

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 query 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 query 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

3x

Improved HR Response Speed

Built Trust

via Transparent Processes & Faster Reimbursements

Closed Feedback Loop

with Action-led Surveys & Analytics

Boosted

day-30 Productivity, Improving Business Throughput