

Nomination: 7349

Kiran VS

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

Tech Mahindra Limited

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Kiran VS

Category

C01 - C16 Individual > C09 - Human Resources IT Professional of the Year

Individual Submission Format

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>)

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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

Download File (<https://stevies-sage.secure-platform.com/file/18177/eyJ0eXAI0iJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWZpYUlkIjoxODE3NywiYWxsY3dOb3RtaWduZWRVcmwiOiJGYWxzZSIsImInbnM9HR%20Labs%20Overview-2022.pdf>)

Would you like to add an additional supporting document?

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Supporting Document 2

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Supporting Document 4

No File Uploaded

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Yes

Supporting Document 5

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