



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

CIC 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 MISSING TRACKER (Phase 2)

DEFINE FAILURE

- Manual Tracking
- Dashboard
- COMPLEX PROJECTS & MULTIPLE DEPARTMENTS
- INFORMATION AVAILABILITY - CLIENTS & OTHER EXECUTIVES
- HIGHER TAT FOR REPETITIVE TASKS
- COMPLEX FORMS - DIFFICULT TO UNDERSTAND
- LACK OF BUSINESS INFRASTRUCTURE/SKILL TO LAUNCH CRM
- DELAY OR INCOMPLETE REQUESTS
- DIFFICULTY IN RESOLVE SOURCE INVESTMENT LETTERS
- UNABLE TO DEDUCE DEPENDENCY IN ORGANIZATION
- EMPLOYMENT LETTER NOT AVAILABLE FOR CLIENTS
- CHAS QUERY MULTIPLE FOLLOW-UPS
- INCONSISTENCY IN SINGLE INVESTMENT LETTERS
- INAVAILABILITY OF A CALLBACK OR CLEAR FEEDBACK
- Complexity of work, multiple parties to project, multiple dependencies
- High dependency on Re-Tracker

CURRENT UX / P/x

- RESPONSE TIME (10-15 MIN)
- DELAYS IN CONTRACT
- MANUAL INTERVENTION
- OVERLAPPING RESPONSIBILITIES
- FOLLOW-UPS
- INFORMATION AT FINGER TIPS
- Reduce Redundant Data
- Link & coordination (Internal operations)
- Manual Trackers
- CLIENT PROJECT REQUESTS THROUGH EMAIL, PHONE, BULKY PAPER WORK
- Availability of Equipments to be used
- IT Equipments linked from the Accounts through Email
- E-mail Transaction
- Redundant data - data entry
- Manual Process
- Manual Equipments from Supplier Accounts

EXPECTED / P/x

- RESPONSE TIME (5-10 MIN)
- DELAYS IN CONTRACT
- MANUAL INTERVENTION
- OVERLAPPING RESPONSIBILITIES
- FOLLOW-UPS
- INFORMATION AT FINGER TIPS
- Reduce Redundant Data
- Link & coordination (Internal operations)
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- CLIENT PROJECT REQUESTS THROUGH EMAIL, PHONE, BULKY PAPER WORK
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- Manual Process
- Manual Equipments from Supplier Accounts

ONBOARDING EXECUTIVE

Prioritize (Joining Date)

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" -
- Lone work Min. Wage is not a Service by Adecco
- Compliance is not a Service but 'ERP'
- How many paid vs unpaid ✓
- Register should be on Client portal.
- No Alerts on Invoice time app.
- System to show Salary breakdown (on Demand)
- Client to authenticate the LWD.
- Reference letter to be available on the app.

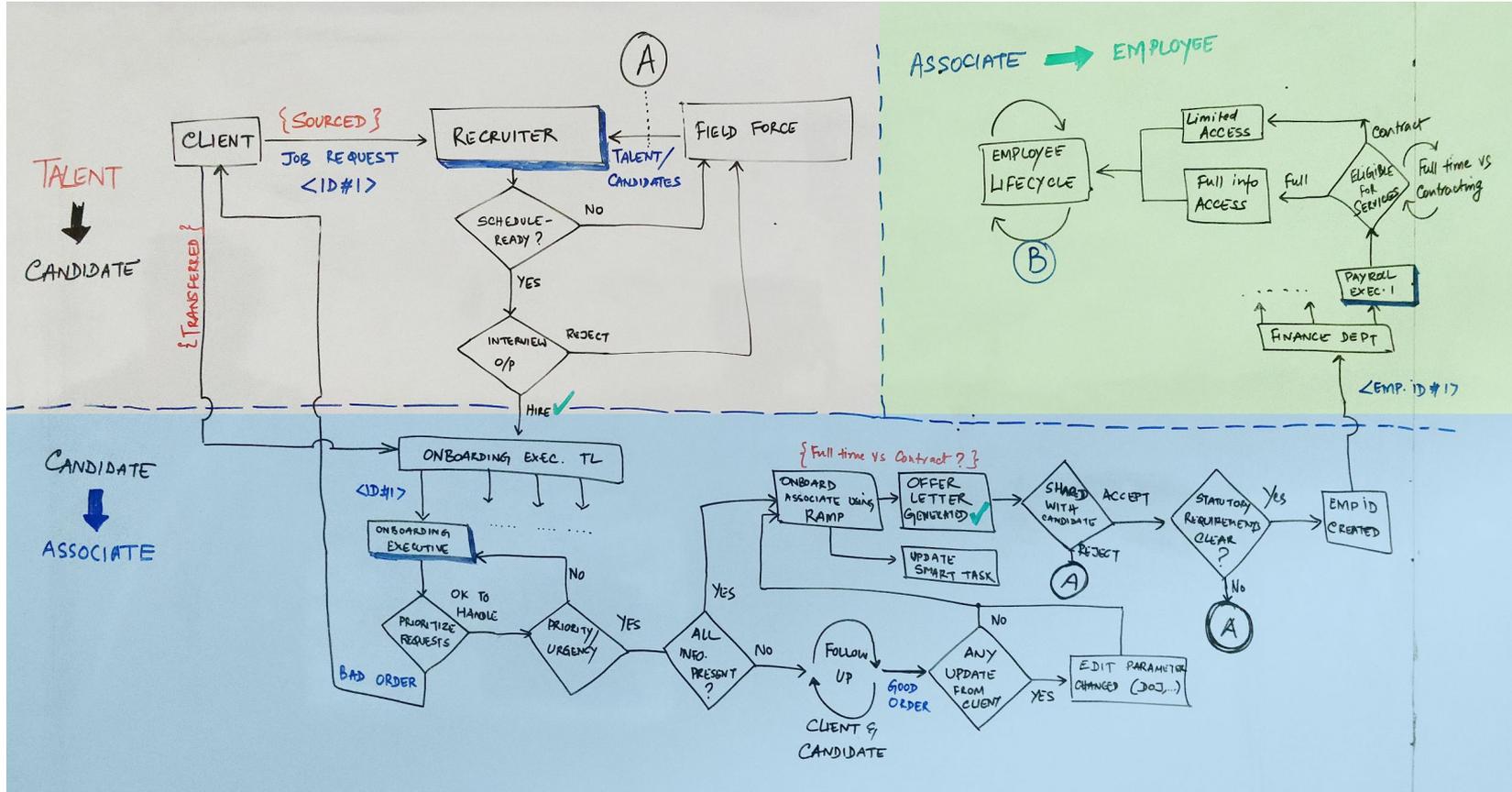
- Leave Summary available from app.

User Types

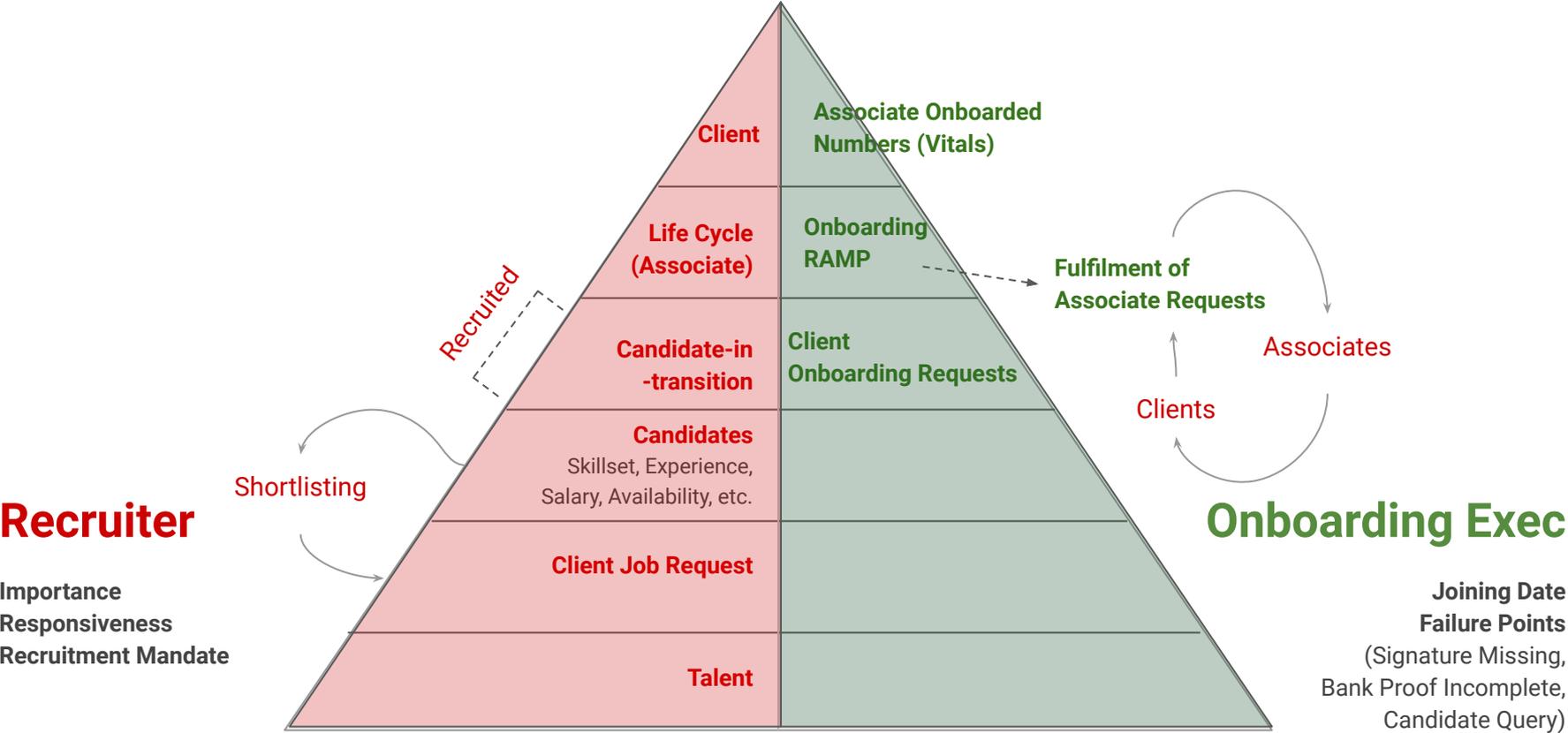
User Types

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

System Flow



User Ecosystem



ABOUT

WHAT

WHY

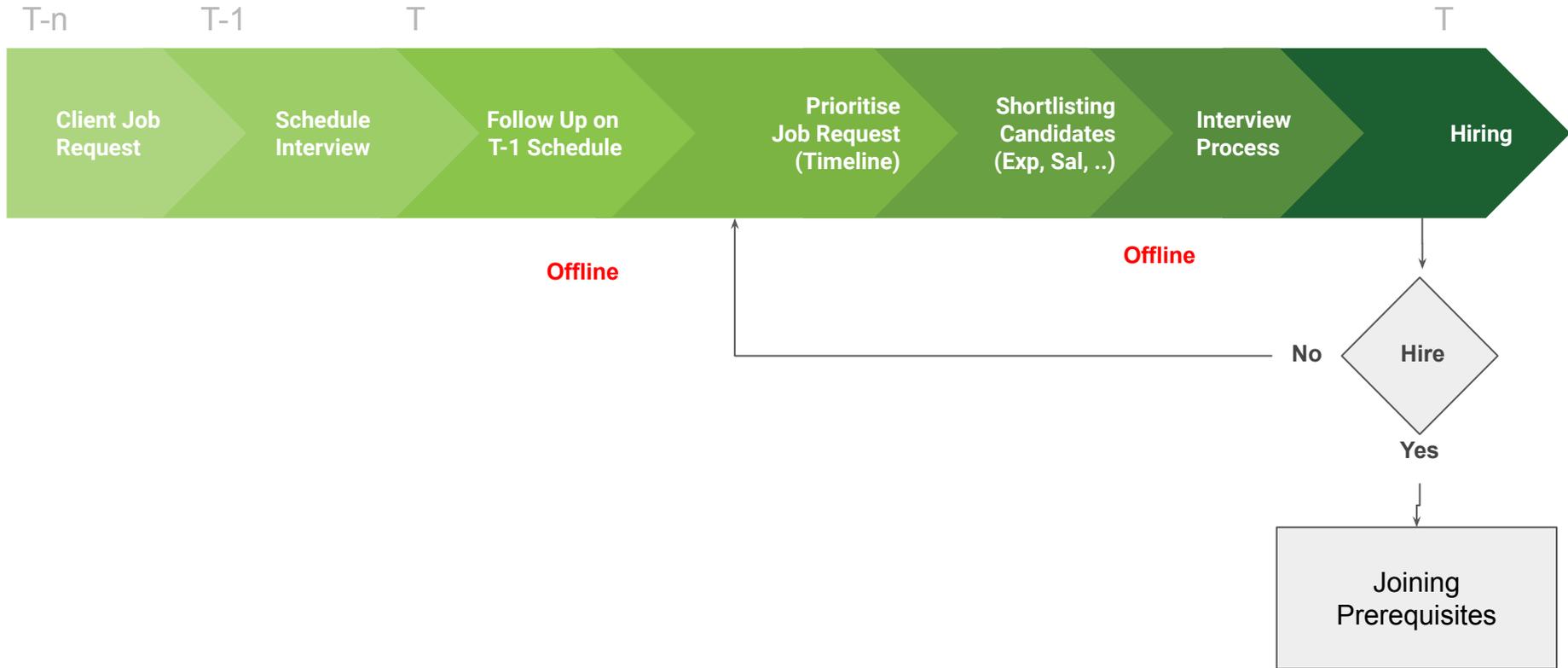
DEFINE SUCCESS

DEFINE FAILURE

RENT UX
PR

User type
Recruiter

Journey



ABOUT

WHAT

WHY

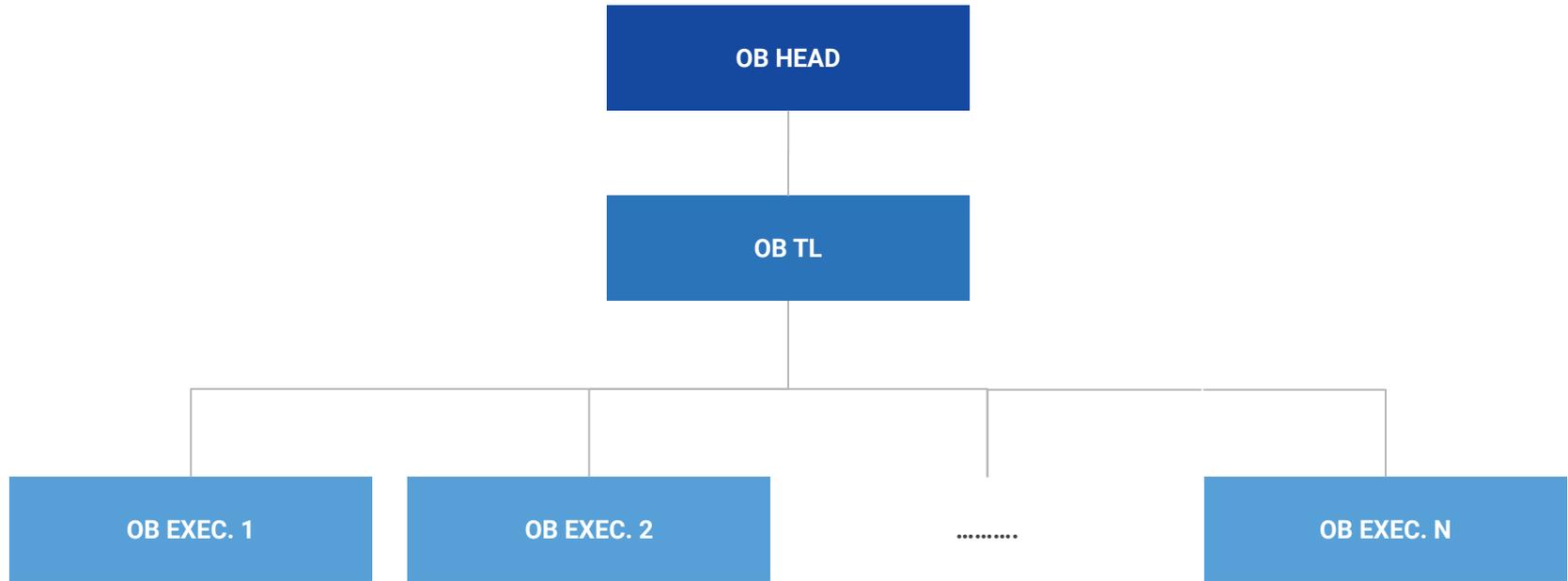
DEFINE SUCCESS

DEFINE FAILURE

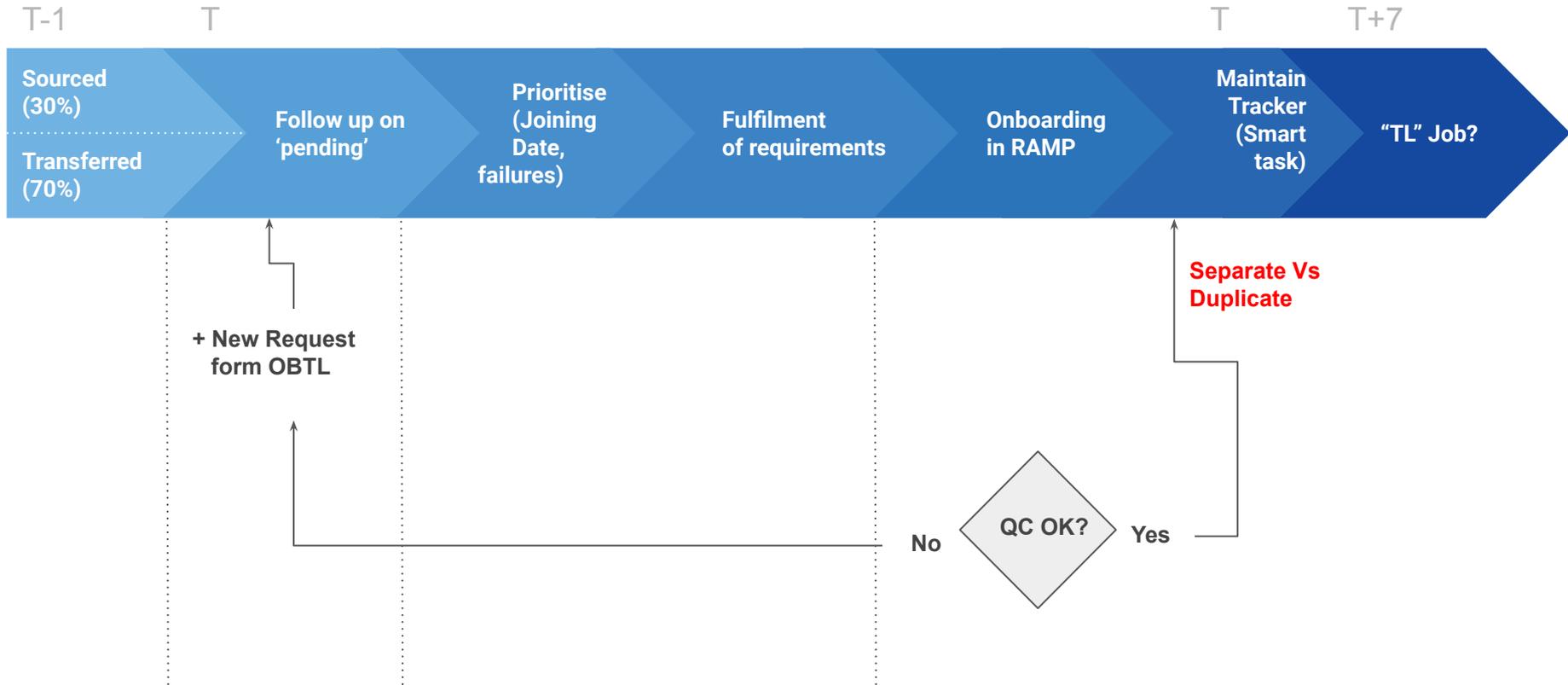
RENT UX
PR

User type
Onboarding
Executive

Hierarchy



Journey



User Persona

PERSONA - ONBOARDING EXECUTIVE



Mythili Raj

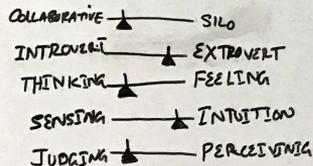
'Wish I have
upfront info'

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 DOV & 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.

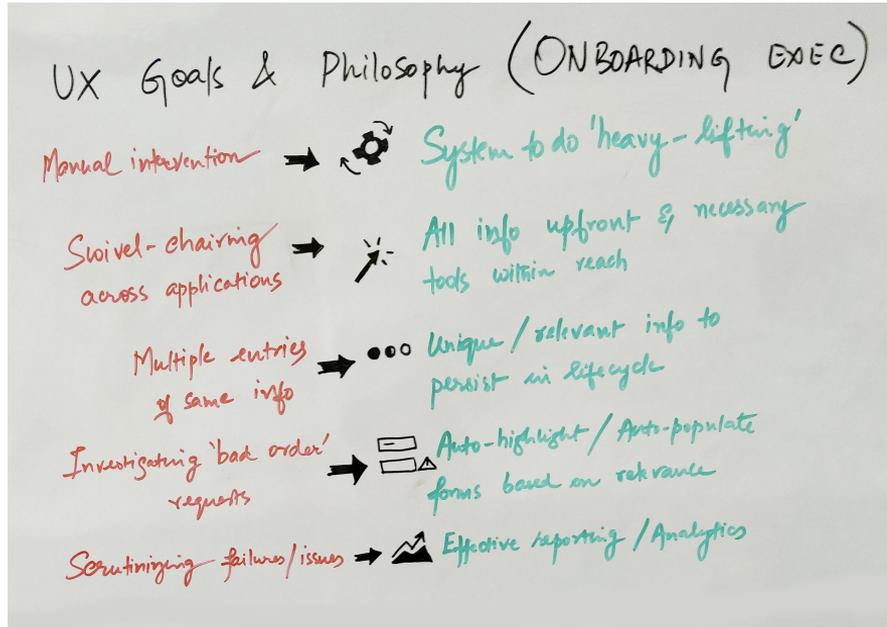
NEEDS:

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

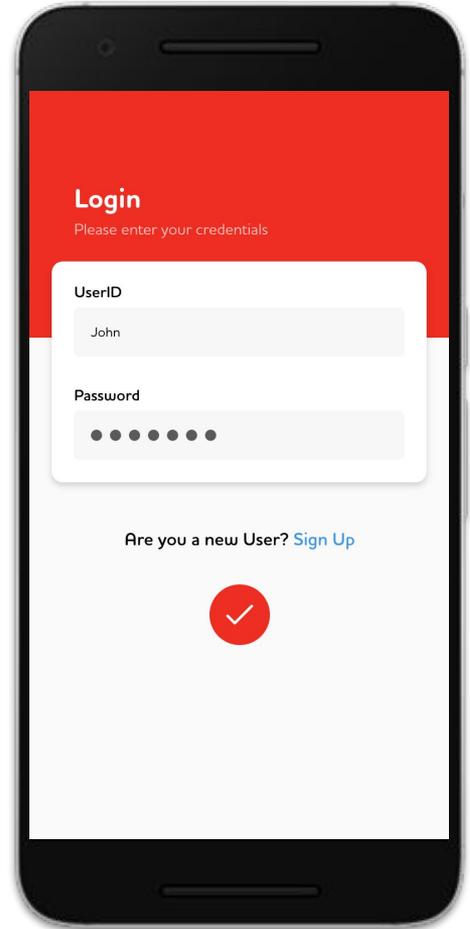
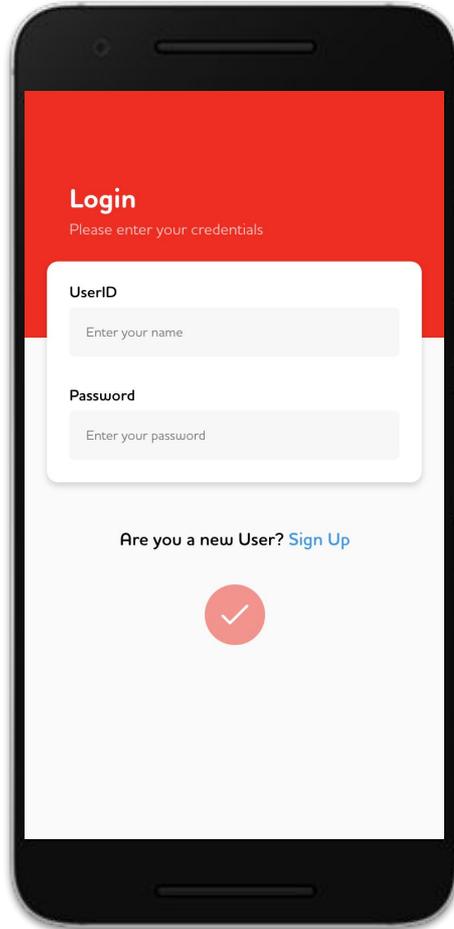
- Onboard associates with lesser TAT with a lot of missing information.
- Get a clear picture of how much has handled over a period of time.
- Identify recurring issues, classify and report on them effectively.
- Extend some of the functions to candidates on a 'self - serviced' mode to maintain hygiene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

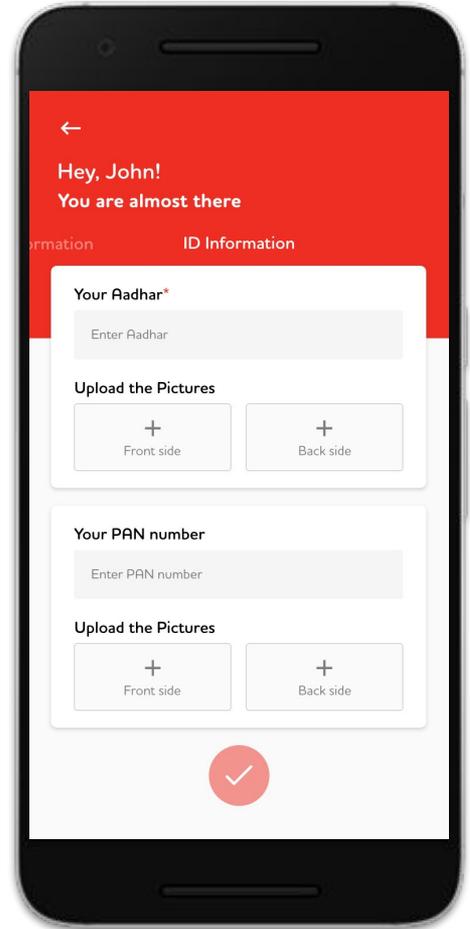
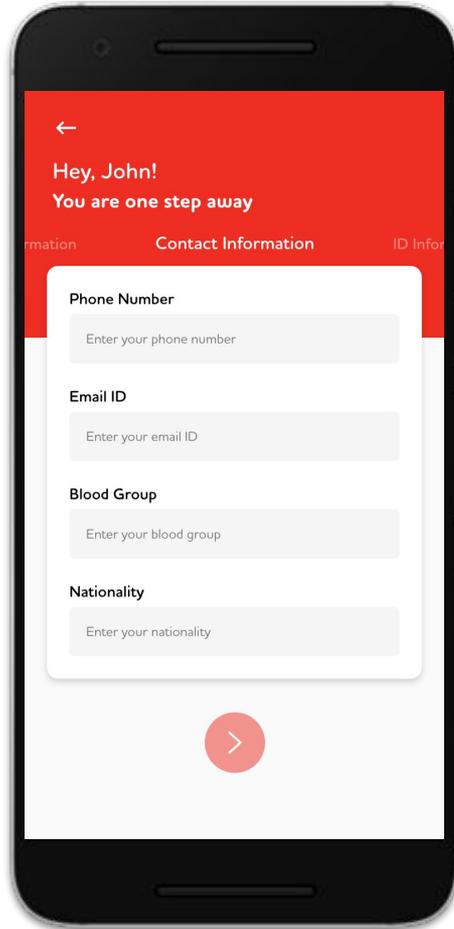
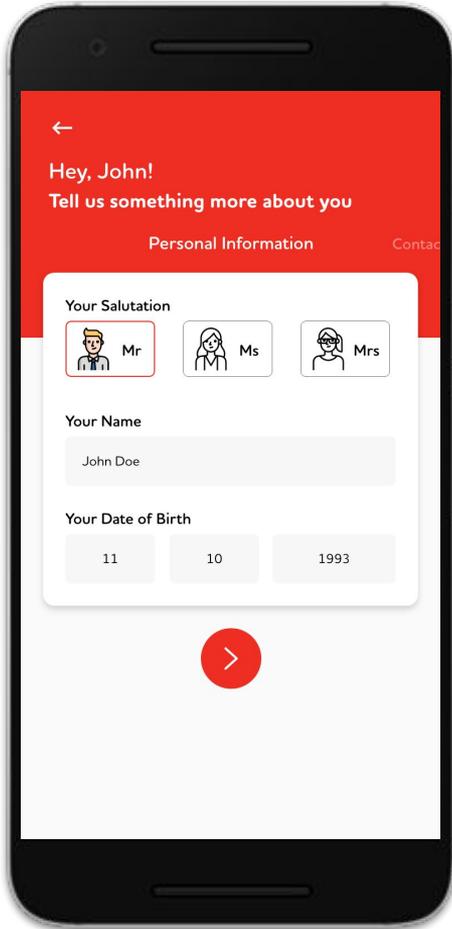
UI Designs

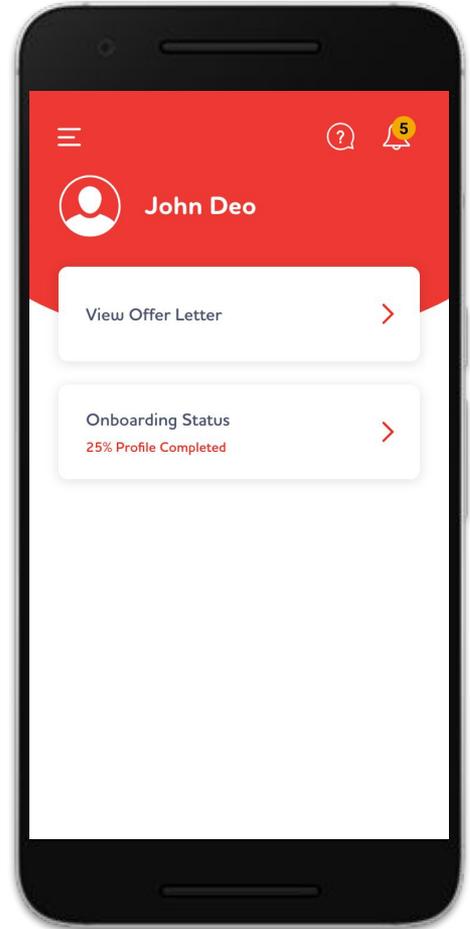
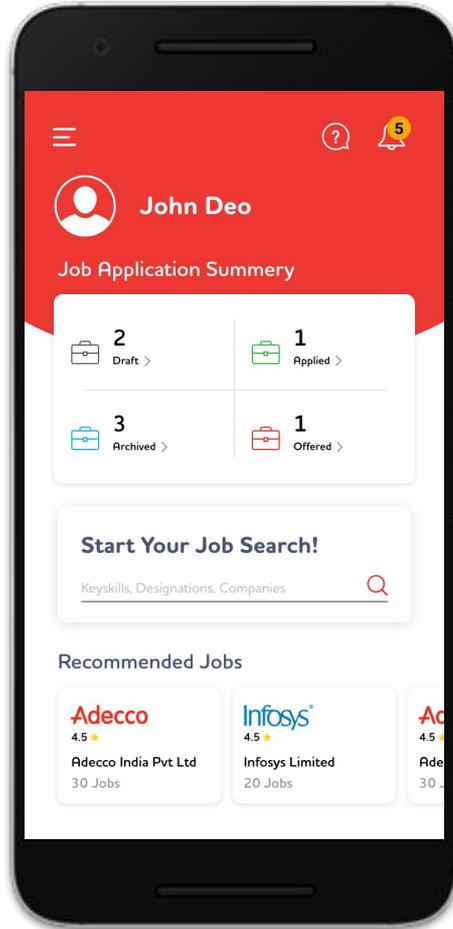
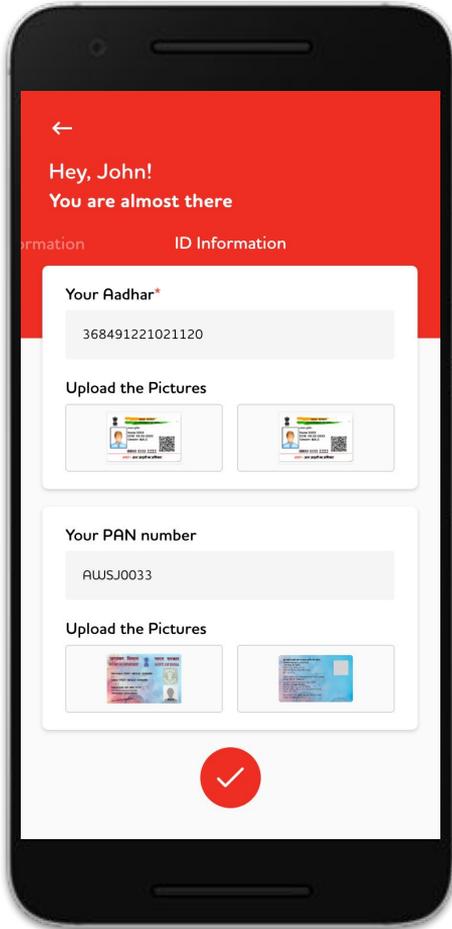
- **Candidate Onboarding Experience**
- **Associate User Experience**
- **Client User Experience**
- **Website Designs**

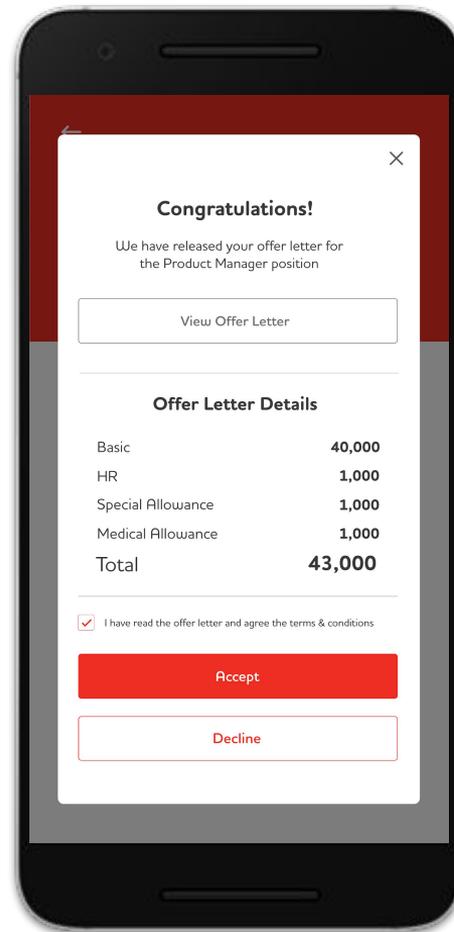
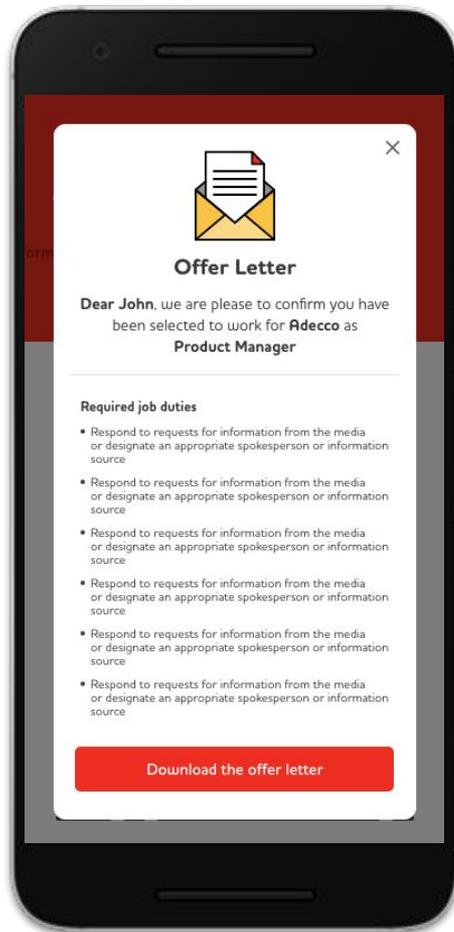
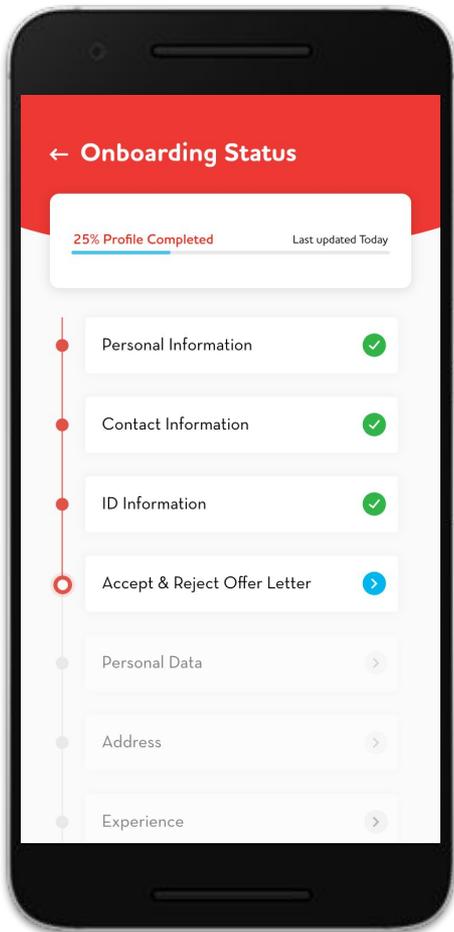
Candidate

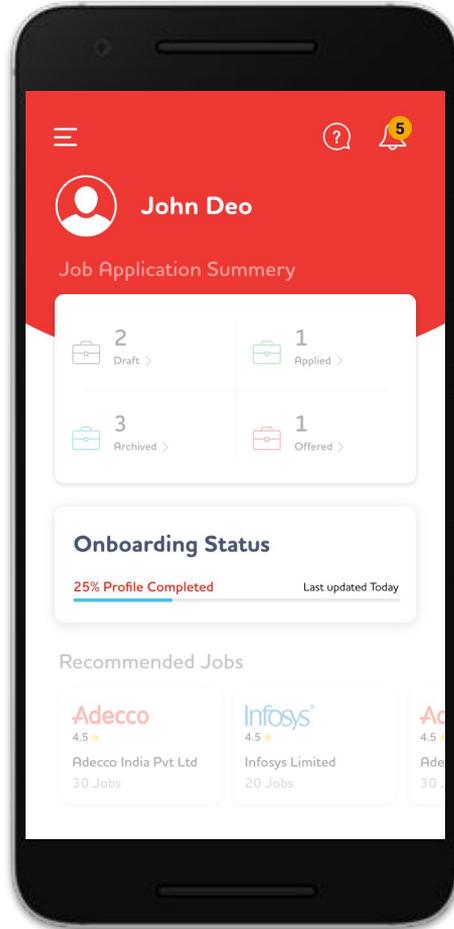
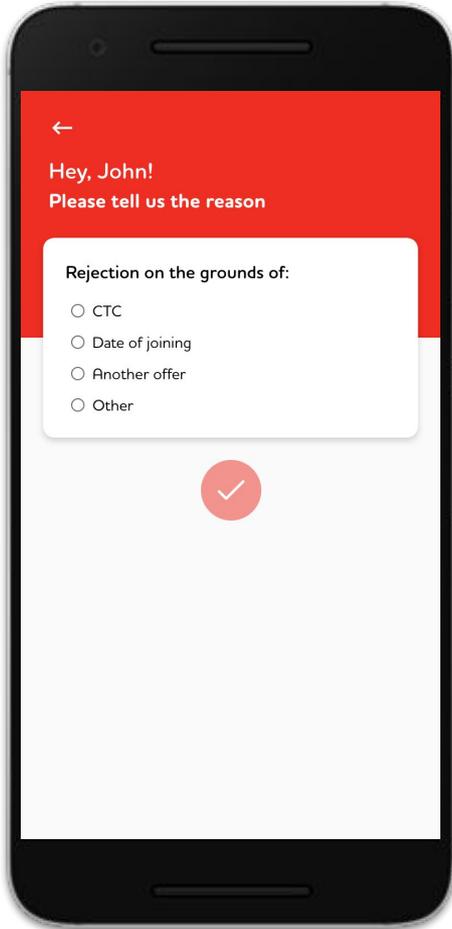
Onboarding Experience





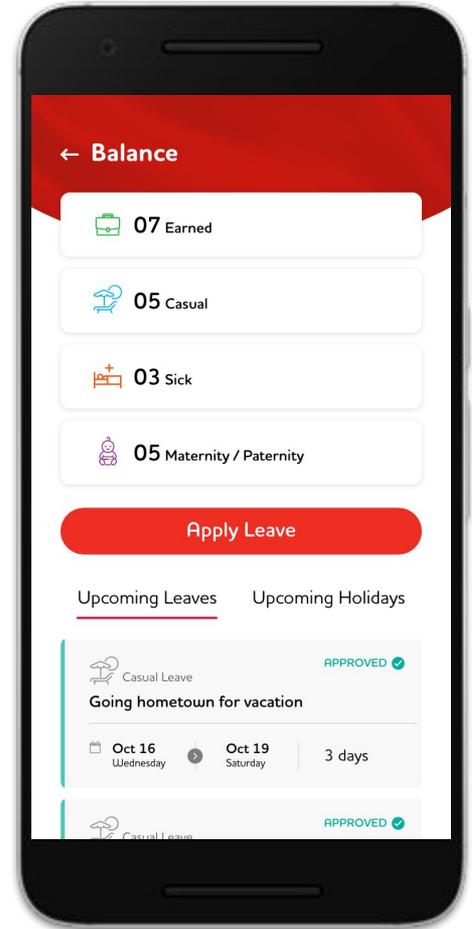
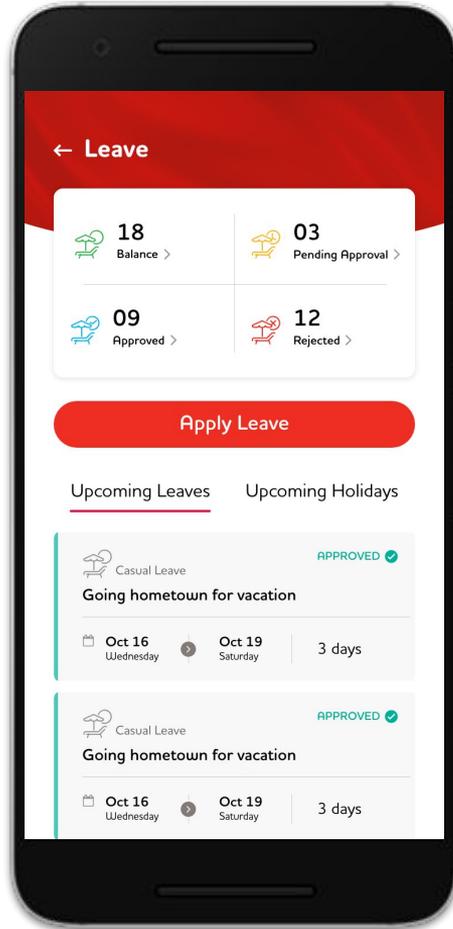
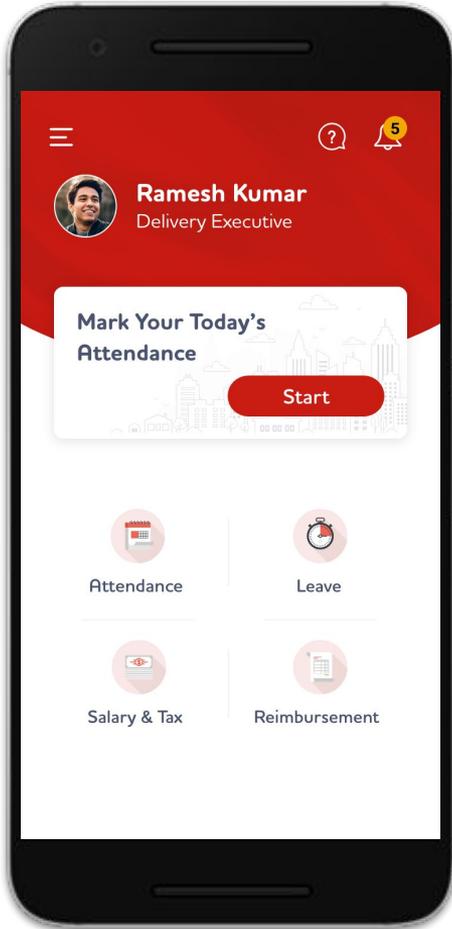


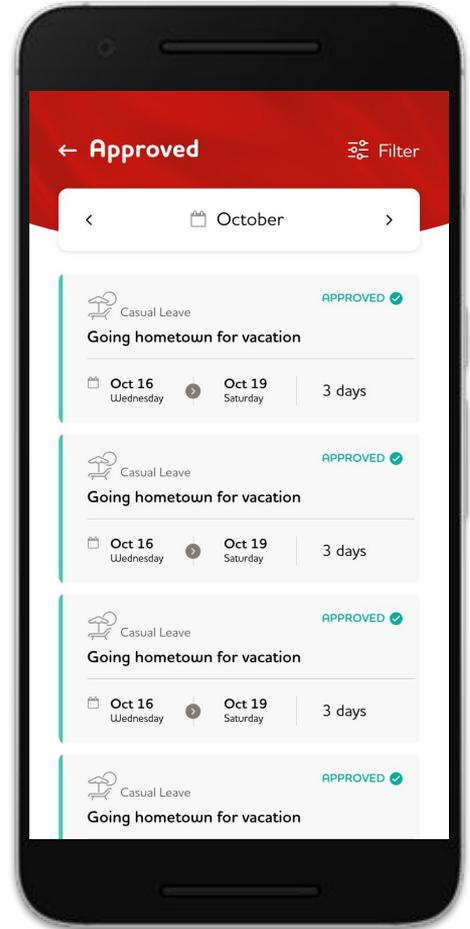
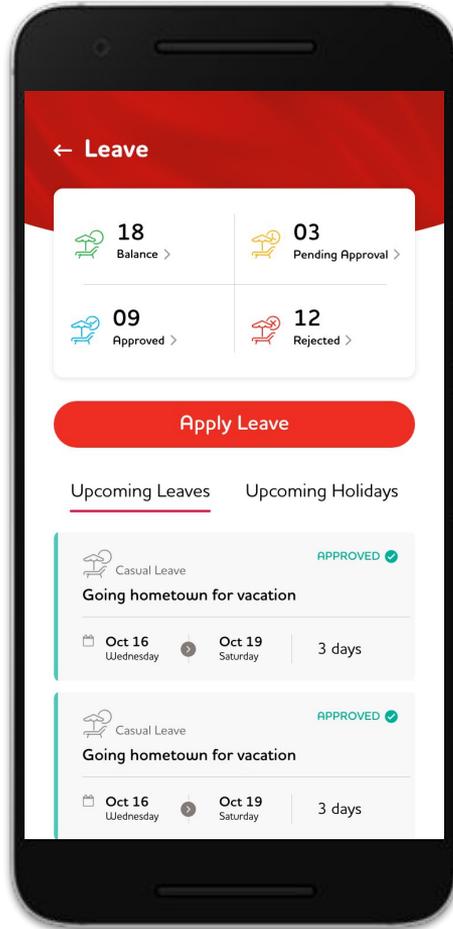
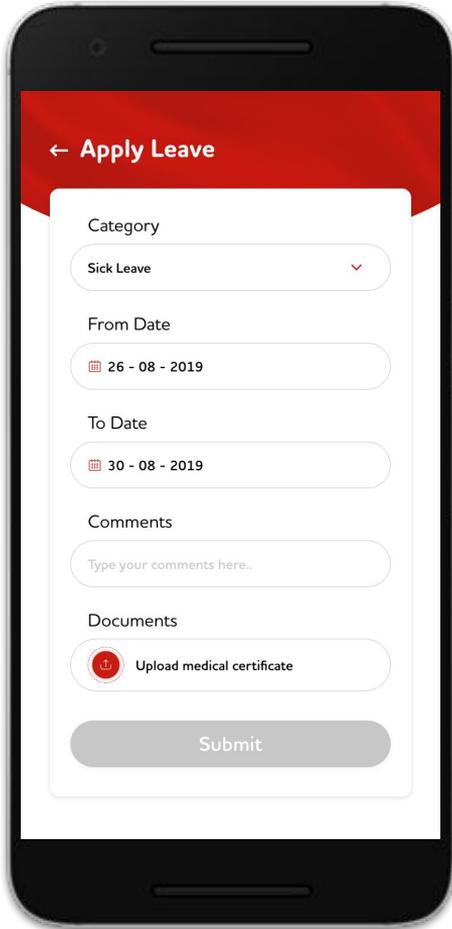


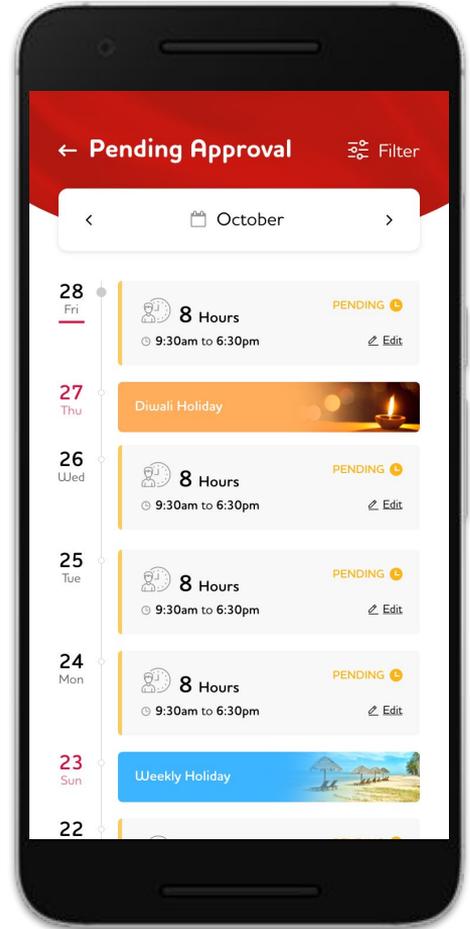
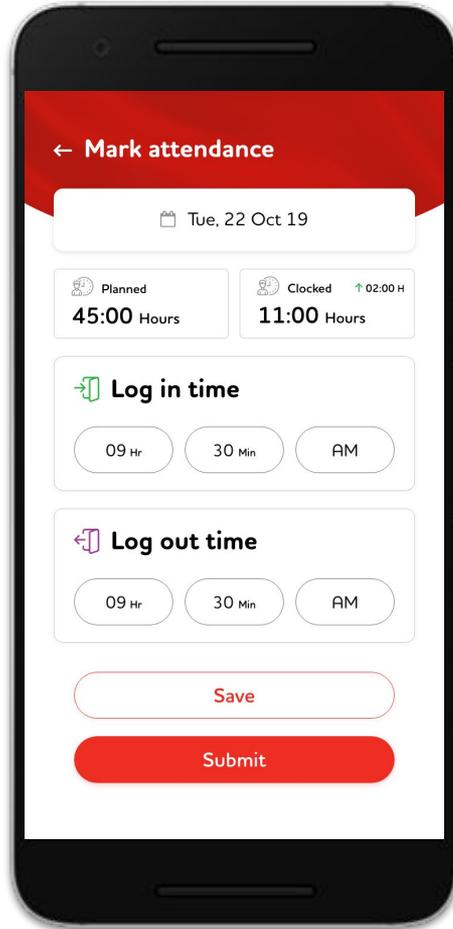
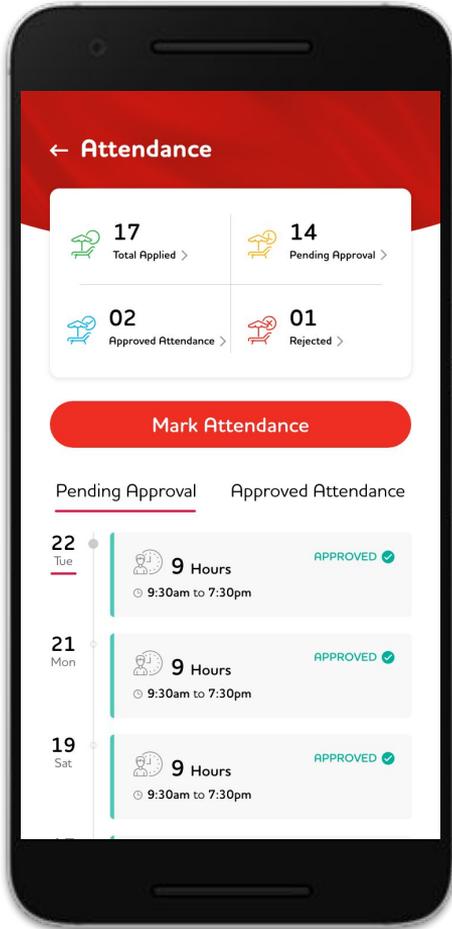


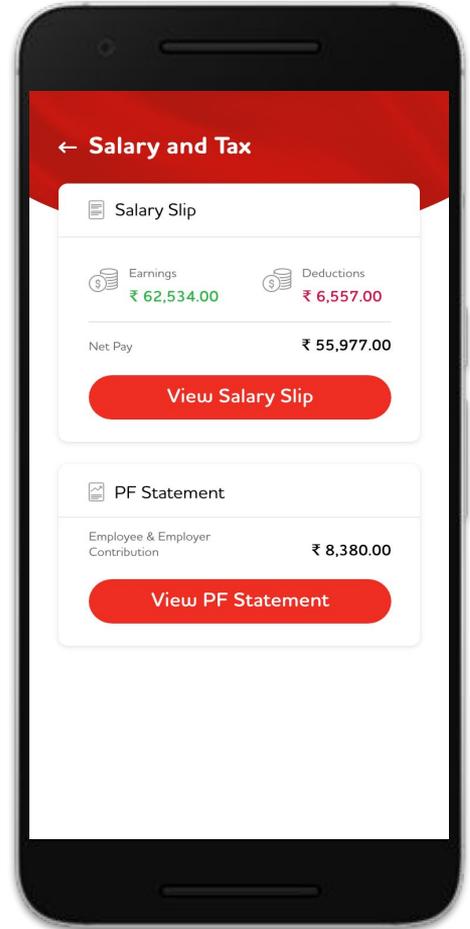
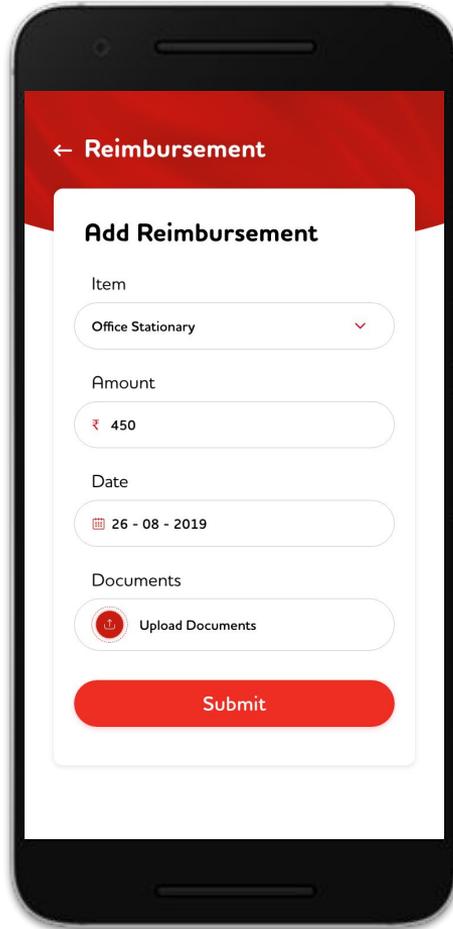
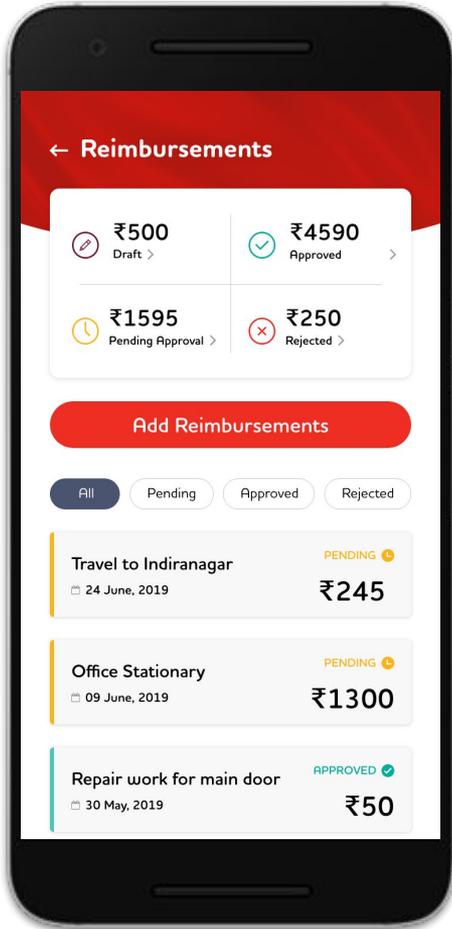
Associate

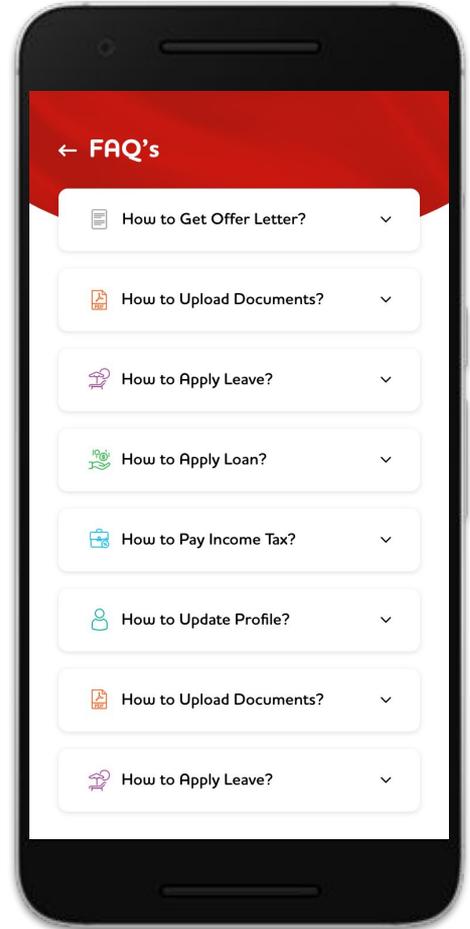
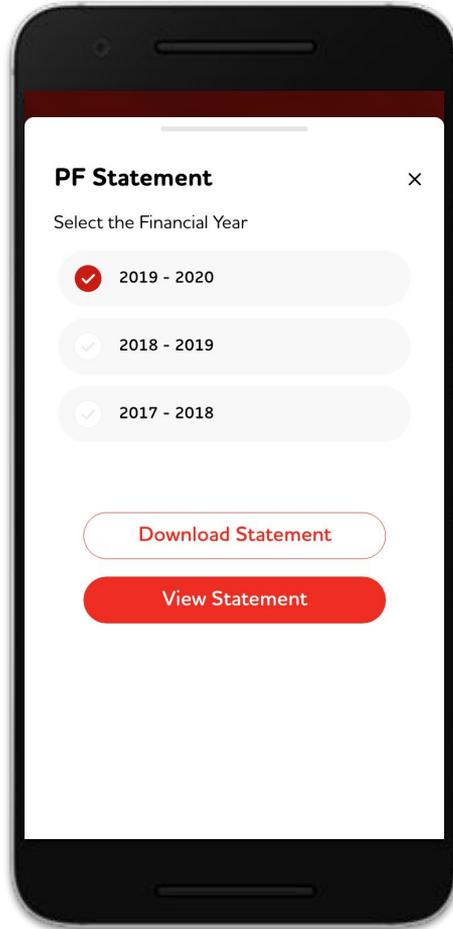
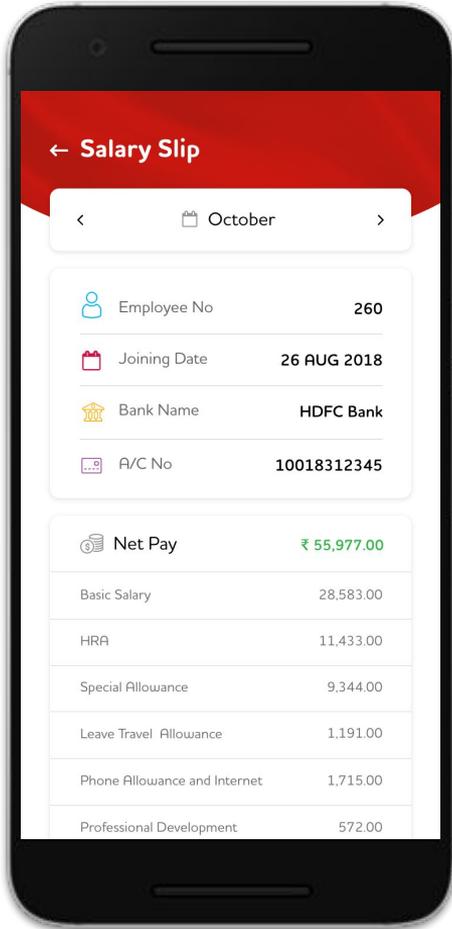
User Experience











Client User Experience

The Adecco logo is displayed in white text on a red background.

Welcome to Client Zone

Client Login

Enter your user ID and password

User ID*

Password*



[Reset Password?](#)

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

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Home

Last Week Last Month Last Year Wed, 7 Sep - Thu, 7 Oct

Leaves

 54 Pending
 21 Exception

Timesheet

 390 Hrs Pending
 01 Hrs Exception

Expenses

 12 Pending
 21 Exception

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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 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"/>	 Abhi M	63.00	84.00	115	5.00	2.00	36.00	21.00	-	Pending	Select ▼
<input type="checkbox"/>	 Prahald 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"/>	 Praveen Kumar	63.00	01.00	95	5.00	0.00	36.00	-41.00	-	Approved	Approve ▼
<input type="checkbox"/>	 Prabhindh K	63.00	90.00	87	3.00	1.00	36.00	23.10	-	Pending	Select ▼
<input type="checkbox"/>	 Saravana	63.00	20.00	190	10.00	5.00	36.00	21.00		Rejected	Reject ▼
<input type="checkbox"/>	 Sachin	63.00	60.00	58	2.00	1.00	36.00	-21.00	-	Approved	Approve ▼
<input type="checkbox"/>	 Suhail	63.00	30.00	30	0.00	0.00	36.00	20.00	-	Pending	Select ▼
<input type="checkbox"/>	 Associates	63.00	30.00	28	2.00	1.00	36.00	-41.00		Rejected	Reject ▼

- Home
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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

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Expenses

Pending	Exceptions	Authorised	Rejected	Actioned
29	17	14	17	14

Status:
 Sort by:

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

- Home
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- Invoice

Expenses

(1/2) Advance Recovery - Bayer

Request Amount 230.00 INR	Bill Date 24th SEP'19	Reimbursable Amount INR 230.00 INR	Bill Receipt Number 3144
------------------------------	--------------------------	---------------------------------------	-----------------------------

Is an Exception? Incurred at: Request Date

Comments

[View Receipts](#) Is an Exception? Choose Allocation: Project

Comments

Accept Confirm

Payment
Self

Status	Action
Pending	Select
Rejected	Reject
Rejected	Reject
Pending	Select
Rejected	Reject

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- Mandates
- Transfer
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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 AUHPT110712	Marital Status Single	Gender Male	Nationality Indian	Ethnicity Indian
--------------------------------	---------------------------	--------------------------	----------------	-----------------------	---------------------

Contact Details

Contact Details	Communication Address - 1	Communication Address - 2
#120, 18th Main, Sector-3, HSR Layout, Bangalore 560068 (+91) 9845066544	#120, 18th Main, Sector-3, HSR Layout, Bangalore 560068 (+91) 9845066544	#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	-

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Associates

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

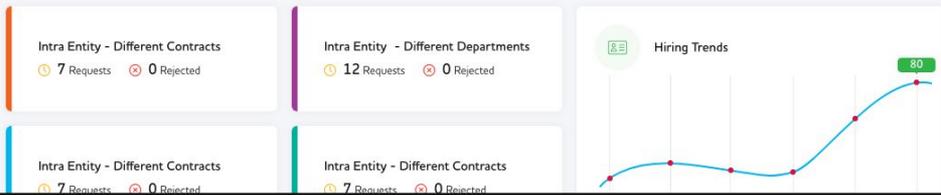
Last Week Last Month Last Year Wed, 7 Sep - Thu, 7 Oct



Primary Information



Transfers



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

Attendance

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"/> Prahlad 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

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

Transfers

Request Approved12
Total Transfers8
Total Bulk Transfers4
Pending2
RejectedSearch Filter [Add New](#)

Associate Name	Transfer Type	Created Date	Entity	Request type	Status
Dhenien Jain	Normal	30th OCT 2019	Uwithin	Promotion	Pending
Prahald Kumar	Normal	25th OCT 2019	Uwithin	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	Uwithin	Demotion	Pending
Sachin	Normal	15th OCT 2019	New	Multiple Associates	Rejected
Suhail	Bulk	12th OCT 2019	Uwithin	Promotion	Pending

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- Mandates
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- Engagements
- Transfers**
- Transfers
- Settings

Transfers

Request Approved12
Total Transfers8
Total Bulk Transfers4
Pending2
RejectedSearch Filter [Add New](#)

Associate Name	Transfer Type	Created Date	Entity	Request type	Status
Dhenien 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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Outsourcing

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International Engagement

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Hire Train Deploy

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RPO Lite

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MSP & RPO

Career supports at any hierarchy can benefit from a range of available training programs to help them grow professionally.

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About Us

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 providers 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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Testimonials



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

Maria Speedwagon, Lead 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 Designer

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