

Nomination: 5558

Agile Performance Management at TCS

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

Tata Consultancy Services

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Agile Performance Management at TCS

Category

B01 - B59 Achievement > B28 - Achievement in Talent Management Technology Implementation

Achievement Submission Format

Written Answers

a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required

Nominated team: TCS Performance Management

Agile as a developmental model is now widely used. However, TCS has been a pioneer in adopting Living Agile™ as a work methodology and adopting it in everything that we do. With this TCS vision in mind, TCS PerformanceManagement (PM) function focused on building a hyper-connected and integrated platform to fuel high performance. TCS PM has focused on this cultural transformation by way of technology-led innovation which has continuously evolved. (SeeSupportImage#1)

Key transformations using technology-led innovation:

- Powerful, Agile Goal setting with the flexibility of project-based reviews round the year.
- 3-way goal setting; with appraisee, manager, and skip-level manager.
- Continuous and anytime feedback sharing seamlessly enabled across web & mobile apps.
- Integrated with TalentDevelopment aligning right learning objects.
- Digitized reports to for analytics & insights.
- Handling millions of transactions on a real-time basis
- Technology shift from legacy to new age systems
- Mass personalization at a global scale of 500,000+ employees
- System availability anytime anywhere with no downtime
- Precision of data close to 100%
- Seamless user experience of the application/ platform
- Inclusivity catering to a diverse workforce
- Stability and security of the system

(SeeSupportImage#2&3)

b. Outline the team's or organization's achievements since the beginning of 2020 that you wish to bring to the judges' attention (up to 250 words). Required

Technological enhancements continued for TCS PMS even in 2020 when the pandemic hit the world.

Key deployments:

New-age promotion system

-Simple,Transparent,agile system with user-friendly intuitive designs & workflows on Cloud.

-Integrated view of one's performance,attributes,roles and responsibilities.

-Over half a million-employee profile is auto generated at real-time encompassing details like competency portfolio,exposures of industries & geographies,rewards and recognition,span of control,etc.

-Guided landing page

-Built-in quick onboarding-tour

-Operational efficiency of handling 12+ million transactions.

New-age performance improvement system

-Role alignment

-Agile & Continuous conversations

-Mass personalization

-All-round view of an employee achievements,past records,learning etc.

Integrated and interconnected with all HR functions

-Machine-First™ concept:minimum HR intervention,providing all employee details at a glance.
99.9% precision and accuracy.

(SeeSupportImage#4)

Performance Insights – Interactive PM Dashboards

-Insights provides a real-time holistic view of employee performance KPIs at business and geography level.

-100,000+ unique stakeholders.

Sentiment Analytics

-AI-enabled(NLP+ML) analytics provides quality of Continuous Feedback

-10.8+ million comments captured.

Predictive Analytics

-Provides insights into the predictive% of performance band disagreements

-90%accuracy of predictive algorithm.

Pyramid View

-View of the Hierarchical-pyramid movements via predictive% of Attrition,considering movement,hiring and career progressions

-40%saving in man hours.

Span of control

-Insights into the manager,appraisee ratio through AI enabled tools.

-Ability to churn the data for 500,000+ employees real-time.

Digitized Dashboards

-View of the stage-wise progress on the appraisal process – business/geography wise,etc.

-18mins saved per user per dashboard.

Mobile Apps & Digital Personal Assistant

-Enabling Boarder less Workspace

240,000+ mobile app users.

Over 72,000 queries resolved,with over 99%accuracy of responses.

(SeeSupportImage#5)

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required

Executing digital transformation for 500,000+ global workforce has been a significant achievement.

TCS PM promotes continuous conversations, smooth transfer of activities pertaining to performance appraisals & reviews, band distribution, compensation management, career progression reviews on one platform.

What makes TCS PM stand out:

- TCS PMS focused on an employee-centered approach, equipped with RPA(Robotic Process Automation) which minimizes manual interventions and mitigates risks.
- No other organization with such vast employee size has been able to provide mass personalization, end-to-end digitized performance reviews, measurement tools in-house without external vendors.
- Uninterrupted conversations in remote working scenario where organizations deferred performance evaluations, TCS released 99.9% performance bands digitally on web and mobile platforms in a complete SBWS™(hybrid workspace set up) while being aligned to data privacy.
- TCS PMS is way ahead of the industry, where organizations are still debating on continuous feedback which TCS has achieved 5 years ago. TCS has deployed various measurement tools called "Performance Insights" that encompasses industry-leading descriptive, predictive & prescriptive analytics
- Seamless user experience through high-tech algorithms.
- Ensuring compliance to geography regulations while catering to the diverse workforce spread across 46 countries.
- Usage of Smart tools for resolving employee queries: Over 72,000 queries resolved through the SPEED chatbot from FY21 till date, with over 99% response accuracy
- In-house development of the tool (SPEED): Resulting into total benefits calculated to 10.34 million for 5 years.

Business impact with Performance Management since beginning of 2020 with deployment of AI tools: (SeeSupportImage#6)

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

TCS has been invited to speak in several global forums on its robust performance management process and system including clients and other companies- Brandon Hall, HR Innotech, Global HR innovation day, and many more.

<https://www.1point21gws.com/hr/mumbai/#close>

(See Supporting images and testimonials in attached doc)

Webpage Link

Would you like to add an additional webpage link?

Supporting Document

Download File (https://stevies-sage.secure-platform.com/file/13550/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxMzU1MCwiYWxsYXN0b3R0aWduZWRVcmwiOiJGYWxzZSI6ImInbnm9Stevie_Achievement%20in%20Talent%20Management%20Technology%20Implementation_Final%20with%20supporting%20images.docx)

Would you like to add an additional supporting document?

Yes

Supporting Document 2

Download File (<https://stevies-sage.secure-platform.com/file/13569/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxMzU2OSwiYWxsYXN0b3R0aWduZWRVcmwiOiJGYWxzZSI6ImInbnm9Rsk?Stevie-%20Achivement%20in%20TM%20Technology%20Implementation.zip>)

Would you like to add an additional supporting document?

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