SMART Retail Solutions and IT Managed Services
TOWNHALL 11 JULY 23

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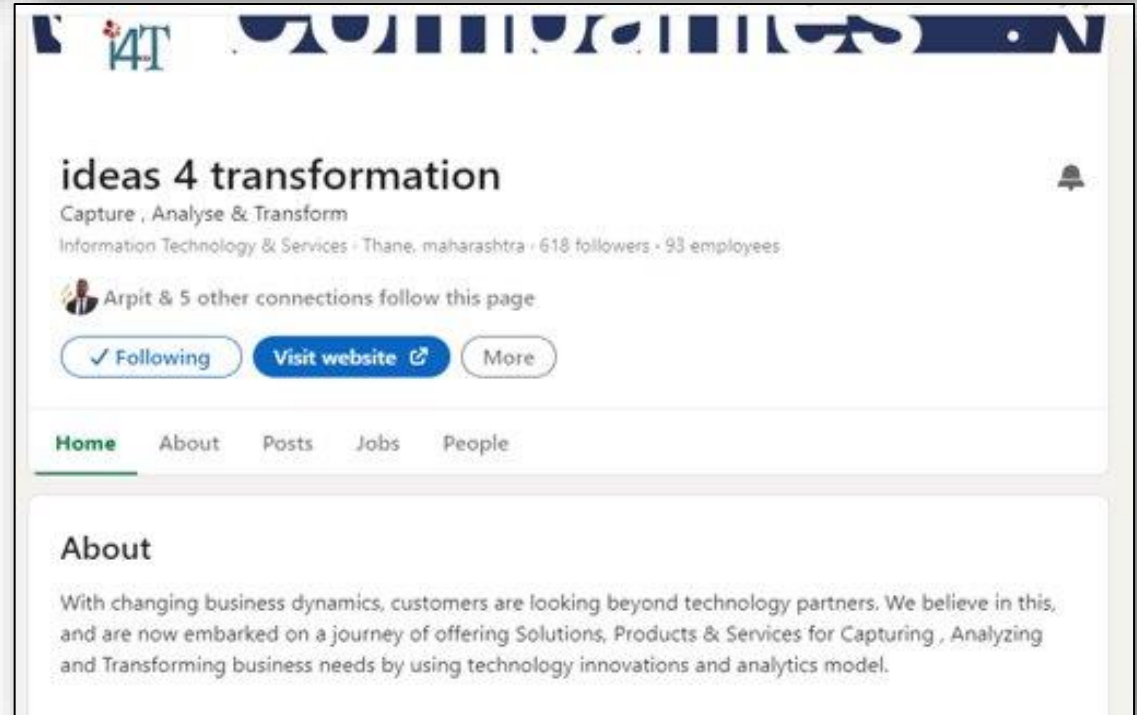i4T

"Redefining i4T Success in the Digital Realm"
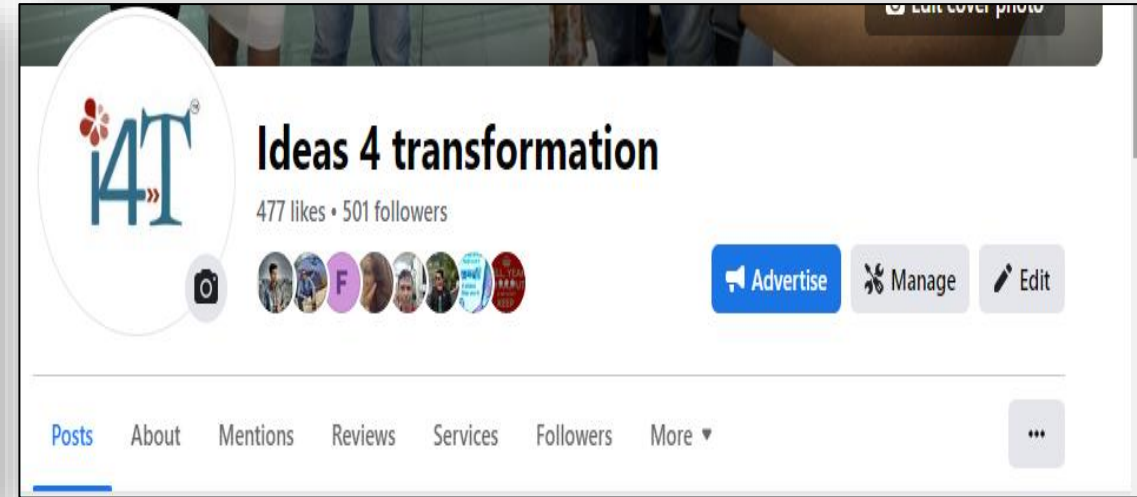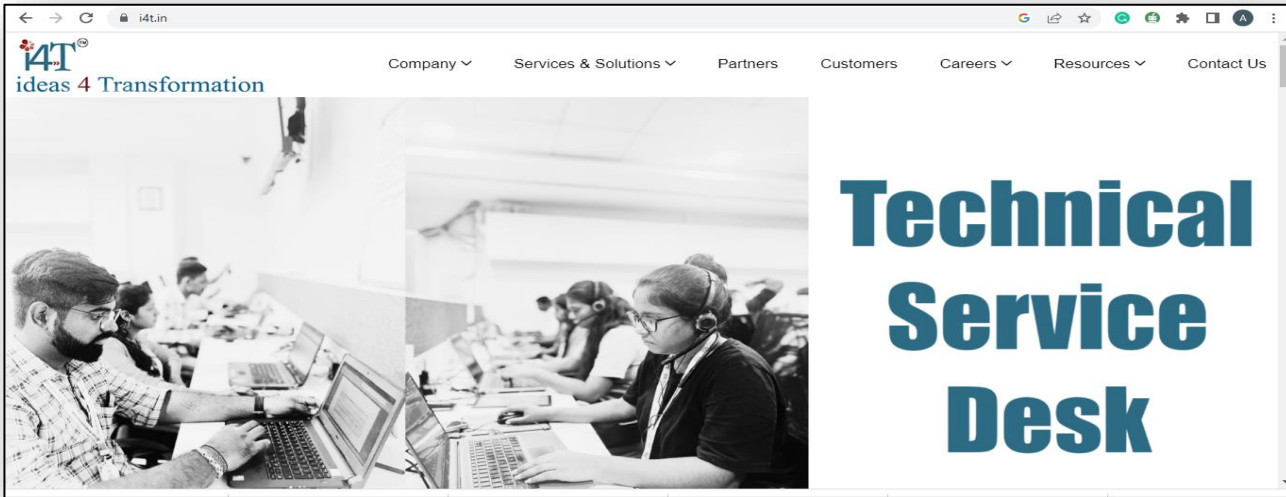
Embarking on our i4T digital journey, we unveil our website as the gateway to our digital presence & kickstart i4T's digital presence on social media!

Join our social media community for the latest updates & BTS insights.

Facebook:
i4Transformation

LinkedIn:
ideas4Transformation

SME Business Award 2023

GREAT COMPANIES.IN

Certificate

This is to Certify that

i-Four Transformation pvt. ltd.

has been awarded as one of the
Top SME Business of the Year 2023 in the
Information Technology Category

SME Business Award 2023

Arwinder Kaur
President
www.GreatCompanies.in

WINNER

"Igniting Partnerships, Fueling Growth"

i4T & LMG

i4T & SSL

"Rolling Out the Red Carpet for Our Valued Clients"

BK

BK

SSL

WELLNESS FOREVER

i4T

PLI & Rewards & Recognition

- Individual Performance (Determined from individuals KRA / KPI)
- Performance of respective Vertical / Function / Sub-function and Overall, Company Performance
- PLI will be disbursed quarterly, in case you leave the organization within 3 months of PLI disbursement, disbursed PLI will be recovered from your F&F.
- Pay-out will be based on 50 % self KRA achievement and another 50% based on annual company performance.
- PLI disbursement will be based on basis of ratings as mentioned below

5.OUTSTANDING	4.EXCELLENT	3.GOOD	2.SATISFACTORY
125%	100%	50%	0%

"Dream Big, Achieve Bigger"

SN	Parameters	% Achievement	Rating	Example 1	Example 2
1	Strategic	> 98%	5	5	
		> 97%	4		
		> 95%	3		
		< 95%	2		0
2	Operations	> 98%	5		
		> 97%	4	4	3
		> 95%	3		
		< 95%	2		
3	Internal Processes	> 98%	5		
		> 97%	4	4	3
		> 95%	3		
		< 95%	2		
4	Learning and Growth	> 98%	5		
		> 97%	4		
		> 95%	3	3	3
		< 95%	2		
	Average			4	2

5.OUTSTANDING

125%

4.EXCELLENT

100%

3.GOOD

50%

2.SATISFACTORY

0%

i4T

"Maximizing Value, Minimizing Costs"

Employee Productivity
On Field-
- On field engineers is very low, 70% of employee have less than 1 Ticket Activity per Day
- SLA achievement is less than 80% as compared to minimum 95% to 97%
- P2 & P3 Tickets SLA is pulling down the over all SLA
- Project Task - Planned VS Actuals Achievement % is less than average for all zones
- Checklist and No Update in Disha leading to customer penalty
- Travel Cost per ticket is very high, multiple travel for same ticket
- Lack of Tool, Proper Attire & Identification leading to cost escalation
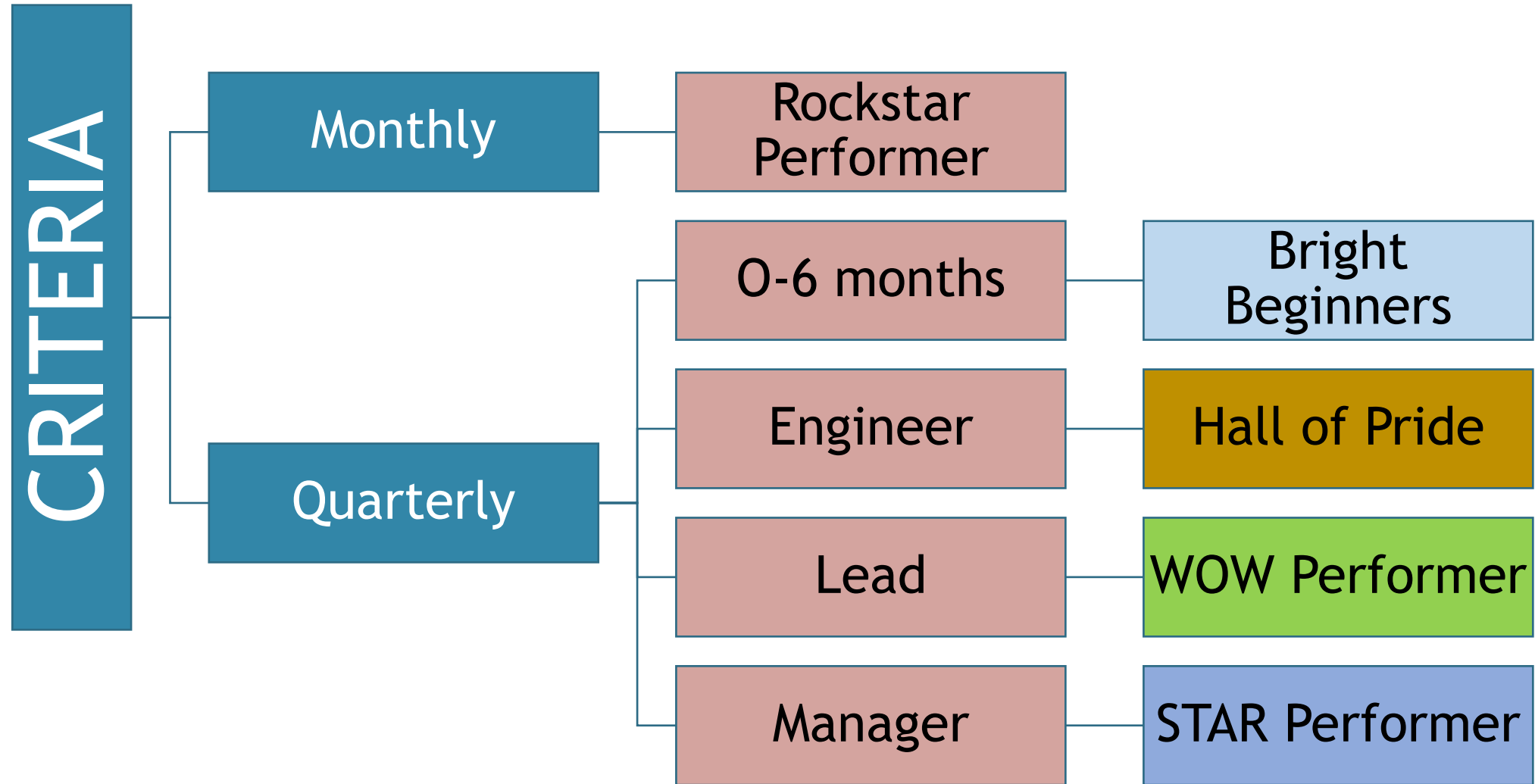
Remote-
- Ticket creation delay impacting the SLA adherence.
- Incorrect details and duplication is creating wrong analysis
- Shift roaster non-adherence leading to pressure on other colleagues
- Lack of Ticket Ownership leading to multiple and wrong communication. (Ticket Creation to Ticket Closure)

Note: Above points are impacting the Customer Satisfaction and i4T Payments which will directly impact PLI of every associated group.

Example: Customer A penalizes 10% of the Invoice Value because of the above, the recovery of the same would be initiated from the group associated with the customers

"A Culture of Appreciation, A Legacy of Achievement"

CRITERIA

- **Monthly** → Rockstar Performer
- **Quarterly**
  - O-6 months → Bright Beginners
  - Engineer → Hall of Pride
  - Lead → WOW Performer
  - Manager → STAR Performer

i4T

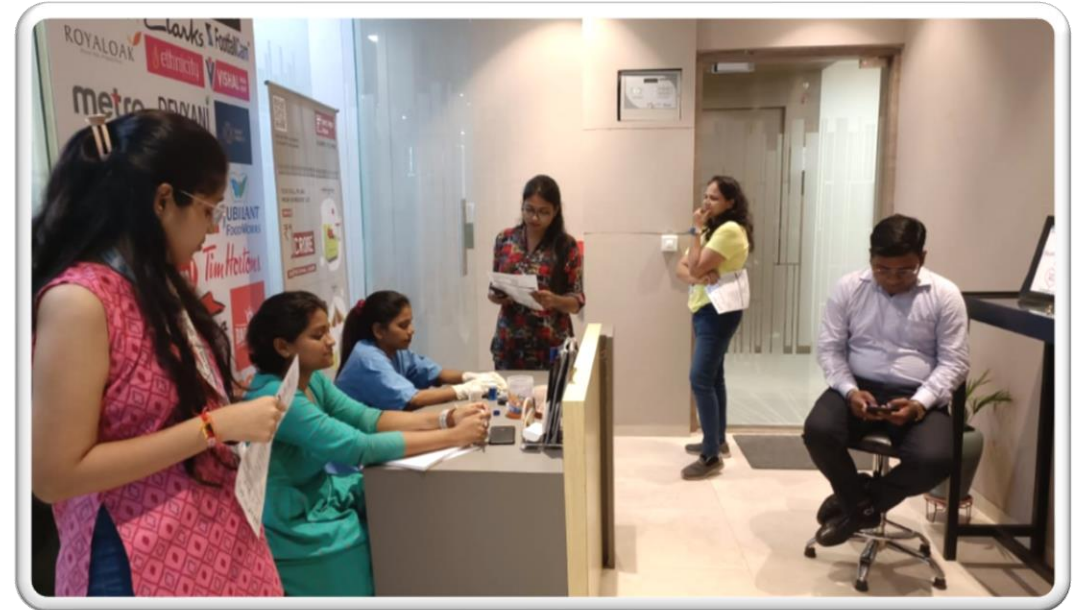# R&R Overview - "Together We Soar, Creating Memories Forevermore"

SFIL

BK

"Caring for Our Greatest Asset: Our Employees"

Medical Camp

Organized By: i4T & IDFC Bank

For: i4T HO & TSD(Thane)

Date: 3rd June'23

At: i4T Corporate Office

"Knowledge is Power: Empower Your Team through Training"

NO.	List of Trainings	Valid for	Frequency
	QUARTERLY TRAINING CALENDAR		
A	**Soft Skills**		
1	Communication Skills	All	Twice A Week
2	Email & Telephonic Etiquettes	All	
3	Peer Management	All	
4	Corporate ethics & Lifestyle	All	
B	**Process**		
1	i4T Policies	All	Once A Week
2	KRA's & KPI's	All	
3	Emportant	All	
4	Disha	All	
5	Power BI	HO & TSD & Leads	
C	**Technical**		
1	MS-Outlook & MS Team	HO & TSD & Leads	Twice A Month
2	MS-Excel	HO & TSD & Leads	
3	MS-PPT	HO & TSD & Leads	
D	**Functional**		
1	IMS Field	All field Engineer	Once A Week
2	NSO	All field Engineer	
3	PM	All field Engineer	
4	IMS - TSD	All TSD	
5	Network	All TSD	
6	Monitoring & Ticket Management	All TSD	
E	**Motivational Training**		
1	Time Management	HO & TSD & Leads	Once A Month
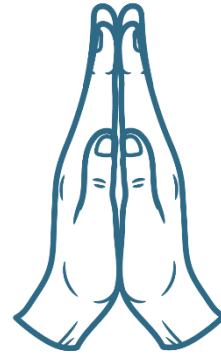
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