Nomination: 18770

Metaverse for Learning and Development

Page: General Information

Name of Organization / Company
eClerx Services Limited

Logo
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platform.com/file/27825/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoyNzgyNSwiYWxsb3dOb3RaWduZWRVcmwiOiJGYWxzZSIsImlnbm9y
eClerx_CorpLogo.png)

Web Site Address
https://eclerx.com/ (https://eclerx.com/)

Page: Entry Information

Entry Title
Metaverse for Learning and Development

Category
L01 - L03 - Award for Innovation in Human Resources > L01. Award for the Innovative Use of Technology in Human Resources > Other Service
Industries

Submission Format
An Essay of up to 625 Words

Essay
eClerx provides business process management, automation, and analytics services to a number of Fortune 2000 enterprises, including some of the world's leading financial
services, communications, retail, fashion, media & entertainment, manufacturing, travel & leisure, and technology companies. eClerx's Metaverse onboarding is revolutionizing
employee experience. Faced with the challenge of onboarding employees virtually, in July 2023, eClerx engaged GMetri Technologies to develop a virtual orientation to the
organization – complete with spaces to meet different business unit leaders, interact with colleagues, learn about the history of eClerx, lines of business (products and services), and
key policies – all in one place. The platform ensures new joiners joining the firm remotely don't miss out on key experiences – by re-creating them in the metaverse. Through the
intelligent use of immersive learning techniques, a clear shift has been made from a virtual onboarding program to learning by way of self-discovery at one's own pace in the
metaverse. Since its inception, the metaverse onboarding has welcomed 3000+ employees, a testament to its widespread acceptance. The program's success is further
underscored by an exceptional employee feedback score of 4.8 out of 5. Anup Agarwal, who was inducted as an Associate Principal in the corporate finance team quotes, "The
induction experience has never been so interactive. A great platform to meet and know your leaders on your first day in the company." The entire journey of crafting the curriculum
was equally exciting, with videos of our entire C suite leadership team along with the Co-Founders incorporated as personas in the metaverse addressing all employees is a marvel
to watch. Shalini Jain, Talent Engagement Head, commends the platform for its engaging nature, fostering a comprehensive grasp of eClerx's operations and culture. As an
organization that remains invested in creating exceptional employee experiences, the adoption of new tech into HR practices is a strategic move that represents a ground-breaking
approach in HR. With the success of our metaverse onboarding initiative, we are now working on expanding employee experiences by infusing metaverse tech into other virtual
events such as our rewards and recognition program, leadership connect sessions, and behavioral training programs that will further enhance the organization's already vibrant
culture. In February 2024, we will be hosting the Learning Carnival – which is a melting pot of critical skills for our business, delivered by a mix of experts from the industry,
academia, and our leadership. Where employees will learn key skills and understand their integration and alignment with company goals in several 1-hour virtual sessions spread
across the month. Metaverse will help us make this into a global event with employees across different geographies and time zones participating seamlessly without having to adjust
to a fixed schedule. The use of gamification and interactive quizzes will further increase engagement and aid knowledge retention. Younger workforce is most certainly going to
catch this emerging communication trend that will easily help us achieve our upskilling and reskilling targets. This is just a beginning, with the application of metaverse being
experimented with in other HR functions such as talent acquisition virtual job fairs, in wellness and community programs, helping us establish a competitive edge in the job market.
Amir Bharwani, Head of HR at eClerx, highlights the role of emerging technologies in taking employee experience to the next level by demonstrating our commitment to enriching
the employee journey. Our metaverse onboarding program, marked by impressive adoption rates and high satisfaction scores, showcases our innovative approach in making timely
investments in new HR tech. This initiative not only meets the challenges of contemporary employee engagement but also sets a new standard in the early adoption of best HR
practices.

For this category please provide

An essay of up to 625 words describing the nominee's innovative achievements in human resources since July 1 2021, **OR** a video of up to five (5)
minutes in length illustrating the same.

Optional (but highly recommended), a collection of supporting files and web addresses that you may upload to our server to support your entry
and provide more background information to the judges.

Do You Have Supporting Files You Would Like to Upload?
Yes

Audio (Mp3), Documents (PDFs, Word, PowerPoints), Images (PNG, JPG, TIF), and Video (Mp4)

200 MB Max per File

File 1

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1s9HKda4MAWw?Metaverse%20-%20Supporting%20Material.docx)

File 2

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File 3

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Do You Have Website URLs you would like to link to

No

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