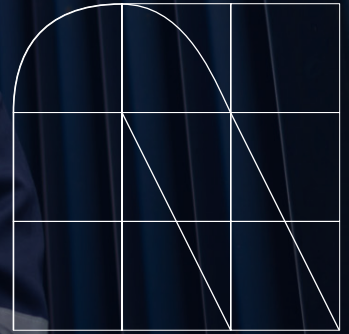


Transforming HR services and boosting productivity for Yamato Indonesia Forwarding



**PT. YAMATO
INDONESIA
FORWARDING**

Client profile

PT. Yamato Indonesia Forwarding (YIF), part of Japan's Yamato Group, has provided customized forwarding solutions in Indonesia since 2017. YIF delivers high-quality logistics services while striving to become one of Indonesia's most trusted one-stop logistics providers, operating alongside PT. Yamato Indonesia.

Yamato Indonesia Forwarding (YIF) needed to digitalize manual HR processes to support business growth and maintain accurate records. NTT DATA implemented HRZERO, a specialized HR solution designed for Indonesia, which automates tasks such as attendance tracking, leave management and payroll processing. This transformation improved operational efficiency by 60%, improved data accuracy and ensured the company stayed compliant with regulations.

“

We selected NTT DATA as our application services provider because of their strong local presence and outstanding support.”

Anissa Indiwara, HR & Corporate Management Manager,
Yamato Indonesia Forwarding

>4

weeks to
implementation

60%

improvement in
HR efficiency

50%

reduction in payroll
consultants

Business need

Managing daily HR processes for business resiliency

YIF's HR department handled employment administration and payroll manually for two different locations with varying work schedules. With increasing client transactions and employee mobility, these spreadsheet-based processes became difficult to manage and prone to errors.

The logistics company needed a solution that could efficiently handle attendance tracking, leave management, medical claims, business trips, shift scheduling and payroll calculations.

To achieve its goal of becoming one of Indonesia's leading logistics companies, YIF to transform its HR operations with resilient, secure solutions that would increase efficiency, ensure data transparency and comply with regulations. Like many Japanese companies in Indonesia, they needed a solution that could meet local regulations while maintaining global standards.

"At Yamato Indonesia Forwarding, we see our employees as dynamic assets. We keep our operations lean and efficient while prioritizing the wellbeing of our staff. We needed a people-centric application that boosts employee satisfaction and enhances operational transparency and accuracy," explains Yoichiro Katsu, President and Director, PT. Yamato Indonesia & Yamato Indonesia Forwarding.

Solution

Comprehensive HR solutions with exceptional support

NTT DATA's initial assessment found that most HR processes at YIF were entirely manual, requiring intensive staff hours and increasing the risk of data errors. To solve these issues, NTT DATA implemented HRZERO, a comprehensive HR management solution specifically designed for the Indonesian market.

The implementation was completed in less than four weeks, rapidly digitalizing HR processes and automating workflows for consistent data delivery and accurate payroll and tax calculations. The solution integrates multiple HR functions within a single platform:

- Mobile attendance tracking allows employees to clock in and out from anywhere
- Digital workflows for medical claims, leave requests, overtime applications and business trips

- Flexible work shift setup and adjustments to accommodate various scheduling needs
- Automated payroll processing that ensures compliance with local regulations
- Self-service portals that give employees access to personal information and payslips

Following implementation, NTT DATA provided three months of parallel support, ensuring a smooth transition. HRZERO's standout feature is its dedicated support team that maintains client-specific configurations and historical changes, eliminating the need to repeatedly explain issues when requesting support.

"Since implementing HRZERO in 2021, we've digitalized and automated all aspects of HR services while making our processes more efficient, delivering accurate results and real-time data. Selecting NTT DATA as our partner was crucial — their strong local presence, reliable support and solutions that comply with both local regulations and global standards have been invaluable," says Anissa Indiwara, HR & Corporate Management Manager, Yamato Indonesia Forwarding.

While HRZERO primarily serves multinational companies operating in Indonesia, its customizable modules and exceptional support have made it a compelling option for organizations seeking personalized HR solutions that meet local requirements and global standards.



Our employees are the driving force behind our innovation in logistics, helping us meet the ever-changing market demands. We needed a people-centric application to match this."

Yoichiro Katsu, President Director, PT. Yamato Indonesia & Yamato Indonesia Forwarding

Outcomes

HR services transformation delivers significant business benefits

Implementing HRZERO has completely transformed YIF's HR operations.

Automation and digitalization

Processes that were previously managed in Microsoft Excel are now handled through mobile apps and automatically recorded in the system. This has eliminated paper-based workflows and reduced the administrative burden on the HR team, improving overall HR efficiency by approximately 60%.

Enhanced data accuracy

The digital solution significantly improved data quality through integrated validation where both HR staff and employees can verify information. This has virtually eliminated errors from manual recording while speeding up submission and approval processes.

Cost optimization

YIF has halved their reliance on external consultants. The remaining consultant now focuses solely on tax submission rather than calculations, generating significant operational cost savings.

Improved monitoring and decision-making

Management now has access to real-time HR data, enabling faster and more informed decision-making. Eliminating manual data interruptions ensures consistent information flow, supporting proactive management of workforce resources.

Streamlined operations across entities

HRZERO seamlessly manages HR processes for both YIF (64 employees) and PT. Yamato Indonesia (an additional four employees), creating a unified system despite different locations and work arrangements.

Ongoing support

NTT DATA's continued support ensures YIF can adapt the system as their needs evolve. The personalized service — where support staff understand YIF's specific configurations and historical changes — has been crucial to maximizing the platform's value. This allows YIF to focus on its core business as a logistics provider rather than dealing with HR administrative challenges.

Visit nttdata.com to learn more.

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