About Timex & Fergasam Group

Timex & Fergasam Group (Timex) is forerunner in the Apparel Manufacturing Industry in Sri Lanka, producing hi-fashion apparels to leading markets in the European Union and USA. Timex has been pioneering apparel manufacturing for over 45 years. The organisation is renowned for their meticulous attention to details, stringent quality and customer satisfaction.

Timex was incorporated in 1967 in Sri Lanka, and has currently expanded into an organisation employing over 12,000 people, with offices in Hong Kong, UK, Europe and 19 state of the art manufacturing plants in Sri Lanka and Bangladesh.

Timex has acquired world class clients including Next, Dorothy Perkins, Wallis, Principals, Victoria’s Secret, New York & Co, Marks & Spencer.

The issues faced

Timex is an organisation with many geographic locations of varied sizes of employee populations. Prior to the implementation of hSenid HRMenterpriseXV, managing and developing their entire human capital from one central location was the biggest challenge Timex encountered. As the Human Resource Management of an organisation such as Timex was very time consuming, complicated and costly, it was vital for Timex to deploy an appropriate and effective Human Resource solution to enhance and monitor the Human Resource processes as well as the performance of their workforce.

Timex did not utilise any form of centralised, fully automated Human Resource system. All employee information was collected and stored on decentralised systems and spreadsheet based applications. These mechanisms did not adequately cater to the requirements associated with managing the organisation’s human capital.

The organisation did not possess a consistent method to measure employee performance which led Human Resource Development of Timex to suffer greatly. There were difficulties when drawing conclusions on how the employees were performing, who the top talents of the organisation were, who needed training, in which areas etc.

As all vital employee relevant data were not captured and recorded to one central location it was difficult for the Human Resource managers to analyse information and make strategic decisions towards the enhancement of effectiveness and productivity of the organisation. Thus, it was necessary for Timex to find the best possible solution to facilitate, simplify and automate these functions across all locations.
Choosing hSenid HRMenterpriseXV

Timex was on a mission to find a comprehensive Human Resource Information System (HRIS) that would most suit the organisation and ultimately help achieve the three primary corporate goals- growth in revenue, growth in profits and enhancing corporate image.

Subsequent to the evaluation of HRMenterpriseXV, Timex discovered the system encompassed all essential features to meet their required criteria.

Employee development was another major aspect Timex was focusing on. Mr. Rizwi Thaha says “a good payroll solution only accounted for 30% of our expectation from an HRIS. The rest of the 70% of our requirement was to manage talent and uplift employee performance to the utmost of each individual’s capability as well as capacity, and HRMenterpriseXV offered the perfect combination of tools to facilitate this, from performance management to manpower planning to recruitment, leave management, payroll and report navigator.”

Post Implementation

Payroll was the first module Timex requested to be implemented, and within a short period of time it went live for all 12,000 employees of Timex. Once the whole organisation adapted to the operational modules that were implemented; such as payroll, time & attendance, leave management, loan management, etc. the implementation of the strategic modules; such as performance management, talent management, training & development, manpower planning were implemented.

Post implementation support is a key aspect to be taken into consideration when choosing a HRIS system. hSenid provided a series of extensive, in-depth of workshops over a period of one month to train the staff of Timex on how each module of HRMenterpriseXV works and the benefits they can reap from it. These workshops and training programs were conducted to guarantee transition of knowledge to the key user group at Timex. hSenid’s global support representatives are available 24/7 whenever system amendments and queries arise.

Impact on the organisation

HRMenterpriseXV enabled Timex to fully automate all operational HR processes, thus the HR management of the organisation consumes much less time and effort on these tasks. They can now concentrate on more strategic HR functions to uplift employee performance and take them to much higher standards.

The system catered to these requirements of Timex precisely and enabled the management to track the employee performance down to individual levels. The wide range of performance measures integrated in the system from 90 to 360 degree appraisals, forced ranking and Balanced Scorecards, allowed Timex to accurately evaluate and map the performance of each of their employees. The system also supported the organisation in conducting appropriate training programs when the necessity arose.

Another key benefit that Timex reaped from HRMenterpriseXV is that it enabled them to manage and retain their top talent through proper manpower planning, creating the right organisation structure, conducting periodic evaluation and facilitating two way communication. As Timex value creative skilled people, HRMenterpriseXV is the perfect system to optimize their potential.

HRMenterpriseXV enabled Timex to centralise the payroll system across all 16 locations in Sri Lanka.

Implementing the HRIS

The implementation process took a phased approach. This phased approach was taken to ensure accurate change management at Timex. The implementation was conducted smoothly and there was no necessity for complex source code modification, as HRMenterpriseXV adopts a configurability over customizability principle. With just a few configurations the system was ready to be implemented and used by the staff of Timex.

Mr. Rizwi Thaha, Group General Manager of Timex

The very good reputation HRMenterpriseXV has in the market, along with the positive feedback we received contributed towards us choosing this system.”
The centralised reappointment of the payroll system enhanced the control the management has with regard to the dispersed payroll process of the company. It also allowed Timex to pay monthly wages accurately and avoid any mishaps occurring during the payroll.

Employees at Timex now have more control over their HR tasks; from applying leave to viewing their performance levels and pay slips to editing personal information. They are able to perform these tasks using the employee self-service function of HRMenterpriseXV with ease, from anywhere using internet. The employee self-service function also created a good bind among the employees and the management of Timex, and boosted the confidence and trust employees of Timex placed on the management due to its transparent nature.

The holistic and comprehensive nature of HRMenterpriseXV integrates all HR related process which enables Timex to get rid of the decentralised systems and spreadsheet based applications they were using prior to the implementation of HRMenterpriseXV. It allows all employee information to be gathered and stored in a systematic manner. The HRIS is integrated with internal systems such as SAP Enterprise Resource Planning System. All these integrations simplify the transfer of information among the systems ensuring timely updates and essential information for the smooth running of every function of the organisation. Moreover, it enables Timex to have a steady and precise flow of information at all times.

The tools and functions of Reporting and Analysis modules of HRMenterpriseXV were very convenient for the HR management of Timex when generating reports that provide insight when forecasting and planning HR related activities. They are also very helpful when analysing and comparing employee performance. These reports can be generated on demand.

As HRMenterpriseXV takes into consideration all angles of Human Resource Management, it allows Timex to enhance productivity of both the HR management and its workforce by improving communication throughout the organisation, enhancing employee performance and retaining and uplifting the organisation’s talent. Collectively, these drive towards achieving the corporate objectives. In addition, Timex has been able to reduce operational costs by reallocating employees into areas that need more manpower, thus cutting down on new recruitments.

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Timex & Fergasam Group Case Study
About HRMenterpriseXV

HRMenterpriseXV is a comprehensive Human Resource Information System which comprises modules that allow to systematically manage all HR functions of an organisation. It has been designed for global use, and is known for its ability to centrally manage payrolls in multiple currencies across multiple locations and business units. It also includes all other talent management tools and frameworks both operational and strategic which help streamline all day to day functions of the HR department and assist with HR planning. The modules have both tried and tested as well as contemporary tools.

HRM Enterprise is module-based and designed with flexibility in mind, so you could pick and choose modules that are relevant to your business needs and industry. You do not have to pay for features that you do not need. It is also fully web based and so can be accessed from anywhere via internet. The highly configurable nature of the HRMenterpriseXV allows for almost any changes to the system’s processes without the need for complex and costly software source code changes, as we practice configurability over customizability.

This award winning system has evolved with over 16 years of creative innovation and has now acquired over 650 clients globally across 18 industries in 30+ countries.

Our Global Coverage

Contact Us

Log on to hSenidbiz.com to find a partner in your region or send us an email for more information.

AUSTRALIA
Suite 444, Seabridge House,
377 Kent St, Sydney NSW
2000, Australia.
Phone : +61 285203540

SINGAPORE
7500A, Beach Road,
#05-322 The Plaza,
Singapore 199591.
Phone : +65 6533 2140
Fax : +65 6533 2140

INDIA
Regus, Level 4, A-Wing, Dynasty Business
Park, Andheri Kurla Road, Andheri (East),
Mumbai – 400059, India
Phone : +91 22 6786 9191
Fax : +91 22 6786 9199

SRI LANKA
2nd Floor, Scanwell Building,
67/1, Hudson Road, Off Perahera Mw,
Colombo 03, Sri Lanka.
Phone : +94 11 462 1111
Fax : +94 11 239 4064

For more information visit www.hSenidbiz.com or drop a mail to info@hSenidbiz.com