

CASE STUDY

Tellida Digitalizes **90%** of its HR Operations

How an ISO-certified global BPO company improved workforce visibility and reduced manual administration with PeoplesHR



MEET TELLIDA - WHO ARE THEY?



Industry
BPO



Headcount
100+



Location
Headquarters:
Sri Lanka
Coordination
Office:
United Kingdom

Tellida is a global Business Process Outsourcing company headquartered in Colombo, Sri Lanka with a UK coordination office in Sutton, Surrey. Supporting businesses across the UK, the United States, New Zealand, Australia and other international markets, Tellida delivers specialized services across Conveyancing and Legal Process Outsourcing (LPO), Finance and Accounts Outsourcing, Contact Centre Services, Collections and Debt Recovery, Logistics Support and IT Offshoring that help organizations operate with confidence.

In a business built on trust, accuracy and consistency are essential. Entrusted with sensitive legal and financial information, Tellida upholds high standards of governance through its ISO/IEC 27001:2022 certification and a culture centered on precision and accountability. As an ACCA Approved Gold Status Employer and a CIMA UK Training Partner, Tellida continues to invest in developing a highly skilled workforce while maintaining professional excellence across the organization.

As the business expanded, so did the complexity of managing its people. HR needed to support employees across multiple locations, maintain accurate workforce records and deliver consistent employee experiences without increasing the administrative burden on a lean HR team.

To support its next stage of growth, Tellida chose PeoplesHR to centralize and digitalize its HR operations, creating a stronger foundation for a modern, globally connected workforce.

THE CHALLENGES AND THE DECISION

WHY DID TELLIDA CHOOSE PEOPLESHR?

One Unified HR Platform

Tellida wanted to move away from fragmented HR processes and bring employee records, attendance, leave, recruitment and reporting together in one connected system.

Creating a single source of workforce information reduced administrative complexity while improving consistency across the organization.

Flexible Configuration

Rather than changing its HR processes to suit a new system, Tellida configured PeoplesHR around its own attendance rules, approval workflows and organizational structure.

This allowed the platform to support the business as it operates today while remaining flexible for future changes.

Accessible Across Locations

With employees working across multiple locations, secure access to HR information was essential.

PeoplesHR enabled Tellida to provide employees and managers with consistent access to the same information wherever they worked, helping maintain operational continuity across the organisation.

THE CHALLENGES AND THE DECISION

WHY DID TELLIDA CHOOSE PEOPLESHR?

Reliable Support

Technology was only part of the decision. Tellida also valued having a responsive support team that understood its business and remained available whenever guidance or assistance was needed. This ongoing partnership has helped the organization continue improving its HR operations with confidence.

Ready to Scale

As Tellida continues to grow, its HR platform is ready to grow alongside it. New employees, organizational changes and future expansion can all be supported without adding unnecessary complexity or disrupting existing HR processes.

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Tellida needed a platform that could simplify operations, support its distributed workforce and adapt to the way the business already worked.

PeoplesHR offered the flexibility, scalability and partnership needed to achieve that.

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THE PEOPLESHR IMPACT AND SOLUTIONS

HR, Almost Fully Digitalized

Today, nearly 90% of Tellida's HR operations are managed digitally, replacing manual, paper-based processes with one connected platform. Employee records, attendance, leave, recruitment and reporting are all managed through a single system, giving HR one reliable source of workforce information. Administrative work has been significantly reduced, processes have become more consistent and HR can spend more time supporting employees instead of managing paperwork. For Tellida, digitalization has not simply modernized HR. It has created a stronger operational foundation for a growing global business.

Complete Workforce Visibility

With employees working across different locations and schedules, maintaining accurate workforce visibility is essential. **Tellida now manages attendance, working hours and break times from one central platform, giving HR and managers real-time visibility across the workforce.** Instead of relying on multiple systems or manual updates, decision-makers have access to consistent, accurate workforce information whenever they need it. This has strengthened operational control while making day-to-day workforce management significantly more efficient.

Dynamic Workforce Management

Growth naturally brings constant employee movement. Recruitment, internal transfers, promotions and organizational changes all become part of day-to-day HR operations. **Rather than managing these processes manually, Tellida now manages the entire employee lifecycle through one connected HR platform.** Employee transitions remain consistent, workforce records stay accurate and HR administration continues to support business growth without becoming increasingly complex.

THE PEOPLESHR IMPACT AND SOLUTIONS

One Partner for Software and Attendance Hardware

Instead of managing multiple vendors, Tellida chose an integrated solution that combines both HR software and attendance hardware. Attendance information is captured directly through PeoplesHR devices and flows seamlessly into the HR platform, improving data accuracy while simplifying implementation and ongoing support. Working with a single technology partner has reduced operational complexity and allowed the HR team to focus on people rather than systems.

A Two-Person HR Team Supporting a Global Workforce

Perhaps the clearest demonstration of Tellida's transformation is the efficiency of its HR function. Today, a team of just two HR professionals manages the HR operations of Tellida's global workforce of more than 100 employees. By automating routine administration and centralizing workforce information, Tellida has been able to keep its HR team lean while maintaining high standards of employee support, governance and operational excellence. Rather than expanding administrative headcount, the HR team can focus on initiatives that contribute directly to employee experience and business performance.

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**Scalable. Digital. Simple.
Built for the way we work.**

Those four words capture our experience well. PeoplesHR has helped us simplify HR operations, digitalize the way we work and scale alongside the business. Having a responsive team that understands our business and is always there when we need them has made PeoplesHR feel like a true long-term partner.

Pulini Senadheera
Head of Human Resources
Tellida Pvt. Ltd

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TELLIDA'S HR TRANSFORMATION AT A GLANCE



90%
digitalization
of HR Operations
on 1 unified
platform!



2
person
HR team
running it all!



[Click Here](#)

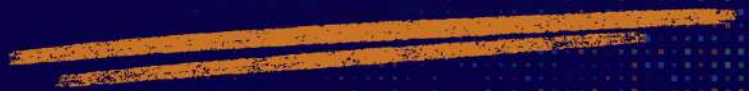


Hear Tellida's Story

Today, Tellida operates with a modern HR function that supports a globally distributed workforce while remaining lean, efficient and ready for future growth.

By centralizing HR operations on PeoplesHR, the company has reduced administrative complexity, strengthened workforce visibility and built an HR foundation that can scale alongside the business.

Tellida didn't grow its HR team to support a growing business.
It transformed the way HR works.



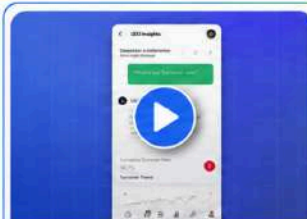
Ready to transform your workforce and write your own story?

Let's explore a few interactive demos at your own pace!

INTERACTIVE PRODUCT DEMOS

Experience how PeoplesHR works for your team

See every module. Explore at your own pace, then talk to our experts when you're ready.

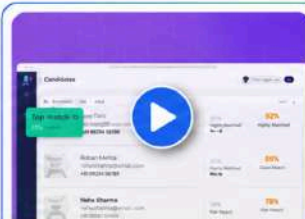


LEXI AI INSIGHTS

Workforce Insights on Mobile

Ask strategic workforce questions by text or voice and receive AI-powered insights directly on your mobile device.

[WATCH DEMO →](#)

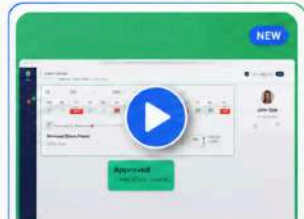


RECRUITMENT

CV Ranking

Experience the candidate application journey first-hand, from discovering a role to submitting a complete application.

[WATCH DEMO →](#)



LEAVE

Manage Leave Applications & Approvals

Request leave, approve pending applications, and review leave analytics all in one streamlined workflow.

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