

Reducing HR Ops Cost




A Leading Logistics Provider - India

Highlight of Engagement

58%

in Annual Cost Savings

(₹10.9 lacs cost reduction over in-house model)

-  **Client:** National Logistics & Parcel Distribution Company
-  **Scope:** 200 Employees | Pan-India Mid & Last-Mile Ops
-  **Model:** Hire-to-Retire (HR Ops, Payroll, Compliance, Support)








Detailed: HR Ops Cost Reduction

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Challenges

Client's in-house HR model for 200+ ops staff (riders, warehouse staff, back office) was:

 **High-cost** & fragmented (separate vendors for payroll, hiring, compliance)  **Manual-heavy** (Excel-based attendance, high error rates)

 **Struggled with scale**, service delivery & SLA adherence

Objective: Consolidate HR under a single partner to reduce cost, improve control, and digitize ops

Cost Comparison Snapshot (Annual)

Category	In-House (Client)	Exela Model
Talent Acquisition & Onboarding	₹6.2L	₹3.4L
Payroll Ops + Processing	₹4.0L	₹1.5L
Compliance Mgmt (ESI, PF, etc.)	₹3.0L	₹1.2L
HR Support / Issue Resolution	₹2.0L	₹0.8L
Infrastructure & Tools	₹3.5L	₹0.9L
Total Annual Cost (200 FTEs)	₹18.7L	₹7.8L
Total Savings		₹10.9L (58%)

Costs modeled for 200 FTEs across metro + tier-2 hubs. Exela's shared services model drove scale & savings.

Our Solution

- **One Partner. One Dashboard.** Integrated hire-to-terminate engine Digitized Payroll & Time
- **Tracking** - GPS & mobile-based attendance
- **Automated Compliance** - Centralized filings (ESI, PF, LWF, PT)
- **Support Layer** - Multilingual helpdesk, self-service HR bots
- **Flexible Staffing** - Hybrid model with on-roll + gig riders mix

Impact

₹10.9L/year

Saved in HR OPs Cost

99.2%

Payroll accuracy, TAT < 24Hrs

2 weeks' notice

for Flexible Staff Ramp up/Down

Digitized

HR Ops end-to-end (no infra required)

3X

Improved Issue resolution SLA