

## A couple of illustrations.

### Case study 1

A software R&D centre in Bangalore.

**Objective:** To create workplace camaraderie within the scientist community, among employees who were working in isolated groups.

**Task elements:** Profile employee interests and passion and create groups / communities based on the same. Create opportunity for like-minded employees to come together on an open platform. Further, create opportunities to exhibit their interests beyond the workplace.

**Result:** A one year program had scientists who were forming groups and interaction on adventure sports, singing, sports cheering, cooking and much more. At an organization where inter-departmental (and inter-group) interaction and knowledge was minimal and groups were formed specifically to their work tasks, peer groups were formed beyond just their department and area of work on the basis of their passion, habits, likings, etc.. The activity aided in bettering the environment and emotionally connecting employees to their peer groups and with the organization.

### Case study 2

An IT major in Bangalore.

**Objective:** To create a fun ambience and a friendly culture within the company, which was long perceived as a very serious place to work in. Livewire survey derived the changes that employees were looking forward to and incorporated a program which enhanced the whole work ambience, culture and peer-to-peer connectivity at the organization.

**Result:** Happy employees actively participated in the re-building process of the organization, which was custom-designed as per the employee survey inputs.



Livewire

To engage with us and for more information please call: 9886787908.

Harmony at work.



The fine art of human resources management is really about balancing a set of uncanny contradictions. It's about getting the most out of people without pressuring them to breaking point. It's about smoothening processes to increase profitability, while at the same time being known as an employer of choice. It's about attracting talent, retaining talent, distinguishing among performers and non-performers, but then again ensuring unity and team spirit. And this among people with varied backgrounds, expertise and hierarchical differentiations. The fine art of human resources management is actually about bringing harmony to the busy cacophony of the modern workplace. For over fourteen years now, Les Concierges has been helping HR managers do just that. Our array of carefully thought out employee and workforce directed services helps organizations the world over strike the delicate balance of profitability and employee welfare.



## Les Concierges, the company.

Today Les Concierges is the world's largest and finest work-life benefits provider. The group is a multinational, multi-workforce centered service provider managing services at more than a thousand worksites. Our services broadly encompass a key employee concierge desk program, a quintessential reception services program, an administration desk at multi-sites and a slew of employee focused rewards and recognition services.

The arm of Les Concierges that focuses on employee engagement and fun at work is called Livewire. And it is this offering that will help you create that perfect balance in your office.

## Livewire, the offering.

The Livewire offering is based upon the simple truth that a person is at his best when he is relaxed and enjoying what he is doing. It follows that companies engage their employees to the maximum when the latter feel that the workplace is fun.

The goal of Livewire in any organization is threefold:

- To touch the life of employees beyond just their job
- To connect the employees more with themselves and the workplace
- To favorably impact the level of employee engagement at the workplace

maximum  
engagement

## Exactly how does Livewire work?

The Livewire program ensures a more people-centered corporate culture through a series of consistent and empathetically worked out activities that have been arrived at after research into employee experiences, needs and motivating factors. The benefits that Livewire could offer your employees are:

- Fun events
- Trivia & contests
- Health check-up sessions
- Dental care programs
- Participation in inter-corporate events (regional & national)
- Special offer promotions
- Beauty sessions
- Financial advisory sessions
- CSR initiatives & EVP
- Special occasion promotions (Valentine's Day, IWD, Children's Day, etc.)
- Advanced education support
- Product experiences
- Lifestyle camps

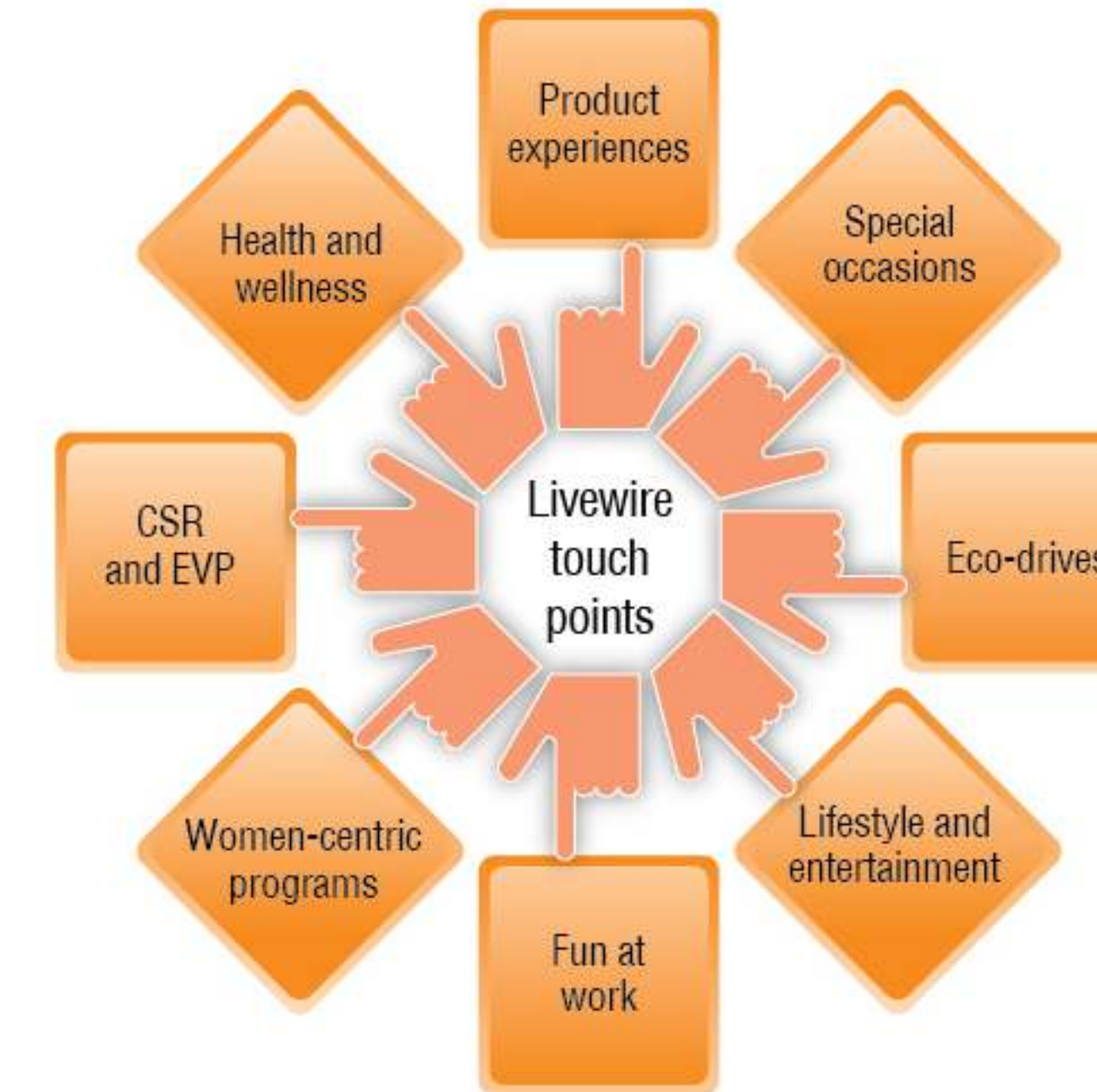
Our Live Experiential team will identify and negotiate the brands that can support activities for these programs to heighten the excitement and up the rewards. Conceptualization, creative duties and on-site coordination of the external elements (event crew, brand partners, gift distribution, etc.) will be the responsibility of our team.

## It's you, not us.

Experience tells us that employees view a third party initiative as a third party activity. Ideally, hence, our services would work as an HR extension in your office and not as another vendor or partner. Livewire will help build your employee engagement brand, which would have far more recall and connect with long term benefits, while powering the entire program on behalf of the management, keeping ourselves well hidden.

## The benefit areas are many.

The core employee benefit areas impacted by the Livewire program are at multiple levels, as shown:



## Of results and how to see them.

Whether the end-benefits of the Livewire program are tangible or intangible, we have a concrete way of measuring the results:

- Livewire evaluation will be done on a quarterly basis, identifying areas of improvement and evaluating various success metrics.
- Employee response tools will be used to quantify program highlights and enhancement areas.
- Evaluation metrics would primarily be quantitative and qualitative analysis.
- Quantitative analysis will be done on the basis of number of participation (active and passive) for each initiative.
- Qualitative analysis will be based on the survey conducted with the employees through these activities. (Their interest and enthusiasm level, any suggestions for improvement, presentation of events, involvement of seniors, etc.).
- The website will also be used as a dip stick medium allowing employees to express their passion, hobbies, other relevant interests, etc., so as to customize future programs.

## Proof of the pudding.

Over the years, Les Concierges has gathered a formidable clientele of some of the finest names in the corporate world. Today we work in seven cities in India, at over 1,300 worksites, helping 13,50,000 employees do their best in organizations of the stature of IBM, Wipro, Accenture, Siemens, Sun Microsystems, PricewaterhouseCoopers, HSBC, ABN Amro, Bank of America and many more.