

Bintai Kindenko

Leading engineering firm overhauls HR practices to meet best-practice standards, in line with the rest of the business

Unit4 Prosoft HRMS delivers agility, productivity gains, business insight and company satisfaction to Bintai Kindenko

The situation

Bintai Kindenko Pte Ltd was established as a joint venture between Kinden Corporation and Bintai of Singapore in 1973. With 40 years of experience in the Mechanical and Electrical engineering field, Bintai has established a reputation for quality and reliability. Since then, it has undertaken and completed many major and prestigious projects, including Downtown Line Stage 3, Suntec City A&A and Resorts World Sentosa (RWS) in Singapore and within the region.

Headquartered in Singapore, the company has expanded its operations regionally, incorporating eight subsidiaries operating throughout Southeast Asia and China. Its regional and associate offices are located in Vietnam (Hanoi and Ho Chi Minh), China (Beijing and Shanghai), Indonesia and Myanmar.

Today, Bintai maintains a skilled and responsible workforce of over 260, with a flexible approach, and is able to mobilize at short notice to support projects in any location. Within the organization, there is a unique blend of skills ranging from project management, design and planning to logistics, supervision, commissioning and maintenance. The company remains ambitious and continues to establish a presence throughout Asia as the leading specialist engineering company. It has been awarded many accolades over the years for best practices, including the Promising Singapore 1000 Corporation by DP Information Group in 2013. President and CEO, Mr Chua Swee Ann, was awarded an Outstanding Entrepreneur Award in 2011.

The need

Bintai Kindenko's ambitions for growth have seen staff headcount doubled over the past two years. As a labour-intensive business with a distributed workforce, Bintai Kindenko faced a significant HR challenge. This combined with an insistence on the highest quality of its practices created a clear need for a new human resources (HR) solution.

Due to the limitations of its old HR system, many HR processes continue to be manual and tedious. This created a strong need and requirements to capture employee records in a single integrated system and to manage employee needs more efficiently, while serving the needs of the business.

Without this information being captured centrally, the company was not operating as efficiently as it could and was opening itself up to risks. This is in addition to spending unnecessary hours updating documents manually and correcting mistakes.

Paper forms and separate spreadsheets were being used for recording employee information and it was costing the company a lot of money through lost productivity and error, aside from making the HR department's life very difficult. The business' fast growth, and need to respond quickly and repurpose staff to meet project commitments exacerbated the problem. It was clear that a modern, integrated HR system was needed to automate and secure processes, to improve efficiency and best practice in line with the rest of the business and to generate reports for analysis and decision-making.

The solution

Unit4's Prosoft HRMS is an established product with strong references and a foothold in the sector. Through benchmarking against other systems, including IQ Dynamics and Paymaster, the project team quickly decided its comprehensive, flexible functionality and modern design would meet their needs.

Prosoft HRMS brings together an integrated suite of HR software solutions that are flexible and easy to use. Bintai Kindenko has streamlined its HR processes with core modules including Personnel, Leave, Payroll, Claim, Attendance, Training and Appraisal to maximize organizational efficiency. Prosoft HRMS consists of administrator modules that serve as a main point of control for all employee data, from creating and editing an employee record, to processing payroll and giving leave entitlement. The employee self-service modules empower employees to quickly and easily apply for leave, claim expenses, update their details and view payslips online in an easy-to-use format.

The benefits

The new system automates all HR processes across the group, ensuring best practice, better systems for employees and significant time savings. It now supports HR practices such as workforce planning and mobilization, salary budget, time and attendance tracking, benefit administration such as leave and performance review. Importantly, the company can more easily repurpose resources to meet project commitments as contracts are won or requirements change.

“The new, integrated system helps our HR team with analysis and reporting by giving them easy access to reliable, consistent data. This eliminates manual labour and the errors that can be associated with paper-based tracking, freeing time to focus on more strategic people-management initiatives.”

Merina Chua, deputy senior manager of Bintai Kindenko

The implementation of Prosoft HRMS has meant that more focus can be put into improving organisational intelligence and processes. Management reports are easy to generate and analyse to support decision-making. There is better utilization of budgets, better control of training processes and employee performance processes. The entire organization has become more aware of its skillset and competencies, and is better managing recruitment, leave, time management and employee development processes. The integration of time clocks with the payroll system means staff are fairly and accurately compensated, without the need to complete manual timesheets.

Bintai Kindenko reports both tangible and intangible benefits not limited to time and cost savings as well as increased employee productivity and satisfaction.

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