

4.3

org mood score
(out of 5)

82%

employee response rate

100%

(18/18 cases)
at-risk reduction

86

engagement score
(out of 100)

amber.infeedo.com



HQ
Employees
Industry
Traded as
Launch Date

Issy-les-Moulineaux, France
342
Food Services/Conglomerate
Euronext: SW
December, 2019

Sodexo strengthens trust & achieves 82% response rate across its dispersed employee base using an AI chatbot

TOP 3 CHALLENGES

1. Need for a platform to capture **candid, real-time feedback across the employee lifecycle**
2. Lack of frequent, **necessary interactions in a remote work** setup to understand & **act on concerns highlighted**
3. No real-time insights on employee engagement to **create programs that increase remote collaboration** & WFH effectiveness

SOLUTIONS

1. **Specialized focus on at-risk employees** highlighted by Amber to quickly & effectively address concerns and boost year-on-year engagement scores
2. **Established a virtual "open door" culture** for leaders to address every employee's concerns around remote work & **prioritizing transparency** through large meetings like town halls
3. Curated **engagement strategies based on real-time employee feedback** that fit the current work environment

BEST PRACTICES

1. **CEO focus on feedback** from managers & business leaders to **drive internal promotion & role enhancement** rather than relying on external hiring
2. Amber feedback used to **initiate focus group discussions** as part of **diversity & inclusion initiatives**, with a focus on gender-agnostic feedback in the workplace
3. The “Learning Unlocked” program developed from Amber's remote work data **delivers bite sized learning sessions on work & life skills across employees** & their families



Suvarna Mishra
CHRO- Sodexo Benefits &
Rewards Services, India

“ We believe in creating elevated experiences for our employees that foster a culture of collaboration and creativity, instill confidence, and give them the freedom and choice to speak their minds freely to improve all aspects of quality of life.

”

Hello, I'm Amber...

I'm a smart engagement bot who will talk to your employees and help you proactively identify those who are unhappy or about to leave along with the exact reasons why.

To know more, visit amber.infeedo.com

