

CASE STUDY

Here Is How Pacific Healthcare,
One Of Southeast Asia's Most
Reputed Healthcare Firms

**Streamlined Payroll Processing
And Simplified Recruitment With
PeopleStrong**



peoplestrong

x



About Pacific Healthcare Group



Working with PeopleStrong has enabled us to digitize and automate our HR processes, reducing the amount of human error and person-hours spent on manual tasks leading to an improved employee experience.”

KHUN SUJITRA SRANGSAKUL

Purchasing & Employee Relations Manager
Pacific Healthcare Group



600M
CONSUMERS



Healthcare
INDUSTRY



Thailand
HEADQUARTERS



| The Challenge

Founded in 1961 by the Buhrman Family, Pacific Healthcare Group is a reputed company with a focus on healthcare, pharmaceutical, nutritional products, medical devices and consumables. Headquartered in Thailand and connecting over 600 million consumers already, the company also has presence in the Philippines, Vietnam, Myanmar and Cambodia.

With a legacy application already in place, Pacific Healthcare looked at PeopleStrong to solve challenges associated with local language support, payroll, previously unresolved overtime scenarios, integration of local language job boards with their career portal, and increased customization.



| The Problem

NEED FOR LOCAL LANGUAGE SUPPORT



- Lack of a multilingual employee self-service (ESS) experience in Thai, Bahasa, Khymer Cambodia, and Vietnamese languages
- Lack of Jinie web support in regional languages within Southeast Asia

LACK OF INTEGRATION WITH LOCAL JOB BOARDS



- Job boards in the local language did not integrate with the previous payroll solution
- Inefficiencies in hiring since recruitment managers were unable to use technology to hire local talent

CHALLENGES RELATED TO PAYROLL AND ONBOARDING NEW HIRES



- Data on local companies were missing in the previous payroll solution leading to onboarding challenges
- Engagement of new hires and onboarding was affected due to ineffective data handling

THE NEED TO MEASURE OVERTIME ACCURATELY



- Challenges related to overtime in remote working and safe harbor policy
- Issues related to differentiation between executive and professional exemption



THE SOLUTION

PeopleStrong worked with Pacific Healthcare's HR, IT and Finance teams to automate payroll and provide a seamless integration between local job boards and their career portal. This further ensures a smooth experience for candidates and new employees.

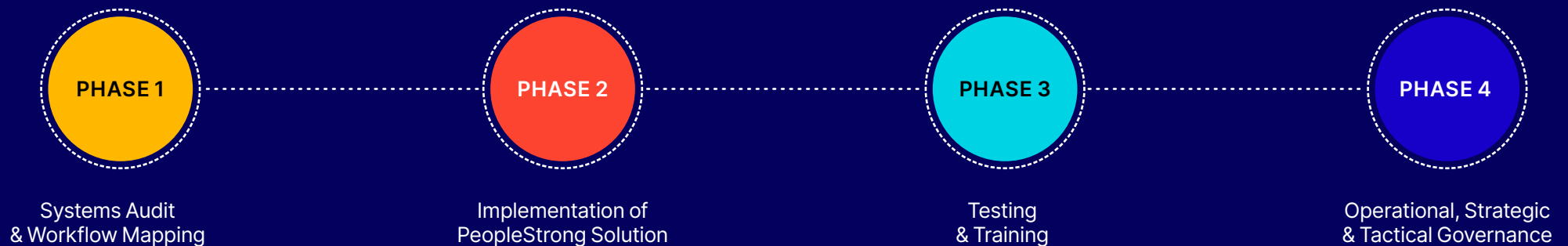
Modules Implemented: HRIS, Recruit, Onboarding, Payroll, Learning, Leave and Attendance



Ensuring a unified employee experience across Southeast Asia

- ✓ **A smooth implementation process**
A mobile-first approach to managing payroll thus delivering a superlative experience in the local language
- ✓ **Single platform across all geographic**
Implementation of different country-wise policies on the same platform. Dynamic workflows were setup for different entities to automate various processes
- ✓ **Employee self-service in local language to boost engagement**
On-the-go learning in the local language for greater engagement and capability enhancement
- ✓ **Smooth data syncs across modules**
Multiple goal frameworks syncing data from HRIS to the payroll engine for easier processing
- ✓ **Comprehensive Reports & Dashboards**
With all the data in one system, and a solid analytics dashboard, Pacific Healthcare was able to drive insight-led. decision-making

Implementation: Rigorous Governance & A First-Time Right Approach



The Impact



74%

mobile adoption and increasing



700+

HRIS transactions in 3 months



100%

accuracy in payroll processing



96%

course completion with **60+ courses created in just 2 months**



100%

automation in leave and attendance module



2-3

days worth of work saved with automated payroll processing



1300+

leaves processed in 3 months



peoplestrong

**Unlock The True Potential Of Your
Workforce With PeopleStrong**

[Get in touch with us for a complimentary
consultation or demo](#)

Let's Talk

