

CUSTOMER STORY / ANGLO-GULF TRADE BANK

Anglo-Gulf Trade Bank turns manual HR into a digital workflow

Yomly provides Anglo-Gulf Trade Bank a digital solution, eliminating manual processes, increasing productivity.

CUSTOMER

Anglo-Gulf Trade Bank

INDUSTRY

Finance

EMPLOYEES

40

LOCATIONS

United Arab Emirates

Client since 2019 Website <https://www.agtb.com/en/>

Interviewed Layla Van Rooyen, Employee Experience Manager

THE CHALLENGE

Regional requirements exposed the limits of a U.S. platform

Leave, visa processing and mobile access were difficult to manage while EOSB, payroll and flights still depended on manual tracking.

Anglo-Gulf Trade Bank was born through a collaborative venture between AGTB Holdings Limited, a Rowland family-controlled company and Mubadala Investment Company. Headquartered in Abu Dhabi, United Arab Emirates, AGTB is strategically located in the innovation-friendly environment of the Abu Dhabi Global Market and positioned to take advantage of the UAE's role as a global trade hub. Across the UAE, AGTB has 40 employees and growing.

Layla Van Rooyen, Employee Experience Manager at Anglo-Gulf Trade Bank, explains "We had been looking for a replacement for a U.S based HR software platform we were using, due to their inability to adapt with UAE workweeks etc. This created issues regarding leave. We were unable to add documents regarding visa processing. There was also limited mobile functionality on the previous platform which meant it was not actively used by our staff. Trends in the industry such as flexible working and stacking leave, to ensure small teams are able to function optimally, meant that we required a platform that was easy to use for leave requests. We also had limited ability to track End of Service Benefits, payroll and flights which enabled a digital solution to a previously manual process. We were looking for something that is easy to use, with a clean interface and a mobile app. Although we were not looking specifically for payroll and EOSB functionality, that was the feature that led us to choose Yomly as a platform".



THE OPERATING GAP

- A U.S. platform could not adapt to UAE workweeks
- Leave and visa-document processes created issues
- Limited mobile functionality reduced staff use
- EOSB, payroll and flights still required manual tracking

The brief

Provide an easy-to-use platform with a clean interface, mobile access and region-specific HR, payroll and EOSB functionality.

THE SOLUTION

Yomly digitised daily HR and leave management

In November 2019, Anglo-Gulf Trade Bank chose Yomly to streamline daily HR tasks, specifically leave management which has transformed manual processes into a digital solution, while increasing productivity. "The cost was the factor that allowed a faster procurement process, as all companies require medical insurance and our previous brokerage, we were having issues with. The timing of the renewal of the policy and the smooth transition were excellent. The region-specific visa and insurance were the stand-out for this solution" says Layla.

"The team were AMAZING. The team uploaded all staff documentation and historical leave in record time. They were there every step of the way and any questions were immediately answered and resolved. The client experience was honestly outstanding and we could not be happier with the team, which includes the insurance team who have personally handled our complex scenario too," comments Layla. "Since implementation, the system has been an immense help during the transition to WFH during COVID-19 as it allowed easy NOC/movement letters to be issued. It has also allowed us to proactively monitor leave for the remainder of the year to ensure an even spread of future leave. The insurance details are easily available (including our Employee Assistance Program) and this has allowed for staff to access information without individual requests and questions coming through to HR. NOC's, STL and Payslips are no longer manual and have reduced from an average of 3 days to under an hour, and payroll, flights and EOSB calculations have been significantly faster and 100% accurate.



Leave management 01

Daily leave tasks moved from manual processes into a digital workflow.

Data migration 02

Staff documents and historical leave were uploaded in record time.

Regional support 03

Visa, insurance, flight accrual and UAE policies were handled in-platform.

Self-service 04

Staff could access insurance information without individual HR requests.

THE IMPACT

Manual requests fell from days to under an hour

Overall, the whole team at Yomly have been phenomenal. The personal touch and continuous involvement even from the COO has allowed the implementation to be seamless and immensely successful. The focus on regional aspects such as flight accrual and visa processing has meant that HR could become more than an administrative function and focus on organic development to a greater extent. The amount of customisation for specific company policies (e.g. our non-standard leave policy) has meant that we can accurately track actual data instead of having to manually log differences." Concludes Layla Van Rooyen, Employee Experience Manager at Anglo-Gulf Trade Bank.

REQUEST TIME

3 days to under 1 hour

NOCs, STL and payslips no longer required the former manual turnaround.

CALCULATION ACCURACY

100% accurate

Payroll, flights and EOSB calculations became significantly faster.

“ The client experience was honestly outstanding, and we could not be happier with the team. NOC'S, STL, Payslips are no longer manual and have reduced from an average of 3 days to under an hour, and payroll, flights, EOSB calculations have been significantly faster and 100% accurate”

Layla Van Rooyen
Employee Experience Manager



Replace manual HR work with one regional platform.