

Yes Bank Won Gold for

Infi in Exceptional Employee Experience Design



Executive Summary



YES BANK has redefined employee experience by embedding empathy, accessibility, and intelligent design across every stage of the employee journey. In partnership with Darwinbox, the bank digitized onboarding, simplified compliance and enabled AI-powered Goal setting - creating seamless experiences for a multilingual workforce of over 25,000. From mobile-first workflows to inclusive self-reviews, the transformation is anchored in real-time feedback and meaningful engagement; empowering every employee to thrive in a tech-forward, human-first environment.

Problem Statement

As a fast-paced financial institution with over 25,000 employees across diverse regions, YES BANK faced challenges due to disconnected and manual processes - especially in onboarding, probation and compliance. These gaps led to delayed feedback loops, low visibility into new hire engagement, and employee dissatisfaction with inaccessible systems. The lack of personalisation and offline-heavy processes limited HR's ability to deliver timely, inclusive, and scalable experiences.

Key Challenges

- **Fragmented Onboarding Experience:** Offline onboarding workflows made it difficult to track, consolidate, or respond to early employee feedback.
- **Manual Asset Declaration & Compliance:** Physical processes for capturing employee asset and liability declarations posed operational and governance challenges.
- **Limited Visibility During Probation:** Lack of structured probation insights made it difficult to intervene early with struggling new hires.
- **Low Accessibility & Adoption:** Desktop-reliant systems excluded non-metro and frontline employees from participating fully in HR processes.

- **Complex Review Workflows:** Goal-setting and self-reviews were seen as cumbersome activity - particularly for non-fluent English speakers. This impacted clarity, completion rates, and employee engagement.

Solutions Leveraged through Darwinbox

- **Optimized Digital Onboarding Feedback Loops**

By implementing strategic engagement surveys at the 15-day and 45-day onboarding milestones, uncovered critical friction points early in the employee journey. This proactive approach enabled rapid, targeted improvements to the onboarding experience, boosting new hire retention and accelerating time-to-productivity. The data-driven insights fostered a seamless integration process, aligning employees with organizational goals and enhancing long-term engagement.

- **Streamlined Automated Compliance Workflows**

Custom-built workflow for asset and liability declaration revolutionized compliance management by enabling fully digital submissions and centralized tracking. This innovation reduced manual processing time, minimized errors, and ensured real-time governance oversight. By streamlining compliance, we mitigated risks, enhanced regulatory adherence, and freed up HR resources to focus on strategic initiatives, driving operational efficiency.

- **Actionable Probation Period Engagement Surveys**

Structured feedback collection during the probation period delivered actionable insights into role fit, manager alignment, and new hire satisfaction. By analyzing these data points, we improved role clarity and increased new hire satisfaction scores. This targeted approach strengthened employee retention during critical early tenure, reducing turnover costs and fostering a more committed workforce aligned with business objectives.

- **AI-Assisted Goal Setting & Performance Reviews**

- Goal Library & Gen AI support - Leveraging a robust goal library powered by generative AI, employees crafted precise, team-aligned goals with unprecedented ease. This reduced goal-setting time and increased goal relevance, ensuring alignment with organizational priorities and driving collective performance.

- Gen AI helped draft high-quality self-reviews - AI-driven tools streamlined self-review drafting, cutting completion time while improving review quality and completeness. This empowered employees to articulate their contributions effectively, fostering a culture of accountability and enhancing performance management efficiency.

- **Mobile-First Service Access for Enhanced Accessibility**

Achieving a 75% mobile adoption rate, our mobile-first HR service platform empowered employees to access critical services anytime, anywhere. This accessibility drove an increase in engagement among remote, branch, and field staff, ensuring equitable access to HR resources. The platform's flexibility reduced service-related queries and improved overall HR service adoption, enabling a more agile, connected, and productive workforce.

These strategic enhancements collectively transformed HR operations, delivering measurable business outcomes through improved efficiency, employee satisfaction, and organisational alignment.



Outcomes & Metrics

- 100% digitisation of onboarding feedback, compliance declarations, and probation tracking.
- ~17% (30 days) reduction in performance cycle turnaround.
- 60% increase in goal clarity after AI-assisted setup.
- 15% YOY uplift in employee satisfaction with performance reviews.
- ~20,000 hours (45-50 mins per employee) saved in self-review completion.
- 75% mobile adoption across core workflows like attendance, document access and approvals.



Innovation & Differentiation

YES BANK's transformation stands out for its human-first design. By integrating Gen-AI into review processes and enabling mobile-first HR, the bank eliminated barriers of language, geography and digital maturity. Employees now engage confidently; from setting goals in their preferred language to accessing services without needing a desktop. It's not just automation – It's empowerment at scale.

Strategic Alignment

YES BANK's transformation aligns with its mission to be a tech-first, human-centric institution. By improving accessibility, reducing friction, and personalizing interactions, HR now plays a central role in fostering a culture of engagement, agility, and continuous improvement - critical to scaling sustainably in a dynamic industry.

Change Management & Adoption

The initiatives were rolled out through:

- Structured onboarding and communication for new tools (AI features, mobile ESS- Employee self service/MSS – Manager self service)
- Feedback-driven iterations on surveys and performance templates.
- Real-time dashboards for HR to monitor experience touchpoints and response rates

Scalability & Future-Readiness

With Darwinbox's extensible, AI-augmented architecture, YES BANK's employee experience is not just scalable, but continuously learning. As the organization grows, the HR system will adapt; embedding intelligence into every touchpoint and reinforcing a culture of trust, feedback, and growth.

Conclusion

YES BANK elevated employee experience journey using AI, mobile-first workflows, and feedback loops. From onboarding to performance, every interaction is now simplified, personalized and accessible; especially diverse, distributed workforce. With faster reviews, higher engagement and inclusive goal setting, the bank set a new benchmark for tech enabled empathy in HR – empowering over 25,000 employees through thoughtful design and intelligent automation.