Enhancing Employee Experience & Reducing Attrition

Logistics & Field Services

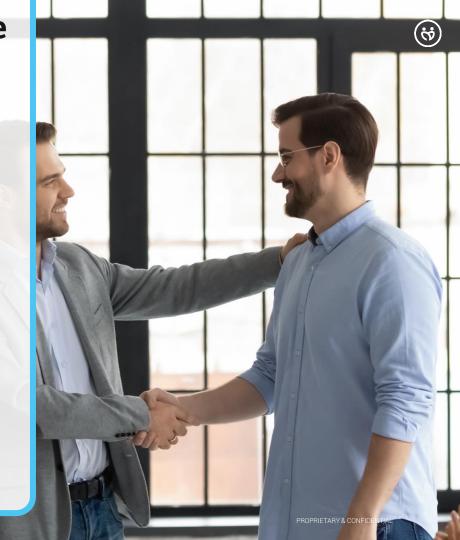
Highlight of Engagement

33%

Reduction in Attrition

in high-turnover roles

- Client: National Ops-Heavy Organization | Field + Back-Office Workforce
- **Scope:** 500 Employees across 3 Zones | Attrition-prone, high-churn roles
- Model: Hire-to-Retire Engagement, HR Support, Experience Optimization





Detailed: Enhancing Employee Experience & Reducing Attrition



Logistics & Field Services

Challenges

Teams spread across metros, tier-2 cities & remote villages Payroll was managed via multiple Excel sheets across regions



High early-stage attrition (20–25%), especially in field roles



Delays in guery resolution, lack of visibility in travel reimbursements & approvals



Poor onboarding experience led to slow productivity ramp-up



HR was reactive - No structured feedback, pulse surveys or experience metrics

Quantified Outcomes

Metric	Before Exela	After Exela
90-Day Attrition	22%	14.60%
Query Resolution TAT	4.5 Days	<1.5 Days
Reimbursement TAT	12-15 Days	4 Days
Employee Satisfaction (NPS)	36	51
Early Ramp-Up to Productivity	30 Days	22 Days

Our Solution: Exela's HCM Platform

- → Structured Onboarding Program Standardized across locations
- → Digital Helpdesk & Self-Service FAQs, real-time guery tracking, multilingual HR bots
- → Integrated Claims & Reimbursements Faster resolution via mobile-first process
- → Pulse Surveys & Exit Analytics Tracked key themes around disengagement
- → Early Warning System Detected disengagement patterns from attendance + behavior

Impact

33%

Reduced Early Attrition within 6 Months

Built Trust

via Transparent Processes & **Faster Reimbursements**

Boosted

day-30 Productivity, Improving **Business Throughput**

3x

Improved HR Response Speed

Closed Feedback Loop

with Action-led Surveys & Analytics

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