

DIGITIZATION OF EMPLOYEE EXPERIENCE

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CHANGING TALENT LANDSCAPE IMPACTING ORGANISATIONS TODAY



**Multi
Generational
Workforce**



**Overwhelmed
Employee,
Short Skill Life**



**Productivity,
Performance**



**Purpose,
Consumer Like
Experience**

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WHAT EMPLOYEES ARE EXPERIENCING TODAY!

AT WORK



AT HOME



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EVOLUTION OF EMPLOYEE EXPERIENCE



EMPLOYEE EXPERIENCE DILEMMA FOR LARGE ORGANISATIONS

- Difficulty in making a compelling business case with ROI
- Lack of clear evidence linking EX to Performance and Productivity
- Large investments made in existing HCM with contract lock ins
- Application Integration challenges of new products with traditional systems
- The Street light Effect
- Fragmented and isolated employee experience initiatives

WHY TECHNOLOGY COMPANIES FAIL IN DELIVERING EX

- Focus on Hi-Tech than Hi-Touch
- Poorly crafted use cases
- HCM platform used as 'Core System Of Record'
- Lack of User Centric Software Layer / Too many disintegrated t
- Thinking of the Workplace as One Place
- Growing lack of trust

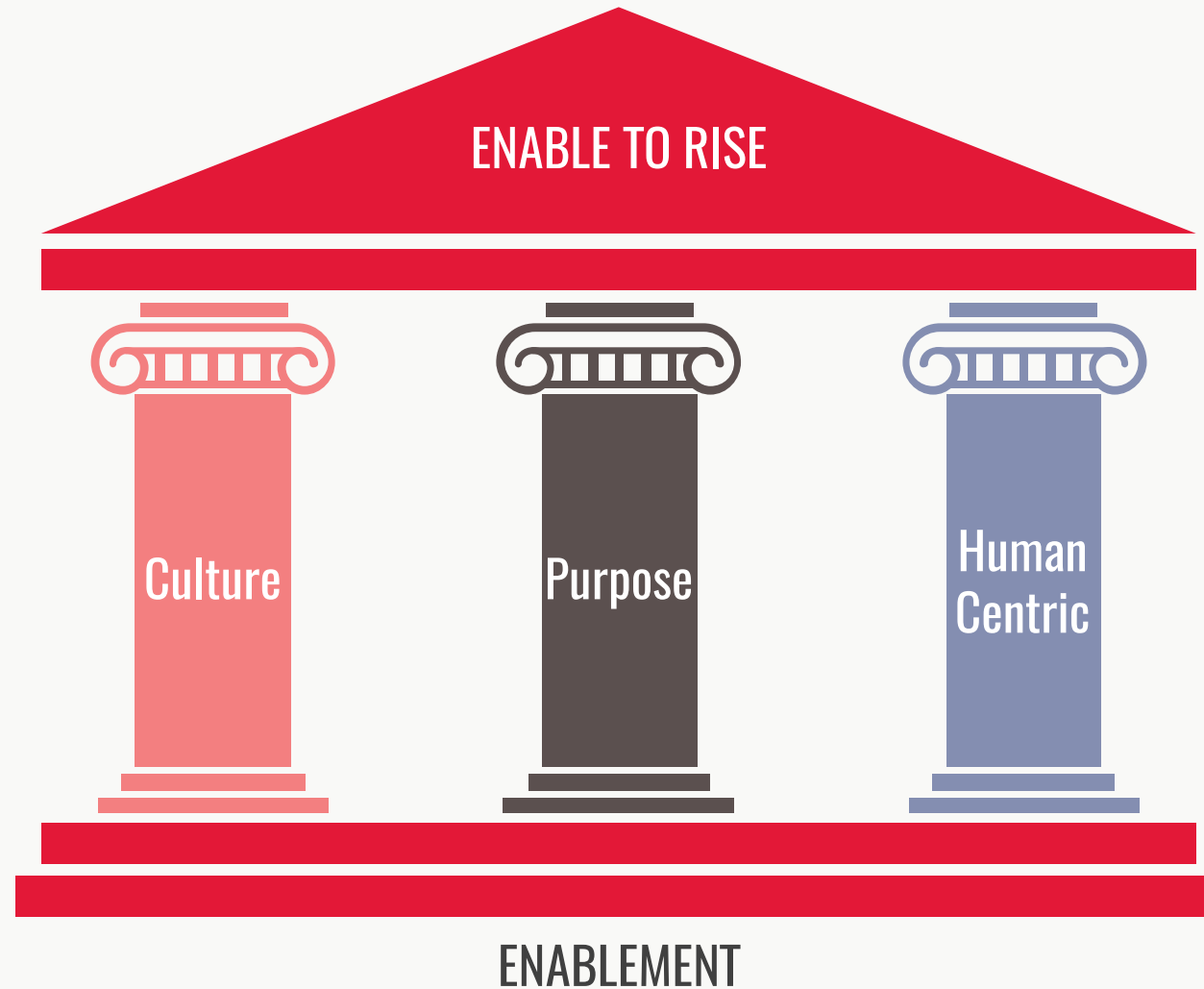


$$HX = f(UX, CX, EX, \dots)$$



*Human Experience (HX) is about
enabling people to
achieve their purpose*

HX FOR HAPPIER, ENGAGED AND PRODUCTIVE WORKFORCE



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CREATING TECHMHRNXT EXPERIENCES

First In Industry – Personalised & Moments that matter

Daily anonymous emotional insights

Self driven careers enabled by AI

Voice & Mobile enablement
Yoga @ Desk

Mandatory Certification
Rise With Dice: 4900+ gameplays



Frictionless Employee Attendance and Emotion Analysis

Self Driven Career
CARENET / TALEX

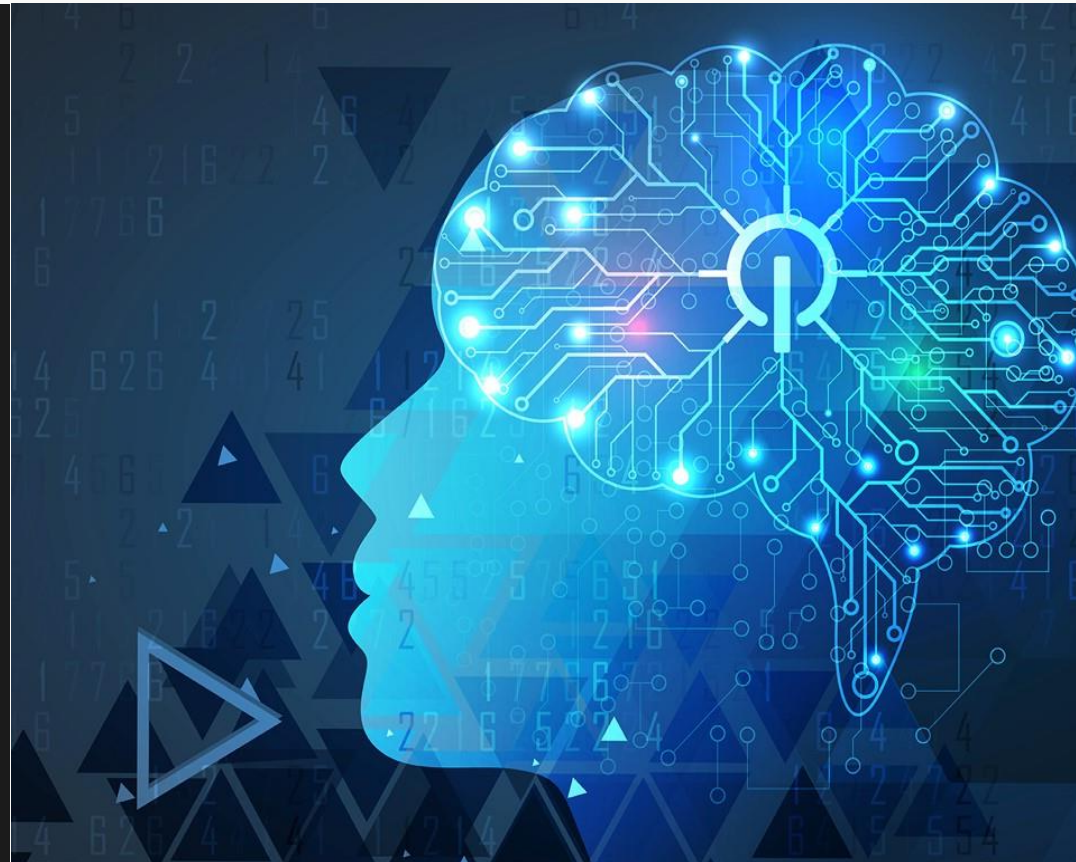
AI Virtual Assistant
UVO / TiBOT / Aasana

Reskilling \ Upskilling
Gamification of Behavioral training (DEXT, Rise With Dice)

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UVO ENABLED BY AI : EXPERIENCE TOMORROW, TODAY

Robotic Efficiency With Human
Empathy



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FACE RECOGNITION – COUNTING SMILES



Mood Meter

Pursuit of happiness @work

Organizations measure employee happiness quotient once in a year, we at Tech Mahindra do it EVERY DAY

- Frictionless Attendance System
- Continuous Employee feedback through Mood-O-Meter
- Tracks 8 emotions – Happiness, Surprise , Anger, Contempt, Disgust, Neutral, Sadness & Fear

SELF DRIVEN CAREER THROUGH CARENET & TALEX

CareNET

Welcome | Apeksha Jain 254190

Home | Tribe | Jobs | Skill Map | Me

Add New Event

MY SKILLS: NET Framework, MS Tech, C#, ASP.net, SQL server

MY SCORE: Not Rated

eXtra Mile LEADER BOARD: 5 Leaders (Neeha Gupta, Ashwin Jaigle, Prashant Kumar)

ENDORSEMENTS: All Data Login

AWARDS: 11 AWARDS

TRIBE: 4 CONNECTIONS

MY OPPORTUNITIES: IJP JOBS (317 Job(S)), eXtra Mile JOBS (3 Job(S))

SKILLS: 3 SKILLS RECOMMENDED FOR YOU

EVENT: 0 Events

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NEWS FEED

A Tour of Machine Learning Algorithms | Read More

Types of Machine Learning Algorithms in One Picture | Read More

Essentials of Machine Learning Algorithms (with Python and R Codes) | Read More

State-of-the-Art Machine Learning Automation with HDT | Read More

Personalized portal for futureproofing your career.

- Personalized opportunities (IJP & eXtra Mile) matching to associate skills with gaps for each opportunity
- Build their personal brand by showcasing their skills and achievements for getting opportunities
- Leverage internal network , get endorsements for skills and map the next career move
- Identify the easy re skilling areas with SAM (Skill adjacency matrix)

SELF DRIVEN CAREER THROUGH CARENET & TALEX



What is it?

First ever AI based talent exchange marketplace to fulfill leadership roles internally

How does it work?

ML and analytics based profile matching for future gen leaders

Key Features

Tech M Money – Bid to WIN!

% Profile Match – Data as a friend

Visibility on Application Lifecycle

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GAMIFICATION

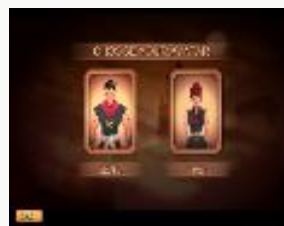
Rise with Dice

Fuses learning with your favorite childhood game of snakes and ladders



Career Turbo

Enabling Self Exploration Of Available Careers



US Policy Game

40 pages in a simple game



Crossword

Adding Fun And Pizazz To Otherwise Dry & Sensitive Topics



Dress Code

Effecting Behavioral Change In A Engaging And Subtle Manner



Variable Pay

Simplified & Intuitive



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WHAT SHOULD YOU DO

Personalisation

Moments that Matter

Best Experiences are Human



HOW SHOULD YOU DO

- Focus on value creating use cases
- Co-Create with start ups
- Pilot programs cost less
- Action beats perfection



THANK YOU



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