

Self-Service HR Portal for Blue-Collar Staff

Customer: One of the largest market leaders in manufacturing, healthcare, oil & gas, construction, and more

CUSTOMER AT A GLANCE

The organization is a well-established, privately held diversified business group with a long-standing presence in the Middle East. Originally founded several decades ago as a small trading enterprise, the company began with a focused vision of building a sustainable and diversified business presence across the region.

Over the years, the organization has undergone significant growth and transformation, evolving from its initial trading activities into a large multi-business group with operations spanning numerous industries and business functions.

Today, the group comprises multiple operating entities and business units, serving a broad range of customers across both commercial and industrial markets.



Industry:
Manufacturing



Firm Size:
10,000+ employees

CHALLENGES

- Leave requests and payslip access for blue-collar staff were handled through Oracle Fusion SCM/HCM, the group's core HR and supply chain platform.
- This workforce predominantly accesses digital tools via mobile phone, and a simple, mobile-friendly way to check a payslip or submit a leave request was needed for this group specifically.
- Staff needing to check a payslip or submit a leave request while away from a desk often relied on a supervisor or HR administrator to action it on their behalf.
- Because requests were sometimes submitted on behalf, there was a risk of details such as leave dates or the reason for a request — being miscommunicated or entered incorrectly, requiring follow-up correction and occasionally multiple duplications.

SOLUTION

- A **dedicated Self-Service HR Portal** was built on Joget which can be used across both desktops and mobile devices thanks to Joget's PWA support, designed specifically around how blue-collar staff actually access information — through their phones, with a simple, direct login.
- From the app, staff can submit leave requests and view or download their payslips directly — covering the two functions this workforce most commonly needed, in a format built for quick, on-the-go use.
- Leave and payslip data remains connected to the underlying HR records, so information shown in the app reflects the same source of truth used elsewhere in the organization, while the interface itself is purpose-built for this group's day-to-day needs.

RESULTS

- ✓ Blue-collar staff are now able to submit leave requests and check payslips both from their mobile devices and desktops, enabling easier submissions and retrieving information on-the-go.
- ✓ The self-service nature of the app has reduced the need for staff to route simple requests like leave submissions through HR administrators manually.
- ✓ Staff have direct, on-demand access to their own payslip and leave information, without depending on someone else to retrieve or action it for them.
- ✓ As a result, this has led to improved efficiency and fewer errors from the initial on behalf submissions — such as incorrect leave dates or details, considering staff can now enter their own requests directly, reducing the follow-up corrections that were previously needed.



100%
Easier leave
submissions



Self-service
workflows reducing
manual work



100%
Improved efficiency
with fewer errors