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RESEARCH

ZOHO ONE DELIVERS VALUE TO RAHI SYSTEMS

ANALYST

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THE BOTTOM LINE

Rahi Systems is a global IT vendor that deployed Zoho's Human Resources (HR) solution Zoho People, to replace costly legacy products that were inflexible and unable to deliver the global on-boarding and processing of new hires that Rahi required. The deployment of the Zoho People HR application was Rahi Systems' initial collaboration with Zoho. During the selection process, Rahi looked at several vendors for specific applications and determined that the Zoho People HR solution was 48 percent less costly, saving \$275,000 in the first year.

THE COMPANY

Rahi Systems is a global IT solutions provider founded in 2012 to deliver solutions for the challenges facing data centers, service providers, and government agencies. It has more than 600 employees globally and is headquartered in California with offices throughout North America, Europe, UK, and APAC markets. Rahi's expertise includes the design and implementation of private and hybrid cloud solutions, emphasizing a solutions-oriented approach. The company works with pre-existing or new infrastructure and optimizes cost, performance, scalability, and efficiency for its clients.

"We used a third-party consultant for two days but quickly realized that Zoho could provide all the services we needed."

Rahi Systems

THE CHALLENGES

Rahi Systems identified the need for an efficient human resources (HR) application to replace an outdated legacy program that could not accommodate a global employee structure. The company looked at several vendors and selected Zoho because it has the capacity for international employee services and the scalability to meet Rahi System's expected growth. Based on the projected cost of competitive vendors, Rahi saved more than \$275,000 per year.

BENEFITS

In addition to HR, it is using Zoho CRM for sales, Campaigns for marketing, Expense for financials, Desk for support, and Meetings for collaboration. As a result of the success of Zoho's HR platform, Rahi made the decision to acquire the Zoho One platform, an operating system of integrated Zoho business applications that enables a company to run its business on a single platform, with a single-sign-on (SSO).

Rahi Systems is taking a measured and methodical approach before adding applications. Staff is thoroughly trained, and each solution is carefully evaluated before deployment. This methodical process produced a high degree of success and adoption of each application.

KEY BENEFIT AREAS

Key benefit areas seen because of Rahi Systems' Zoho One deployment include.

- **Cost savings:** The full suite of Zoho One services cost \$325,000 less annually than the three applications of HR, expenses, and CRM that Rahi initially considered as potential solutions.
- **Increased productivity:** Rahi has achieved notable time savings for users stemming from the deployment. Task automation reduced manual processes, freeing up time for staff to engage in value-added activities and customer service.
- **Culture change:** Since deploying the Zoho One suite, principals at Rahi Systems are experiencing a more collaborative, and client-centric culture.
- **Growth:** Zoho One enabled Rahi Systems to expand its ability to deliver more data solutions globally. Strategic acquisitions such as Serro LLC and PiTek increased Rahi's ability to provide efficient infrastructure solutions, globally.

"Rahi Systems avoided a \$275,000 annual expense with Zoho's HR application."

LOOKING AHEAD

Rahi recently launched its Elevate Subscription Services (ESS), a platform-as-a-service (PaaS) that delivers products, solutions, installations, and managed services in a single program. It is a subscription model developed to improve IT efficiencies for its end users.