

A LATIN AMERICAN BANK CENTRALIZES HR OPERATIONS WITH IMPLEMENTATION OF INTEGRATED SUITE OF BUSINESS APPS

STREAMLINING EMPLOYEE MANAGEMENT ACROSS CENTRAL AMERICA

CUSTOMER PROFILE

HQ

Tegucigalpa, Honduras

INDUSTRY

Food Service Retail
Chain Operator

EMPLOYEES

150,000

ITC SERVICES

- Consulting
- Solution Implementation
- Integration

APPLICATIONS & TECHNOLOGIES

- HRMS
- Integrated Suite of Business Apps

INTRODUCTION

Our client is an international multilateral development financial institution. With headquarters in Tegucigalpa, Honduras, and regional offices across Central America, our client invests in projects that foster development, reduce poverty and inequality, strengthen regional integration, and enhance the competitive insertion of its member countries in the global economy. As the client expanded its operations across Central America, it recognized the need for a centralized HR and Payroll solution to efficiently manage its growing workforce.

CHALLENGES

Our client faced several challenges as it sought to modernize its HR and Payroll systems:

- Lack of a scalable and centralized solution to manage employees and contractors across multiple countries and streamline HR processes.
- Lack of a system that could accommodate the need of operating under a labor tax regime where all employees are considered international employees.
- Lack of a solution that could handle recruitment, hiring, termination, absence management, compensation, performance evaluation, and more.

SOLUTION

Our client partnered with ITC to implement Human Resources and Payroll modules from an integrated suite of business apps. The project was executed in two phases:

Phase 1: Implementation of HRMS

- Modules implemented: HRMS, Learning Management, and Self-Services HR
- Functionalities: Recruitment, Hiring, Termination, Work Structures, Absence Management, Compensation, Company Properties, Performance Management, and Training Management

Phase 2: Implementation of Payroll

- Full integration with the HRMS module to ensure seamless payroll processing

RESULTS

- Our client successfully centralized its HR operations, enabling efficient employee management across Central America.
- The integrated system streamlined HR processes, reducing manual work and improving operational efficiency.
- The new system's flexibility ensured compliance with the client's unique tax regime and international employee requirements.
- The suite of solutions provided the client with a scalable platform to support its growing operations across Central America.
- Self-service capabilities improved employee engagement and reduced administrative burdens on HR.
- The successful implementation became a reference for other HRMS implementations in Central America.

ITC ADVANTAGE

- Expertise in the integration of suite of business apps
- Advanced capabilities and experience in executing similar projects