

Nomination: 7349

Kiran VS

<b>Page: General Information</b>
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
<b>Name of Organization/Company</b> Tech Mahindra Limited
<b>Additional Contacts</b> I do not wish to list additional contacts
<b>Page: Entry Information</b>
<b>Entry Title</b> Kiran VS
<b>Category</b> C01 - C16 Individual > C09 - Human Resources IT Professional of the Year
<b>Individual Submission Format</b> Written Answers

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

☆Profile:

▶ Name: Kiran V S

▶ Designation: Global Head—HR Transformation and Global Vice President—HR Strategy

▶ Organization: Tech Mahindra Ltd. (TechM)

▶ Tenure: 14+ years

☆Professional History:

▶ Quantity: 23+ years of experience with two prominent IT organizations. TechM acquired Satyam in 2009.

◆ Satyam Computers

◆ Tech Mahindra

o Note: Kiran was responsible for people integration of Satyam & TechM after the acquisition transitioning approx. 50k+ employees.

▶ Quality: Spectrum of HR portfolios:

◆ Business Consultant—Business Process Re-Engineering

◆ Business-HR

◆ HR-Regional Head (managing 13+ countries in Europe)

◆ HR-Business Process Re-Engineering & Global HR Compliance

◆ HR—Compensation-Benefits

◆ HR—Digitization & Labs

◆ HR—Mergers & Acquisition

◆ HR—Global Performance Management

◆ HR—Strategic Initiatives, Advisor for Mental Wellbeing & DEI

☆Kiran's Role at TechM:

▶ Strategic Advisor: Possesses deep industry insights and is a trusted advisor to the CHRO on HR Strategy.

▶ Employer Branding: Positioning TechM as an "employer of choice" while winning external recognitions.

▶ Change Management: Drives organizational development programs linked to TechM's employee engagement framework - CARES. Also responsible for rolling out initiatives related to Culture, Mental Wellness, Diversity & Inclusion, Employee Value Proposition etc.

▶ HR Technology—Leads HR Labs, the vertical that designs human-centred experiences.

▶ Mergers & Acquisitions(M&A)—Responsible for placing winning bids to acquire companies and integrate them into TechM.

▶ Performance Management(PMS)—Driving post-pandemic focus on measuring outcomes over output.

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

✧Business contributions:

▶ Deals: Kiran has facilitated 10+ large deals involving people rebadging of 5000+ employees across 35+ countries.

▶ M&A: Represented TechM(HR) in negotiating 10+ acquisitions with estimated \$900 million value and headcount of 15,000+ employees.

▶ Leadership: Introduced new OKR's based PMS process (tracking potential and performance growth) for top 500 Talent-to-Value Leadership. On average, they achieved 110% targets, leading to the highest half-yearly growth in the last five years.

✧Human Experiences:

▶ Tools: 8+ platforms/tools developed for engagement, learning & career growth. E.g.

◆Talex (job rotation)

◆Ide@s (performance)

◆UVO Chatbot (HR workforce actions)

◆K2 (humanoid cobot)

◆TechMighTea (random 1-1 connects)

◆BeMe AI Coach(positive nudges)

◆BeMe Simulation(practice conversations)

◆TechMVerse (Metaverse induction)

◆Blockchain(personal documentation)

▶ Technology: Reduction of 35+ FTE efforts by introducing chatbots, humanoid, self-service platforms etc. These tools improved service SLA's by 30% and were rated 4.5/5 for human-centric experiences.

✧Employee Engagement:

▶ Workplace: Translated the idea of "live-work-play" by integrating culture, values and the employee-value proposition into workplace experiences

▶ Engagement: Achieved highest ever TechM CARES employee engagement survey score @92%. It measures the dimensions of—Career, Alignment, Recognition, Empowerment, Strive—the CARES employee engagement framework.

▶ Retention: Leveraging the attrition prediction model saw attrition drop from a "Great-Resignation" high of 23.5% in FY'22 to 14.8% in FY'23 (LTM).

✧Employer Brand:

▶ Certifications: Under his leadership, TechM was the first company amongst its peers to be among Top 25 Great Place to Work.

▶ Recognitions: Won 100+ external recognitions in India and overseas, including Bloomberg GEI, Stevie, Brandon Hall, SHRM, Golden Peacock etc.

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

✧Technological TechMighty:

- ▶ Metaverse (AR/VR): For hiring and induction. E.g. TechMVerse
- ▶ Gamification: Rise with Dice game (snakes and ladders) to teach about culture. Bidding points for job applications to show interest in Talex.
- ▶ Chatbot/Humanoid: Self-service for everyday HR- transactions. E.g. UVO chatbot, K2 Humanoid
- ▶ Artificial Intelligence: Complement employee workforce actions. E.g. BeMe Simulation, BeMe Coach, Talex etc.
- ▶ Machine Learning: Assist HR functions with analytics-based insights. E.g. Predictive Analytics
- ▶ Blockchain: Seamless separation exits whilst creating a robust alumni database. E.g. Blockchain for personal documentation

✧Culture and Strategy:

- ▶ Brand: Helped the CHRO align all TechM policies and practices with the brand philosophy Rise™ under HR NXT.NOW program.
- ▶ Redesign culture: Aligned culture(expressed via #lovetobeTechM) and EVP(Freedom to Explore) for the new normal.
- ▶ Strategy: Linking HR strategy to organizational vision with a 5-year roadmap.

✧Advisor to CHRO:

- ▶ DEI Advocacy: Kiran has been instrumental in institutionalising Diversity, Equity, and Inclusion initiatives.
- ▶ Mental Wellness: Post-pandemic, Kiran has driven programs like People Care Managers (training managers for hybrid), Wellness Quotient (identify pain points in employee lifecycle) etc.

✧Personal story:

- ▶ Collaboration: Kiran's personal interest in technology bridged the gap between HR and IT.
- ▶ Early Mover Advantage: Kiran identifies emerging IT technologies and develops use cases for HR.
- ▶ Spectrum of Portfolios: Kiran's long-term association with TechM and varied experience in HR has made him a trusted advisor to CHRO.
- ▶ Strategic Leadership: Kiran understands the business landscape and ensures HR initiatives support the organization's long-term goals.
- ▶ Coach/Mentor: Kiran has helped transform the careers of several employees/leaders through 1-1 coaching.

**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**

✧Kiran's portfolio:

- ▶ HR Technology
- ▶ HR Strategy
- ▶ Employer Branding
- ▶ Performance Management
- ▶ Mergers and Acquisitions
- ▶ Mental Wellness (Advisory)
- ▶ Diversity, Equity & Inclusion (Advisory)

✧Internal recognitions:

- ▶ Consistent top performer
- ▶ Awards won: Chairman Award, Star Awards-Special Recognition, Location Council-Champion etc.

✧Key programs delivered:

- ▶ UVO: AI—based personalised Chatbot, for automated HR workforce actions (e.g. leave, travel, reimbursements)
- ▶ Talex: Internal Talent Market Place that uses gamification to match the jobs to the right candidates.
- ▶ Attrition Prediction tool: Indigenous analytics model for predicting "employees' likelihood to quit" as an early warning system.
- ▶ TechMVerse: Virtual Metaverse for hiring and onboarding candidates that creates a "wow" experience.
- ▶ BeMe (Better Me): AI-based application ecosystem to improve managerial effectiveness in a hybrid workplace. It consists of BeMe Coach(check email tone & frequency), BeMe Simulation(practice conversations with virtual AI), BeMe Feedforward(feedback from trusted people)
- ▶ PeopleCare Managers: Kiran shares several thought-leadership articles and practical frameworks for managers to handle remote teams with empathy.
- ▶ Culture: Kiran rolled out the "Culture Journal" reinforcing brand philosophy.
- ✧Future Outlook: Kiran has unique goals for TechM's HR functions, including:
  - ▶ Kiran would continue to expand the TechMVerse universe by adding more experiences in Connect Meetings, Rewards & Recognitions and Wellness.
  - ▶ To foster wellness culture, Kiran plans to establish a Multisensory Environment room on its campuses to help employees destress and relax.
  - ▶ Leveraging TechM's in-house capability in Robotics, Kiran plans to build a Wellness Robot to engage the employees with wellness-related conversations.
  - ▶ Kiran will strengthen HR analytics to improve the "Attrition Prediction" model and work on the "Employee Lifetime value" concept.

**Webpage Link**

<https://twitter.com/vsknt> (<https://twitter.com/vsknt>)

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

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**Webpage Link 2**

<https://www.hrkatha.com/technology/tech-mahindra-s-chatbot-uvo-alters-workplace-query-resolution/> (<https://www.hrkatha.com/technology/tech-mahindra-s-chatbot-uvo-alters-workplace-query-resolution/>)

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**Webpage Link 3**

<https://www.peplematters.in/article/technology/employee-query-resolution-moving-from-transactions-to-conversations-15755>  
(<https://www.peplematters.in/article/technology/employee-query-resolution-moving-from-transactions-to-conversations-15755>)

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**Supporting Document**

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**Supporting Document 4**

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**Supporting Document 5**

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