

Incentive Calculation for Employees For Fullerton India

Client Overview:

Fullerton India Ltd is the leading micro lending organization in India. Fullerton distributes loans to salaried and self-employed vendors across the sub-continent. To reach all villages and towns, Fullerton has offices all over India. Relationship officers, collection officers and a variety of staff are employed to carry out end to end loan processing. All employees are eligible for incentives based on the loans disbursed and collected back from clients.

Incentive Module Developed :

Fullerton manages its entire Human Resource Process using AdrenaliNet product. Since incentives are directly tied to every employee, the incentive calculation module is created as an add-in module. The functionalities included for the engagement are:

- Incentive target definitions
- Incentive parameters and their weightages
- Calculation of ageing of every single loan
- Actual achievements of every officer regarding loans
- Calculation of incentives based on actuals and targets
- Specific rules for incentives for rural and urban loans
- Reports and dashboards for the entire processing
- Special business rules to process probationers, different types of loans and bonus points

Case Study

Engagement Model and Process:

Softsmith Infotech executed the development project using total offsite model. The development team consisting of development lead and programmers carried out the activities from Softsmith office, Chennai, India. Actual servers were located in Mumbai, India at Fullerton's data centers.

Softsmith team understood the existing incentive calculation rules. Softsmith team arrived at class design, database design and API design to exchange data with AdrenaliNet HR product for the module. ASP.Net and Ajax technology was used to develop the module. Actual calculations are developed in MS SQL Server T-SQL. The product underwent functional testing and performance testing.

Focus Areas:

The following list describes the key areas, the team focused to ensure the best quality.

- Optimization of the database design to ensure scalability for thousands of user records and thousands of loan records
- Providing configuration switches to provide flexibility in business rules
- Ability to have a totally parameter driven incentive calculation logic
- Provide tuning suggestions for database queries and web server settings for the best performance

Key Benefits:

- Softsmith's offsite model worked well for quick roll-over of the module and cost effectiveness
- Fullerton witnessed 90% time reduction in incentive calculations as against the past way of doing the same with spreadsheets
- Employees are now able to see their incentive benefits instantaneously from their HR portal

Challenges Faced:

- Designing a fully parameter driven incentive logic required in-depth business knowledge on loan processing
- Incentive reports information design to ensure proper disclosure of every finer details was a UI challenge