

Nomination: 5729

Everise

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 Everise
Additional Contacts I do not wish to list additional contacts
Page: Entry Information
Entry Title Everise
Category A01 - A31 Employer of the Year > A12 - Employer of the Year - Consumer Services
Employer of the Year Submission Format Written Answers

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

Everise is a technology-enabled outsourcing firm with expertise in transforming healthcare and technology experiences globally. Our unique approach combines customer and technical support services with AI, robotic process automation, analytics, and secure cloud-based technology. Known as a leader in customer experience outsourcing, Everise offers high-growth start-ups and Fortune 500 companies the talent, tools, and technology they need to rapidly scale their brands across markets. Some of the world's most loved brands have products and services that are tested, protected, supported, and sold by Everise.

Founded in 2016 with a vision to disrupt the Business Process Outsourcing (BPO) industry, Everise has since risen rapidly to 17,000 champions, managing 600,000+ experiences daily across 7 countries. In 2021, we saw record performance, with 24% year-over-year revenue growth. This exceptional growth demonstrates the increasing need for people and technology-driven service solutions.

Today, Everise has expanded our market-leading healthcare customer experience practice by providing more than 40 types of different services across payer operations, health and life insurance products, pharmacy benefits management, and provider and health systems. Anticipate more than 30% growth throughout 2022 in this vertical. Everise plans to launch its new CX Innovation Centre and hire more workforce in the upcoming year.

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

As a people-first company, we understand the value diversity has not only in the workplace, but in our ability to empathize with our customers and deliver world-class customer experiences. Our ideology is also present in our hiring and recruitment efforts, and the proof is in our people.

Our award-winning culture attracts a diverse range of people that are the best at what they do. This strategy allows us to retain top, high-performing talent year-round. We continue to build and sustain our diverse workforce through some key, strategic corporate initiatives.

An equal opportunity employer, Everise's workforce consists of employees from diverse backgrounds. We are proud to share that our diverse culture has helped employ over 62 nationalities who can support up to 6.3 billion people in 32 languages. Additionally, we are powered by women, who make up 65% of our workforce, with 45% of them in leadership positions. Furthermore, we also employ mature-age employees consisting of 7% of our workforce and PWD employees at 1.8%.

Everise's early investments in our people and technology also prepared us to adapt to the ever-changing work climate, which resulted in us quickly transitioning over 95% of our workforce from office setups to safe and secure work-from-home arrangements during the height of the COVID-19 pandemic. It has helped us not only survive but thrive throughout the pandemic, and we have not made any layoffs from any of our locations across the globe while our employees continued to deliver world-class experiences from the safety of their homes.

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 organization's past performance (up to 250 words). Required

Everise was able to meet the pandemic regulations to work at home and has helped key customers grow and win new business from conventional BPOs that could not significantly transition their workforces to a home-based setting. Due to these efforts, we have not been disrupted by the ongoing COVID-19 crisis. In 2020 and 2021, Everise deployed multiple AI-powered and virtual learning platforms as part of continuing to invest in the growth of our employees even while working from home.

Furthermore, Everise was able to record stellar growth in 2021 and projected an increased revenue of 25% in 2022. This exceptional growth further demonstrates the value of our people and technology-driven service solutions that serve as a seamless extension of a brand's core business infrastructure.

To support its growth, Everise has also invested across every area of the business, including engineering, product, sales, and marketing. We have solid processes, policies and a strong framework to continue incorporating our initiatives. Our goal is to continue finding diverse avenues for our recruiting efforts to ensure we keep up our diverse employee base. In addition, we will strengthen our supplier diversity initiatives through various tracking and forethought into utilizing suppliers at Everise.

Everise is an employer of choice, winning multiple awards. We are most recently known for winning premier award competitions such as The American Business Award's Company of the Year, HR Asia's Best Place to Work for three years in a row, and Excellence in Diversity and Inclusion from the HR Excellence Awards.

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

Supporting Links:

- Everise enables Work at Home (W@H) transitions for companies during Covid-19 pandemic; recruits thousands to support new business
- Everise Records Stellar Growth in 2021
- Video - Everise Works at Home
- Everise recruits thousands to work at home in the Philippines
- Everise to keep remote work for BPO operations
- Everise recruiting thousands for WFH jobs
- Everise Named to Newsweek's Top 100 Most Loved Workplaces for 2021
- Employee Experience Awards 2022 – Best Remote Strategy
- The Inspiring Workplace of the Year 2021 Winner
- Video - HR Asia Best Companies to Work for in Asia

Webpage Link

<https://www.prnewswire.com/news-releases/everise-enables-work-at-home-wh-transitions-for-companies-during-covid-19-pandemic-recruits-thousands-to-support-new-business-301036409.html> (<https://www.prnewswire.com/news-releases/everise-enables-work-at-home-wh-transitions-for-companies-during-covid-19-pandemic-recruits-thousands-to-support-new-business-301036409.html>)

Would you like to add an additional webpage link?

Yes

Webpage Link 2

<https://medium.com/everise/everise-records-stellar-growth-in-2021-6f2bd0ef14d1>
(<https://medium.com/everise/everise-records-stellar-growth-in-2021-6f2bd0ef14d1>)

Would you like to add an additional webpage link?

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Webpage Link 3

<https://www.youtube.com/watch?v=PCrgC2MGRj4> (<https://www.youtube.com/watch?v=PCrgC2MGRj4>)

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Yes

Web Page Link 4

<https://www.mynewsdesk.com/sg/pinpoint-pr/pressreleases/everise-recruiting-thousands-to-work-at-home-in-the-philippines-3024488> (<https://www.mynewsdesk.com/sg/pinpoint-pr/pressreleases/everise-recruiting-thousands-to-work-at-home-in-the-philippines-3024488>)

Would you like to add an additional webpage link?

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Web Page Link 5

<https://www.bworldonline.com/corporate/2021/04/19/361638/everise-to-keep-remote-work-for-bpo-operations/>
(<https://www.bworldonline.com/corporate/2021/04/19/361638/everise-to-keep-remote-work-for-bpo-operations/>)

Would you like to add an additional webpage link?

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Web Page Link 6

<https://mb.com.ph/2020/06/22/bpo-firm-recruiting-thousands-of-wfh-jobs/> (<https://mb.com.ph/2020/06/22/bpo-firm-recruiting-thousands-of-wfh-jobs/>)

Would you like to add an additional webpage link?

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Web Page Link 7

<https://medium.com/everise/everise-named-to-newsweeks-top-100-most-loved-workplaces-for-2021-974ca77e4cb1>
(<https://medium.com/everise/everise-named-to-newsweeks-top-100-most-loved-workplaces-for-2021-974ca77e4cb1>)

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Web Page Link 8

<https://awards.humanresourcesonline.net/employee-experience-awards-sg/2022-winners/>
(<https://awards.humanresourcesonline.net/employee-experience-awards-sg/2022-winners/>)

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Web Page Link 9

<https://www.inspiring-workplaces.com/stories/winners-announced-for-the-2021-inspiring-workplaces-awards-in-emea-and-north-america/> (<https://www.inspiring-workplaces.com/stories/winners-announced-for-the-2021-inspiring-workplaces-awards-in-emea-and-north-america/>)

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Web Page Link 10

<https://www.youtube.com/watch?v=2upnRuEI18U> (<https://www.youtube.com/watch?v=2upnRuEI18U>)

Supporting Document

No File Uploaded

Would you like to add an additional supporting document?

By your submission of this entry to The Stevie Awards, you verify that you have read and agreed to abide by the regulations, terms and conditions of the competition. (<https://stevies-sage.secure-platform.com/a/page/enter/Rules-terms>)

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