

# Implementation of **SBL ERP** in the **National Institute of Speech & Hearing (NISH)**

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**CASE STUDY**

## Abstract

The National Institute of Speech & Hearing (NISH), was looking for an ERP solution that will handle the day-to-day administrative & financial activities of NISH. SBL worked closely with NISH staff to develop a comprehensive solution that could streamline their operations.

## Customer

The NISH is a comprehensive multi-purpose institute focused on identifying, intervening, rehabilitating, and educating people with disabilities. NISH has made significant contributions to improving the quality of life of individuals with communication disorders since its inception in 1997, and it has taken a pioneering role in launching various programs throughout the state to help the disabled population. NISH offers an inclusive campus with students and staff with a wide range of abilities.

## Challenges

- There was no clarity on the recruitment status in the existing system
- The payroll processing was always delayed due to the operational complexities
- Tracking of admin assets was near-to-impossible

## Reform Areas

Our team did an extensive requirement analysis and suggested customized solution that would help them manage all the activities through a single interface. We developed a comprehensive ERP comprising of Accounts Management, HR Management, and Administration-Procurement-Asset Management. SBL handled the entire process from design, and development to training, and rollout to production. Using Iterative Object Oriented Analysis and Design we implemented the solution in 9 months.



## Benefits

- Transparent and streamlined recruitment process with pre-recruitment, recruitment & post-recruitment process.
- Ensured scheduling and achieving regular training to all employees.
- Multi-level performance appraisal system.
- Improved employee satisfaction measured through system based surveys.
- Timely & transparent recruitment.
- Quicker payroll calculations and self-served portal for payslips including PF & taxes
- Any accurate time whereabouts of Admin Assets
- Easy finance management of employees including expenses & reimbursements, loans & repayments, etc.

**The client was impressed with our service and gave us a Completion Certificate. They also approached us for mobile projects during COVID-19 pandemic.**



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