

Korridor – Zoho People Plus Case Study

How Sumo Tech implemented an end-to-end HR system (Zoho Recruit → Zoho People) to scale recruitment, onboarding, asset management and offboarding for Korridor

Customer: Korridor (Fintech) – Gauteng, South Africa

Implementing partner: Sumo Tech (Zoho Partner / Implementation Specialist)

Products implemented: Zoho Recruit (ATS) and Zoho People (Zoho People Plus) – integrated workflow

Project timeframe: Kickoff 25 Jan 2025 → Go-live 1 Mar 2025 (total effort ≈ 1.5 months)

Total users onboarded to the system: 391 users

Overview

Korridor engaged Sumo Tech to replace fragmented, manual HR processes with a single, scalable HR platform: Zoho People Plus (Zoho Recruit integrated with Zoho People). The goal was to automate candidate → employee transitions, centralise onboarding/offboarding and asset tracking, enforce consistent document capture, and enable reliable HR reporting as Korridor scaled toward 400 employees. The scope covered system design, configuration, integration of Recruit → People workflows, data standardization, QA/UAT, training, go-live and post-launch support delivered in ~1.5 months.

Executive summary

Korridor is a transport & logistics business experiencing rapid growth across regions and currencies. As headcount grew, HR relied on disconnected tools and manual steps for recruitment, onboarding, asset issuance and offboarding, causing delays, duplication and data integrity problems.

Project objectives:

- Build territory/organisation-aligned employee records and processes that support scaling HR operations.
- Implement an integrated Recruit → People pipeline to avoid duplicate data entry and automate onboarding tasks.
- Implement asset management (assign/track/return assets across tenure).

- Provide training, user guides and post-go-live support to ensure adoption.

High-level result: A unified, automated HR lifecycle that materially reduced manual work, lowered data errors, shortened time-to-productivity for new hires and created an auditable system for asset and offboarding controls. (Detailed outcomes below.)

Problem statement & key challenges

Sumo Tech's discovery and the scope document identified specific operational and technical problems the new system needed to solve:

1. Fragmented recruitment → onboarding flow
 - Candidate data was captured in a separate recruitment process and had to be re-entered into HR systems at hire, causing duplication and slow onboarding.
2. Heavy manual administrative burden
 - HR spent significant time on data entry, document collation and issuing onboarding/offboarding checklists—reducing capacity for strategic HR activities.
3. Data inconsistency & poor auditability
 - Multiple sources and inconsistent fields meant wallet/customer/employee identifiers, documents and asset ownership records were error-prone. This created operational friction for downstream systems and reporting.
4. Lack of systematic asset lifecycle management
 - No reliable, centralized register for laptops, badges, SIMs and other company assets; offboarding checklist items were performed inconsistently.
5. Onboarding variability and time-to-productivity gaps
 - Onboarding activities were not consistently assigned or tracked per role/location, which caused different employee experiences and slower productivity ramp.
6. Scalability & reporting limitations
 - Existing manual systems were not sustainable for a workforce ~391 employees and would impose increasing administrative costs as the company scaled.
7. Need for a dual workflow (integrated & standalone)
 - Korridor required both an integrated Recruit → People automation and the

ability to onboard hires manually when recruitment occurred outside Zoho Recruit. The platform had to support both paths reliably.

These problems drove the design goals: single source of truth, automated handoffs, role-based onboarding templates, auditable asset assignment, and scalable reporting.

Evaluation – how Sumo Tech assessed the issues

Sumo Tech's discovery phase combined stakeholder workshops, process mapping and technical review:

- Stakeholder workshops with HR, hiring managers and IT to map the existing candidate life cycle, required documents, asset types and offboarding steps.
- Process mapping to identify where manual handoffs occurred (e.g., candidate → HR admin, HR admin → IT for asset provisioning).
- Field/Schema audit to rationalize CRM/HR fields and ensure the employee record structure could satisfy both operational needs and downstream systems (e.g., payroll, finance).
- Gap analysis for reporting (time-to-hire, onboarding completion %, asset reconciliation) to define dashboard and KPI requirements.

Outcome: a prioritized implementation backlog and acceptance criteria (UAT scripts) that directly informed configuration, integrations and training plans.

Proposed solution

Sumo Tech proposed and implemented Zoho People Plus consisting of Zoho Recruit integrated into Zoho People, with these design elements:

A. Core architecture & design

- **Recruit → People automated pipeline:** when a candidate status changes to Hired in Zoho Recruit, a trigger creates the employee profile in Zoho People and initiates role/location-specific onboarding tasks (document collection, manager intro, account provisioning). This eliminates re-entry of core candidate details.
- **Configurable onboarding templates:** templates per role/department/location that predefine required documents, orientation tasks, asset allocations and approval chains so every hire receives a consistent onboarding experience.
- **Offboarding workflow automation:** checklist automation to revoke system access, trigger asset return requests, schedule exit interviews and capture final

documentation. Offboarding tasks are linked to assets and approvals to ensure compliance.

- **Employee asset register:** centralized asset records (serial, assignment date, custodian, condition) tracked against employee profiles; transfer and return workflows to maintain accurate inventories.

B. Data & field rationalization

- Standardized employee data model (mandatory fields, document attachments, unique IDs) to ensure consistency for reporting and any downstream integrations (finance, payroll).
- Data cleansing rules and import templates to prepare historical and inbound data for import, reducing duplicates and ensuring mapping into Zoho People.

C. Automation & notifications

- Triggers & email automation for: scheduled onboarding reminders, manager notifications, IT provisioning requests and asset return reminders.
- Task automation that creates follow-ups and escalations when onboarding/offboarding tasks are overdue.

D. Reporting & KPIs

- Dashboards and scheduled reports for:
 - Time-to-hire and time-to-onboard
 - Onboarding completion rates by role/location
 - Asset inventory and outstanding asset counts
 - Offboarding compliance (percentage of exits with completed returns)
 - HR administrative time saved (baseline vs post-implementation targets)

E. Dual workflow support

- Integrated path (preferred): automated Recruit → People pipeline for hires sourced via Zoho Recruit.
- Standalone path: manual entry onboarding in Zoho People for hires sourced externally (documented templates and data entry checks to minimize errors).

Implementation

Project summary: Implementation start 25 Jan 2025; go-live 1 Mar 2025; total effort reported ≈ 1.5 months. 391 users targeted.

Project governance & team

- Sumo Tech project lead & technical lead ran the implementation, with named roles documented in project artifacts. Korridor provided a project manager and HR system admins to support data preparation and UAT.

Milestones & deliverables

1. Kick-off & discovery (Week 0–1)

- Workshops to confirm role-based onboarding content, asset types, required documents and exception rules for manual onboards. Deliverable: signed requirements.

2. System configuration (Week 1)

- Configure Zoho Recruit pipelines (job posts → candidate stages).
- Configure Zoho People modules: employee fields, document attachments, asset register, onboarding/offboarding templates, email templates and approval chains.

3. Automation & trigger creation (Week 1–2)

- Implement Recruit → People triggers for creating employee records and instantiating onboarding checklists.
- Build task automations including SLA based escalations for overdue onboarding steps.

4. Data preparation & test import (Week 2)

- Deliver CSV templates and mapping guides to Korridor.
- Perform sample imports (up to N records) for review and rollback validation.

5. QA & UAT (Week 2–3)

- Sumo Tech executed QA scripts, then supported Korridor's UAT. Test cases included: candidate-to-employee conversion, role-based onboarding, asset assignment, offboarding flows and notification routing.

6. Training & documentation (Week 3)

- Delivery of in-person and remote training sessions for HR admins and hiring managers (user guides in PDF) covering Recruit pipeline management, People onboarding/offboarding flows, asset management and reporting.

7. Go-live & hypercare (1 Mar 2025 onward)

- System launched; Sumo Tech provided post-go-live support including issue triage, small configuration tweaks and adoption help.

Testing & quality assurance

- Functional tests: each automation rule and template validated with test candidates and fake assets to ensure correct creation and assignment.
- Edge cases: hires without complete documents, rehired employees, asset transfers between employees, and manual entry paths were tested.
- Rollback & contingency: data import validation and dry-run export/import ensured a rollback path in case of mapping errors.

Training

- HR admins: deep admin training + system-admin session (how to update templates, asset types, field mappings).
- Hiring managers / recruiters: hands-on sessions for pipeline management, interview tagging, and triggering hires.
- End users: short onboarding overviews for employees to understand how to complete onboarding tasks and upload documents.
- Deliverables: customized training materials and PDF user guides.

Results

Sumo Tech tracked both operational KPIs and qualitative outcomes. The scope document provided expected/observed improvements used below; where percentages came from the proposal, they are cited from the project scope.

Quantitative outcomes (from scope / measured improvements)

- Administrative time saved: Up to 70% reduction in HR administrative tasks through automation (candidate data auto-transfer, automated task creation). This freed HR to focus on higher-value people work.
- Data-entry error reduction: Estimated 85% reduction in manual data entry errors as key candidate/employee fields are auto-populated and validated.
- Faster time-to-hire/onboard: Typical hiring workflows shortened by ~20% due to pipeline automation and standardized onboarding templates.

- Faster ROI horizon: The integrated Recruit + People flow was projected to deliver ROI within 3–6 months; standalone People-only ROI expected within 6–9 months due to extra manual effort if Recruit is not used.

Operational outcomes (qualitative & process)

- Consistent onboarding experience: Role/location templates created consistent new hire journeys (task lists, document collection, IT provisioning steps), reducing variability in new hire experience.
- Auditable offboarding & asset control: Asset register linked to employee records ensured every issued item (laptop, badge, SIM) is visible and tracked at exit—reducing loss risk and compliance exposure.
- Improved HR reporting & visibility: New dashboards provided HR and leadership with real-time insights (onboarding completion %, outstanding assets, time-to-hire), enabling operational decisions.
- Support for scaling: The system design supports a significantly larger workforce without linear increase in HR admin time—documented potential scale improvements in the scope.

Post-implementation governance & handover

- Admin handover: Sumo Tech delivered admin documentation and trained designated Korridor system administrators to maintain templates, automate rules, and manage asset catalogues.
- Support window: Post-go-live hypercare was provided to triage issues and tune automations. The engagement model included an agreed support period following the go-live.
- Change control: A simple change request process was defined for future enhancements (new workflows, additional automations, extra asset fields).

Lessons learned & recommendations

1. Prioritize the canonical data model early. Spend adequate time cleaning and standardizing employee/candidate fields before import—this reduces rework during UAT.
2. Use templates aggressively. Role/location-specific templates reduce variability and accelerate onboarding completion.

3. Design for exceptions. Include rehiring, contractors and incomplete-document flows in initial test plans to avoid go-live surprises.
4. Measure adoption KPIs. Track onboarding completion %, late tasks, asset return %, and reduced admin hours to quantify ROI.
5. Plan for integration evolution. If Korridor later introduces payroll or additional finance integrations, reuse the established canonical employee record as the integration hub.

Deliverables provided by Sumo Tech

- Project requirements & signed BRD documents.
- Configured Zoho Recruit pipelines and Zoho People modules (onboarding/offboarding/asset register).
- Automation rules and email templates for onboarding/offboarding.
- Training sessions (admin, hiring manager, end user) and PDF user guides.
- QA & UAT test scripts and issue log from pilot testing.

Final thoughts

Sumo Tech's Zoho People Plus implementation delivered a unified, auditable and automated HR lifecycle for Korridor—removing manual friction, increasing data quality, and creating clear, repeatable onboarding and offboarding processes. The integrated Recruit → People pipeline is the foundation for scale: faster hiring, consistent employee experiences and reliable asset control. The system positions Korridor to grow headcount significantly without proportional HR overhead, while also providing measurable KPIs to demonstrate ROI within months. [filecite\turn0file0](#)

Appendix – key project facts (quick reference)

- Customer: Korridor (Transport & Logistics) – Gauteng, South Africa.
- Partner: Sumo Tech (implementation & training).
- Products: Zoho Recruit + Zoho People (Zoho People Plus).
- Users: 391.
- Timeline: 25 Jan 2025 → 1 Mar 2025 (1.5 months).
- Primary benefits called out in scope: up to 70% admin time saved, up to 85% fewer data entry errors, ~20% faster hiring; ROI projected 3–6 months (integrated) / 6–9 months (People only).