



People365[®]
HCM

MALIKS



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SUCCESS STORY

“With People365's Time & Workforce Management Module, we've turned complexity into simplicity, automating critical HR tasks to optimize attendance, scheduling, and compliance. The power of real-time data combined with streamlined processes allows us to make informed decisions faster, ensuring greater operational efficiency and enabling us to invest more time into strategic initiatives that drive organizational success.”

Tania Khaddaj, Human Resources Manager | Malik's

CUSTOMER

The logo for MALIKS is displayed in a bold, red, sans-serif font. The letters are spaced out, with the 'M' being significantly larger than the other letters. The 'S' at the end has a unique, curved tail.

Malik's was founded in 1988 and has grown into a leading chain in Lebanon, specializing in books, office supplies, and copy services, with 45 branches, three large warehouses, and a centralized management office. The company operates across 13 departments, including Sales, Purchasing, Marketing, HR, and more. Malik's is also the number one academic and general bookshop in Lebanon, offering over 80,000 titles both in-store and on their e-commerce platform.

PEOPLE365

Being a leading HCM provider in the Middle East, Africa, and Eastern Europe, with over 34 years of experience, People365 is a comprehensive solution that combines Time and Workforce Management, Scheduling, Payroll, Human Resources, and Mobility modules, designed to smoothly integrate key aspects of business operations. Having more than 1,200 references coming from leading companies across verticals, People365 is compliant with more than 82 countries' rules and regulations. The system helps companies manage the complete work cycle, from headhunting human talents all the way to retirement. People365 operates both regionally and globally, covering the EMEA region through offices in UAE, KSA, Egypt and Lebanon.

BUSINESS NEEDS

The need to replace Malik's legacy system became a necessity as it lacked the ability to streamline essential HR processes. With a workforce of 480 employees, Malik's struggled to track attendance, manage schedules, and handle leave requests. Additionally, they recognized the need to automate HR operations to reduce manual tasks, improve accuracy, and ensure compliance. These business needs underscored the urgency of adopting a more advanced solution to effectively manage their workforce distributed over 45 branches and enhance overall operational efficiency.

CHALLENGE

When selecting a new HR solution, Malik's faced several challenges related to seamless integration with existing systems and accurate data migration. Customization to address their unique workforce needs in the retail industry was also essential. Moreover, a key requirement was the need for a responsive and professional support team to ensure smooth operations. Scalability was another key factor, as they needed a solution that could grow alongside their business.

SOLUTION

Recognizing the need for a more reliable and efficient workforce management approach, Malik's implemented People365's Time & Workforce Management module. The system's flexibility allowed for seamless policy enforcement while automating key processes to eliminate errors and administrative burdens. Attendance tracking became more accurate and accessible, with advanced reporting tools enabling faster data retrieval. The automated leave management feature significantly enhanced efficiency, allowing employees to quickly submit their leave requests, while managers could effortlessly approve or reject them with just a click. This replaced the previously demanding process, saving valuable time for both staff and management. With People365, Malik's now operates with a more structured, time-efficient, and error-free system.

BENEFITS

People365's Time & Workforce Management Module has empowered Malik's with key advantages, including:

1. Streamlined time tracking and attendance management
2. Reduced manual workload and administrative errors
3. Implemented company policies consistently and automatically
4. Optimized employee scheduling and shift management
5. Simplified leave requests and approvals
6. Enhanced reporting capabilities for actionable insights
7. Secured adherence to compliance standards

"Implementing People365's Time & Workforce Management Module has been a game-changer for us. The system has streamlined our HR processes, and the expertise and quick response from People365's team have been invaluable, ensuring a seamless implementation. We're excited about the future and look forward to expanding our HR capabilities by adopting more People365 modules to drive continued improvement."

Tania Khaddaj, Human Resources Manager | Malik's