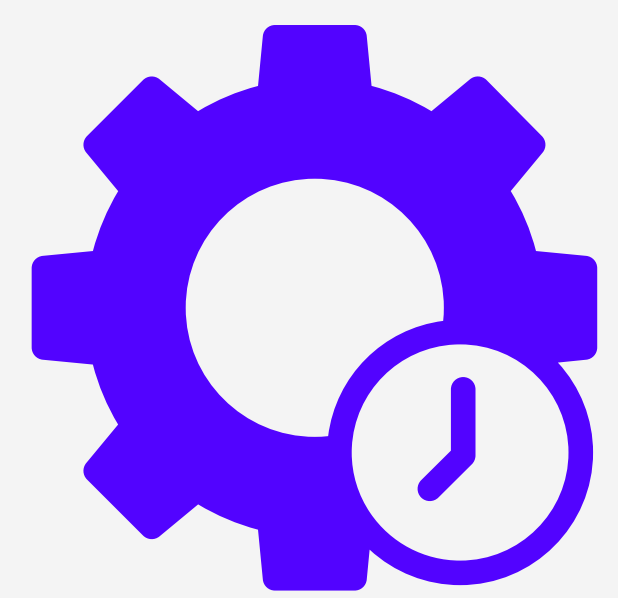
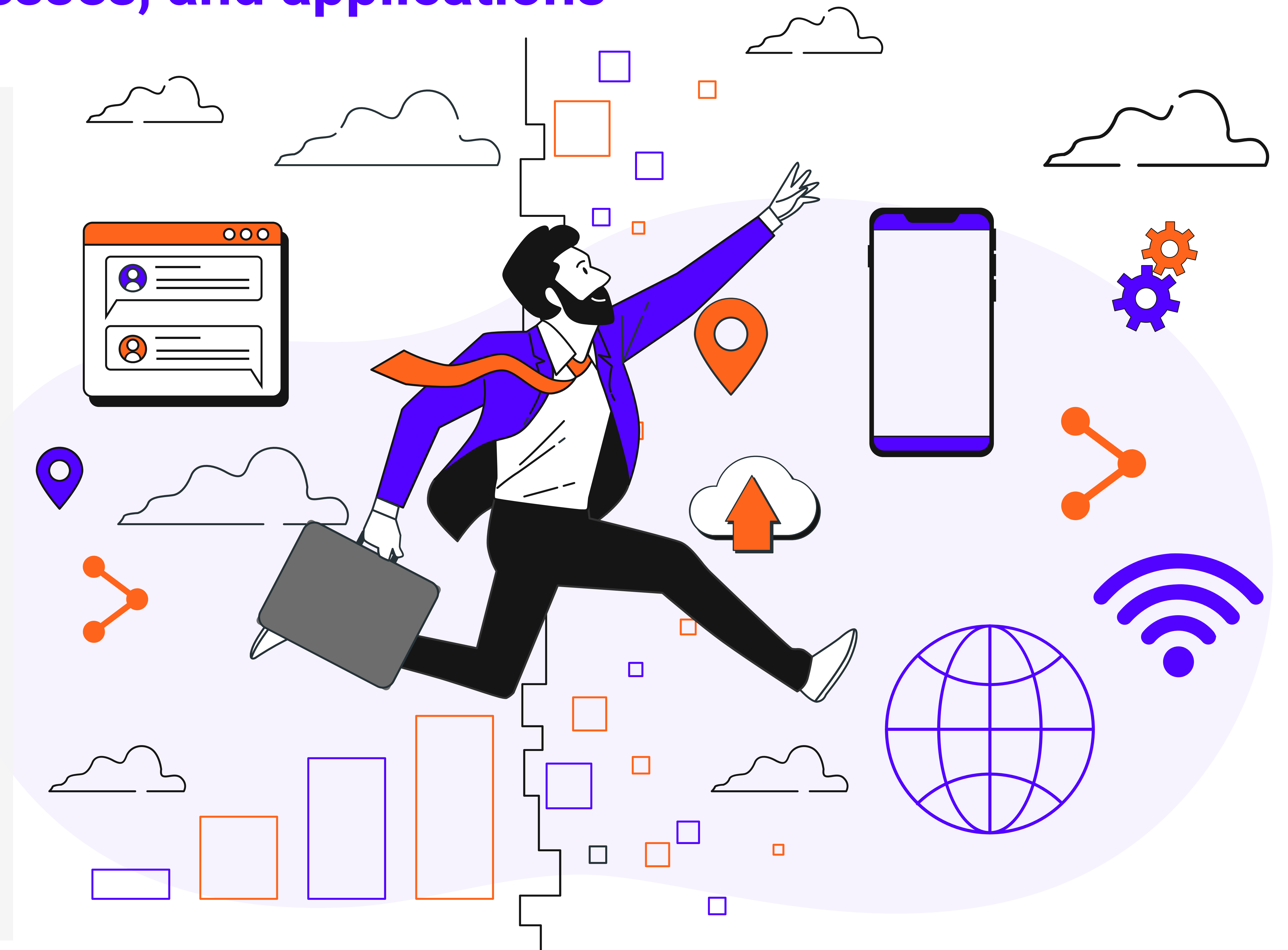


Designed to accelerate productivity; connect people, work, processes, and applications



Real-time actionable employee feedback

Our client takes pride in providing a superior customer experience to their customers. To ensure they deliver excellent service, our client wanted their employees to get things done in time and improve overall work performance. With Newwe, all activities that employees perform are clearly visible, tracked, and addressed through continuous feedback mechanism. This real-time actionable feedback helped the client to take their employees to the next level of incentives and career advancement. Thus, resulting in improved work productivity and sales revenue.



50%
Improved
productivity



2x
Increased
efficiency



92%
Better employee
engagement



“With Newwe, we are working more efficient and smarter than ever before.”

Sridhar Narayanaswamy
CEO, IT Services Company

Case Study

Background

Delivering an exceptional customer experience

The client is one of the leading IT product and services companies with employees working across the globe. The client's core value is to improve customer retention by maximizing customer value, blending the right combination of people, processes and technology.

It's a highly competitive market space, the client stands out with the products and service offerings. The superior CX is fueled by its employees who are committed to their work, combined with a great level of proficiency. But, with an increase in the competition, the client has to continuously innovate and deliver an amazing experience. This requires employees to stay fully focused and meet KPIs in time.



“Newwe connectors helped us in bringing data from multiple systems and helped us measure the performance of our employees.”

Sridhar Narayanaswamy
CEO, IT Services Company



Challenges

The client wanted employees to be accountable for their actions and manage their own performance while constantly working on improving it. Transparency across goal/task completion was not implemented. The client had no access to critical data of their employees' needs and what can get them positive impact on performance instantly.

Another goal was to identify underperforming employees and accordingly put them in a time-bound performance improvement plan (PIP). This needed a system to address failures, recognize skill gaps, and provide ongoing guidance to both managers and employees throughout the PIP.

Case Study

Approach

The client introduced Newwe with various connectors and continuous task-based review solutions to their employees. This enabled employees (remote and non-remote) to simplify their work, to collaborate easily, to increase learning opportunities and to feel connected; thereby improving productivity at work. New achievements and milestones are rewarded with perks, internal growth opportunities, additional compensation and helped employees advance in their career development.

Newwe employee experience platform helped the client step up their employee engagement game. The platform enabled each employee to track activities and progress in real-time and helped managers to get each team member's performance summary. The platform also guides employees to know which KPIs need to be prioritized to improve their overall work efficiency.

In addition, Newwe's featured Digital Workplace for employees to real-time collaborate and communicate and support each other.

Gamification badges are incorporated into employees' work activities that help them win points every time they participate or complete tasks, generating excitement and creating employee engagement.

Gamification badges

GAME-based employee engagement supported an increased level of skill acquisition.

Employees collect points and earn badges for their active participation, completion of tasks, or progress in work based on results. This gamification experience collects more data points for review curbing the need to rely on traditional employee engagement practices.

High-end analytics

Lots of high-end analytics are made available to the client helping them proactively plan the potential employee risk. The tone/sentiment analysis helped the client in mentoring employees on a proactive basis. Lastly, Newwe's chatbot made life easy for employees to learn the tool quickly and ensure they continue to draw on what they learn.

Remote employee monitoring

With a continuous measurable goal/task-based review solution in Newwe, the client was able to simplify their project management by breaking down each project into multiple smaller tasks, assigning them to employees, and prioritizing tasks. Individual performance overview and team performance summary are recorded with a single-view rolebased dashboard.

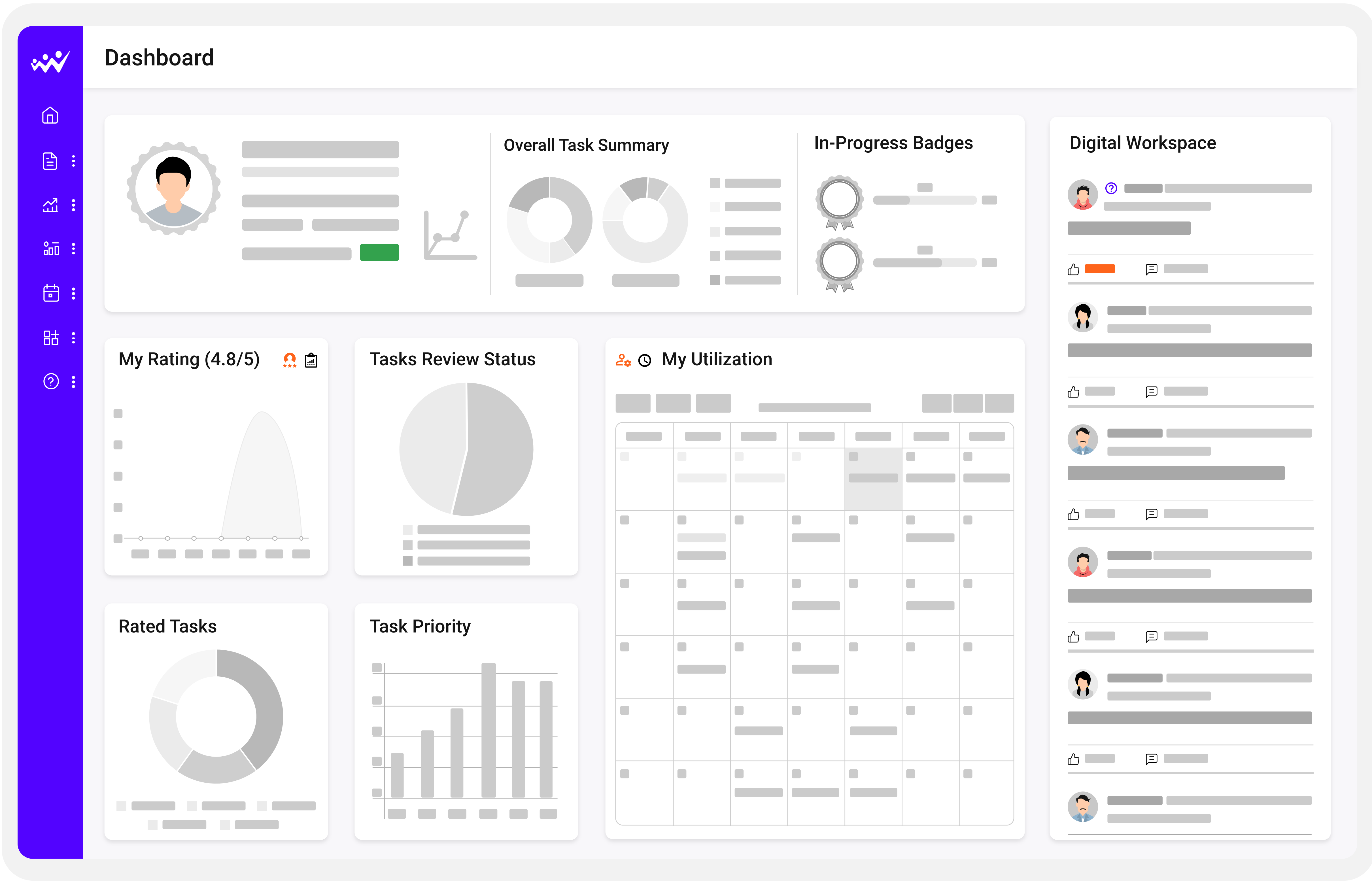


Case Study

Results

There was an impressive hike in profitability and goals met by employees after integrating Newwe into the client’s system. This led to a 29% increase in overall business growth and an improved employee retention rate.

Data collected in Newwe since live shows employees who are actively participating on the platform have exhibited 47% increased revenue sales, 43% improved customer satisfaction rating, and 2X increased efficiency. The mobile apps make it easy to access Newwe from anywhere anytime.



“We liked the ease of viewing performance of team members all at once. Newwe's dashboard is intuitive and the insights are quite helpful.”

Sridhar Narayanaswamy
CEO, IT Services Company

About Newwe

Newwe is a Gamified Employee Experience platform that brings out true productivity and utilization of employees and increases team cohesiveness in hybrid work environments.

Newwe is enabled with advanced machine learning techniques to provide businesses with real-time analytics that help make data-driven decisions faster, improve employee motivation and retention. For more details, visit www.newwe.io

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