

Nomination: 8386

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 is a global technology solutions company specializing in Software Product Development, UX, Automation, and Analytics, powered by AiDE®, our enterprise GenAI platform.

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, we've grown to a 7,000+ strong organization, expanding to 29 locations and 300 clients worldwide. At ValueLabs, our value system is based on a three-tiered tech stack. Focusing on Values, Business Model, and Innovation, 'The ValueLabs Stack' inspires everything we do. It drives sustainability and innovation, motivating us for 'Doing the Right Thing, Always.' That is in our DNA!

Being a founder-led privately held company, our focus on employees and customers drives us to excellence, reflected in our industry-leading NPS scores: Employee NPS of 80 and Client NPS of 90.

AiDE®, our enterprise GenAI platform, has been at the epicenter of our technology product and service delivery innovations. It enables enterprises to do more for less, significantly reduces the cost of quality and support, and creates new features and customer experiences, bringing the art of the possible alive.

b. Outline the organization's employee-relations achievements since the beginning of 2022 that you wish to bring to the judges' attention (up to 250 words). Required

NPS

For the last two years, we have maintained our employee NPS at an impressive 80, surpassing the industry benchmark of 50, due to our unwavering commitment to employee care and growth.

Talent Development

AiDE® is the Iron Man suit for our workforce, empowering them and elevating efficiency across SDLC, CX, Operations, and more — yielding significant gains. Furthermore, we ensure our employees evolve with GenAI and stability with upskilling. Through gamified campaigns, we drove AiDE® Adoption and Effectiveness, with over 80% of employees achieving 77% effectiveness.

Employee First Mindset

With employees and clients as sole stakeholders, we prioritize our employer brand by creating touch points throughout the employee lifecycle. Initiatives include a commitment to industry-first biannual salary hikes and metrics like Onboarding, Learning, Exit indices, and Manager NPS to continuously measure and strengthen our employer brand. As a services firm, tracking the Customer Performance Index underscores how employee well-being links to client relationships. These efforts raised our Employee NPS to 80!

Our Third Stakeholder: Families of Employees

Recognizing families as extensions of the company, we offer programs supporting them. Our program 'Wings' offers inspiring sessions for our employees' children by renowned figures like chess grandmaster

Viswanathan Anand. Our childcare-focused initiative, ImagineEd provides specialized education and organizes activities like summer camps.

Well-being and Medical Benefits

Our Employee Assistance Program provides industry-leading wellness support to employees and families. Over the past three years, we have enhanced medical insurance benefits fivefold. We also offer interest-free loans and salary advances 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 eleventh successful six-monthly appraisal cycle, recognizing and rewarding our hardworking employees. We support their career growth and also take care of their families. In the unfortunate event of an employee's untimely passing, we care for 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. Our retention of long-tenured employees has been significantly high, with more than 180 employees who have been with us for about two decades.

Understanding the importance of work-life balance, our employee-centric approach includes flexible hybrid work policies without mandating office return. This boosted productivity and job satisfaction and has helped us maintain the attrition rate in single digits. Our commitment to enabling work-life integration and employee well-being is reflected in an impressive 4.3 Glassdoor rating.

Our generative AI platform, AiDE®, equips employees with the skills and tools to learn and adopt GenAI, keeping them ahead of the curve. This ensures they have the latest knowledge and skills for career advancement, prioritizing employee well-being without worrying about employee churn.

Overall, our core philosophy, enshrined in the ValueLabs Stack, helps us focus on the well-being of our employees and 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 for Innovation and Excellence

- Stevie Gold Employer of the Year - 2021 & 2022 & 2023
- Ranked #1 in 'Dream Companies to Work For' by World HRD Congress 2023 & 2024
- Titan Awards 2023 – Best HR Strategy
- Gold Globes® Winner for Information Technology (2023) - for Cloud Security
- SIIA CODiE Award 2023 - Best knowledge/help center
- Stevie® IBA Award (Gold) (2023): Technical Innovation of the Year (AiDE® SDLC)
- Stevie® IBA Award (Silver) (2023): Most Innovative Tech Company of the Year
- Stevie® IBA Award (Gold) (2023): Technical Innovation of the Year (AiDE® xPerience)
- Stevie® IBA Award (Bronze) (2023): Customer Service Solution (AiDE® Chat)

Company website: www.valuelabs.com

Webpage Link

<https://www.youtube.com/watch?v=ULbXWvD64q0> (<https://www.youtube.com/watch?v=ULbXWvD64q0>)

Would you like to add an additional webpage link?

Yes

Webpage Link 2

<https://www.youtube.com/shorts/DH5ZWtYVoX8> (<https://www.youtube.com/shorts/DH5ZWtYVoX8>)

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Webpage Link 3

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Web Page Link 4

<https://youtu.be/DaUmzgsqZ3M> (<https://youtu.be/DaUmzgsqZ3M>)

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Web Page Link 5

<https://youtu.be/VuEsVSC3KoU> (<https://youtu.be/VuEsVSC3KoU>)

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Web Page Link 6

<https://www.prnewswire.com/in/news-releases/valuelabs-emerges-as-a-trailblazer-in-the-generative-ai-space-wins-prestigious-stevie-international-business-awards-2023-301995929.html> (<https://www.prnewswire.com/in/news-releases/valuelabs-emerges-as-a-trailblazer-in-the-generative-ai-space-wins-prestigious-stevie-international-business-awards-2023-301995929.html>)

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https://www.linkedin.com/posts/valuelabs_titanawards-humanresources-hrstrategy-activity-7130539174885031936-kl1D?utm_source=share&utm_medium=member_desktop
(https://www.linkedin.com/posts/valuelabs_titanawards-humanresources-hrstrategy-activity-7130539174885031936-kl1D?utm_source=share&utm_medium=member_desktop)

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https://www.linkedin.com/posts/valuelabs_employeroftheyear-doingtherightthing-valuelabs-activity-711088835219156992-euAW?utm_source=share&utm_medium=member_desktop
(https://www.linkedin.com/posts/valuelabs_employeroftheyear-doingtherightthing-valuelabs-activity-711088835219156992-euAW?utm_source=share&utm_medium=member_desktop)

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https://www.linkedin.com/posts/valuelabs_valuelabs-bi-annual-appraisals-activity-7188836042584555520-oymr?utm_source=share&utm_medium=member_desktop
(https://www.linkedin.com/posts/valuelabs_valuelabs-bi-annual-appraisals-activity-7188836042584555520-oymr?utm_source=share&utm_medium=member_desktop)

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Web Page Link 10

<https://www.youtube.com/watch?v=YcY2u4CoVzg> (<https://www.youtube.com/watch?v=YcY2u4CoVzg>)

Supporting Document

Download File (<https://stevies-sage.secure-platform.com/file/20680/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkJjoyMDY4MCIwYXN3dOb3RTaWduZWRVcmwiOiJGYWxzZSI6ImInbm91bnQ9CjE1VhdT5MSXSuQdR5Z4HkxbPEF4?Appraisals%20employee%20testimonials.pdf>)

Would you like to add an additional supporting document?

Yes

Supporting Document 2

Download File (<https://stevies-sage.secure-platform.com/file/20682/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkJjoyMDY4MCIwYXN3dOb3RTaWduZWRVcmwiOiJGYWxzZSI6ImInbm91bnQ9CjE1VhdT5MSXSuQdR5Z4HkxbPEF4?Appraisals%20employee%20testimonials.png>)

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Supporting Document 3

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Supporting Document 4

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Download File (<https://stevies-sage.secure-platform.com/file/20687/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoyMDY4NywiYWxsbn3dOb3RTaWduZWRVcmwiOiJGYWxzZSI6ImInbm9Pet%20Hospital.PNG>)

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