

Helping Optima Latam connect its client's multi-country human capital

BUSINESS ACTIVITIES

Enterprise
Software
Developer



BUSINESS BACKGROUND

Optima Latam is a consulting firm specializing in digital transformation. Their portfolio of specialized services is focused on modernization, with the commitment and passionate spirit of those who deliver business results.

In addition to implementing new products and processes, they integrate existing software products with new solutions quickly and consistently through an agile approach. They have several essential partners in the industry with whom they do exciting projects.



CHALLENGE

They needed to boost the functionalities of a solution that they already had, to manage their human resources area, carry out on and off boarding processes, the evaluation of objectives and competencies with the employees of all their regions.



SITUATION

They had previously worked with a Zoho partner that did not meet their expectations, since it could not offer them custom development as required. Later, they found our Beyond Technology team, the needs of the end customer were very clear, they sought to create an agile process for the evaluation of the skills and objectives of their staff.



Why?

- Optima Latam's client, is a company with a team of more than 250 multi-country collaborators, carrying out calculations and processes taking into account that the legislation between countries is different, implied a lot of time and care for these tasks.

What were the main limitations?

- Properly understanding of the client's needs to make the most of the capabilities and features of the tool, at the same time that we had to fulfill an extensive list of requirements in a very short time..



SOLUTION

Zoho People is a HR cloud-based software designed to empower employees, quickly adapt to change, and make department management agile and effective. Although they were already using it, they were not taking advantage of all the capabilities of the solution.

How did Beyond Technology help?

- We helped them customize the tool, module by module to cover all their requirements, we evaluated their needs and created a functional work plan that has brought very good results.

What was the overall experience of the Beyond Technology team?

- It was a very good experience, due to the requirements, the team has greatly expanded their knowledge and experience with Zoho People, the client team was very friendly and flexible, they are very happy with the final result of the project.



CONCLUSION

What were the results?

- Now they have an ultra-customized tool that allows them, among other things, to evaluate performance and create their own forms to streamline their multi-country recruitment and selection processes to link to the correct on and off boarding.
- The functionality is much better than what they imagined, the construction of another module is foreseen to create a matrix of abilities.

How was the company transformed?

- ✓ The Optima Latam client team and all its collaborators adapted very quickly to Zoho People and there is a lot of fluidity in their processes in the area, the experience has been very good, as well as the level of execution, times and administration have improved a lot.
- ✓ With our consulting service, we meet the objective of transforming the company through Zoho People and our great expertise in the area, enabling efficiency in its most valuable resources and improving the experience of its internal customers.



QUOTE

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Although the road has been long, working with Beyond Technology has been a most pleasant and positive experience for everyone involved in the project, they were always open to collaborating and developing what was necessary to meet our requests, and they provided us with excellent service and support.

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Optima Latam Client's
HR Director