

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	<input checked="" type="checkbox"/> Project on track
 JIRA	<input checked="" type="checkbox"/> Sprint velocity healthy
 STAFFING	<input checked="" type="checkbox"/> Resources allocated
 TELESCOPE	<input checked="" type="checkbox"/> Skills updated
 PEOPLE PORTAL	<input checked="" type="checkbox"/> Profile complete
 DELIVERY CENTRAL	<input checked="" type="checkbox"/> Client healthy
 VACATION	<input checked="" type="checkbox"/> PTO available
 COMPENSATION	<input checked="" type="checkbox"/> Salary competitive
 TIME PORTAL	<input checked="" type="checkbox"/> 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
🔥 LOAD	Workload monitoring	"Who's drowning?"
⌚ REST	Vacation protection	"Can you rest?"
❤️ BOND	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