



## Success Story

# HRMS software development for a leading UAE-based company

### Customer

Leading HRM  
Software Company

### Country

UAE

### Industry

Software and IT

## About the client

The client is a leading HRMS solutions provider based out of UAE, also serving across other Middle East regions such as Kuwait, Saudi Arabia, Bahrain, & Qatar. Trusted by 1000+ clients across the globe, the client aims to reduce HR teams' workload & simplify organization's HR processes with its comprehensive HRMS platform.

## Tech Stack



## Business Situation

The client had initially developed a white-label HRMS platform however, despite its capabilities, the platform's operational efficiency was burdened by the manual task of code configuration and deployment.

Each time a new customer onboarded the client's platform, it required extensive code customizations and system modifications. Even for minute changes in the code, developers had to deploy the entire code manually. This process was not only time-consuming but also resource-intensive, leading to a cumbersome development cycle that hindered operational efficiency and productivity of the client's team.

Client's existing development partner was unable to evolve the platform and couldn't find a way to overcome this significant challenge, putting the client in a frustrating vendor lock-in situation.

To add on, the client heavily relied on the vendor for all the key processes. Even the thought of moving the entire code, data, assets and knowledge base to a new development partner was a daunting task for the client altogether.

Owing to these challenges, the client reached out to Unthinkable Solutions to help them break this vendor lock-in situation and shift the entire knowledge base securely to a new platform that is scalable, dynamic and highly customizable at the same time.

### Key challenges faced by the client were:

- ✓ **Low Scalability:** Platform scalability was one of the major challenges for the client. With the existing processes being entirely manual and time-consuming, the client was unable to scale operations and focus on their business goals.
- ✓ **Significant Reliance on Existing Vendor:** Client was dependent on its vendor for all project-related assets & documentation. This huge knowledge transfer to a new partner was a significant challenge for the client. This transfer had to be secure and stable, without disrupting the client's key operations.
- ✓ **Time Constraint:** The client was looking out for a faster, reliable solution to its current challenges. Switching to a new platform required a lot of time at hand, however, the client wished for a disruption-free move to market.

## The Solution

Team Unthinkable kickstarted the project by deep diving into the client's vision and requirements, thoroughly analyzing the current vendor-related challenges, and leveraging our expertise to help the client break-free from the vendor lock-in. This comprehensive understanding laid the foundation for a successful development project.

Unthinkable Solutions swiftly gathered the entire product knowledge that significantly reduced client's time to transition to a new development partner.

To overcome the burdensome manual configuration and deployment processes, Unthinkable Solutions leveraged its expertise to automate these tasks. By implementing a Continuous Integration/Continuous Deployment (CI/CD) pipeline, Unthinkable significantly reduced manual interventions and deployment time.

Keeping in mind the client's need for a highly dynamic onboarding platform with a faster time-to-market, Team Unthinkable proposed leveraging a low-code/no code development approach. This strategy accelerated development by enabling rapid prototyping and iterative improvements. .NET was utilized for backend development while ReactJS was used for frontend.

Team Unthinkable developed the HRMS platform using a modular architecture to facilitate easier customizations and integrations. Unthinkable also incorporated a continuous feedback cycle, ensuring that the client had a clear picture of all development stages.

### Here are the key solutions developed for the client:

The Super Admin Dashboard comes with several features in-built. Administrators could build screens, menus, forms & do much more through the platform features such as:

**Object Builder**

The platform's Object Builder enables users to create & customize elements such as forms, widgets, and data fields within the application. Users have the option to include various objects under modules defined, clone them or create them from scratch.

**Dynamic Form Creation**

Through the form creation tool, users can design highly customizable forms with a variety of field types such as feature, object, module, companies & more. This flexibility enabled users to design forms that meet specific business requirements and adapt to client's data collection needs.

**Screen Builder**

Through the Screen Builder users can design screens with a high degree of customization, choosing from a range of pre-built widgets, templates, visual UI components and design elements. Users can drag and drop various UI components, such as buttons, text fields, images, and forms, onto the screen.

**Menu Builder**

This feature enables the design and structuring of the menu items. Here, users can add the functions they wish their customers to access, order/reorder the same as per importance and ensure a seamless experience.

**License Management**

Administrators can handpick licensing plans, including options to include or exclude specific features and enable/disable them for different user groups in the company.

**User Management**

Here, super admin can define and manage user roles, access levels, and permissions based on their hierarchy in the organization.

**App Localization**

In order to cater to the diverse global users, the super admin panel also supported localization features, enabling adaptation of the application elements to different, region-specific languages and formats.

**Custom Features:**

Organizations could handpick specific modules and features for their custom platform and ensure smoother operations. A few of them are:

**Leave Management**

This feature allows businesses to manage their employee leaves and policies. Admin can define leave types such as earned leaves, sick leaves, unpaid leaves, annual leaves etc.; set rules for leaves accrued, define leave policies and approval workflows and also can request for payroll tools integration as well as generation of reports in preferred formats.

**Employee Management**

From employee records such as previous jobs, educational details, compensation to insurance and travel details - the employee management tool aids in streamlining key HR functions and processes.

**Payroll Management**

Payroll management solution is a flexible, robust application that caters to a comprehensive range of payroll calculations.

**Attendance Dashboard**

Attendance management dashboard allows a clear look into employee clock in/out timings, monitor absence, overtime management, and identify trends and patterns for high employee productivity.

**Email Templates**

This gives the administrator the power to offer custom automated email communication and notifications to its employees. This can be utilized to send bulk messages such as for birthdays and anniversaries, leave approval/rejection emails, holiday wishings and much more.

**Holiday Calendar**

Businesses can integrate holiday calendars into the system for better management of leaves and schedule special dates and days as per business needs.

### Schedule Engine

The schedule engine facilitates automated notifications & reports generation on a daily, monthly, bi-weekly and yearly basis. Users also have the option to customize reports based on various filters such as modules, email templates, file type etc. Notifications such as deadline reminders, system update alerts etc. can also be sent on pre-set timelines through the schedule engine.

### Loan Management

Organizations can also integrate a loan management module to track, manage and monitor employee loans. The panel includes features such as recovery component, employee grade, service charge etc. to facilitate seamless application and repayment process.

### Flight Ticket Module

Track & manage business-related air-travel for your employees with the flight ticket module. Pre-set ticket values, total allowance, no. of add-on travelers etc.. View a detailed run-down of upcoming employee journeys - from date of travel to flight details, route to ticket cost and plan operations seamlessly.

### Education Policy

Define education-related benefits to employees, have eligibility checks in place, showcase covered expenses & set payment frequency for local and foreign employees respectively. Several other features such as company set-up, documents management, manpower planning, time-management, performance management, analytics dashboard and more, were also a part of the solution.

## Impact

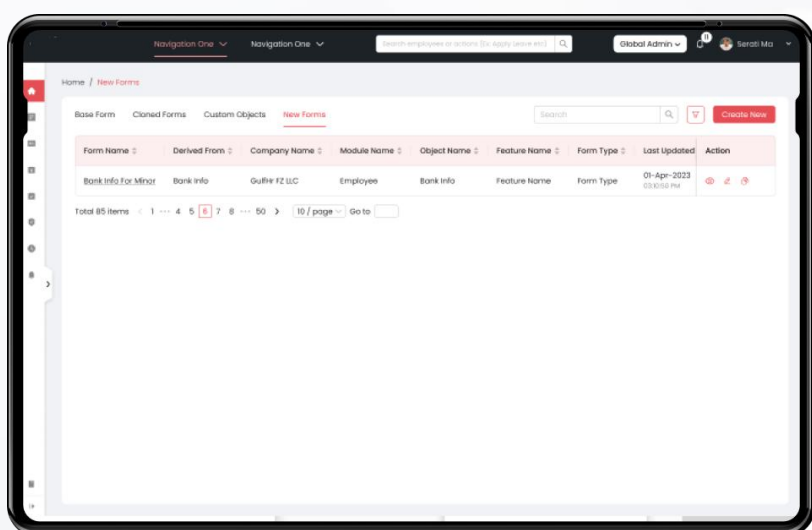
Team Unthinkable helped the client come out of their existing vendor lock-in, enable seamless customer onboarding and achieve faster time-to-market.

The final developed solution by Unthinkable reduced the time to onboard new customers significantly, enabling the client to focus on market expansion. It had features like dynamic form-creation and platform customization in real-time which gave the client the power to create their own modules, forms, screens etc. through the system in just a few clicks.

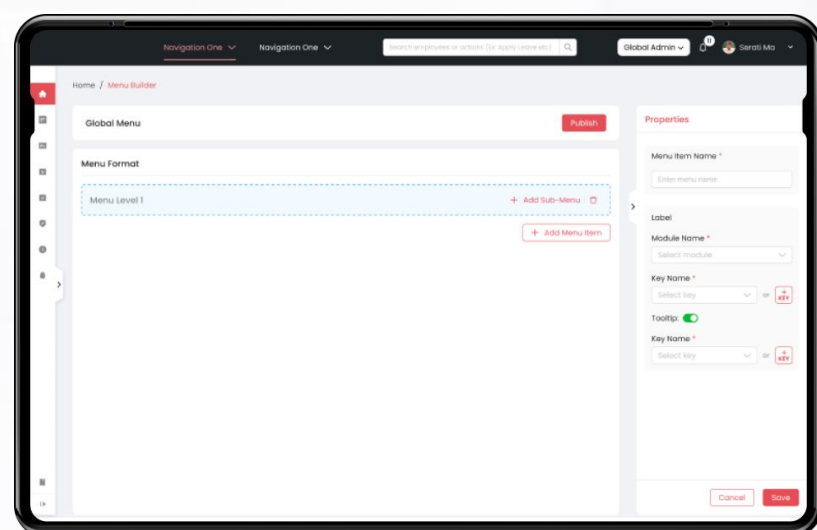
The project addressed key challenges related to speed, scalability, customization and efficiency and positioned the client as a leading choice for organizations seeking dynamic & scalable HRMS solutions.

Impressed by the success and impact of the developed platform, the client further engaged Unthinkable’s team to integrate AI-based innovative features in the newly developed solution, paving the way for even greater advancements and capabilities.

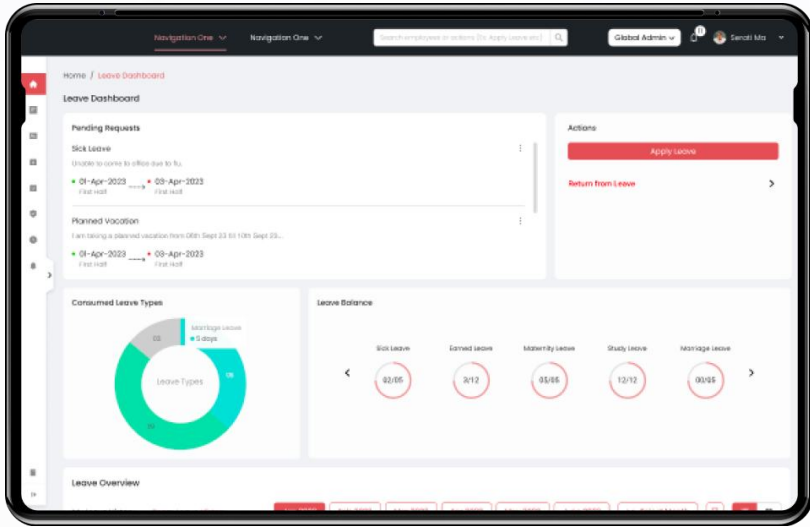
## Product Screenshots



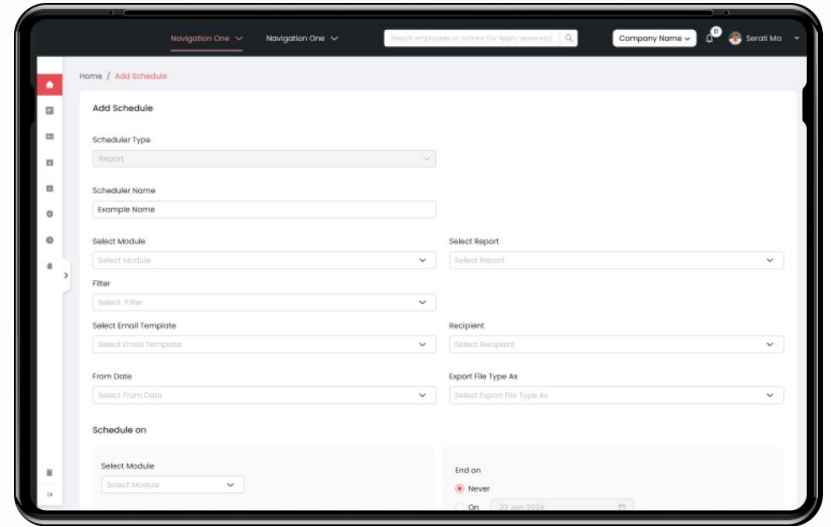
Easily design and customize new forms



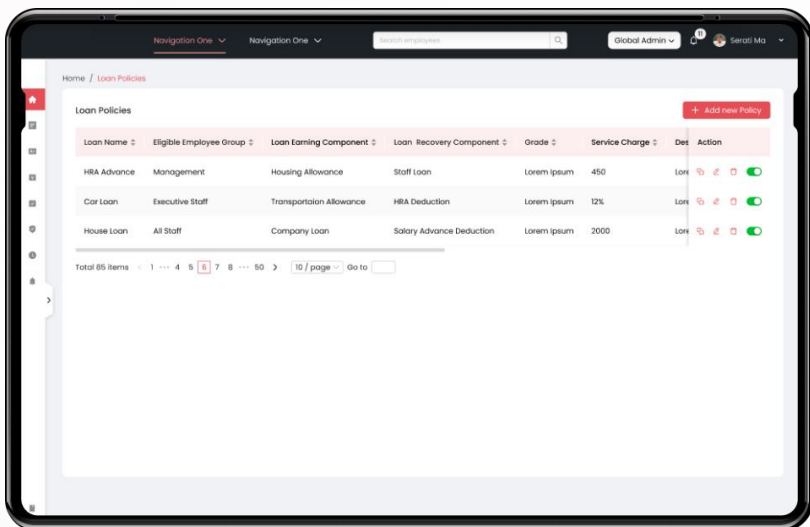
Streamline navigation with an intuitive menu builder



Monitor and manage employee leave requests



Simplify scheduling with a user-friendly interface



Define and manage employee loan policies

Is there a digital platform you want to build or take to the next level?

Setup a personalized consultation with our technology expert.

Let's Talk