

Nomination: 6069

TCS - Transforming today's workforce for tomorrow's world of work

**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 would also like to have others receive emails about the disposition of our entries.

**Page: Entry Information**

**Entry Title**

TCS - Transforming today's workforce for tomorrow's world of work

**Category**

B01 - B59 Achievement > B42 - Best Talent Management Strategy

**Achievement Submission Format**

Written Answers

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

Tata Consultancy Services (TCS) is a large scale global multigenerational organization that has exhibited exemplary business growth over the past decades. Established in 1968, it is India's largest IT / ITS & Business Consulting organization, and the second most-valued IT services brand in the world with an annual consolidated revenue of over \$25 Billion.

TCS' Talent Management strategy comes as a by-product of its business requirements. Today, when a new customer is onboarded or an existing customer expands into the TCS bouquet of services, the biggest ask from business leadership centers around 'talent supply'. As exponentially faster customer ramp ups take place, there is a need to provide clients with the required resources, equipped with the necessary skill set, at the right time and at the right place.

However, in meeting these Business and Customer requirements, focus on Employee Centricity and Experience must not diminish. Human Capital is the bedrock on which TCS as an organization stands. Thus, enriching, enhancing and furthering this human capital must be at the forefront of any Talent Management strategy. The over-arching Talent Management strategy must keep employees at the centre of the organization around which business growth and customer satisfaction thrive.

**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**

The Talent Management team started creating processes and systems 2020 onwards that would effectively tackle the challenges brought forth by unprecedented growth and technological disruption. However, before designing them, the team outlined some strategic pillars that would act as the over-arching guiding light to the Talent Management function. The pillars of 'Purpose', 'Inclusion', 'Transparency', 'Trust', 'Collaboration' and 'Employee Centricity' were included, all of which would then combine to ensure symbiotic & sustainable growth between 'employees', 'customers' as well as the 'business'.

The Talent Management bouquet of offerings thus created, seek to bring about a paradigm strategic shift in the way human capital is managed, developed and transformed within TCS. This is done through creating employee-centric, purpose-driven, state-of-the-art offerings/digital products that promote enhanced transparency, trust, collaboration and democratized career progression! These offerings mentioned below are delved into in great detail in the annexures.

1. Xcelerate – TCS' first-ever Career Guidance Platform
2. iConnect – New-Age Mentoring Platform
3. Mentor Capability Building Framework - A customized and curated learning experience for mentors
4. 360° Inclusive Feedback – Confidential & Developmental 360° Feedback
5. Talent Review – Leadership Assessment & Succession Planning

All these processes under the umbrella of 'Talent Management' aim to augment the strategic and cultural organizational pillars and values of TCS. By leveraging technology, data analytics and blending the traditional with the new, the Talent Management function is paving the way for our employees to own, grow and develop their careers. It develops employees today for tomorrow's world of work!

**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**

The Talent Management function continues to create sustained value add within the organization, across multiple stakeholders. Conceptualizing and designing 5 full-fledged digital products within 2 years is nothing short of a herculean task, especially for a workforce that is 600,000+ strong. However, TCS' Talent Management team did not just deploy these products, but also drove them intensely, so that they become an intrinsic part of TCS' culture. The systems and processes thus created have crossed multiple milestones, surpassed all expectations with respect to their pre-defined success parameters and already have major achievements under their belt. Some of them have been mentioned below –

- Xcelerate - 334,000+ Aspirations shared
- iConnect - 35,000+ Mentoring Sessions completed
- 2,000+ Silver & Gold Certified Mentors | 10,600+ Mentors Enrolled
- 360° Inclusive Feedback – 25,000+ Feedbacks Initiated

These offerings combine to enhance our culture of democratized career progression, growth and development through employee empowerment. However, all this would be meaningless if it was not echoed by the employees' sentiment on these cultural and strategic changes. That has most certainly not been the case. In the last 4 annual PULSE surveys that measure the Employee Satisfaction Index (ESI), the ESI has risen 10% to a record high 80.62%, signifying that TCS is on track to reap the benefits of these cultural changes on Employee Satisfaction, Engagement and Motivation levels. This has given the team a good indication of the true potential of these systems and the value they can generate for TCS!

**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**

**Webpage Link**

**Would you like to add an additional webpage link?**

No

**Supporting Document**

Download File (<https://stevies-sage.secure-platform.com/file/14721/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkJjoxNDcyMSwiYWxsb3dOb3RTaWduZWVRVcmwiOiJGYWxzZSI6ImNm99>1.%20Need%20for%20a%20revamped%20Talent%20Management%20Strategy.pdf)

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 2**

Download File (<https://stevies-sage.secure-platform.com/file/14722/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkJjoxNDcyMiwiaWxsb3dOb3RTaWduZWVRVcmwiOiJGYWxzZSI6ImNm99>2.%20Deep%20Dive%20into%20the%20TM%20Strategy%20&%20Processes.pdf)

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 3**

Download File (<https://stevies-sage.secure-platform.com/file/14723/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkJjoxNDcyMywiYWxsb3dOb3RTaWduZWVRVcmwiOiJGYWxzZSI6ImNm99>3.%20Design%20&%20Deployment.pdf)

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 4**

Download File (<https://stevies-sage.secure-platform.com/file/14724/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkJjoxNDcyNCwiYWxsb3dOb3RTaWduZWVRVcmwiOiJGYWxzZSI6ImNm99>H\_wq-o9u11l\_wIXhdzM?4.%20ROI%20&%20the%20Way%20Forward.pdf)

**Would you like to add an additional supporting document?**

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