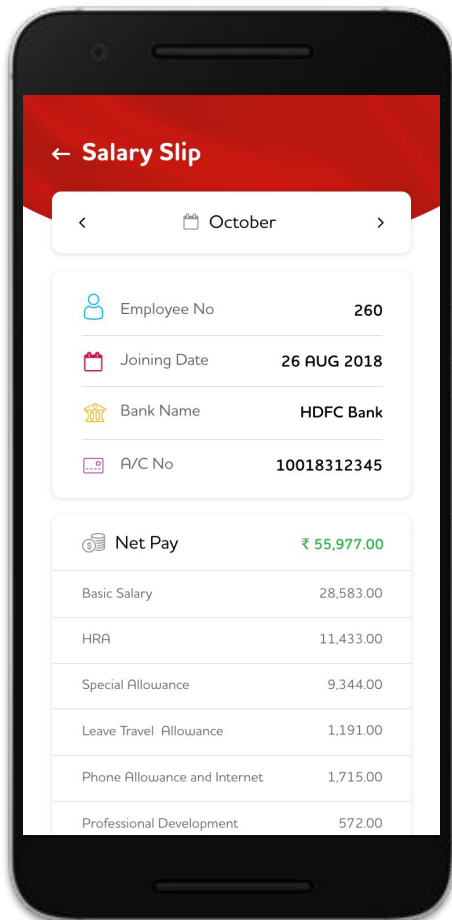
Oct 19

Saturday

3 days







Client User Experience

Adecco

Welcome to Client Zone

Client Login

Enter your user ID and password

User ID*

Robin_Jaourom@gmail.com

Password*



[Reset Password?](#)

Login

MacBook Air

- Home
- Leave
- Timesheet
- Expenses
- Associates
- Mandates
- Transfer
- Invoice

Home

Last Week

Last Month

Last Year

Wed, 7 Sep - Thu, 7 Oct

Leaves

54 Pending

21 Exceptions

Timesheet

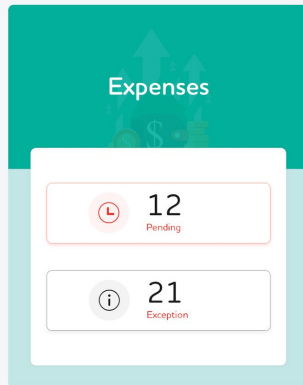
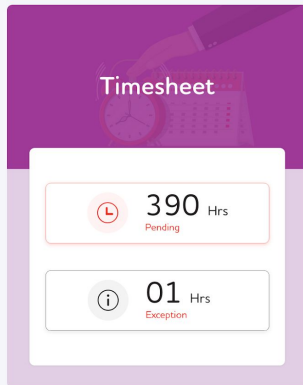
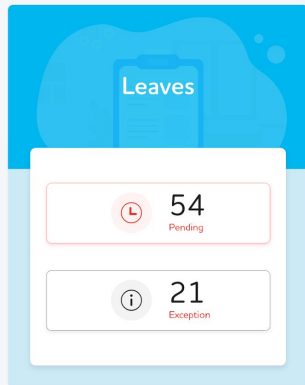
390:00 Hrs Pending

01:00 Hrs Exceptions

Expenses

12 Pending

21 Exceptions





Timesheet

<	AUG 19 - SEP 19 26 - 01	SEP 19 02 - 08	SEP 19 09 - 16	SEP 19 17 - 24	SEP 19 25 - 31	OCT 19 01 - 07	>
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Search

Status Type: All

<input type="checkbox"/>	Associate Name	Planned	Total Hrs Clocked	Till Hrs Worked	Break (in Min)	Time-off	Pending Approval	Variance	Exception	Status	Action
<input type="checkbox"/>	<input type="checkbox"/> Abhi M	63:00	84:00	115	5:00	2:00	36:00	21:00	-	Pending	Select
<input type="checkbox"/>	<input type="checkbox"/> Prahalad Kumar	63:00	16:00	150	5:00	1:00	Approved by Line Manager : Sachin Indoori on 21st October 2019 12:24:00 PM				Reject
<input type="checkbox"/>	<input type="checkbox"/> Praveen Kumar	63:00	01:00	95	5:00	0:00	36:00	-41:00	-	Approved	Approve
<input type="checkbox"/>	<input type="checkbox"/> Prabhandh K	63:00	90:00	87	3:00	1:00	36:00	23:10	-	Pending	Select
<input type="checkbox"/>	<input type="checkbox"/> Saravana	63:00	20:00	190	10:00	5:00	36:00	21:00	<input type="checkbox"/>	Rejected	Reject
<input type="checkbox"/>	<input type="checkbox"/> Sachin	63:00	60:00	58	2:00	1:00	36:00	-21:00	-	Approved	Approve
<input type="checkbox"/>	<input type="checkbox"/> Suhail	63:00	30:00	30	0:00	0:00	36:00	20:00	-	Pending	Select
<input type="checkbox"/>	<input type="checkbox"/> Associates	63:00	30:00	28	2:00	1:00	36:00	-41:00	<input type="checkbox"/>	Rejected	Reject

- Home
- Leave
- Timesheet
- Expenses
- Associates
- Mandates
- Transfer
- Invoice

Leave



Abhi M
Field Trainer

Pending ⌚

Leave Type	Request Number	Leaves Available
Sick Leave	2 Days	4 Days

From Date	To Date	No. of Days	Excepted Return Date
21st SEP'19 (whole Day)	21st SEP'19 (whole Day)	5 Days	25 th SEP'19

Compute Duration

Reason	Backup Associate	Supporting Documents
Going hometown for vacation	Ravi B	View

Additional Reason	Additional Information
Nil	Nil

Approve

Reject

Team Members Leave During this Period



Kushal S
QA Engineer

From Date	To Date	No. Of Days
21st SEP'19	23rd SEP'19	3 Days



Praveen Kumar Indoori
DEV Lead

From Date	To Date	No. Of Days
21st SEP'19	23rd SEP'19	3 Days



Sachin
Software Engineer

From Date	To Date	No. Of Days
21st SEP'19	23rd SEP'19	3 Days



Prahald Kumar
QA Engineer

From Date	To Date	No. Of Days
21st SEP'19	23rd SEP'19	3 Days



Prahald Kumar
QA Engineer

Home

Leave

Timesheet

Expenses

Associates

Mandates

Transfer

Invoice

Expenses

⌕ Associate Name

Status: All

Sort by: Request Date

Associate Name	Expense Details	Expense ID	Date	Requested INR	Authorised INR	Heiharchy	Exception	Status	Action
<div><div></div>Abhi M</div>	OtherX19201	EX-20001-RQ	21st SEP'19	5010.00	00.00	<div>View</div>	-	Pending	<div>Select</div>
<div><div></div>Prahald Kumar</div>	OtherX19201	EX-20001-RQ	21st SEP'19	5010.00	00.00	<div>View</div>	<div><div></div></div>	Rejected	<div>Reject</div>
<div><div></div>Praveen Kumar</div>	OtherX19201	EX-20001-RQ	21st SEP'19	5010.00	00.00	<div>View</div>	-	Approved	<div>Approve</div>
<div><div></div>Prabhandh K</div>	OtherX19201	EX-20001-RQ	21st SEP'19	5010.00	00.00	<div>View</div>	-	Pending	<div>Select</div>
<div><div></div>Saravana</div>	OtherX19201	EX-20001-RQ	21st SEP'19	5010.00	00.00	<div>View</div>	<div><div></div></div>	Rejected	<div>Reject</div>
<div><div></div>Sachin</div>	OtherX19201	EX-20001-RQ	21st SEP'19	5010.00	00.00	<div>View</div>	-	Approved	<div>Approve</div>
<div><div></div>Suhail</div>	OtherX19201	EX-20001-RQ	21st SEP'19	5010.00	00.00	<div>View</div>	-	Pending	<div>Select</div>
<div><div></div>Associates</div>	OtherX19201	EX-20001-RQ	21st SEP'19	5010.00	00.00	<div>View</div>	<div><div></div></div>	Rejected	<div>Reject</div>

X

☐ Is an Exception? Incurred at: Request Date

☐ Is an Exception? Choose Allocation: Project

Confirm

Home

Leave

Timesheet

Expenses

Associates

Mandates

Transfer

Invoice

Associates

Personal Info

Professional Info

Leaves

Timesheet

Expenses

Profile Details

Effective From: 22nd FEB'2019

Status: Pending

Action: Select

Abhi M

Field Trainer

Date of Birth

22nd FEB'1986

Pan Number

AUHP110712

Marital Status

Single

Gender

Male

Nationality

Indian

Ethnicity

Indian

Contact Details

Contact Details

#120, 18th Main, Sector-3, HSR Layout, Bangalore
560068

(+91) 9845066544

Communication Address - 1

#120, 18th Main, Sector-3, HSR Layout, Bangalore
560068

(+91) 9845066544

Communication Address - 2

#120, 18th Main, Sector-3, HSR Layout, Bangalore
560068


































(+91) 9845066544

Family Info

Member Code	Record Status	First Name	Middle Name	Relationship	Gender	Date of Birth	Dependent
120011003	-	Abhi	Kumar	Father	Male	12th March 1975	-
150011003	-	Suhail	Biju	Father	Male	13th May 1985	-
-	-	-	-	-	-	-	-

MacBook Air

Search

 Kushal S QA Engineer  (+91) 9035066544	 Praveen Kumar Indoori DEV Engineer  (+91) 9886066544	 Sachin Software Engineer  (+91) 9845066544
 Prahald Kumar QA Engineer  (+91) 9035066544	 Preeti UX Engineer  (+91) 9886066544	 Suhail UI Engineer  (+91) 9845066544
 Kushal S QA Engineer  (+91) 9035066544	 Praveen Kumar Indoori DEV Engineer  (+91) 9886066544	 Sachin Software Engineer  (+91) 9845066544
 Prahald Kumar QA Engineer  (+91) 9035066544	 Preeti UX Engineer  (+91) 9886066544	 Suhail UI Engineer  (+91) 9845066544
 Kushal S QA Engineer  (+91) 9035066544	 Praveen Kumar Indoori DEV Engineer  (+91) 9886066544	 Sachin Software Engineer  (+91) 9845066544
 Prahald Kumar QA Engineer	 Preeti UX Engineer	 Suhail UI Engineer



Adecco

Welcome to Client Zone

Client Login

Enter your user ID and password

[Reset Password?](#)

Login

MacBook Air

- Dashboard
- Mandates
- Associates
- Attendance
- Reimbursement
- Engagements
- Transfers
- Transfers

Associate Details

Last Week

Last Month

Last Year

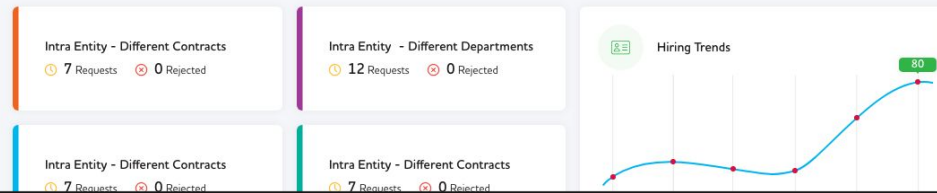
Wed, 7 Sep - Thu, 7 Oct



Primary Information



Transfers



Adecco

Marek Kowalski

Dashboard

Mandates

Associates

Attendance

Reimbursement

Engagements

Transfers

Transfers

Attendance

Leaves

Requests

Q Search

Filter

Approve All

	Associate Name	Line Manger	Billing Cycle	Working Days	Attended Days	Leave	Unknown	Status	Action
<input type="checkbox"/>	Dherien Jain	Prahlad Kumar	13th SEP 2019	120	115	5	2	Pending	Select
<input type="checkbox"/>	Prahalad Kumar	Prahlad Kumar	13th SEP 2019	160	150	5	1	Pending	Select
<input type="checkbox"/>	Praveen Kumar	Prahlad Kumar	13th SEP 2019	100	95	5	0	Pending	Select
<input type="checkbox"/>	Prabhandh K	Prahlad Kumar	13th SEP 2019	90	87	3	1	Pending	Select
<input type="checkbox"/>	Saravana	Prahlad Kumar	11th OCT 2019	200	190	10	5	Pending	Select
<input type="checkbox"/>	Sachin	Prahlad Kumar	11th OCT 2019	60	58	2	1	Pending	Select
<input type="checkbox"/>	Suhail	Prahlad Kumar	12th OCT 2019	30	30	0	0	Pending	Select
<input type="checkbox"/>	Associates	Prahlad Kumar	10th OCT 2019	30	28	2	1	Pending	Select
<input type="checkbox"/>	Dherien Jain	Prahlad Kumar	13th SEP 2019	120	115	5	2	Pending	Select

MacBook Air

Transfers

Request Approved

12
Total Transfers

8
Total Bulk Transfers

4
Pending

2
Rejected

Search Filter Add New

Associate Name	Transfer Type	Created Date	Entity	Request type	Status
Dhenen Jain	Normal	30th OCT 2019	Within	Promotion	Pending
Prahald Kumar	Normal	25th OCT 2019	Within	Promotion	Rejected
Praveen Kumar	Bulk	23th OCT 2019	New	Demotion	Pending
Prabhandh K	Normal	20th OCT 2019	New	Promotion	Rejected
Saravana	Bulk	18th OCT 2019	Within	Demotion	Pending
Sachin	Normal	15th OCT 2019	New	Multiple Associates	Rejected
Suhail	Bulk	12th OCT 2019	Within	Promotion	Pending

Transfers

Request

Approved



12

Total Transfers



8

Total Bulk Transfers




4

Pending



2

Rejected

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Associate Name	Transfer Type	Created Date	Entity	Request type	Status
Dhenen Jain	Normal	30th OCT 2019	Within	Promotion	Pending
Prahald Kumar	Normal	25th OCT 2019	Within	Promotion	Rejected
Praveen Kumar	Bulk	23th OCT 2019	New	Demotion	Pending
Prabhandh K	Normal	20th OCT 2019	New	Promotion	Rejected
Saravana	Bulk	18th OCT 2019	Within	Demotion	Pending
Sachin	Normal	15th OCT 2019	New	Multiple Associates	Rejected
Suhail	Bulk	12th OCT 2019	Within	Promotion	Pending
Multiple Associates	Normal	10th OCT 2019	New	Multiple Associates	Rejected

Website Designs



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Making the future work for everyone

We are a Fortune 500 Global organization, and the world's leading HR Solutions partner. Our vision is to make the future work for you!

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High-end skill fulfilment across mainstream and niche technologies for permanent, temporary and project needs in a fast-paced professional landscape.

Permanent Recruitment

Our extensive local and international network fully digitalised sourcing approach allows us to source and match the right people to the right roles.

Outsourcing

A proven partner you can rely on for your international sourcing requirements to help drive cost, quality, efficiency and scalability.

International Engagement

Our global network and connected approach provides customers with the convenience, simplicity and efficiency of working with one trusted HR solutions partner.

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Deliver a wide range of programs addressing skills shortage and helping people from all walks of life to scale up and position themselves for success.

RPO Lite

Our outsourcing services can help you channel your internal resources where you need them most by taking advantage of our end-to-end process knowledge.

Talent Development & Career Transition

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The world of work and employment is constantly evolving, and the Adecco Group is one of the leading forces shaping that change. This Fortune Global 500 company and one of the world's leading provider of HR solutions.

Our India office, headquartered in Bangalore, captures a very unique job market and each year helps over 120,000 candidates across more than 55 cities and towns to find the perfect job.

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Maria Speedwagon, Lead UX Designer

“This product help me grow my business by inbound marketing and sales. It also have a bunch of amazing tools which improves our business.”

Mario Speedwagon, Lead UX Designer

“Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.”

Maria Speedwagon, Lead UX Designer

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