



**Kommunicate  
Simplifies HR  
Processes with  
Zimyo:  
A Success Story**

# ABOUT KOMMUNICATE

Kommunicate is a top AI-powered customer service automation platform, offering generative AI chatbots and live chat solutions to automate support, cut costs, and enhance customer experiences. Trusted by global brands like Amgen, Rakuten, and Bridgestone, its plug-and-play chatbots are easily deployed across web, mobile, and messaging platforms. Kommunicate is part of Google's 2024 AI First Accelerator.



**Customer Support  
Automation**



**36**



**Bengaluru,  
India**



# CHALLENGES BEFORE IMPLEMENTATION

Before integrating Zimyo, Kommunicate faced significant challenges in managing its HR processes. These challenges could be overcome by streamlining payroll, simplifying leave & WFH tracking & preparing for a smooth transition. Some of the major challenges included:



## **Time-Consuming Payroll Processing**

Payroll used to take 2-3 days to process manually, leading to delays & frequent errors.



## **Manual Bonus Tracking**

Bonuses were tracked manually each month, making it difficult to manage & prone to mistakes.



## **Untracked Leave & WFH Balances**

Leave & work-from-home balances were not being tracked efficiently, leading to gaps in record-keeping & inaccuracies.



## **Error-Prone Systems**

The manual processes resulted in multiple errors, forcing the HR team to spend extra time correcting them, which hampered overall productivity.

Before Zimyo, these challenges made daily HR tasks more difficult & inefficient.

# OUR TAILORED SOLUTIONS

To tackle Kommunicate's challenges, Zimyo provided an automated, end-to-end solution that addressed each issue. The successful integration of Zimyo HRMS brought a significant improvement in their HR processes. Here's how Zimyo provided value to Kommunicate:

- ✔ **Automated Payroll Processing**  
Payroll, which used to take 2-3 days, is now processed in just 30-45 minutes with zero errors, saving more than half the time.
- ✔ **Hassle-Free Bonus Management**  
Bonuses are now automated, eliminating the need for manual tracking & reducing errors.
- ✔ **Simplified Leave & WFH Tracking**  
Zimyo enabled efficient leave & work-from-home balance tracking, ensuring accurate data & saving HR hours of manual work.
- ✔ **Improved Overall Efficiency**  
With Zimyo's easy-to-use interface, payroll, leave & WFH processes became streamlined, allowing the HR team to focus on more strategic tasks.

Zimyo's solutions allowed Kommunicate to drastically improve their HR operations, making processes faster & more accurate.



**Zimyo**



kommunicate

## IMPACT CREATED

**90%**

**reduction in manual effort for payroll**

**3x**

**improvement in HR efficiency**

**50%**

**increase in process transparency**

**2x**

**faster issue resolution**

“

*I was able to implement the platform on my own. It helps in assigning the tasks to other employees, conducting surveys & polls & much more. The ease of use & self-onboarding is something that I would like to appreciate.*

”

**Sonali Adity**  
Senior HR Admin  
Kommunicate





# HRMS FOR IT & SAAS COMPANIES

Simplify HR Processes with IT-Driven  
HR-Tech Solutions!

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