

Case Study

# NIIT

Improves employee rewards experience with Xoxoday

## Key Results

### System Stats

**600** (Approx 24% of the workforce)  
Average number of employees rewarded per year

**99.7%**  
Redemption %age

**5%** Month on month  
Rewarding Growth rate

#### About

Indian Multinational company that offers learning management and training delivery solutions.

**Turnover** USD 145 Million

**No. Of Employees** 2500+

**Locations** Pan India

**Industry** Education Management

**Product Used** Plum

NIIT is a leading Skills and Talent Development Corporation that is building a manpower pool for global industry requirements. The company, which was set up in 1981 to help the nascent IT industry overcome its human resource challenges, today ranks among the world's leading training companies owing to its vast, yet comprehensive array of talent development programs. With a presence across 40 nations, NIIT offers training and development solutions to individuals, enterprises and institutions.



## Challenge

Prior to using Xoxoday, the only mode of engagement that NIIT implemented was through the vendor supplied vouchers - as a reward for the many internal competitions that were held. As the organisation was constantly growing, they required a robust and high-quality reward program to motivate their educators. Because of the geographical spread and number of users that NIIT has, customer service also determined the efficiency of the rewarding process.



*"The best thing about Xoxoday is their service – it is extremely quick. Variety of options and services really contribute to the happiness of the employees. Xoxoday takes a lot of trouble to ensure their services are seamless."*

**Aman Utkarsh, Human Resources Executive, NIIT Limited**

## Solution

### Improved Employee experience

Though the rewarding process was set for NIIT, the redemption process was cumbersome because of the prolonged procurement process and the very limited options available. The wide variety of options that Xoxoday came with, transformed the employee experience during redemption. Especially for the grand winners, the range of redemption options that the catalogue offers is a great advantage. Ranging from experiences to brand products - they can choose their unique redemption option of the grand prize.

### Exceptional Customer Service

Xoxoday's exceptional customer service has been core to implementing the rewards program. Quick and easy resolution with effective automation gives immediate closure to issues. How employees experience the redemption process is highly dependent on these quick redressals. Resultantly, the employee satisfaction has had a positive impact - all because Xoxoday takes a lot of effort to ensure services are delivered rightly.

NIIT has improved the employee experience and their employee satisfaction using Xoxoday. They have achieved it by leveraging the wide variety of redemption options and the customer service that Xoxoday offers.

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