

Successful Employee Engagement Platform for One of the Big Four Accounting Firms Global Corporate Responsibility





Hexaware partnered with one of the Big Four accounting firms to design and develop a single platform that connected all the employees on a global level and guided them to work collaboratively towards the company's objective of helping the society at large.

About the Client

With headquarters in the United Kingdom, the client is one of the world's largest professional services firms and one of the world's Big Four accounting firms.

Background

The firm initiated a global responsibility program that intends to build on the tremendous corporate responsibility efforts that the firm's employees around the world have already undertaken to drive sustainable, inclusive growth in the society. The employees use their time, energy, experience and skills to help young people and impact entrepreneurs and change their lives forever. The idea is to help communities thrive by collectively building a better working world.



Requirement

The company envisioned to positively impact the futures of **10 million** people, creating an impact that will grow to benefit **100 million** people by 2022 and **1 billion** people by 2030.

But the present systems and processes were traditional, demanding manual work and making it a time-consuming process for the employees. Also, each business unit and portfolio of the client had its own set of qualified CSR initiatives. But, they lacked a unified view of these across the company that the managers and employees could view and choose from. Hence, CEO wanted to have a portal that connects all the employees and helps them work collaboratively towards realizing organizational goals and helping the society at large.

The program aims to achieve the following results:



Solution

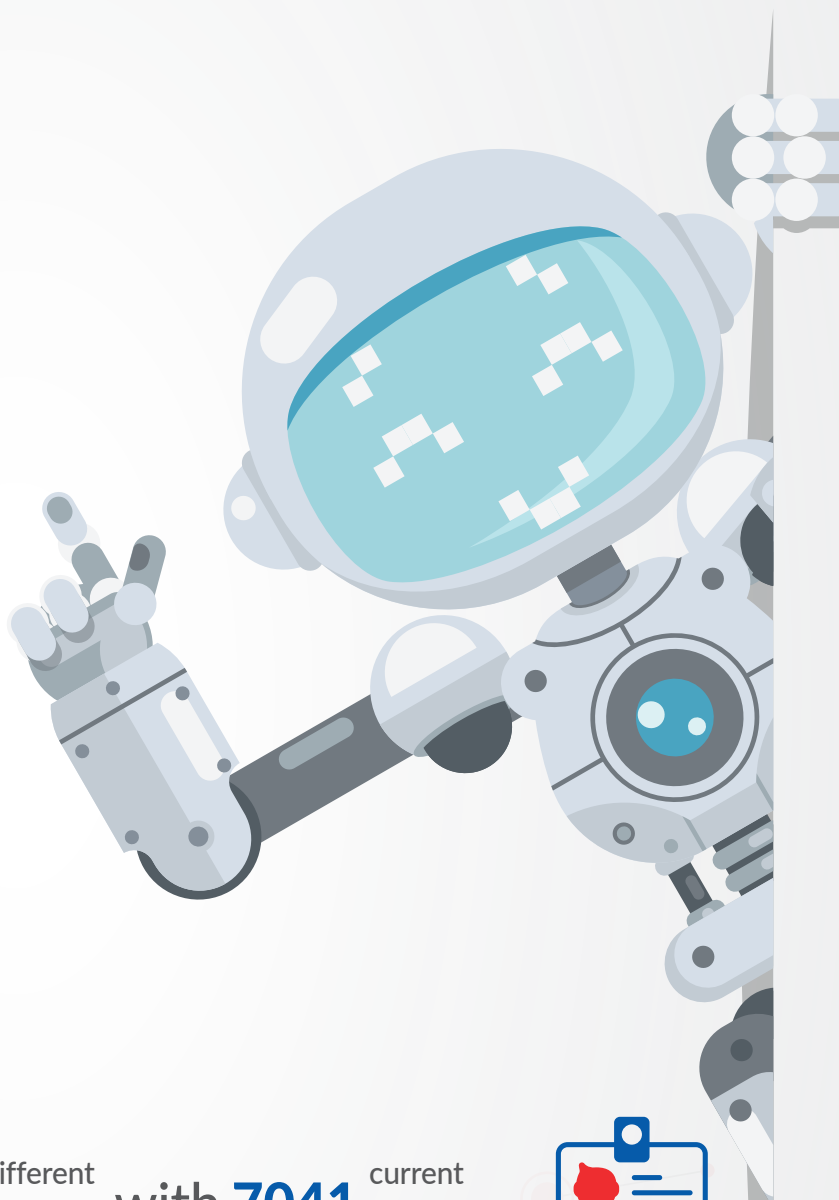
Hexaware's technical team carried out the complete design and development of the portal that allowed employees to nominate themselves for various activities on a global level. The team incorporated intelligent automated tooling to make the process simpler for the employees.

Hexaware's Scope of Work:



The employees could participate in a range of ways, with varying levels of time commitment and efforts. This platform enabled them to see opportunities nearby their location for various CSR projects and sign up for activities based on their personal passions and interests, skills, how much time they can commit, where they are based at and what type of a difference they want to make with their initiative.

All the manual work like pulling raw data from sources is done through automation. The automated tool helped collaboration within the client's siloed teams and changed their behaviour and mindsets towards one another and the project. The portal is employer-customizable which means more opportunities can be added to the portal over time. It is very focused on connecting employees with their passion in serving the community. The portal has helped drive employee engagement towards CSR efforts and volunteering. Employees have come forth to apply the knowledge, skills and experience they use every day with the clients and stakeholders to support individuals, enterprises and communities that are impacted by inequality. Today, the firm has 30 countries with initiatives on the platform; and more will be added throughout the year.



Outcome

With our solution, the client achieved



Conclusion

The client wanted to harness its employees' collective commitment to larger causes and unique capabilities to exponentially amplify individual efforts and positively impact communities. Hexaware's solution has been driving great employee engagement. The portal is fast-tracking the firm's and its employees' movement in this direction by simplifying the overall process on a global level. Employees can now easily work towards making a difference in the communities in which they live and work and contribute to a better tomorrow for all of us.



About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and Consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight. We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything, Cloudify Everything, Transform Customer Experiences.' Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

Learn more about Hexaware at <http://www.hexaware.com>

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