

✦ **JSW** Won Silver for

Infi in multi-system extensibility and integrations



Executive Summary



JSW a leading conglomerate with 37,000+ employees across diverse business verticals (100+ legal entities and 13 business verticals) has transformed its HR Operations by deploying Darwinbox's AI-Powered HCM platform. The organization has integrated multiple systems - from performance and succession to conversational AI and talent review programs - into a seamless digital fabric. The result: fewer silos, faster decision-making, and dramatically improved employee experience. Through intelligent automation, JSW has shifted from fragmented HR operations to an integrated model that empowers employees and enables data-driven talent decisions at scale.

Problem Statement

JSW's diverse business units and expanding workforce led to fragmented HR systems, resulting in operational inefficiencies and inconsistent employee experiences. HR teams were overwhelmed with service requests, talent data was scattered across platforms, and leadership programs required significant manual intervention. A unified, extensible solution was critical to drive standardization, scalability, and user empowerment across the employee lifecycle.

Key Challenges

- **Overwhelmed HR Service desk:** High ticket volumes for basic queries (e.g. FAQs, leaves, policies, etc.) consumed HR bandwidth with manual requests.
- **Scattered Talent Data:** Siloed systems prevented a unified view of employee potential, slowing succession and mobility planning.
- **Non-Scalable Leadership Programs:** Manual eligibility frameworks couldn't support the scale or objectivity needed for Future Fit leaders program.

- **Isolated Talent Processes:** Disconnected Performance, development, and skills were managed in silos, preventing HR from creating personalized career Growth paths.
- **Limited Career visibility:** Employees lacked insights into potential growth paths and developmental opportunities, leading to disengagement and attrition risk.



Technology & Analytics-Led Solutions

With Darwinbox, JSW deployed an extensible HR tech backbone that integrates workflows, data, and AI across systems:

- **Streamlined Conversational AI Integration:** Workforce empowered with an AI-driven virtual assistant that enables seamless, 24/7 access to critical HR functions. Employees can effortlessly request leaves, resolve policy inquiries, log helpdesk tickets, and initiate workflows using natural language across web and mobile platforms, boosting productivity and engagement.
- **Scalable Leadership Readiness Automation:** Transformed leadership development with a sophisticated rules engine that automates the evaluation of leadership eligibility criteria. This solution delivers detailed, actionable reports pinpointing disqualification reasons, ensuring a data-driven approach to identifying and nurturing future-fit leaders.
- **Strategic Talent Module Adoption:** Integrated and comprehensive Talent Framework incorporating Talent Pools, Talent Reviews, Individual Development Plans (IDPs), and Succession Planning. These tools provide a structured, scalable framework for cultivating future-ready leaders while offering unparalleled visibility into internal talent pipelines, driving organizational resilience.
- **Robust Integrated Succession Planning:** Leveraged Darwinbox's advanced platform to enable position-based succession planning for senior leaders (L18+). With embedded IDPs, intuitive dashboards, and stringent access controls, talent teams can strategically prepare for leadership transitions with confidence and precision.
- **Comprehensive Unified Talent Reviews:** Unlock a 360° perspective on team performance with multi-stakeholder feedback and performance potential assessments conducted in parallel. This holistic approach equips managers with actionable insights to optimize talent development and enhance team performance.



Outcomes & Metrics

- 90%+ accuracy in AI bot query resolution post-training, Improving self-service satisfaction scores.
- 100% automation of eligibility checks for Future Fit Leaders program - now scalable, accurate, and fast.
- End-to-end integration of succession dashboards, talent reviews, and IDPs enabled proactive talent mobility.
- Secure, role-based dashboards gave talent teams real-time visibility to make informed decisions.
- Performance calibration completed for 35000+ employees through system-based exports/imports – reducing manual efforts by 60%



Innovation & Differentiation

JSW's transformation is defined by its modular extensibility. From integrating a conversational AI layer on top of Darwinbox, to automating eligibility scripts for custom talent programs, to embedding talent processes like reviews and succession - the company created a connected ecosystem without replacing its core. The ability to personalize at scale while retaining agility across business entities is what truly sets JSW apart.



Strategic Alignment

This initiative supports JSW's commitment to building future-ready, self-sufficient talent systems. Whether by enabling internal mobility, democratizing development, or automating critical decisions, the integrated HR tech stack aligns tightly with JSW's larger vision of digital agility, operational resilience, and scalable growth.



Change Management & Adoption

JSW ensured rapid user adoption through:

- Rigorous UAT and regression testing for the AI assistant before go-live.
- Custom PRDs and logic aligned to internal leadership frameworks.

- Phased enablement of multi-reviews and performance modules.
- Tightly governed access controls to build trust in talent analytics.
- Mobile-first design and intuitive UI to encourage frontline workforce usage.

Scalability & Future-Readiness

JSW's extensible architecture means every module - Succession Planning, Talent Reviews, IDPs, Conversational AI - can evolve independently while feeding into a centralized ecosystem. Future plans include deeper AI integration, predictive insights, and expansion of internal mobility frameworks to reduce dependency on external hiring.

Conclusion

JSW transformed its talent strategy by integrating AI, automation and unified talent systems with Darwinbox. Employees now access policies, raise leaves, and interact with HR seamlessly via chatbot, while leadership programs, internal mobility, and performance reviews are fully integrated. With scalable, intelligent workflows across business units, JSW created a future-ready, data-driven talent ecosystem.