

CASE STUDY HOUSE OF IT

www.houseofit.com.au



House of IT is an Australian BPO with clients in Australia, Europe and the USA. Their services include outsourcing of data entry, Software Development, IT Support and Managed Services.

BACKGROUND

House of IT is an Australian BPO with clients in Australia, Europe and the USA. In addition to their headquarters in Camberwell, Australia, they maintain offices in the Philippines, where they employ local staff to help them deliver their IT services.

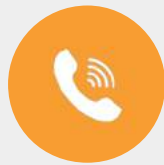
Many BPOs struggle with high rates of employee absenteeism. In addition, employees often don't send advance notification if they will be late or absent. To solve this problem, House of IT decided to use engageSPARK to manage their employee attendance.

They set up an attendance hotline on the engageSPARK platform that their employees can call or text to (for free) to report that they'll be late or absent.

HOW IT WORKS



Employee sends a free SMS to the toll-free number and act accordingly.



Employee receives a call (at no cost to them)



Employee presses buttons on their phone: "Press 1 if you'll be absent; Press 2 if you'll be late" "Type your employee ID"



Employee speaks their reason: "What is your reason?" "Type your employee ID"



Manager and HR receive an SMS/Email notification

FASTER RESPONSE SYSTEM

"Implementation of the engageSPARK attendance hotline allowed us to track and manage employee attendance with much greater transparency, and to respond to absences much faster."

ARTEM SOUKHOMLINOV
Director at House of IT



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RESULTS

House of IT set up an attendance hotline system that notifies managers and HR automatically of staff absences or late arrivals.

As a result of implementing this attendance hotline, House of IT was able to achieve a much greater transparency in managing employee attendance. Employees had previously used various excuses such as “no load/no airtime” or “no internet” to explain why they didn’t notify the company of their absence. These excuses are now no longer valid, since they can text/call the hotline 24/7 for free. House of IT added the hotline number to the back of all employee access badges, to make sure every employee has the number.



BETTER TRACKING AND MANAGEMENT

CONCLUSION

The attendance hotline has enabled House of IT to improve their employee attendance management dramatically, by making employee attendance behavior much more transparent. HR can closely monitor attendance rates in real time, and respond rapidly whenever there is a staff shortage. As many of their projects are time sensitive, this provides a critical advantage to the company.

Since the attendance hotline was set up, House of IT has seen improvements in attendance rates, because employees are now more aware that their attendance is closely tracked by the management, and they know that their excuses for not notifying the company are no longer valid. In addition, the engageSPARK platform allows all attendance records to be tracked in one centralized location, making it easier for HR to monitor attendance rates and to respond to absences immediately.