

HR Management System by implementing Zoho People & Zoho Payroll for **Divergent**



Business Name

Divergent

Company Profile

- Website www.divergentsoftlab.com
- Industry IT / Software Development
- Type B2B
- Location Madhya Pradesh, India

Solution Provided:

- Zoho People and Payroll

Case Study



Introduction

Infobyd Software Solutions is a rapidly expanding IT organization and a certified Zoho Advanced Partner, recognized for delivering comprehensive business solutions through Zoho's powerful suite of applications. As a trusted digital transformation partner, Infobyd enables organizations to streamline operations, enhance customer engagement, and accelerate business growth through innovative technology solutions.

Case Study

With a deep focus on client success, Infobyd delivers fully customized, end-to-end Zoho implementations across multiple business functions — including Customer Relationship Management (CRM), Finance, Human Resources, Inventory Management, Procurement, and more. Each solution is tailored to the client's unique workflows, ensuring seamless system integration and process optimization.

Beyond solution design and deployment, Infobyd also provides robust Quality Assurance (QA) services, offering both manual and automated testing capabilities. Leveraging Zoho Sprints for structured project and test management, the team ensures efficient test planning, defect tracking, performance validation, and continuous quality enhancement.

To date, Infobyd has successfully delivered 1,750+ projects across diverse industries such as Healthcare, Manufacturing, Education, Solar Energy, Fleet Management, Trading, Information Technology, Print & Publication, Multimedia Advertising, and Financial Services. This broad industry expertise, combined with deep knowledge of the Zoho ecosystem, empowers Infobyd to deliver scalable, reliable, and future-ready solutions that drive measurable impact and long-term success for modern enterprises.



HR Management System for Divergent

Divergent Software Labs, an IT solutions company focused on digital product development and engineering services, sought to streamline and automate their HR and payroll operations. With a growing team and diverse attendance, leave, and compensation structures, the organization required a unified platform to improve accuracy, compliance, and employee experience. Infobyd Software Solutions partnered with Divergent to implement a customized Zoho People and Zoho Payroll ecosystem tailored to their internal policies and workflows.

Case Study



Project Overview

The objective of the project was to deploy Zoho People and Zoho Payroll as a fully integrated HR management system covering attendance, leave policies, payroll processing, statutory compliance, and employee self-service. Infobyd undertook end-to-end responsibility—requirement gathering, configuration, data migration, integration, testing, and training.



Key Takeaways

- Successful implementation of Zoho People + Zoho Payroll delivering a complete HRMS solution.
- Automated leave, attendance, payroll, reimbursement, and compliance workflows.
- Improved accuracy, reduced manual work, and enhanced employee transparency.
- A scalable setup capable of supporting rapid team growth.



Problem Statement

Divergent Software Labs faced challenges with manual HR processes, inconsistent attendance tracking, and repetitive payroll calculations. Key issues included:

- Lack of centralized data for employee attendance and leave.
- Manual payroll preparation leading to delays and risk of errors.
- Difficulty maintaining compliance with PF, ESI, PT, and TDS regulations.
- Limited visibility for employees regarding leave balances, payslips, and personal data.

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The leadership aimed to transition to a cloud-based, automated HRMS to support operational efficiency and employee satisfaction.



Key Challenges

During the assessment, Infobyd identified the following challenges:

- Variations in leave entitlements across probation, full-time, and different categories of employees.
- Complex attendance buffer rules, late policies, and compensatory leave requirements.
- Statutory compliance requirements involving PF, ESI, PT, and TDS calculations.
- Salary components needing customization for allowances, deductions, and role-based structures.
- Need for synchronized data between Zoho People attendance and Zoho Payroll calculations.



Proposed Solution

Infobyd Software Solutions designed a unified solution leveraging Zoho People and Zoho Payroll with:

- **Custom-configured leave policies** (Casual Leave, Sick Leave, Earned Leave, Bereavement Leave, Probation-based policies).
- **Attendance & shift rules**, including grace period, late mark rules, and integration with Zoho People's attendance module.
- **Role-based salary structures** mapped to Divergent's compensation models.

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- **Automated payroll processing** with allowances, deductions, statutory contributions, loan/advance management, and reimbursement workflows.
- **Employee Self-Service (ESS) portal** for leave requests, attendance regularization, payslips, personal updates, and tax declarations.
- **Statutory compliance automation** for PF, ESI, PT, TDS, and other labor requirements.



Implementation

Infobyd executed the project in structured phases:

Phase 1: Requirement Gathering & Analysis

- Detailed study of Divergent's internal HR policies, leave rules, working hours, salary structures, and payroll cycles.
- Mapping of statutory compliance requirements such as PF, ESI, PT, and TDS.

Phase 2: Configuration of Zoho People

- Setup of working hours, attendance rules, buffer time, leave categories, eligibility, accruals, clubbing, carry-forward and encashment policies.
- Created approval workflows for attendance and leave, including escalation rules and automated notifications.

Phase 3: Configuration of Zoho Payroll

- Defined pay cycles, pay periods, and department-wise salary structures.
- Added salary components including Basic, HRA, Conveyance, Special Allowance, and statutory deductions.
- Set up TDS calculation logic, PF/ESI applicability, and compliance reports.

Phase 4: Integration & Data Migration

- Connected Zoho People attendance with Zoho Payroll for automated salary computation.

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- Migrated employee master data, leave history, and salary information.

Phase 5: Testing & Validation

- Conducted parallel payroll runs to validate calculations.
- Tested leave/attendance sync, workflows, payslip formats, and compliance reports.

Phase 6: Training & Go-Live

- Provided hands-on training to Divergent's HR, Finance, and Management teams.
- Smooth transition to the new system with ongoing post-implementation support.



Results

The implementation led to significant operational improvements for Divergent Software Labs:

- **90% reduction** in manual HR and payroll processing efforts.
- **Improved accuracy** in salary, tax, and compliance calculations.
- **Streamlined workflows** for leave, attendance, and approvals.
- **Faster payroll cycles**, enabling salaries to be processed and disbursed on time.
- **Enhanced employee experience** through the ESS portal for transparency and convenience.
- A scalable system capable of supporting future growth and HR automation expansions.

Client Testimonial

Divergent

Lakhan Patel

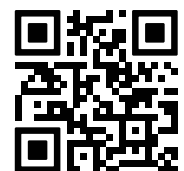
Director | Divergent

About ZOHO and INFOBYD

"Zoho products are highly intuitive and user-friendly. In addition, our local vendor has consistently provided exceptional support, responding promptly and addressing our requests with efficiency and care."



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