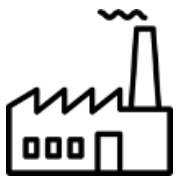


UNITED MOTORS GROUP  
مجموعة المتحدة للسيارات

# United Motors Group – Case Study



## Industry

Automotive



## Employees

1100+



## Provinces of KSA

13



## Since

1986

## About the Company

United Motors Group (UMG) is a prominent car dealership player in the Saudi Arabian automotive industry with a rich history dating back to 1986. Headquartered in Jeddah, UMG is the exclusive Holding Company for the Kia Brand in the 7 Western Provinces of Saudi Arabia and represents the JETOUR Brand nationwide.

In addition to its automotive offerings, UMG operates the Multi Franchise Aftersales Business, including FixAuto (providing Quick Service & Collision repair) and Repair2Care, ensuring comprehensive service coverage across the country. With a customer-centric approach at its core, UMG is dedicated to delivering excellence and forging strong, lasting relationships with clients throughout Saudi Arabia.

## Challenges

With a workforce of over 1,100 employees distributed across 13 provinces of KSA, United Motors Group (UMG) encountered significant challenges in tracking attendance. The shift to remote work following the COVID-19 pandemic made monitoring employee hours increasingly complex. This difficulty led to inaccuracies and inefficiencies in time and attendance management, contributing to rising costs.



UMG was looking for an attendance solution that could offer the following:

- Lean and scalable solution
- System that could raise Work from Home requests
- Flexible and configurable approval hierarchy as per UMG attendance policies
- Efficient and accurate Overtime management solution
- Accurate LOP (LOSS OF PAY) Tracking
- Notifications to manager when a shift is not assigned
- Easy integration with existing biometric infrastructure



## Solution

The 360TNA team understood UMG requirements and implemented the solution adhering to requirements and budget, ensuring a smooth transition for around 1,100 employees across 13 provinces in Saudi Arabia.

- Worked closely with UMG team to understand the gaps in their current process and provided out of the box solution
- Provided a separate Work from Home module which allowed employees to raise WFH requests. Managers could approve and reject as per company policies.
- A new shift upload module was made available. Managers or HR can now upload the employee roster in a weekly format. An approval workflow has also been included for the shift uploads.
- Separate HR reports were created as per HR's requests (Attendance/LOP/OT)
- Unassigned Shift roster notification was created to notify the manager if a team is not assigned with any shift.
- Simplified shift upload process for Managers and HR

## Impact

360TNA significantly improved United Motors Group's operations. The system facilitated seamless remote work management with a dedicated module for Work from Home requests, enabled efficient approval processes with dynamic approvers, and provided monthly overtime plans and customized HR reports for Attendance, Loss of Pay, and Overtime. It also enhanced shift management by notifying managers of unassigned shifts and simplified integration with existing devices and shift upload processes. Overall, 360TNA resolved attendance tracking challenges, leading to more accurate time management, cost reduction, and increased trust among employees and clients.