



From Vision to Reality: Pyramid Wilmar Revolutionizes HR Operations Across Sri Lanka

A Strategic Digital Transformation Success



Client Profile

Client: Pyramid Wilmar (Private) Limited

Industry: Food Manufacturing

Employee Count: 670

Solution: PeoplesHR Human Resource Information System (HRIS)

In the dynamic world of Food Manufacturing, staying ahead means embracing innovation at every level. Pyramid Wilmar, a forward-thinking Food Manufacturing leader in Sri Lanka, recognized this imperative and embarked on an ambitious digital transformation journey that would fundamentally reshape how they manage their most valuable asset their people.

This is the story of how a visionary company transformed fragmented HR operations into a unified, intelligent system that empowers over 670 employees across sales teams, office staff, and manufacturing facilities throughout Sri Lanka.

The Strategic Imperative: Embracing Tomorrow's Workforce Today

As a rapidly growing organization in the competitive Food Manufacturing landscape, Pyramid Wilmar faced the exciting challenge of scaling their operations while maintaining operational excellence. Their diverse workforce spanning geographically dispersed sales representatives, dynamic office teams, and skilled plant workers demanded a modern approach to human resource management.

The leadership team identified several strategic opportunities for enhancement:

Operational Excellence Through Integration

Pyramid Wilmar operated with a diversified approach to payroll management, with executive-level compensation managed through external partnerships, while plant operations and other divisions utilized different specialized systems. While this approach served their immediate needs, the leadership recognized the potential for greater efficiency through consolidation.

Empowering a Mobile-First Workforce

With sales teams covering the entire island of Sri Lanka, Pyramid Wilmar envisioned providing their field employees with 24/7 access to HR services through mobile technology moving beyond traditional office-hour limitations to truly serve their distributed workforce.

Digitizing for the Next Generation

Understanding that their workforce increasingly valued digital-first experiences, Pyramid Wilmar sought to transition from paper-based processes to streamlined digital workflows that would resonate with their tech-savvy employees.

Building Transparency and Trust

Pyramid Wilmar's leadership championed a culture of transparency, seeking to provide employees with real-time access to their personal HR data, fostering trust and engagement across all levels of the organization.

Strategic Workforce Intelligence

As a growing organization, Pyramid Wilmar recognized the need for comprehensive workforce analytics, enabling precise tracking of personnel deployment across manufacturing units and sales territories for better strategic planning.

The company's commitment to embracing a "lean culture" and implementing "model practices" reflected their forward-thinking approach to creating a workplace that would attract and retain top talent in the competitive Food Manufacturing sector.

The Solution: A Partnership Built on Shared Vision

Why PeoplesHR?

After comprehensive market analysis, PeoplesHR emerged as a feasible choice due to their demonstrated strength and growth trajectory within the Food Manufacturing industry. This sector expertise meant understanding the unique challenges and requirements that companies like Pyramid Wilmar face daily.

Implementation Approach

The transformation began with the formation of dedicated project teams from both organizations. Despite initial learning curves natural in any complex implementation the PeoplesHR team quickly adapted to Pyramid Wilmar's unique business patterns and requirements, demonstrating the agility and responsiveness that would characterize the entire project.

Data Migration and System Setup

The implementation involved complex data migration and cleansing processes, transforming years of historical information into a unified, intelligent system. The project teams worked meticulously to ensure data integrity further in line with the required Personal Data Protection privacy laws of Sri Lanka, while establishing clear organizational structures, including main and sub-cost centre's that reflected Pyramid Wilmar's operational reality.

Seamless Payroll Unification

One of the project's most significant achievements was successfully consolidating the entire payroll ecosystem under one comprehensive platform. This integration brought together previously disparate systems, creating a single source of truth for all compensation-related processes.

Advanced Automation Capabilities

The new system introduced sophisticated automation features, including auto generated reports for finance submissions and streamlined bank processing for salary distributions. A pivotal milestone was achieved when the first bulk salary upload for 670 employees processed flawlessly a testament to the meticulous planning and execution by both project teams.

Expert Consultation and Support

Throughout the implementation, PeoplesHR provided exceptional support, with their teams working around the clock to ensure success. Specialized expertise, including tax consultation services, provided Pyramid Wilmar with clear, simplified guidance on complex payroll taxation matters, instilling confidence in the new processes.

Employee Self-Service Features

The transformation introduced cutting-edge employee self-service capabilities:

- **Mobile-First Pay Slips:** Traditional lengthy pay documents were streamlined into concise, mobile-accessible formats, eliminating email distribution needs and enhancing user experience.
- **Interactive Kiosk Solutions:** Strategic placement of kiosk machines in manufacturing facilities empowered plant workers to independently access overtime and leave information, promoting a truly paperless environment.
- **Universal Mobile Platform:** The comprehensive mobile application created a unified "online ecosystem" accessible to all employees field, office, and plant providing genuine self-service capabilities regardless of location or shift timing.

The Results: Positive Changes Across the Organization

The implementation of PeoplesHR has delivered meaningful improvements to Pyramid Wilmar's HR operations:

Improved Payroll Operations

The consolidation of payroll systems has increased efficiency and accuracy. The successful processing of the initial 670 employee salary run provided confidence in the system's reliability.

Strategic Workforce Intelligence

Pyramid Wilmar now possesses comprehensive workforce analytics, providing real time visibility into personnel deployment across manufacturing units (refinery, PMG, laboratory) and sales territories throughout Sri Lanka's provinces. This intelligence enables data-driven strategic planning and resource optimization.



Autonomy & Independence

The digital transformation significantly enhanced organizational productivity. Plant heads, department heads, and supervisors now operate with complete independence in managing their teams' rosters and shifts, eliminating bottlenecks and accelerating decision-making processes.



Trust and Transparency

The introduction of real-time data access has fostered unprecedented trust in HR information, subject to the personal data privacy regulations of the country. Employees now have confidence in data accuracy and privacy, and can access services 24/7, creating a truly transparent organizational culture.



Employee Empowerment

The comprehensive self-service ecosystem provides all employees with round-the-clock access to their HR information through mobile apps and kiosks. This paperless system enables easy access to overtime details, leave balances, and pay information, fundamentally transforming the employee experience.



User Adoption

Despite the magnitude of change, employee adoption has been remarkably smooth. Plant workers actively embrace the kiosk facilities, and the majority of the workforce (approximately 450 employees aged 24-44) have seamlessly integrated the technology into their daily routines. The disciplined use of digital time and attendance systems has become second nature, forming the foundation of the automated payroll system.



Implementation Timeline

Perhaps most impressively, the project achieved 90-95% completion in just three to three-and-a-half months. This accelerated timeline reflects the collaboration between both project teams.



Sustainable Resource Optimization

The transition to digital, paperless processes directly supports Pyramid Wilmar's commitment to lean operations and environmental responsibility, creating lasting positive impact beyond immediate operational benefits.

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This transformation represents more than a technology upgrade it's the realization of our vision for a modern, efficient, and transparent workplace. We set out to create a 'lean culture' that would resonate with our diverse, tech-savvy workforce, and PeoplesHR helped us achieve exactly that. The journey from fragmented systems to our unified platform was indeed a significant undertaking, but the results speak for themselves. Our first bulk salary processing for 670 employees executed flawlessly, providing immediate confidence in our new capabilities. What truly impresses us is how our employees whether in remote sales territories, corporate offices, or manufacturing facilities now have 24/7 access to their HR information through mobile apps and kiosks. This level of empowerment and transparency has transformed our organizational culture. We have precise visibility into our human resources across all operations, from specific manufacturing departments to sales territories throughout Sri Lanka. Completing 90-95% of this implementation in just three and a half months, when similar projects typically take a full year, demonstrates the extraordinary dedication and expertise of both our teams.



Chandima Bambarenda,
Group Head of Human Resources,
Pyramid Wilmar (Private) Limited

A Foundation for Continued Excellence

Pyramid Wilmar's digital HR transformation with PeoplesHR represents more than operational improvement it is a strategic foundation for sustained competitive advantage in the dynamic Food Manufacturing market. By empowering their workforce with modern tools, establishing transparent processes, and creating intelligent workforce analytics, Pyramid Wilmar has positioned itself as a forward-thinking employer of choice.

This success story demonstrates that with the right partnership, clear vision, and committed execution, organizations can achieve transformational results that benefit every stakeholder from individual employees to senior leadership to the organization as a whole.