

Global companies making EX experiential

# EX at Zoho doesn't shoot low





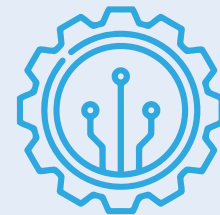
67%

Employees  
as customers



100%

Culture



100%

Technology



100%

Practiced  
empathy



33%

Rewards  
and benefits



80%

Overall average

\*twimbit ratings for best practices



**CEO:** Sridhar Vembu



**Mission:** Serve customers with top-notch service in our industry while facilitating extraordinary growth and sustainable profitability.



**Revenue USD MM (FY20):** \$448.70



**Headcount:** 7,000

Zoho offers a suite of business, collaboration, and productivity applications.

# Highlights



Zoho University marked it's 15th anniversary in 2020. It trains high school students on coding, math and english. The initiative now contributes 15% of their workforce.



No hierarchy, steep learning curves and generous compensation and benefits



Internal mobility is encouraged

# Drivers of culture

1 Obsess over long-term value vs short term profits

2 Focus on creating software as a craft

3 Commitment to continuous customer support, happiness and experience

4 Private company with a public vision

# EX objectives


People should be in for the long term

High degree of comfort with failure

Optimized customer value and not the highest share value

Build products of real value so the customer sells for you



Brilliant CEO (which is crucial in a private company), executives, and even lower management. They pretty much all want you to succeed and have best intentions. 

Account Executive in Austin, Texas

# Key ratings



1500

Total ratings on Glassdoor



4.4

Overall rating



93%

Recommend to friend



97%

CEO approval rating



# Benefits

1 Work life balance

2 Remote culture with a work-life balance

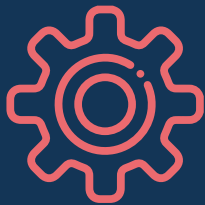
3 Unlimited time off

4 Generous insurance plans

# Match-up to Zoho!



Run a marathon and not a sprint



Promote internal mobility



Build customized L&D strategies





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