

# PULSE

*The Invisible Safety Net for Distributed Teams*

Team BalanceSphere










# The One-Liner

"Your tools already know you're struggling. PULSE makes them care."

# The Problem

"The Project Was Green. The Person Was Yellow."

What Everyone Sees — EPAM's 16+ Systems:

| System  | Status                    |
|---|---------------------------|
|  RADAR            | ✓ Project on track        |
|  JIRA             | ✓ Sprint velocity healthy |
|  STAFFING         | ✓ Resources allocated     |
|  TELESCOPE        | ✓ Skills updated          |
|  PEOPLE PORTAL    | ✓ Profile complete        |
|  DELIVERY CENTRAL | ✓ Client healthy          |
|  VACATION         | ✓ PTO available           |
|  COMPENSATION     | ✓ Salary competitive      |
|  TIME PORTAL    | ✓ Hours logged            |

# But What Nobody Sees...

 Arjun

Coding until 1 AM for 3 weeks

 Maria

Carrying all presales work (untracked)

 Alex

No informal conversation in 4 weeks

 Jordan









Dreading "vacation" — fears return chaos

# The Gap

"Every EPAM tool tracks **WORK**."

"None of them track if the **PERSON** doing the work is okay."

# The 8 Invisible Pressures

| Pressure  | What It Looks Like                      |
|---|---|
|  Load          | Chronic overwork, unrealistic timelines |
|  Cognitive     | Fragmented focus, context-switching     |
|  Boundary      | Can't disconnect; "always on"           |
|  Fairness      | Uneven workload; silent overperformers  |
|  Visibility    | Hidden work; no recognition             |
|  Continuity    | PTO feels unsafe; return chaos          |
|  Social        | Remote isolation; loss of belonging     |
|  Integration | Life/work can't blend; guilt            |

# The Solution





## PULSE

Your Personal Wellbeing Companion

### What PULSE Is:

- A personal AI assistant in Microsoft Teams
- Proactively reaches out when struggling
- Reads signals from existing tools
- A colleague that notices

### What PULSE Is NOT:

-  Another portal to log into
-  Employee surveillance
-  Performance evaluation tool
-  Emotion detection AI

# The Difference

Old Approach

"Here's a dashboard, check it yourself"

Passive (you must remember to visit)

Data-focused

Another tool to learn

PULSE Approach

"Hey, I noticed something. Can I help?"

Proactive (comes to you in Teams)

Human-focused




Lives where you already work

PULSE isn't a dashboard you forget to visit.  
It's a colleague that reaches out.



# The Architecture

## Three Core Engines

| Engine  | Purpose             | Key Question         |
|---|---------------------|----------------------|
|  <b>LOAD</b> | Workload monitoring | "Who's drowning?"    |
|  <b>REST</b> | Vacation protection | "Can you rest?"      |
|  <b>BOND</b> | Social connection   | "Are you connected?" |

## Tech Stack

- Interface: Microsoft Teams Bot
- AI: DIAL / ELITEA (Natural Language)
- Data: Staffing • Telescope • People Portal • Radar • EPAM KB

# LOAD Engine — Proactive Check-In

## Sample Interaction

PULSE Bot: "Hi Arjun 🙌 Quick check-in — I've noticed some patterns:

- 📅 38 hours of meetings (team avg: 25)
- 🌙 Activity after 9 PM on 4 nights
- 📋 8 tasks in progress simultaneously

Your PULSE: 🟡 67/100

No pressure to act, but I wanted you to know I see it. Want to explore options?"

Actions: Show Me Options | I'm Managing Fine | Talk to Someone

# LOAD Engine — Taking Action

## PULSE Offers Solutions

PULSE: "Here's what I can help with:

1. Block 2 hours of focus time tomorrow
2. Identify meetings you could decline or shorten
3. Draft a workload conversation starter for your PM
4. Use a Recovery Credit (you have 2 available)

Which sounds most helpful?"

**Actions:** Block Focus Time | Review Meetings | Draft Message | Recovery

PULSE doesn't just alert. It offers help.



# REST Engine — Vacation Assistant

## Before You Leave

PULSE: "Vacation mode activated! 🏖️ Dec 15-22

I'll help make sure you can actually rest.

Scanning your calendar and tasks...

- ✅ 2 meetings can be declined (optional)
- ⚠️ 1 meeting needs coverage (Sprint Review Dec 18)
- 📋 3 tasks need handoff

Want me to prepare a handoff doc?"

Actions: Yes, Prepare Handoff | I'll Handle It Myself



# REST Engine — Welcome Back

## Return from PTO

PULSE: "Welcome back, Maria! 🌞 Here's your 5-minute catch-up:


- 📧 Emails: 127 total → 4 need you (rest archived)
- 📋 Decisions made: 2 (API vendor, timeline adjusted)
- 🎉 Good news: Feature X shipped! You're in #wins
- ⚠️ Heads up: Client Y asked about Q1 timeline"

Actions: [Show Action Items](#) | [Full Details](#) | [I'm Caught Up!](#)

PULSE didn't just approve Maria's PTO. It protected it.

# BOND Engine — Connection Check

## Fighting Isolation

PULSE: "Hey Alex, just checking in 

I noticed you've been heads-down lately — which is totally fine! But I wanted to make sure you're not feeling isolated.

A few people mentioned you positively this month:

- @jordan: 'Alex's code review was super helpful'
- @maria: 'Thanks Alex for the quick fix!'


Would you be up for a virtual coffee with someone this week?"

Actions: Sure, Find Someone | Not Right Now | I'm Good, Thanks



# Manager Experience

## Privacy-First Alerts

PULSE (to Manager): "Quick heads-up about your team 

I've noticed 1 team member with elevated signals for 2+ weeks. (I won't say who — that's private.)

This might be a good time for deeper check-ins.

Would you like:

- Suggested 1:1 questions that go beyond status updates?
- A quick look at team workload distribution?
- Ideas for a team wellness pulse-check?"

Actions: 1:1 Questions | Workload View | Team Ideas

Managers see patterns, never names.

# Arjun's Story

## Without PULSE

Month 8: Project delivers 

Month 9: Arjun seems "off"

Month 10: Arjun resigns  
"burnout"

Manager: "But the project  
was going great!"

Cost: \$45,000 to replace  
6 months knowledge lost

## With PULSE

Month 6: LOAD flags pattern  
→ after-hours coding  
→ meeting overload

Month 6: Manager gets nudge  
→ "1 member elevated"

Month 7: Meaningful 1:1  
→ Workload shifts  
→ 3 recovery days

Month 8: Project delivers 

Month 12: Arjun still at EPAM  
Leading next project



# The Insight

"The project was Green."

"Arjun was Yellow."

"PULSE sees both."

# Impact



## For Employees

- "The system nudges support before I crash"
- "My vacation is actually protected"
- "My hidden work is acknowledged"



## For Managers

- "I see patterns, not surveillance"
- "Early signals let me intervene"
- "People health IS delivery health"



## For EPAM

| Metric            | Impact  |
|-------------------|---------|
| Burnout attrition | -30%    |
| PTO utilization   | +40%    |
| Wellbeing score   | +35 pts |

# Feasibility

## Built on What We Have

### Data Sources (Read-Only):

- Microsoft: Calendar, Teams, Outlook, Copilot
- DevOps: Jira, GitHub, Confluence
- EPAM: Staffing, Radar, Telescope, People Portal, Vacation, Time Portal, EPAM KB

### Tech Stack:

- Azure Bot Service
- DIAL / ELITEA (EPAM AI)
- Azure Data Factory
- Python + Azure Functions

| Phase  | Timeline    | Scope                              |
|--------|-------------|------------------------------------|
| PILOT  | Months 1-3  | Teams bot + LOAD engine, 500 users |
| EXPAND | Months 4-6  | + REST engine, 2,000 users         |
| SCALE  | Months 7-12 | + BOND engine + Manager view       |

# ROI

## The Business Case

| Metric                              | Value                     |
|-------------------------------------|---------------------------|
| Cost of one employee replacement    | \$45,000                  |
| Burnout attrition (1,000 employees) | ~180 people = \$8.1M/year |
| PULSE prevents 20% of burnout       | 36 people saved           |
| Annual savings                      | \$1.62M                   |
| Phase 1 investment                  | ~\$165K                   |

10x ROI in Year One

# Privacy-First Design

## The Trust Contract

| Principle              | Implementation            |
|------------------------|---------------------------|
| Opt-In Only            | Explicit consent required |
| Patterns, Not Policing | Aggregates only           |
| Employee Owns Data     | Full visibility & control |
| Managers See Teams     | Never individual names    |
| No Performance Link    | Never used for reviews    |

## Privacy Firewall

- Employee: Sees everything about self, full control over sharing
- Manager: Sees team patterns only ("1 member elevated" — not who)

# The Team

Hunkar Gocen

Senior Manager, Data &  
Analytics

*PULSE architecture,  
data strategy*

Oleg Sidorenko

Data Solution Architect

*Signal detection, ML  
patterns*

Aliaksei Babuk

Cloud Engineering  
Manager

*Integration, EPAM tools,  
scale*

Marin Komadina

Senior Delivery  
Manager

*Pressure model, human  
experience*

*"We're not consultants. We're EPAM employees who feel these pressures every day."*

# The Ask

We're not asking EPAM to build something new.

We're asking EPAM to make its existing tools see the whole person.

"Your tools already know you're struggling."

"Let's teach them to care."

# PULSE

Your Personal Wellbeing Companion

*"Imagine if someone at work actually noticed you were struggling — and said something."*

That's PULSE.

Team BalanceSphere | Wellbeing Ideathon 2025