

Nomination: 7290

ValueLabs

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

ValueLabs LLP

Additional Contacts

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

Page: Entry Information

Entry Title

ValueLabs

Category

A01 - A31 Employer of the Year > A07b - Employer of the Year - Computer Software - More Than 250 Employees

Employer of the Year Submission Format

Written Answers

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

ValueLabs, a founder-led and privately held organization, is a global technology services company focusing on next-generation Product Development, UX, Automation, and Analytics.

It started with a selfless act by our CEO, Arjun Rao, who built free computer-based learning programs for school students. Since our inception in 1997 as a three-member team, to a 7,000+ people strong organization today, our growth story is one of unselfishness, love, and pursuit of perfection. Over the last 26 years, we have expanded to 26 locations and 300 clients worldwide, ranging from startups to Fortune 500 giants. Our unwavering focus on two crucial stakeholders, our employees, and customers, drives us to excellence, as evidenced by our industry-leading employee NPS of 80 and client NPS of 90.

Guided by the principle of 'Doing the Right Thing, Always,' we remain at the forefront of innovation to optimize costs and transform business models for clients, even if that requires reducing our revenue.

Most recently through our enterprise generative AI platform, AiDE™, we have been able to accelerate business value creation by enabling a seamless transition for businesses from a pre-generative AI to a post-generative AI world, and indeed our transition into an AI-enabled tech company.

b. Outline the organization's employee-relations achievements since the beginning of 2021 that you wish to bring to the judges' attention (up to 250 words). Required

NPS:

Our employee NPS has quadrupled to an impressive 80 today, surpassing the industry benchmark of 50, due to our unwavering commitment to employee growth.

AiDE™- AI Driven Everything:

AiDE™ empowers our employees, elevating their efficiency across code generation, test case creation, content creation, and more - yielding significant gains. Furthermore, we ensure our employees embrace AI, evolve through upskilling, and ensure stability, setting us apart from companies where automation may be perceived to replace employees.

Employee First Mindset:

We constantly measure employee progress, utilizing indices such as Induction, Learning, and Exit to listen, course correct, and provide learning paths for excellence. Our industry-first six-monthly appraisal cycle, which continued even during the pandemic, also sets us apart. Completing our ninth successful OKR-based cycle in March 2023, we continue to achieve remarkable retention and engagement.

Our Third Stakeholder: Families of Employees:

In today's remote-first world, we recognize the vital role of an employee's family in their productivity. To foster alignment, we have implemented programs for children, titled 'Wings', which includes inspiring TED-like sessions hosted by renowned speakers like Viswanathan Anand. We address childcare concerns through 'ImagineEd,' providing specialized education. We also offer support through activities like summer camps, to connect with our extended families.

Well-being and Medical Benefits:

Our Employee Assistance Program supports employees and their families by organizing wellness activities. Over the past three years, we have enhanced our industry-leading medical insurance benefits by 5 times. We offer flexible interest-free loans and salary advances to assist employees during emergencies.

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

Our commitment to our employees extends beyond the traditional 9 to 5 workday.

Despite industry disruptions we have stood out as an outlier and completed our ninth successful six-monthly appraisal cycle, recognizing and rewarding our hardworking employees. Not only do we support their career growth, but we also take care of their families. In the unfortunate event of an employee's untimely passing, we take care of their family by establishing financial trusts to support their education and future well-being. This genuine care fosters a deep commitment among our employees, resulting in consistently high Client and Employee NPS scores.

Unlike many other companies that have mandated a return to the office, we understand the importance of flexibility and continue to offer the option to work from home. This approach has helped increase productivity, job satisfaction, and reduce attrition rates.

Recognizing the potential of AI as a growth opportunity, we have embraced it instead of viewing it as a threat. Through our generative AI platform, AiDE™, we empower our employees with the necessary skills and tools to learn and adopt AI, ensuring they stay ahead of the curve. By doing so, we ensured that our employees are equipped with the latest knowledge and skills, which are crucial for their career progression, doing what's right for our employees, without worrying about potential churn.

All in all, our core philosophy enshrined in the ValueLabs Stack helps us focus on the well-being of our employees and to inspire our clients.

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

In this nomination, we have highlighted our continued efforts for the betterment of our two primary stakeholders - employees and clients. Our unwavering commitment to employee engagement has yielded remarkable results, fostering a highly motivated and fulfilled workforce. The feedback from our clients echoes their immense gratitude and delight in partnering with us, affirming the exceptional experience they have had working alongside our dedicated team.

Few Recognitions and Awards are as follows:

- Stevie Gold Employer of the Year - 2021 & 2022
- Ranked #1 in 'Dream Companies to Work For' by World HRD Congress 2023
- Gold Globee® Winner for Information Technology (2023) - for Cloud Security
- SIIA CODIE 2023 Winner - Best Knowledge Center/Help Site
- The Stevie® Award (Silver) (2021) - for innovation and best use of technology
- The TITAN Business Award (Gold) (2021) - for innovation in customer service

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Supporting Document

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Supporting Document 4

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