



**How METROPOLIS**  
streamlined their People PnL using

**CompUp**



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# Introduction

Metropolis Healthcare Limited is one of the leading and renowned Indian diagnostics companies. The Company owns a chain of diagnostic centres across India, South Asia, Africa and the Middle East. Additionally, Metropolis attempts to tailor their approach to an individual patient's healthcare by offering preventive measures that they can take, furthermore also help patients monitor and improve their overall well-being.

**Company** - Metropolis Healthcare

**Website** - <https://www.metropolisindia.com/>

**Industry** - Healthcare

**Employee Size** - 5,500 (Pan-India: 5,300 and Africa [Kenya, Tanzania, Uganda, Ghana and Zambia] – 200)

## Current HR Stack

- Compensation Management: CompUp
- HRMS: Zing HR
- Payroll: Allsec Technologies
- Employee Experience/Surveys: Leena AI



# The Challenge

## How Metropolis Healthcare Overcame Lengthy, Manual Processes with CompUp

Metropolis Healthcare, which is also broadly known as Metropolis Labs, is an Indian multinational chain of diagnostic labs, with its central laboratory in Mumbai, Maharashtra. Metropolis Healthcare has a chain of 190+ clinical laboratories and 4000+ collection centers across 7 countries including India. The healthcare company was founded in 1980. The company went public in April 2019.

Being a leading player in the healthcare sector, they faced significant challenges with their appraisal process.

### Lengthy Excel Based Process

Metropolis previously faced a lengthy and manual appraisal process where close to 60 cuts of Excel Sheets were shared across multiple stakeholders.

This keenly resulted in:

- Time-consuming administrative processes
- Difficulty in auditing and data validation
- Challenges in meeting compliance requirements
- Cumbersome Macros Based Letter Generation Process
- Poor Experience for HR professionals and managers alike



# The Solution

## How CompUp Helped Metropolis Healthcare Streamline Processes for 5,500 Employees Across 6 Regions

By implementing CompUp, Metropolis Healthcare achieved significant improvements in their appraisal processes, providing a more efficient, transparent, and structured approach. Here's how CompUp helped:

### 1. Scalable Platform for 5,500 Employees

- The solution was deployed for 5,300 employees across India and 200 employees in Africa (Kenya, Tanzania, Uganda, Ghana, and Zambia).
- This covered 44 Business Units (BUs) and 20 Functions with custom approval workflows to manage 108 distinct workflows across seven currencies (USD, INR, KES, UGX, TZS, ZMW, GHS) and six geographies (India and five African countries).

### 2. Comprehensive Manager and BU Head Involvement

- The system was designed for 58 Managers and BU Heads, streamlining approvals and reducing the time spent managing appraisals. Each of the 44 Business Units (BUs) had dedicated workflows, enabling highly localised and function-specific management.

The logo consists of three concentric circles in shades of blue and grey, with the text 'The Solution' overlaid. 'The' is in red and 'Solution' is in dark blue.

# The Solution

## 3. Simplified Appraisal Letter Templates

- The previous system had 26 template combinations, which were consolidated into 5 templates, each catering to the organisation's diverse needs.

## 4. Custom Reports for Appraisal Tracking

- A suite of custom reports was designed, providing managers with in-depth data on appraisals. These reports helped in tracking the appraisal status, identifying areas of concern'

## 5. Simulation Grid for What-If Scenarios

- A Simulation Grid was implemented based on six core rules. This enabled the leadership to model "what-if" scenarios and ensure optimal budget allocations.

## 6. Top-Down Budgeting and Approval Workflows

- A Top-Down Budgeting Approach was applied, ensuring close to 108 approval workflows were set up to align with 44 BUs and 20 Functions.



# The Solution

## 7. Salary Bands Based on Region and Function

- Salary Bands were designed based on regions in India (East, West, North, South, Central) and African countries (each treated as a separate region), as well as based on the function (e.g., doctors, administration). This provided both a market and internal positioning view, ensuring competitive salary structures.

## CompUp in Action

Metropolis Healthcare now uses key features of CompUp to transform their appraisal workflow:

- Efficient management of the budgeting process
- Seamless distribution of appraisal letters
- Secure data handling with access controls
- Comprehensive Audit Trail for seamless communication with LT on Compliance



# Results and Impact

## Metropolis Healthcare Boosts Appraisal Efficiency by 50% and Saves INR 2.5 Lakhs Annually with CompUp Implementation


Since implementing CompUp, Metropolis has seen significant improvements, including:

- **Time Saved:** Implementing CompUp reduced the overall appraisal Process time from 40 days to 20 days, which is about 50% of improvement from before.
- **Process Efficiency:** Streamlined the appraisal process from 10+ manual steps to a more efficient workflow which increases efficiency and ease of the process in an entirety.
- **Employee Feedback:** About 90% of employees found that the feedback from CompUp was "very helpful" for their overall development.

### Cost-Benefit Analysis (CBA):

There is reduced time, effort, and potential compliance risks. So, the implementation of CompUp significantly enhanced the efficiency and accuracy of our annual appraisal system. The solution has also yielded a notional cost saving of INR 2.5 lakhs annually, while the dedicated support from the CompUp team ensured a seamless and positive experience throughout the process.

TASK	PRE-COMPUP SITUATION	POST-COMPUP OUTCOME	BENEFITS
Budgeting for Each Business Unit (BU)	Manual processes, multiple data sources	Automated, tailored budgeting	Reduced time, effort, errors
Data Sharing for Multiple Stakeholders	Manual sharing, causing delays	Real-time data sharing capabilities, allowing for quicker collaboration	Enhanced collaboration, quicker decision-making
Applying Increment Grid	Increment grid application required extensive manual input.	Automated increment grid application with customization options.	Significant time savings, reduced risk of human error, faster cycle completion.
Promotions for Budget Distribution	Manually tracked and calculated, leading to inefficiencies.	Automated promotion and budget distribution tracking.	Increased efficiency, reduced errors.
Notional Cost Savings	High administrative costs.	Annual savings of approximately INR 2.5 lakhs.	Substantial cost savings
Real-Time Data Visibility	No real-time data	Real-time data visibility	Faster decision-making, improved task completion
Payroll Processing	Manual data sharing causing delays.	Automated data sharing	Reduced processing time, improved accuracy
Bulk Letter Sharing with Managers	Manual process, lengthy process.	Automated bulk letter sharing.	Time saved in administrative tasks, improved communication



# Meet **Tarun** Head of HR Operations and Automation at **Metropolis**

We spoke with Tarun Gaurr, who is the Head of HR Operations & Automation at Metropolis Healthcare limited, to understand their experience with CompUp.

## What prompted the change

Tarun primarily highlighted the challenges of the previous process wherein he explained that the previous appraisal system they had, heavily relied on manual processes which created long turnaround times as a result of which ensuring data accuracy and compliance became even more difficult. So to the main aspects of what prompted the change -

- Extensive manual work using multiple spreadsheets
- Lengthy turnaround time due to manual data exchange
- Difficulties in ensuring data accuracy and compliance

# Why CompUp?

Tarun outlined several reasons why Metropolis is delighted with CompUp:

- A user-friendly interface that simplified the process for both HR and managers
- An efficient and smooth sales experience that addressed all concerns
- A seamless implementation and onboarding process
- Consistent, high-quality support from the CompUp team

## Testimonial

“

**TARUN GAURR,**  
**Head of HR Operations & Automation,**  
**Metropolis**



*"Implementing CompUp has been a game-changer compared to a standard HRMS. While HRMS systems are typically one-size-fits-all, CompUp provided us with customization options tailored to our unique appraisal process. Tasks that used to take days or even weeks, like budgeting for each BU, sharing data with stakeholders for simulation, and handling promotions for budget distribution, are now completed in minutes. The real-time data and efficient workflows have reduced manual input and errors, significantly boosting productivity and enhancing the overall employee experience."*

## About CompUp

CompUp as a platform is designed to automate, optimise and streamline the HR processes. Furthermore it helps managing compensation and appraisal processes of a company as well. It was founded with a vision of fair pay and more satisfied employees in a company.

CompUp was founded with a clear vision to assist with managing compensation and appraisal processes. It is also a platform that believes that effective HR management would keep the company and its employees more motivated and satisfied.

Discover how CompUp can help your organization achieve similar results. With clients like VFS Global, HCC, Angel One, Navi, Acko Insurance, CRED and Porter, industry leaders trust CompUp to drive efficiency and improve their appraisal processes.

[Book a demo](#)

