CASE STUDY

HR Digital Transformation

for Infinite Solutions

Streamlining HR Operations Through Zoho People, Zoho Recruit & Zoho Cliq

CLIENT	**Infinite Solutions**
INDUSTRY	**Environmental & Sustainability Consulting**
IMPLEMENTATION PARTNER	**Risedigitech**

ZOHO PEOPLE	ZOHO RECRUIT	ZOHO CLIQ
Employee lifecycle	Recruitment pipeline	Internal collaboration

TRANSFORMATION FOCUS

Connect employee management, recruitment, and internal communication through a coordinated Zoho environment with standardized processes, approvals, and notifications.

01 | Client Overview

Infinite Solutions is an international environmental and sustainability consulting company that supports private and public sector organizations in achieving climate change and sustainability goals.

Its key areas of focus include:

- Waste Elimination
- Water Management
- Green Energy
- Carbon Neutrality
- Green Investments
- Carbon Emissions Management
- Project Development
- Emissions Trading Services

As the organization expanded, it required a centralized and scalable HR management system to support its growing workforce and global operations.

02 | Executive Summary

Infinite Solutions aimed to modernize HR operations by bringing employee management, recruitment, and internal communication into a connected digital ecosystem. Risedigitech implemented and customized Zoho People, Zoho Recruit, and Zoho Cliq to support employee lifecycle management, automate HR workflows, streamline recruitment, and improve internal communication.

The solution was designed to reduce manual administrative work, improve process visibility, and establish standardized workflows across HR functions.

03 | Problem Statement & Key Challenges

- Employee information was scattered across multiple spreadsheets.
- Attendance and leave tracking involved manual processes.
- Recruitment activities lacked a structured pipeline.
- Approval workflows and notifications were not sufficiently automated.
- Employee performance tracking had limited visibility.
- Internal communication lacked a centralized structure.
- HR and recruitment processes operated without a fully connected system.

04 | Evaluation of Existing Processes

The review focused on centralizing employee data, standardizing HR policies, automating approvals, establishing a structured recruitment pipeline, and connecting HR notifications with internal communication tools.

The solution design centered on three applications, each serving a distinct purpose: employee lifecycle management, recruitment management, and team communication.

05 | Proposed Solution: An Integrated Zoho Ecosystem

APPLICATION	PRIMARY ROLE	KEY CAPABILITIES
Zoho People	Complete HR management	Employee records, attendance, leave, onboarding/offboarding, performance, timesheets, documents, self-service
Zoho Recruit	Recruitment management	Job openings, recruitment stages, screening, candidate evaluation, career page, notifications, onboarding handoff
Zoho Cliq	Internal communication	Department channels, HR notifications, alert bots, message actions, custom commands

06 | Zoho People: HR Setup & Customization

Core HR Configuration

- Centralized employee database.
- Structured departments, designations, and locations.
- Configured reporting hierarchy and role-based permissions.

Attendance & Leave Management

- Configured attendance rules, shifts, and weekly offs.
- Set up geo-fencing and IP restrictions.
- Established leave types, accruals, carry-forward rules, and holiday calendars.
- Configured attendance regularization and multi-level leave approvals.

Onboarding & Offboarding

- Created onboarding forms and document collection workflows.
- Configured induction checklists.
- Customized exit forms and separation workflows.

Custom Forms & Workflows

- Created Travel Request, Reimbursement, and Asset Request forms.
- Added employee compliance and certification fields.
- Automated approvals, reminders, and notifications.

Performance & Timesheet Management

- Configured KRAs, KPIs, competency frameworks, and performance reviews.
- Established goal tracking and timesheet approval workflows.
- Structured project and client information for timesheet management.

Document Management & Employee Self-Service

- Organized digital HR documents, contracts, policies, and templates.
- Configured access permissions for sensitive documents.
- Enabled employees to manage relevant attendance, leave, forms, and documents through self-service.

07 | Zoho Recruit: Recruitment Process Automation

Zoho Recruit was configured to establish a more structured recruitment process.

- Designed job opening templates.
- Customized recruitment pipeline stages.
- Created candidate evaluation and screening forms.
- Integrated the career page with the applicant tracking system.
- Configured candidate notifications, status updates, and interview reminders.
- Migrated candidate data.
- Established the recruitment-to-onboarding handoff with Zoho People.

This configuration was intended to improve recruitment visibility and provide a more consistent candidate management process.

08 | Zoho Cliq: Connected Internal Communication

- Created organizational channels for departments and teams.
- Connected Zoho People and Zoho Recruit notifications where required.
- Configured HR alert bots.
- Set up message actions and custom commands.

09 | Implementation Methodology

01	**Requirement Gathering**	Understand HR, recruitment, and communication requirements.
02	**Process Redesign**	Map workflows, responsibilities, and approval structures.
03	**Module Configuration**	Configure applications, forms, fields, and permissions.
04	**Workflow & Automation**	Set up approvals, reminders, and notifications.
05	**Data Migration**	Transfer relevant employee and candidate data.
06	**Training & UAT**	Train users and validate configured processes.
07	**Go-Live**	Prepare the configured solution for operational use.

10 | Challenges & Solutions

IMPLEMENTATION CHALLENGE	SOLUTION APPROACH
Unorganized historical HR data	Cleaned and structured data for migration.
Different attendance and leave requirements	Configured policies and rules according to organizational requirements.
Complex approval processes	Designed automated workflows for applicable HR processes.
Limited familiarity with digital HR tools	Provided step-by-step user training.
Repetitive manual administrative work	Introduced workflow automation and notifications.
Disconnected internal communication	Used Zoho Cliq channels and alerts to improve coordination.

11 | Results & Business Impact

REPORTED OUTCOME

70% reduction in manual HR work — validate this figure against implementation records or client confirmation before external publication.

- Automated attendance, leave, and approval workflows.
- Improved visibility across recruitment activities.
- Centralized employee information and documents.
- Better internal communication through Zoho Cliq.
- Structured performance tracking and HR reporting.
- Improved compliance processes and reporting capabilities.

Publication note: The 70% reduction and other outcome statements should be supported by implementation records or client confirmation before external publication.

12 | Conclusion

The HR digital transformation initiative brought employee management, recruitment, and internal communication together through Zoho People, Zoho Recruit, and Zoho Cliq.

By introducing structured HR processes, workflow automation, recruitment pipeline management, and connected notifications, the solution established a foundation for more consistent and efficient HR operations. The integrated approach supports Infinite Solutions' organizational growth while helping teams manage employee information, recruitment activities, and internal communication through a coordinated digital environment.

About Risedigitech

Risedigitech delivers business technology solutions using Zoho applications, workflow automation, and application integration. Its focus is on translating business requirements into practical digital systems that improve process consistency, operational visibility, and collaboration.

Risedigitech
The Digital Dawn

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FROM MANUAL HR PROCESSES TO CONNECTED DIGITAL OPERATIONS.

A coordinated HR ecosystem built around Zoho People, Zoho Recruit, and Zoho Cliq.