

Top 10 CX BPOs to Ace Employee Experience

INSIGHTS FOR SUCCESS | IDEAS TO EXECUTE

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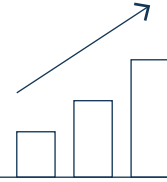
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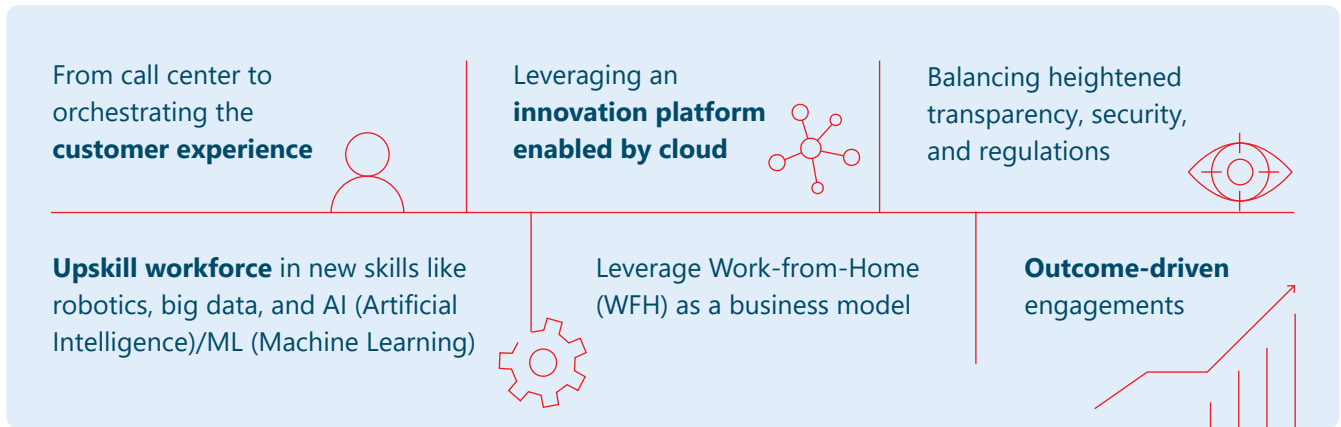
There is an expectation for the global outsourcing industry to reach USD330 billion by 2025. In spite of the cost cuttings by businesses today, the BPO industry will continue to grow at 6% annually for the next six years.

Cushman and Wakefield

The BPO industry has experienced dramatic growth over the last 20 years, especially the processes encompassing Customer Experience (CX) delivery.



The 6 CX BPO trends 2025



The top 3 CX BPO challenges

Nurture **digital readiness** of the people

The shift from customer service to the **customer journey**

Develop new solutions and skills for digital native start-ups as customers

The top 3 CX BPO opportunities

New services driven by need for privacy, security and governance

Digital first **outcome driven** business models

New global business model enabled by **Work-from-Anywhere**

Source: Twimbit

The priority

EX for CX

BPO industry leaders understand, design, and deliver a differentiated employee experience (EX). The heightened emphasis on EX is evident in the Business Roundtable's new statement on the Purpose of a Corporation signed by 181 CEOs. It states these companies have one thing in common. They all believe their reason for being is for the benefit of all stakeholders – customers, employees, suppliers, communities, and shareholders.

It is a tectonic shift from shareholder value being the only shining star. This universe belongs to all the

stakeholders; everyone is a customer. Companies who treat their employees like customers will achieve higher levels of employee performance that will benefit all stakeholders, thereby achieving greater financial returns.

In fact, this new philosophy is key criteria used by top talent deciding who to work for or top clients deciding who to do business with. EX is now table stakes. "Employee as a Customer" is a prerequisite for CX BPOs to play in this market. They not only have to adopt EX but excel at it to be competitive.

What is EX?

EX is a drop of ink in a glass of water. It dissolves into a seamless merger. That resonance matters between an employee and the organization he works with. EX is the outcome of aligning an employee's journey of changing contexts and aspirations with organizational systems to fulfill them. It is the coming together of culture, technology, and the physical to achieve a common sense of purpose for the organization and the individual.

The right employee experience is not a set of repeatable tactics that companies can adopt and apply. They are unique for each industry, company, and most of all, each employee. The journey occurs from attracting talent to talent exiting (i.e., from hiring to retiring) and, ideally, beyond.

Twimbit's line of action for this study

Intend to serve Experience leaders in BPOs to adopt and sustain world-class, outcome-driven EX practices.

Design an applicable EX framework for BPOs

Evaluated 40+ CX BPOs around the EX framework

Distilled the top 10 with in-depth case studies

This study is one part of our market intelligence offering. Follow-up events, webinars, customer engagement, and expert opinions will make this piece more authoritative.

The experts continue to play a significant role in the evolution of this study. They form the backbone of our expert intelligence community.

Source: Twimbit

Twimbit's EX framework for CX BPOs

Twimbit has developed a unique framework to evaluate EX performance for CX BPOs. We use six pillars: Communication, Investment in Technology, Voice of Employee, Learning and Development, Social Connection, Rewards, and Recognition. In the

next page, we describe the attributes of each, illustrating a baseline of performance for CX BPO's that benchmarks the performance of each company. A summary follows the said framework for each Top 10 EX company.




Twimbit's BPO EX Criteria

	Definition	Baseline	Questions to ask
Communication 	<p>Management is able to communicate their vision or requirements effectively to their employees.</p> <p>There is an ease of understanding between management and employees.</p>	<p>Employees know what management expects of them.</p> <p>There is a standard performance measurement in place which helps employees understand what the company requires of them.</p>	<p>Is the organization aligned on the road ahead?</p> <p>Do conducive workspaces communicate care?</p> <p>Is there clarity around the current and aspirational roles?</p> <p>Is the employee treated like a customer?</p>
Investment in Technology 	<p>Technology available to employees is up-to-date and effective.</p> <p>Technology makes work culture more efficient and enjoyable.</p> <p>Technology allows employees to work remotely.</p>	<p>Technology is available and functional.</p> <p>Technology allows employees to work remotely.</p>	<p>Are investments made to ease the workflow?</p> <p>Is digital employee engagement a priority?</p> <p>Is AI being used to augment careers?</p> <p>Are analytics driving employee metrics north?</p>
Voice of Employee 	<p>Employees can voice questions, comments, and concerns to and about management.</p> <p>These questions, comments, and concerns are noted down and attended to by the company.</p> <p>The company takes ideas voiced by employees into equal consideration.</p>	<p>The company notes down questions, comments, and concerns from employees.</p> <p>The company has a regular survey or suggestion mechanism to voice these opinions.</p> <p>Employees have a platform to voice their ideas or suggestions.</p>	<p>Is the pulse of the workforce felt?</p> <p>Are periodic surveys administered for feedback?</p> <p>Does significant recruitment happen through referrals?</p> <p>Has attrition declined?</p>

Source: Twimbit

Twimbit's EX framework for CX BPOs

Twimbit's BPO EX Criteria

	Definition	Baseline	Questions to ask
<p>Learning and Development</p> 	<p>The company provides regular training for its employees.</p> <p>The company provides opportunities for employees to advance in their respective careers.</p>	<p>The company requires that each employee train for a set minimum number of hours.</p> <p>The company has a digital learning management system.</p> <p>The company has varying training tracks based on employee performance.</p> <p>The company provides opportunities for career advancement programs or seminars.</p>	<p>Are future careers mapped out?</p> <p>Is the upskilling organized?</p> <p>Are knowledge and information shared effectively?</p> <p>Is employee experience a measurable KPI?</p>
<p>Social Connection</p> 	<p>The company shows willingness to participate in social agendas.</p> <p>The company encourages employee participation in social and charitable agendas.</p> <p>The company has a diversity and inclusivity agenda.</p> <p>The company has a sustainability agenda.</p>	<p>The company donates money to charitable causes.</p> <p>The company has a diversity and inclusivity agenda.</p> <p>The company has a sustainability agenda.</p>	<p>Is there a higher purpose for the organization?</p> <p>How connected are the employees to the said higher purpose?</p> <p>Is the organization helping employees be part of communities of choice?</p> <p>Do the employees feel socially elevated because of the organization?</p>
<p>Rewards and Recognition</p> 	<p>The company provides necessary benefits for its employees.</p> <p>The company provides performance bonuses or equity options to employees based on performance.</p>	<p>The company provides basic benefits, including but not limited to health insurance, life insurance, paid time off, maternity and paternity leave, etc.</p> <p>The company provides the same benefits package for everyone. It is not personalized, but it is also not lacking.</p> <p>Basic stock options are available to employees.</p>	<p>Is there a culture of genuine appreciation?</p> <p>Are the benefits in line with the original promise?</p> <p>Are employee experience measurements acted upon?</p>

Source: Twimbit

Twimbit's Top 10 CX BPOs acing employee experience

Rank	Company	Headquartered in Country	Number of Employees	Overall EX Rating
1	Teleperformance	France	330,000+	8.3
2	TDCX	Singapore	11,334	8.0
3	Accenture	Ireland	506,000	7.7
4	Tata Consultancy Service	India	448,000	7.5
5	Mphasis BPO	India	22,239	7.2
6	SYKES	US	54,900	7.2
7	Genpact	US	96,500	7.2
8	TaskUs	US	8,000	7.0
9	Everise	Singapore	12,000	6.8
10	Hinduja Global Solutions	India	37,460	6.7



The Twimbit BPO EX Benchmark



*Rating scale 1 to 10

About

Headquarters: Paris, France

Year of Founding: 1978

CEO: Daniel Julien

Number of Employees: 330,000

Revenue 2019: USD6.24 Billion

Key EX Awards:

Forbes' annual list of America's Best-in-State Employers 2020, Teleperformance Spain awarded as Great Place to Work for Women, 2021

Teleperformance provides digital integrated business services in the areas of customer acquisition, customer care, technical support, debt collection, social media, and other services worldwide.

Mission: At Teleperformance, we deliver an outstanding customer experience at every single opportunity as a result of our commitment, passion, and dedication to excellence. In so doing, we create opportunities and value for employees, clients, customers, communities, and shareholders.

Highlights

69%
non-agent positions filled internally

70%
of employees working at a best employer subsidiary

A dedicated higher education program called Teleperformance University offers customized college courses to help employees improve themselves personally and professionally

'JUMP'
a program that helps to identify and train employees who show leadership skills

49%
Percentage of women in Teleperformance Group

Teleperformance provides excellent employee experience on a massive scale



Employee Experience Objectives

Recognize that employee satisfaction is key to the success of a company and that it is necessary to approach this goal strategically with comprehensive programs in each area

Use the resources of the company to offer state-of-the-art-technology but account for the local cultures in the 80 countries they do business (i.e., balancing hi-tech with hi-touch); Teleperformance is a global company but operates as local businesses

Focus on being able to effectively and consistently scale and roll out new programs and improvements to over 380,000 people globally; Teleperformance

accounts for the unique cultural differences by country (i.e., the United Cultures of Teleperformance) to ensure understanding and enthusiasm and compliance

The company has a stated goal to follow CSR (Corporate Social Responsibility) best practices which drives initiatives related to local charities, climate change, and diversity and inclusion

Focus on enabling employees to achieve their full potential and get maximum incentives and opportunities

Communication

The company meets the required baseline, plus: Every year, the company has several open discussions to encourage discourse among employees and allow them to share their views on how to achieve Teleperformance's goals

The annual employee satisfaction survey (e-Sat) measures Teleperformance employee satisfaction and engagement

The company has several communication programs that include "Chat with the CEO" program, focus groups, and Interactive Talk

These programs bring Teleperformance leadership closer to the team by creating an ongoing two-way dialogue

Teleperformance Leadership conducted several townhall sessions across its locations globally as part of the company's continuous mission to protect employees and ensure their safety during a global health pandemic

The primary objectives are to express appreciation for all employees, provide updates on the company's actions to ensure employee safety (which includes social distancing practices and PPE delivery), and give employees a much-needed motivation boost and assurance that the company is together with its employees throughout the crisis

United Cultures of Teleperformance program enables the company to scale across multiple cultures in 80 countries and focus on sharing best practices and how to replicate them successfully in each country





Technology

The company meets the required baseline, plus:

Teleperformance has an employee-focused mobile app, MyTeleperformance

These solutions help provide important information to employees from anywhere and at anytime

Teleperformance has a powerful Work from Home cloud-based collaboration platform. The said platform enabled 80% of the workforce to work remotely in 10 weeks at the onset of the pandemic

Both productivity and employee satisfaction increased during the pandemic

This platform will support a balanced WFH / In-Office model in the future.



Voice of Employee

The company meets the required baseline, plus:

The annual employee satisfaction survey (e-Sat) measures Teleperformance employee satisfaction and engagement



The company has several communication programs that include “Chat with the CEO” program, focus groups, and Interactive Talk

These programs bring Teleperformance leadership closer to the team by creating an ongoing two-way dialogue

Learning and Development

The company meets the required baseline, plus:

Teleperformance provided 4.19 million training hours last year worldwide, which is approximately 127 training hours per employee.

JUMP! is a development program created to identify and prepare high-potential employees to take on leadership positions in the company

Teleperformance University is a customized college course that transmits culture while gathering and sharing its worldwide best practices and innovative projects in customer relationship and experience management

Teleperformance Academy is a facility exclusively designed for various and diverse training initiatives.

The Teleperformance e-Institute is an e-Learning platform that ensures that all executives are trained in the group’s best practices and other management skills to calibrate knowledge levels all around the world

Future investments in additional executive education for management with MBA style courses



Social Connection

The company meets the required baseline, plus:

Volunteer Work

As part of the group's charitable initiative, Teleperformance established Citizen of the World (COTW) in 2006 to help the world's most vulnerable children and their families meet their needs.

Core objectives include making the company's charitable efforts systematic and participative for all Teleperformance employees and entities

Key performances include:

EUR 40.1 million (USD 47.74 million)
in total donations since inception

82,000 volunteer hours in 2019

418,010 feeding programs

39 schools supported

Diversity and Inclusion

49% of women in Teleperformance Group

24% of women in Teleperformance Group's
Management Committee

43% of women in the Board of Directors

82% of employees trained on the Diversity
& Inclusion policy

Sustainability Goals

The Citizen of the Planet initiative aims at reducing the Group's emissions, with a focus on energy consumption which represents 87.4% of its carbon footprint

The Group measures, monitors, and reports on energy/carbon, water, paper, and air travel performance covering its global operations

When selecting a new site, Teleperformance considers environmental aspects into the selection process and wherever else possible

Teleperformance has committed to continuously reducing its carbon footprint per employee

In 2019, the Group's carbon footprint was 0.682 tons per employee, a decrease of -4.21% vs 2018

"The best thing about working at Teleperformance is the people! Getting to see people grow professionally and taking on new roles. It is the best source of positive energy for me when I take on my daily tasks and challenges."

Viktoria Hafredal,
Contact Centre Manager,
TP Norway



Rewards and Benefits

The company meets the required baseline, plus:

The company provides comprehensive benefit packages that are localized to meet the specific needs and cultures of each country

More than 60% of Teleperformance employees gain from extra holidays in addition to the local statutory allowance

Around 80% of employees receive partially or fully subsidized meals, depending on local laws and customs: access to a canteen, restaurant vouchers, or food purchase vouchers

Many subsidiaries negotiate reduced prices for their employees, usually with restaurants located near the office

80% of subsidiaries offer discounts or free access to gyms and other sporting activities

70% of subsidiaries offer employee discounts to cultural activities such as movies, concerts, shows, exhibitions, etc

"Our high-touch approach is designed to make our employees happier, feel valued, and sets us apart as a forward-looking company."

Alan Winters,
Chief Administrative Officer,
Teleperformance

"More than 60% of the entire workforce at TP in Brazil are women, while women hold 53% of leadership positions. This has been a natural process, made possible because the company values competence. Rather than resulting from stringent policies that facilitated this high percentage of women in the workplace and leadership roles, this status came from a forward-looking mentality that puts professional competence first. When we have a balanced management with men and women, we have a better chance of success."

Simone Nunes,
Director of Human Capital,
TP Brazil

Lessons learnt

Continuously improve top-quality operations on a massive, global scale

Balance hi-tech and hi-touch to achieve high levels of employee engagement and satisfaction

Develop comprehensive learning and development programs to train and recruit for leadership roles from within the company and to help employees improve both personally and professionally

Provide excellent employee experience on a large scale by continuously discussing and reevaluating policies regarding employee experience and engagement

The Twimbit BPO EX Benchmark



*Rating scale 1 to 10

About

Headquarters: Singapore, Singapore

Year of Founding: 1995

CEO: Laurent Junique

Number of Employees: 11,334

Revenue 2019: USD.05 Billion

Key EX Awards:

Best Employer and Service Provider 2021

TDCX offers developed programs that are inter-linked yet functions independently, giving clients the freedom of customization to gain more returns.

Mission: "To assist our partners and our people to achieve higher success through innovative and high-performance solutions."

Highlights

TDCX has the following competitive advantages:

Innovation Capabilities

Optimum Performance

Continuous Learning

Quality Human Capital

Modern Campuses across the globe

High Growth Digital CX Solutions Provider

88%
employee satisfaction rating

83%
of employees have a tertiary education

18% attrition rate

TDCX was certified as 'A Great Place to Learn' by the SGP in 2019

The company has many initiatives to improve employee experience and morale that include: #BeHappier, #BeKinder, and #BeGreener

Employee Experience Objectives

#BeHappier empowers the company to develop employer branding strategies that resonate with the workforce

Openness and transparency create channels that lead to more face-to-face time with managers

To use a Total Engagement Assessment Model (TEAM) that measures engagement level in areas of company culture, self, and work as well as the collective thinking, feeling, and actions of the workforce to boost employee engagement

"I'm immensely proud of our campuses for exemplifying a core value of TDCX - human capital. Clearly, the leadership across countries share the same belief and take ownership of their role by listening to employees' sentiments, noting cultural nuances, and keeping abreast of employment trends. These recognitions are a vote of confidence that we are on the right track towards our expansion goals,"

Laurent Junique,
Chief Executive Officer, TDCX

Communication

The company meets the required baseline, plus:

TDCX has a digital communication platform that allows employees to access various features, including those involving communication between management and employees. A comprehensive change management plan drives the said platform.

Some communication features available include:

CEO Connect

twice a year

Leadership Dialogue

that takes place regularly

#ReadySetGrow

once every three months



All HR events are on display on the platform. TDCX gives its employees timely notice so that they may sign up for the events.

Twice a year, the CEO has a session where he connects with many employees to take part in icebreakers, business updates, Q&As and then conducts a poll

#ReadySetGrow your competencies is a program where leaders speak with employees about leadership competencies

Continuous Performance Management is a series of seminars to help employees understand the varying intricacies of employee experience, such as boosting morale and other important topics

HR regularly discusses its mission and vision with employees

The roadmap for the future is broken down into yearly and monthly segments and is readily available to all employees

Technology

The company meets the required baseline, plus:

TDCX has a consolidated Digital communication platform that allows them to access various features that include:

HR Connect Call

HR knowledge base

DTVoice, the employee satisfaction channel

COVID19 FAQs and updates

Training for onboarding

The company's communication platform is very user-friendly and easy to navigate

TDCX uses gamification with its communication platform

Immediately after a meeting, a CSAT survey pops up for employees to complete

The current rate of completion for this CSAT survey is around 95%

TDCX has a comprehensive HR Analytics Dashboard with a graphical user interface to monitor a wide range of key HR performance indicators

TDCX has its own Human Resources Information System (HRIS):

FLASH Home, TDFLASH, or SAP SuccessFactors External HRIS tool, which is the central HR platform

FLASH Hire, Digital Hiring Solution (DHS) internal hiring tool leveraging AI

FLASH Card, Flashcard, internal timekeeping tool

FLASH Pay, External tool to manage different payroll in countries

FLASH Claim, Expense Claim System, an internal tool for travel and claim management

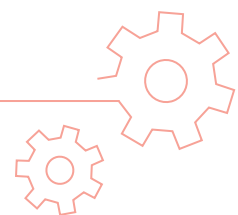
FLASH Learn, External Learning Management System

FLASH Coach, Internally developed online coaching tool

FLASH Chat, Internal chat tool

FLASH Pulse, External tool for employee pulse check survey

FLASH Game, External gamification platform



Voice of Employee

The company meets the required baseline, plus:

TDVoice is the employee satisfaction channel available on the company's digital communication platform where employees can raise concerns, comments, and questions

Employees take part in a daily huddle, townhall, and employee assistance program

The company has a yearly survey regarding employee satisfaction

For the year 2020, the survey had 8,509 respondents and 8,575 participants, with a completion rate of 99.2%

88% of employees said they were satisfied to be employees of TDCX

Employees can attend the CEO Connect panel to voice their concerns, comments, and questions directly to the CEO

Learning and Development

The company meets the required baseline, plus:

In 2021, a total of 8,405 employees trained at TDCX with a total of 95,173 training hours across the board

Employees at TDCX Singapore have time allocations for learning at TDUniversity. (The company's in-house learning platform)

There is a 26% increase in learning hours through digitalization

TDCX provides actionable insights for advanced process improvement

Comprehensive virtual onboarding for new employees is available on the digital communication platform

Continuous performance review program and dialogues between employees and managers



Rewards and Benefits

The company meets the required baseline, plus:

Compensation is 20% above the market average

Allowance for transportation and housing

Wellness programs

Flexible time off

Celebrations and outings

Endless coffee, snacks, and freebies

Campuses are modern with aesthetic workspaces and designed with employees' preferences in mind. There are various rooms and collaborative spaces to spark new inspiration

Clients help set up bespoke sites that communicate their culture and style

Full payment of salary and benefits from day one, including training and onboarding time

Permanent Term Employment Contract

Social Connection

The company meets the required baseline, plus:

Volunteer Work

#BeKinder is a program dedicated to various goals:

- Education
- Inclusive economic growth
- Supporting frontliners
- Disaster relief programs
- Partnerships with NGOs
- Responsible Sourcing

Sustainability Goals

#BeGreener is a dedicated program for various purposes regarding sustainability:

- Carbon Neutrality by 2030
- Water Conservation
- Recycling in all offices
- Banning single-use plastics
- Environmental preservation
- Sustainable merchandise

Diversity and Inclusion

#BeHappier is a program dedicated to various goals for people:

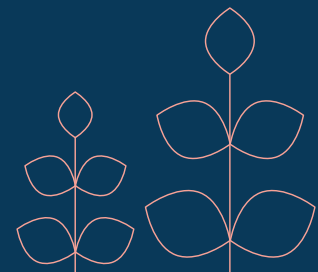
- Human rights
- Economic empowerment
- Diversity and inclusion
- Gender equality
- Learning and development
- Wellness and safety

Of 11,334 employees, 4,860 (42.9%) are male and 6,474 (57.1%) are female

Lessons learnt

Have social responsibility goals that employees are passionate about following

Have environmentally friendly goals that help promote a green lifestyle at the workplace





The Twimbit BPO EX Benchmark



*Rating scale 1 to 10

About

Headquarters: Dublin, Ireland

Year of Founding: 1989

CEO: Julie Sweet

Number of Employees: 506,000

Revenue 2019: USD43.2 Billion

Key EX Awards:

DiversityInc's Top 50 Companies for Diversity for 14 consecutive years, FORTUNE's 100 Best Companies to Work for 12 consecutive years

Accenture is a global service and consulting company. Offering strategy, consulting, digital, technology, and operations services, it is a Fortune 500 company with offices around the world.

Mission: Helping our clients create their future.

Highlights

In fiscal 2019, Accenture became the largest professional services company to have a target for emissions reduction approved by the Science Based Targets Initiative, which aligns with the Paris Agreement to limit global warming

Accenture offers its employees customized and personalized training programs

Training hours were increased by 6 percent while reducing training costs by 11 percent to USD866 million with the company's digital learning platforms

70,000

people trained in the hot skills needed by their clients, including cloud and remote collaboration tools



Employee Experience Objectives

Employees as customers

Reimagine the EX model to be more enriching

Use digital platforms to enhance employee experience

Communication

The company meets the required baseline, plus:

Driving Accenture's EX transformation, it was necessary to have cross-functional representation from HR, IT, marketing, facilities, etc. This full breadth of perspectives and capabilities was instrumental to co-create the people experience at Accenture

Technology

The company meets the required baseline, plus:

Future Talent Platform enables the workforce reskilling journey quickly, affordably, and at scale for over 500,000 employees

Voice of Employee

The company meets the required baseline, plus:

The Accenture Employee Experience Platform, powered by SynOps, is an HR journey guided by trusted advisors, AI, analytics, and digital engagement

"Our unwavering commitment to inclusion and diversity unleashes innovation and creates a culture where everyone feels they have equal opportunity."

Julie Sweet, CEO



Rewards and Benefits

The company meets the required baseline, plus:

Accenture has a wellness program, which includes an app to track fitness, nutrition, and resiliency with quarterly cash rewards

The company's medical plan holders get to access telemedicine, digital weight loss programs, and complimentary second opinion services

Accenture provides its employees with fertility and adoption navigation support. It also reimburses adoption and surrogacy fees

Accenture parents get 16 weeks paid maternity leave, eight weeks time off for primary caregivers, and two weeks for secondary caregivers

The company gives subsidized backup dependent care and a concierge service for dependents

Primary caregivers can work locally for a full year when they return from the birth/adoption of a child





Social Connection

The company meets the required baseline, plus:

Accenture has a diverse workforce. It considers the needs of each employee group and tailors the EX and career journey to each.

The company's key goal is to attract the best talent into the company

Accenture manages EX by taking into account the voice of the employee and engaging employees to align their behavior and performance with the company's goals.

Volunteer Work

The Accenture global corporate initiative, Skills to Succeed, empowers employees to volunteer their time. The employees provide support to equip people globally with the necessary skills to get a job or build a business by 2020

The program has impacted three million people globally as of this day, from teaching young children how to code to ensuring that all workers can thrive in the digital economy

Diversity and Inclusion

Accenture is now 45% women

Accenture plans to meet various gender-balanced workforce goals that include:

25% women managing directors by 2020

50/50 gender balance by 2025

Mandatory training that will support people in identifying and speaking up about racism

Sustainability Goals

Achieve net-zero emissions by 2025

Focus first on actual reductions in its emissions and invest in nature-based solutions that will remove carbon from the atmosphere

Move to zero waste

By 2025, the company will reuse or recycle all its e-waste and office furniture

Committed to eliminating single-use plastics in its locations post-COVID

Plan for water risk

By 2025, the company will develop plans to reduce the impact of flooding, drought, and water scarcity on its business and its people in high-risk areas

Lessons learnt

Offer personalized training and development programs for each employee based on their role, business area, and geography

Treat employees as it would customers, providing them with the same level of dedication and respect

Create an exceptional environment for employees to grow, thrive and develop themselves

The Twimbit BPO EX Benchmark



*Rating scale 1 to 10

About

Headquarters: Mumbai, India

Year of Founding: 1968

CEO: Rajesh Gopinathan

Number of Employees: 448,000

Revenue 2019: USD22 Billion

Key EX Awards:

Silver Stevie - Most Innovative Work-From-Home Plan 2020, Silver Stevie - Achievement in Diversity and Inclusion 2020

Tata Consultancy Service (TCS) is an Indian multinational technology company specializing in information technology services and consulting.

Mission: To help customers achieve their business objectives by providing innovative, best-in-class consulting, IT solutions, and services. To make it a joy for all stakeholders to work with Tata.

Highlights

Plenty of training programs that nurture leadership and allow the company to promote from within

TCS is implementing a new and revamped workplace culture that helps promote diversity in organizations to establish inclusive cultures that drive growth

TCS has multiple platforms to help enhance and enrich employee experience and engagement

TCS has consistently excellent employee experience on a large and global scale

Employee Experience Objectives

To offer employees an effortless and serene experience of an aesthetically beautiful next-gen HRMS interface

This next-gen HRMS must provide a flexible, agile, and intelligent employee experience

Features include:

Cloud-based interactive interface

Single standardized design for multiple tenants, domains, customers

A minimalist and flexible design approach for seamless and frictionless online experience

Communication

The company meets the required baseline, plus:

Knome, KnowMax, GEMS: Platforms for social collaboration within the organization, learning, sharing, and for rewards and recognition

Cara: AI-based HR assistant that answers employee questions on HR policies

Source: IIFL Securities

Voice of Employee

The company meets the required baseline, plus:

PULSE: The annual employee engagement and satisfaction survey is the organization's formal listening forum



Source: IIFL Securities

Technology

The company meets the required baseline, plus:

Some of the virtual platforms used by TCS to enhance and enrich employee experience engagement are:

Cara: AI-based HR assistant that answers employee questions on HR policies.

Milo: Chatbot to facilitate the mentoring process.

Knome, KnowMax, GEMS: Platforms for social collaboration within the organization for learning, sharing, and rewards and recognition.

Safety First: Initiative focused on employee safety and security.

Fit4life: Builds a fraternity of health and fitness-conscious employees and creates a culture of fitness.

Purpose4life: Forum for volunteering for community projects in the areas of education, health, and environment.

Maitree: Community of TCSers and their families who plan activities that help create a bond among employees and promote work-life balance.

PULSE: The annual employee engagement and satisfaction survey is the organization's formal listening forum.

TCS Cares: Program aimed at creating robust avenues to build an emotionally strong and mentally resilient workforce.

Learning and Development

The company meets the required baseline, plus:

iConnect is a highly collaborative tool designed to help employees reach out to senior mentors for guidance on career paths and have face-to-face dialogues about their role and career.

TCS provides flexibility for group mentoring as well as individual mentoring.

Inspire is the high potential program for mid-level employees. The program helps identify high potentials as early as possible and invests in them continuously. It helps enable accelerated growth and transitions the said employees to leadership roles. Rewards are in place to recognize their efforts and successes.

Talent Review is the process in TCS to assess and review the leadership pool in the organization.

It enables leaders to share their career aspirations and mobility preferences, followed by an assessment of their leadership attributes.

The objective of the program is to create and sustain a healthy leadership pipeline.

Opportunities is the internal platform to publish niche and critical requirements to the leadership and high potential communities, thereby facilitating talent mobility.

This platform embodies the company's philosophy of giving the first right of refusal for all leadership positions to internal candidates, thereby enabling better leadership development and building strong organizational loyalty.

Chatbot to facilitate the mentoring process

Source: IIFL Securities

Social Connection

The company meets the required baseline, plus:

Volunteer Work

TCS runs an effective volunteering program called Purpose4Life, which helps employees contribute towards societal well-being

As part of this initiative, each associate is encouraged to commit 10 hours of volunteer activity every year

Employees are encouraged to form teams and also involve family members in their efforts

The community projects carried out under this program are in the areas of education, health, and the environment

Purpose4life: Forum for volunteering for community projects in the areas of education, health, and environment

"TCS' progressive and inclusive policies are helping us attract, nurture and retain diverse talent. Our workforce diversity is fuelling the innovation that's helping our customers succeed in a Business 4.0™ world. Equally important is our work to expand access to opportunities for underserved and marginalized groups in the communities where we operate. All this is resulting in superior business outcomes, including best-in-class employee retention and industry-leading revenue growth,"

Balaji Ganapathy,
Head, Workforce Effectiveness,
Tata Consultancy Service



Social Connection

Diversity and Inclusion

TCS has in place a plan to revamp workplace culture by integrating inclusion with business strategy, which includes the following steps:

Inclination and aspiration:

Today's employees have an inherent inclination to make an impact and are more aware of their career path and aspirations

Firms must fuel these inclinations while balancing employees' interests, empowering them with new skills, and rejigging job roles

Inspiration for performance:

With employees more willing to put in extra effort at work, organizations must create an inclusive culture that inspires performance

Do this by involving mentors, empowering employees by building mobility and technical fluency, and providing self-inspired learning opportunities

Influencers in success:

Focus on career growth enablers such as employee recognition, clear business strategy, access to digital learning platforms, and building a collaborative, agile workplace

Internal value systems:

A values-driven culture promotes diversity and inclusion in organizations

Sustainability Goals

The company organizes environmental projects in almost every state across the US and Canada

TCS volunteers work with local departments and other environmental organizations to participate in activities such as park clean-ups, where they work to remove invasive plant species and cleaning up local shorelines

Rewards and Benefits

The company meets the required baseline, plus:

Fit4life: Builds a fraternity of health and fitness conscious employees and creates a culture of fitness

Maitree: Community of TCSers and their families who plan activities that help create a bond among employees and promote work-life balance

TCS Cares: Program aimed at creating robust avenues to build an emotionally strong and mentally resilient workforce

Lessons learnt

Consider robust virtual platforms for employees to voice their concerns and opinions, display their ideas, and other activities for a holistic and nurturing workplace

Revamp the workplace culture for varying styles of different generations

Use multiple digital platforms to streamline the EX aspects and processes efficiently

Continuously discuss and reevaluate CSR policies to maintain consistency globally

The Twimbit BPO EX Benchmark



*Rating scale 1 to 10

About

Headquarters: Bangalore, India

Year of Founding: 2000

CEO: Nitin Rakesh

Number of Employees: 22,239

Revenue 2019: USD1.06 Billion

Key EX Awards:

Best Company for Diversity 2020, Best Company for Women 2020

Mphasis is a leading IT and ITES solutions provider. The company offers Applications, Business Process Outsourcing (BPO), and Infrastructure services globally through a combination of technology know-how, domain, and process expertise.

Mission: Be a specialized enterprise at the confluence of people, profit, and planer. Powered by inquisitive minds, we leverage our global talent and innovative blend of services and technology to deliver customer delight.

Highlights

This company included personalizing facets such as:

Career advancement

Benefits and compensation

Training and development

Every employee attends the

Mphasis Learning Academy from the moment of hiring

Employee Experience Objectives

Applying Hyper-Personalization to a diverse workforce

Effectively engage a diverse workforce

Offer a customized recruitment strategy

Personalization of compensation and benefits

Hyper-Personalization of career advancement incentives

Communication

The company meets the required baseline, plus:

Talent Next of Mphasis gears itself to ensure that employee competencies are strategically driven, relevant, and a priority to the business, thus developing the company's competitive edge

A multi-dimensional capability development framework benchmarks current and future technologies on a 3D Index of Skills, Knowledge, and Values

Technology

The company meets the required baseline, plus:

Mphasis uses various digital platforms to enhance employee experience

The usage includes platforms that help with communication, onboarding, feedback, etc.

"An organisation is made by its people, it is the oiling and smooth functioning of and by the workforce that keeps the engine running. The shape that the workforce of the future takes will be the result of complex, changing and competing forces, while some of these forces are certain, some are just too difficult to predict. Tapping on to talent with not just the right skillsets but also the vigor and dynamism to take the company forward with that skill set is what will make or break an organisation today. Leaders are now looking for a workforce that is energized inside-out to take ownership of the enterprise's future trajectory."

Nitin Rakesh, CEO

Learning and Development

The company meets the required baseline, plus:

Each employee has to attend the Mphasis Learning Academy from the point of hiring

There are three steps included:

The first is the Pre-Employment Program:

To help in professional and IT skills and optimize the duration of classroom training

150 hours of learning & 100 hours of Hands-on spread over 2-3 months

The second is the Delivery Readiness Program:

13 weeks of intensive training & rigorous evaluation to ensure Delivery Readiness

The third is an optional step called the Project Zone:

30 days of engagement for trainees who don't get absorbed by Delivery immediately after DRP

Voice of Employee

The company meets the required baseline

Social Connection

The company meets the required baseline, plus:

Volunteer Work

Towards the technology-driven community development, Mphasis will specifically focus on the following:

Promoting education via technology-led large-scale learning platforms (Digital Education) for the underserved.

Digital Education for supplementing the Financial inclusion aimed at financial literacy and technology-based solutions for including the disadvantaged in the economic mainstream

Sustainability Goals

Mphasis commits itself to conserving energy and efficient usage of energy

The company installed lighting energy savers and LED light fixtures, remote operations of AC by a software application, occupancy sensors, and an enthalpy system. It also replaced old Precision Air Conditioners (PACs) with new PACs with environment-friendly R 410 refrigerant at the data center. All these steps are in place to minimize power consumption

One of the Mphasis facilities in Bengaluru has been certified LEED (Leadership in Energy and Environmental Design) Gold. This award is by the United States Green Building Council (USGBC)

Diversity and Inclusion

Mphasis has created a specific advisory council to implement its diversity and inclusion programs and initiatives

Towards creating opportunities for persons with disabilities, Mphasis will specifically focus on the following:

Inclusive vocational training and skill development relevant to ITeS

Job training of the target segment for employment in ITeS

Wealth and income generation for the disadvantaged through training and incubating social enterprises

Equal opportunity in education for disadvantaged children, including children with disabilities, through grant making of programs that validate proof of concept

Rewards and Benefits

The company meets the required baseline, plus: Current Mphasis benefits include:

Adoption Leave for Single Parent
- 3 Months/12 weeks Work from Home
Paternity Leave - 5 Days
Fertility Treatment Leave - 2 Weeks/14 Days
Gender Reassignment Leave - 30 Days

Lessons learnt

Create a specific advisory council to look into, debate, and ultimately enact change for diversity and inclusion

Apply Hyper-Personalization to various EX aspects as no two employees have the same background and experiences

Have a dedicated training academy to train all Mphasis employees in the required basics and allow room to personalize their training

The Twimbit BPO EX Benchmark



*Rating scale 1 to 10

About

Headquarters: Tampa, US

Year of Founding: 1977

CEO: Chuck Sykes

Number of Employees: 54,900

Revenue 2019: USD1.62 Billion

Key EX Awards:

SYKES Named In Top 20 Workplaces for Women by InHerSight 2020, SYKES Wins 3 Stevie® Great Employers Awards 2019

SYKES is a leading provider of multichannel demand generation and customer engagement services for Global 2000 companies.

Mission: To significantly improve the business of our clients and help consumers find and use the products and services they need by combining the power of machine intelligence with human ingenuity to modernize, optimize and integrate customer touchpoints across the commerce value chain.

Highlights

SYKES allows employees to personalize their benefits package

SYKES trains its employees to nurture leadership skills

Employees benefit from the experience of senior leaders thanks to a robust peer mentoring program

SWIT

a program dedicated to training and empowering women in the workplace

Employee Experience Objectives

Be flexible with employees regarding various issues

Redesign HR for the digital age

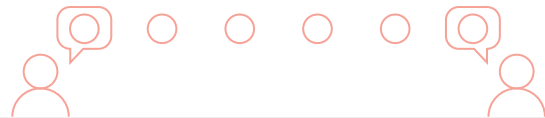
Empower employees to make a difference

Create a fun, caring employee culture

Communication

The company meets the required baseline, plus:

OneTEAM allows management and employees to have a constant line of communication so that information passes along efficiently



Rewards and Benefits

The company meets the required baseline

Voice of Employee

The company meets the required baseline

Technology

The company meets the required baseline, plus:

OneTEAM is the next-generation, cloud-based customer service delivery platform

Designed to enable greater efficiency and flexibility across programs and geographically dispersed teams, OneTEAM breaks down the walls of the traditional call center

It offers:

Flexibility to organize people and allocate work efficiently

Timely collaboration to impact performance outcomes

Visibility into employee activity, proactive alerts, and key metrics

Deeper insight to drive business outcomes

The SYKES Digital Services collaboration with NICE brings Intelligent Automation solutions that enrich employee experiences and create better customer interactions

Learning and Development

The company meets the required baseline, plus:

PEER MENTORING

In 2019, SYKES launched the company's first Peer Mentoring program, inviting senior leaders across the organization to participate

The program's design is such that it is to help leaders collaborate with others, extend their network across SYKES, and challenge themselves to think outside the box.

Leadership Evaluation And Advancement Program(LEAP)

The LEAP program aims to improve knowledge and equip employees with the necessary skills to develop talent and grow within the company

LEAP establishes candidates for internal promotions based on forecasted growth or new positions within accounts



Social Connection

The company meets the required baseline, plus:

Social Goals

Add KPIs and descriptions to those roles that impact the social sub-pillar throughout the organization

Expand social programs to all regions

Mentoring program

SYKES Women in Technology

Further development in the SYKES Diversity & Inclusion Global Program

Continue to embrace the Human Rights declaration

Sustainability Goals

Add KPIs and descriptions to those roles that impact the environmental sub-pillar throughout the organization

Global paper-reduction by 50% in 5 years by implementing a Global Printer Policy

Reduce scope 1, 2, and 3 greenhouse gas emissions by 2030 in alignment with science-based targets of the 2 degrees scenario (2DS)

Reduce waste at SYKES sites: 50% by 2025

“You have to show that you care for people. You don’t just talk about it – You live it.”

**Chuck Sykes,
President & CEO**

“Without exception, we value a diverse and inclusive workplace, and we hold a responsibility to create a safe and accepting organization for everyone at SYKES.”

**Chuck Sykes,
President & CEO**

Diversity and Inclusion

SYKES Women in Technology (SWIT)

This program promotes and facilitates the inclusion of women in technology. It accounts for and empowers them to learn more about high-tech growth options within the organization

In 2019, SWIT led to a 21% increase in technology positions held by women at SYKES

Lessons learnt

Have a training program dedicated to increasing inclusion and training women

Have a training program that helps employees develop leadership skills. This program will allow employees to fill management positions in the company.





The Twimbit BPO EX Benchmark



*Rating scale 1 to 10

About

- Headquarters:** New York, US
- Year of Founding:** 1997
- CEO:** NV Tiger Tyagarajan
- Number of Employees:** 96,500
- Revenue 2019:** USD3.52 Billion

Genpact is a leader in the globalization of services and technology and a pioneer in managing business processes for companies worldwide. The service range includes Finance & Accounting, Collections and Customer Service, Insurance, Supply Chain & Procurement, Analytics, Enterprise Application, and IT Infrastructure and Management.

Mission: Our strong operating culture delivers measurable business impact and strategic value to our clients. We partner with them to drive innovation and growth. To serve their customers better.

Highlights

Genpact operates with the culture and motto that 'Transformation Happens Here'

Always looking to innovate

Promotes and fosters curiosity, incisiveness and courage

Genpact has a robust workplace culture that focuses on:

- Transparency & Integrity
- Teamwork & Winning
- Speed & Innovation
- Fun & Passion
- Diversity & Inclusion

Genpact has achieved **47% female participation** in their Global Leadership Development programs



Employee Experience Objectives

Improve the service quality delivered to employees and clients

Provide better development and career opportunities for shared-services employees

Empower employees and management to spend more time on their core responsibilities

Avoid a one-size-fits-all mentality to EX

Learning and Development

The company meets the required baseline, plus:

Adapt and Rise, a role-based online learning platform that leverages the company's expertise honed from delivering real-world change for hundreds of clients

Genome is a virtual continuous learning platform that helps employees learn skills that are now critical to succeeding. This platform serves as part of the adaptive workforce required in the digital economy

Communication

The company meets the required baseline

Voice of Employee

The company meets the required baseline

Technology

The company meets the required baseline, plus:

Genpact has provided many digital platform-based programs to help employees during the quarantine with topics such as mental health and social responsibility

The company is leveraging its workforce mobilization program, TalentMatch, to solve the demand and supply challenges related to talent and staffing

This program will match the existing and future opportunities in the company with the skills and aspirations of its employee

Rewards and Benefits

The company meets the required baseline, plus:

Genpact has launched a new internal engagement program for its 90k + workforce globally. The program aims to highlight positive sentiment, generate a sense of pride and community for their work, celebrate the culture, and help the employees work from home successfully.

"Whether it's a graduating student, a transitioning worker, or a working professional, we at Genpact believe that everyone should have the opportunity to learn from our experience accumulated through thousands of engagements with hundreds of clients,"

Gianni Giacomelli,
Chief Innovation Leader, Genpact

Social Connection

The company meets the required baseline, plus:

Volunteer Work

Feed 20 Million is a key volunteering initiative to help fight global hunger

In 2020, the company set a goal to serve 20 million meals to those who needed them most around the world



Social Connection

The volunteers surpassed their ambition and helped combat pandemic-induced hunger with almost 25 million meals

Sustainability Goals

By 2025 reduce its scope of 1 and 2 Greenhouse gas emissions by 15% from the 2019 baseline

By 2025, limit water intensity per sq. ft. to 0.09 at owned sites in India

Procure 25% renewable energy in locations by 2025

Zero use of nonessential plastic disposables globally by 2022

Number of top 50 suppliers to be the third party audited yearly on sustainability parameters by 2025

Improve PUE by 20 % at data centers in India by 2025 from the base year 2016

Achieve Zero Liquid Discharge(ZLD) at owned sites by 2025

100% recycling of food waste in India by 2022

Diversity and Inclusion

The current geographic spread of the Genpact senior management (SVPs and VPs) comprises 48% in the US and Latin America; 33% in India; 14% in Europe; 3% in China and Japan; 1% in the Philippines

Genpact has increased paid maternity leave in India from 12 weeks to 26 weeks for birth mothers, adopting, and commissioning mothers

40% women in the global workforce, and rising

Genpact has seen significant increases in the representation of women at top levels of leadership, with 22% women at the SVP level, 25% women in the Genpact Leadership Council (the highest level of leadership), and 25% women on board

Women in Genpact (WINGS) network has engaged more than 50,000 employees since 2016, with more than 500 Genpact clients hosting nearly 100 forums

As of January 2019, Genpact has achieved 47% female participation in our Global Leadership Development programs

Pay it Forward, the sponsorship program of Genpact, is accelerating the growth of 650 high potential women through the right resources

Work-life continuity that promotes employee well-being through inclusive policies, support systems, services, and employee assistance programs

Lessons learnt

Avoid a one-size-fits-all mentality to EX

Create specific programs to foster female participation and growth

Discuss and come up with detailed sustainability goals that are robust and include specifics

The Twimbit BPO EX Benchmark



*Rating scale 1 to 10

About

Headquarters: Santa Monica, US

Year of Founding: 2008

CEO: Bryce Maddock

Number of Employees: 10,000

Revenue 2019: USD.25 Billion

Key EX Awards:

Best Company Perks & Benefits 2020

Best Company for Diversity 2020

TaskUs is a global outsourcing company. It provides back-office support and customer care solutions to notable brands and disruptive companies worldwide.

Mission: Empower our people to deliver ridiculously good innovation to the world’s best companies.

Agile + Responsive + Innovative = Refreshing

Highlights

TaskUs has an impressive 71% referral rate

The professional culture at TaskUs is less restricting than most companies, allowing its employees to build lasting relationships and improve teamwork by displaying their individuality

TaskUs has employee-led discussions to help foster a better understanding of cultural differences, as well as programs to help overcome unintentional biases in all levels of the company

Employee Experience Objectives

- Continuous Self Improvement
- Always Strive for Excellence
- Inspire Others by Believing in Yourself
- Exercise Emotional Intelligence
- Teamwork Makes the Dream Work
- Be Ridiculous
- Work Hard, Have Fun
- Do More with Less



Communication

The company meets the required baseline

Voice of Employee

The company meets the required baseline

“Our commitment to D&I (Diversity & Inclusion) is at the heart of our engagement strategy at TaskUs. As a people-first organization, part of our competitive advantage is our ability to create a culture of engagement and inclusive learning environment.”

Robin Strup, Head of Global Diversity and Inclusion at TaskUs

Technology

The company meets the required baseline, plus:

Email Support is one of the most frequently utilized communication sources. It is considered a mission-critical service offering.

One of the primary Email Support benefits is the ongoing thread of communication., The same teammate is not required to answer multiple email communications

Source: Ramped Marketing

Learning and Development

The company meets the required baseline, plus:

TaskUs created a proprietary Learning Management System and distributed it across its campaigns to train and administer new learnings across teams

A Learning Management System (LMS) is software (or a mobile app) that delivers and manages educational programs, certifications, resources, and content to enable learning

LMS provides an intuitive user interface and applies gamification to make the platform enjoyable to users

Learning Management System is required for most employee positions

The design is such that it is easy to track who has completed the program

Rewards and Benefits

The company meets the required baseline

Social Connection

The company meets the required baseline, plus:

Volunteer Work

Food Forward: A program that encourages employee self-care through healthy eating, caring for others by helping the less fortunate, and by living the company’s core values

Project STARK: COVID-19 Response – Inspired by the Tony Stark “Iron Man” and Pepper Potts’ Stark Relief Foundation, TaskUs launched Project Stark to aid employees and communities affected by the pandemic. TaskUs distributed pooled funds to employees as a one-time financial aid. The company also redirected Food Forward Funds to support frontline health workers, public hospitals, and partner-communities

Social Connection

Sustainability Goals

Greener Office: Paperless Initiative

Since its launch in 2017, TaskUs has saved hundreds of trees per year

Be the Light: Solar Kit Distribution

TaskUs distributed solar home kits to more than 200 indigent families in Barangay Puray, Rizal in the Philippines

Beach Clean Up and Coral Planting

TaskUs joined in the cleanup drive in Santa Monica Beach, California. It also initiated a coral planting effort in La Union Beach, Philippines, together with local celebrities

Diversity and Inclusion

Sourcing and social partnerships across all geographics

TaskUs partners with public schools, universities, military communities, and other community sources to ensure inclusivity.

This partnership effort includes supporting various non-profits and local charities

Employee D&I Resources

TaskUs provides mandatory unconscious bias training to all of their leaders, recruiters, and hiring managers

Global Employee Resource Groups (ERGs)

TaskUs has employee-led discussions and roundtables to increase understanding and drive collaboration

Equal Opportunities for All

TaskUs tries to actively hire people from disadvantaged groups, such as disabled personnel, and equip them with the relevant tools

The tools include equipment such as Jaws screen readers, electronic video magnifiers, and refreshable Braille displays

Lessons learnt

Match up to TaskUs

TaskUs has some efficient diversity and inclusion programs and a project they are currently working on

The programs include mandatory training to overcome unconscious bias, employee-led discussion to improve cultural understanding, and equal opportunity programs for disabled people

TaskUs also has good programs that help improve social connection

It encourages employees to be individualistic while teaching them how to discuss differing beliefs and opinions respectfully. This coaching is important to enhance teamwork and promote diversity and inclusion



The Twimbit BPO EX Benchmark



*Rating scale 1 to 10

About

Headquarters: Singapore, Singapore
Year of Founding: 2016
CEO: Sudhir Agarwal
Number of Employees: 12,000
Revenue 2019: USD.22 Billion
Key EX Awards:
 Stevie Awards Employer of the Year 2019

Everise is an omnichannel outsourcing agency that crafts business solutions for customer experience, digital experience, and product experience.

Mission: "At Everise, we know your needs are as unique as your customers, so we work with you to define your ideal support outcomes and then draw from our suite of experience-focused business solutions to craft a winning strategy."

Highlights

Everise celebrates diversity and incubates innovation

Everise is powered by women, with 64% in leadership positions or higher

Everise supports working in 32 languages across seven markets

Everise University

helps employees to benefit from a large pool of knowledge that's accessible anytime

Employee Experience Objectives

People-first Culture

Crisis-Proof Partnerships

Commitment to elevating experiences for its people and partners

Continue to invest in technologies that allow Everise to incubate innovation and successfully adapt to an ever-changing business landscape



Communication

The company meets the required baseline, plus:

Enterprise-facing social applications help remote employees feel connected to co-workers and supervisors, further reducing attrition and absenteeism

Team meetings are delivered regularly via virtual conference and chat tools. Individual weekly coaching sessions utilizing the same technology make it easy to share screens, chat, and provide high-quality coaching

Rewards and Benefits

The company meets the required baseline

Voice of Employee

The company meets the required baseline

Learning and Development

The company meets the required baseline, plus:

Everise University

As a progressive global experience company, the company has developed its very own learning platform and resource

This L&D feature allows its people to benefit from a large pool of knowledge that is accessible anytime

Everise Accelerator Training

A week of instructor-led classroom training to teach foundational skills to Supervisors and ensure consistent coaching and management processes across all global sites

Everise Career Development

The company pairs promising employees with department leaders who provide career coaching and skills development

This powerful mentor relationship increases readiness for career advancement

Technology

The company meets the required baseline, plus:

Everise uses HD video and cloud-based eLearning technologies to slash speed to competency and continually improve its home-based agent skillsets

Engagement meters track overall participation and thoroughly document all interactions

Various digital platforms help maintain a line of communication between management and employees, even during remote work situations

Social Connection

The company meets the required baseline, plus:

Diversity and Inclusion

Globally and locally, the Everise experience centers are incredibly diverse and support 47 languages and cultures

Efforts to improve gender diversity have also shown growth: Everise is powered by women, with 64% in leadership positions or higher

The mature age population contributes to 7.1% of Everise's workforce

As an equal opportunity employer, Everise workforce consists of more than 1% of people with disabilities

"The culture that we have at Everise, it ensures that all our colleagues are actually happier."

Sudhir Agarwal, CEO

Lessons learnt

Everise University helps employees to benefit from a large pool of knowledge that is accessible anytime

Pair promising employees with department leaders to provide career coaching and skills development

The Twimbit BPO EX Benchmark



*Rating scale 1 to 10

About

Headquarters: Bangalore, India

Year of Founding: 2000

CEO: Partha DeSarkar

Number of Employees: 37,460

Revenue 2019: USD.64 Billion

Key EX Awards:

World HRD Congress and Awards 2020: Best Employee Relations (ER) Practices and Best Workplace Practices

Hinduja Global Solutions (HGS) is helping make its clients more competitive every day. Steps taken include combining technology-powered services in automation, analytics, and digital with domain expertise focusing on back-office processing, contact centers, and HRO solutions to deliver transformational impact to clients.

Mission: Make our clients more competitive.

Highlights

HGS uses Qualtrics to optimize its employee experience initiatives

This optimization has led to significant improvements, including:

29-point improvement to ENPS (Employer Net Promoter Score)

30% reduction in employee attrition

35% improvement in issue resolution

HGS is one of only three business process outsourcing (BPO) providers named to the "Training Top 125" list in 2019

Agrima is a self-nominated and non-mandatory training program for women in HGS

Employee Experience Objectives

Provide agile response feedback at a company-wide scale

Reduce the roadblocks between insights provided and actions taken

Empower leaders with insights that will help guide the actions taken to make HGS a great place to work

Voice of Employee

The company meets the required baseline

Rewards and Benefits

The company meets the required baseline, plus:

Office Perks

- Free Food
- Company Social Outings
- Legal Assistance
- Work from Home Policy
- Unique Office Space



Learning and Development

The company meets the required baseline, plus:

A career blog is available for employees to refer against. The blog gives them advice on how to improve themselves personally and professionally

Multiple training courses are available that help employees improve their social skills and how to communicate with customers

Employees are introduced to the contact center industry and learn from tips, guidance, and success stories on how they can grow and chart a successful career

Communication

The company meets the required baseline

Technology

The company meets the required baseline

Social Connection

The company meets the required baseline, plus:

Volunteer Work

HGS supports a number of projects to increase literacy levels and provide holistic education to disadvantaged children

The programs ensure health and nutrition among children, provide remedial education, undertake infrastructural reforms, promote sports and enable technology-facilitated learning

The programs include:

State-of-the-art schools for
5,000 children

Funding school fees for over
300 meritorious students

Promoting education by eliminating hunger for
10,000 children every day

Enabling holistic education through sports for
5,000 students

Increase the number of school enrolment
through a smart class program in
16 municipal schools

Social Connection

The company provides support to improve the health and well-being of the local communities and make quality healthcare accessible to all

HGS undertakes the following healthcare projects:

Providing quality tuberculosis care to over 100 underprivileged patients

Setting up a fully equipped medical vehicle to reach and provide affordable primary healthcare & diagnostics to over 10,000 people in rural communities

Quality drinking water to 90,000 people

“Being brilliant at the basics means we hire, train, and retain our best employees. HGS is committed to achieving brilliance across all facets of our business, and we are proud to be recognized for the best-in-class experience we provide to our employees. From our flexible Work@Home program to ongoing training and development programs, along with our continuous employee engagement, our goal is for all HGS team members to feel supported and well-positioned for career growth.”

Robin Strup, Head of Global Diversity and Inclusion at TaskUs

Diversity and Inclusion

Agrima is a self-nominated training program focused on building a more holistic sense of self-awareness and self-esteem

It allows women to choose their career growth paths and be able to prepare for leadership roles

The program has eight training modules:

- Creating lasting impressions
- Business orientation
- Influencing skills
- Managing self
- The art of collaboration
- Decision making
- Being change agile



Lessons learnt

Promote many social programs that ensure health and nutrition among children. Also, provide remedial education, undertake infrastructural reforms, promote sports and enable technology-facilitated learning

Encourage employees to develop a vested interest in the outcomes of these programs and encourage them to volunteer time and effort to their success

Create programs that allow women to choose their career path and help them prepare for leadership roles

Disclaimer:

The information in this report is based on information about the companies that was available at the time of publishing. New versions of the report will be updated in the future.



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