



# Employee Orientation Program 2012

Holistic Support

Strategic Contributors

Personalized attention

Talent Management

Retirement and Health Benefits

Harness & Manage Potential

Benchmarking Process

Operational Excellence

Training and Development

Rewards and Recognition

Career Transition

Managing Relations

Higher Ethical Standards

Performance management

Inculcate Organization culture

## About Diksha

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- Experts in OSS/BSS design, development and implementation.
- A reputed telecom focused Technology organization catering to telecom companies for over **12 years**.
- **Global Presence:** US, Australia, New Zealand, Singapore, Malaysia, UK and the CALA region.
- Currently services almost all major SIs and Key Telcos around the globe.
- Award-winning organisation with proven track record of impeccable delivery.

## TECHNOLOGY DEVELOPMENT & SERVICES

- Research & Development of Telecom Software Products
- Product Customizations, Localization & Enhancements

## CONSULTING PROJECT EXPERIENCE

- Billing System Projects - 100+
- CRM - 40+
- OSS Project - 7+
- Other Applications - 20+
- Revenue Assurance Projects - 4

## Fast Growing

**Deloitte.**  
Technology Fast50  
India 2010 Winner

**Deloitte.**  
Technology Fast500  
Asia Pacific 2010 Winner

## Most promising



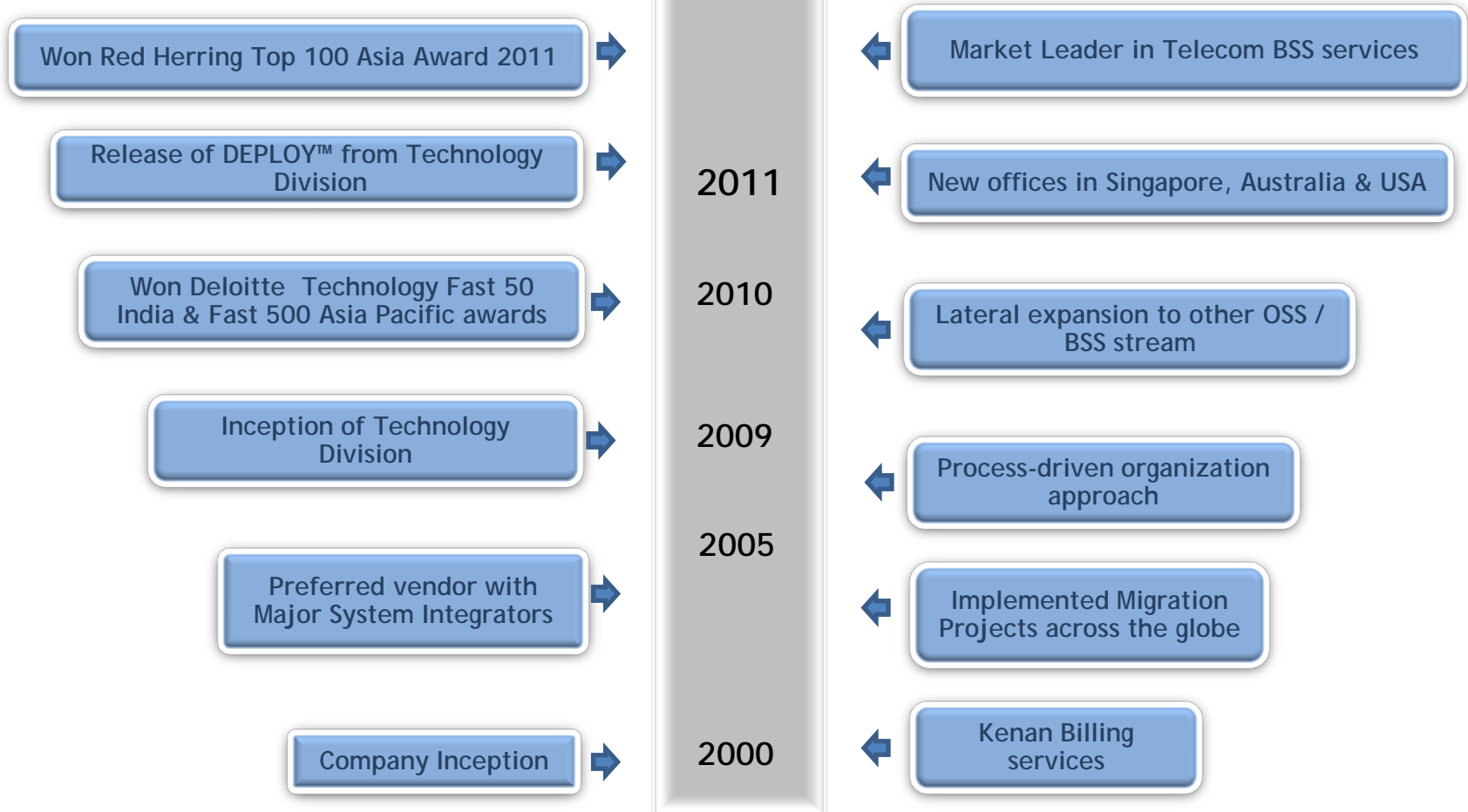
### Our Vision

*To drive innovation and deliver world class products & services primarily to address the growing demands of the modern telecom industry.*

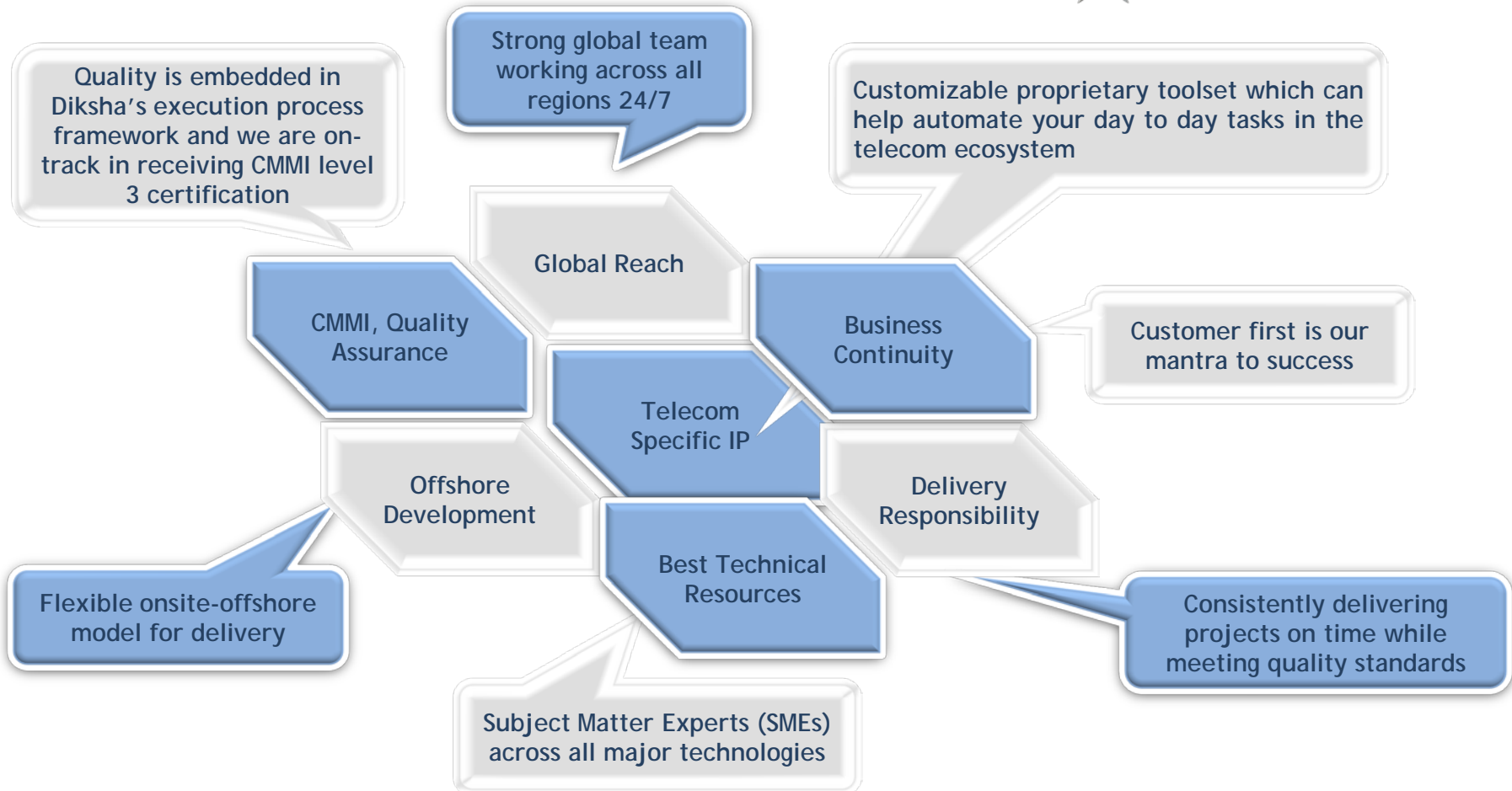
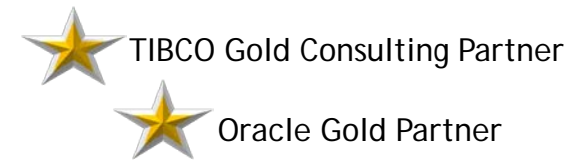
### Our Mission

*To Lead by example*

# Key Milestones



# Diksha Value Proposition...





# Our Office Locations



## CORPORATE OFFICE - INDIA

No:69, Second Floor  
JP-DJ Arcade  
Millers Road  
Bangalore- 560052

## AUSTRALIA

401/14 Shoreline Dr  
Rhodes, NSW 2138

## SINGAPORE

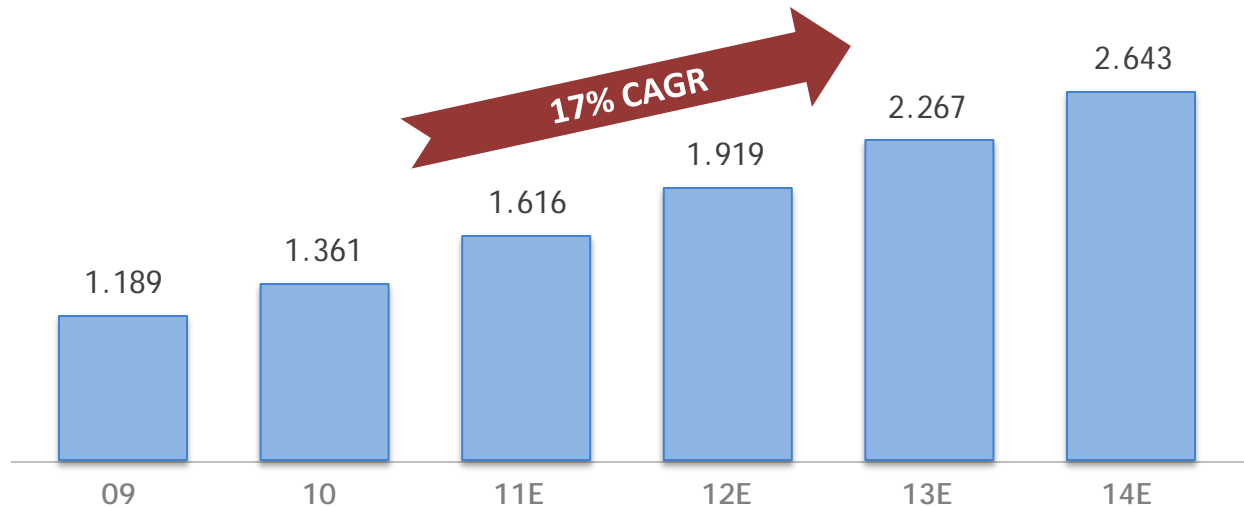
No. 120, Telok Ayer Street  
Singapore (068589)

## USA

24 Commerce St.  
Suite 1729, Newark,  
New Jersey - 07102



## Real-Time Billing Worldwide Industry Growth (\$ Billions USD)



***“Business Support Systems (BSS) and Operating Support Systems (OSS) suppliers must deliver a new level of flexibility in the solutions they provide...Companies like Diksha will play a key role in this business transformation process.”***



# Diksha's Strong Global Customer Base



## Our Team

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## Srikanth B Iyer

- Srikanth B Iyer, our Managing Director is an ardent IT Entrepreneur, is the co-founder and Managing Director of Diksha Technologies.
- He is also the Co-founder and President of Edurite Technologies, a multi-million dollar venture.

## Sanjay Singhania

- Sanjay Singhania brings his fine business acumen and IT management expertise to Diksha as its co-founder and Director.
- He is also the Founder-Director for Venktron Digital Systems.

## Chidambaram

- Chidambaram is a passionate and brilliant Telecom Billing Expert who has a fantastic track record working with Telcos across India, Australia, New Zealand, Malaysia, Singapore and USA.
- He is a well-known technical expert and has led several key transformations.



**Bharat Raj D**  
(CEO)

**Anand CR**  
(V P - Operations)

**Prasad Bhargava**  
(VP - Americas)

**Rajesh Neelakantan**  
( Vertical Head - Kenan)

**Shambhavi H S**  
(Sr. Manager - RMG)

**Sudheer Velatt**  
(Vertical Head - Oracle)

**Narasimha Prasad**  
(Solution Architect)

**Abhinav Mishra**  
(Manager - Global  
Strategy & Operations)

**Abhishek Mishra**  
(Vertical Head - TIBCO)

# Getting Started

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# Getting Started...



Activity	By When	Where/How	Remark
My Information	Immediately	<a href="http://www.lynx.dikshatech.com/Portal/update profile">http://www.lynx.dikshatech.com/Portal/update profile</a>	You can update your personal and professional details here.
My leave	Upon Necessity	<a href="http://lynx.dikshatech.com/my lynx/leave">lynx.dikshatech.com/my lynx/leave</a>	You can find your leave details and apply for leave through this link
My Pay Slips	Monthly	<a href="http://lynx.dikshatech.com/my lynx/pay slips">lynx.dikshatech.com/my lynx/pay slips</a>	You can download your pay slips here.
My Sodexo	Upon Necessity	<a href="http://lynx.dikshatech.com/my lynx/sodexo">lynx.dikshatech.com/my lynx/sodexo</a>	You can request for Sodexo vouchers, make changes to your current request through this link.
My Appraisal	After completion of 1year	<a href="http://lynx.dikshatech.com/my appraisal">lynx.dikshatech.com/my appraisal</a>	You can fill your Performance appraisal form here.
My Holidays	Whenever Required	<a href="http://lynx.dikshatech.com/my lynx/policies/holiday list">lynx.dikshatech.com/my lynx/policies/holiday list</a>	You can view holiday list here, Holiday while on deputation will be as per the declaration made by the respective clients.

# Getting Started...



Activity	By When	Where/How	Remark
My Policies	Whenever Required to refer	<a href="https://lynx.dikshatech.com/my lynx/policies">lynx.dikshatech.com/my lynx/policies</a>	This section briefs about all policies, process & procedures followed in Diksha
My Training	Whenever Required	<a href="https://lynx.dikshatech.com/ my lynx/training">lynx.dikshatech.com/ my lynx/training</a>	You can review our collection of training material to help you get started.
My Concerns	Whenever Required	<a href="https://lynx.dikshatech.com/my service request">lynx.dikshatech.com/my service request</a>	You can raise your queries/ concerns related to your employment in Diksha here.
My Timesheet	Every week	<a href="https://lynx.dikshatech.com/my lynx/ Timesheet">lynx.dikshatech.com/my lynx/ Timesheet</a>	You need to fill in your timesheet on daily basis and submit at the end of the week
CSR	Upon Necessity	<a href="https://lynx.dikshatech.com/my lynx/ CSR">lynx.dikshatech.com/my lynx/ CSR</a>	You may view the various organizations Diksha supports.
My Reimbursement	Whenever Required	<a href="https://lynx.dikshatech.com/my Reimbursements">lynx.dikshatech.com/my Reimbursements</a>	You can raise request & upload your reimbursement bills here

# Getting Around...



## Business Development Team

Your stream lead will mentor and assist you in getting deputed on project.

## Facilities Team

You can seek assistance from them for concerns related to your work station, creating salary account, ID card / any admin /operational related queries.

## Talent Acquisition Team

You can earn referral reward by sending the profiles to [careers@dikshatech.com](mailto:careers@dikshatech.com).

## Resource Management Team

RMG helps to mentor your professional life during your journey @ Diksha.



## Finance Team

For tax, PF, salary & per diem related queries you can seek assistance from them.

## Office Timing & Leave

- Diksha records swipe in / swipe out details for employees attendance.
- Every employee is permissible to log in later than 10 am and before 10.30 am four times a month.
- Upon necessity, employees can leave office early on Friday (at or after 4.30 pm) provided he / she have logged in mandatory 40 hrs of work timing. Approval from Reporting Manager is required for the same.
- All Leave shall be applied through portal. Incase leave is availed for illness or for emergency; the reporting Manager and HR SPOC should be informed.

### Dress Code

Mon - Thur

Men - Formal Shirt, Trousers & Shoes

Women - Saree / Salwar

Kameez, Trousers & Shirt, Skirt &

Shirt, sandals other than canvas

Friday

Casual wear

### Monday to Friday

Flexi timing : 9:00 am - 10:00 am

(swipe in time)

Work Hours : 8:00 hrs

### Special Leave

Wedding Leave

Bereavement Leave

Maternity Leave

Paternity Leave

### Annual Leave

During Probation - 1 day / month

Confirmation - 1.66 days / month

Carry Over Leave = 10

- Diksha expects their employees to use office facilities with great care.
- Be Eco-friendly and avoid taking unnecessary printouts.
- Using the Internet and E-mail for personal gain or entertainment (chatting/ playing games) is not advisable.
- Visiting illegal sites, soliciting or storing sexually oriented messages / images will lead to strict disciplinary action and may lead to termination of employment.
- Engaging in illegal activities or using the Internet for any illegal purposes, that include initiating or receiving communications that violate any laws and regulations. Malicious use, spreading of viruses, and hacking are also strictly not allowed.







- Employee performance at Diksha shall be evaluated annually to measure and recognize employee's performance.
- Apart from compensation review & promotions , the evaluation system at Diksha is focused on employees individual development.
- Appraisals are done either in April or October, depending on when the employee joined the company.
- Employees who join in between April and October have their appraisal done in October and October and March have their appraisal done in April.
- Every employee has to complete 1 year of service in Diksha to be eligible for appraisal.

# Modern RMG Practices

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## RESPONSIBILITY

To deliver exceptional quality.

Continuously strive to do things ethically and professionally.

## OPPORTUNITY

A chance to make an impact and a chance to challenge yourself.

To execute with excellence.

## WORTH

Rewarded with comprehensive remuneration package and many opportunities for growth.

Committed to the health and safety of employees.

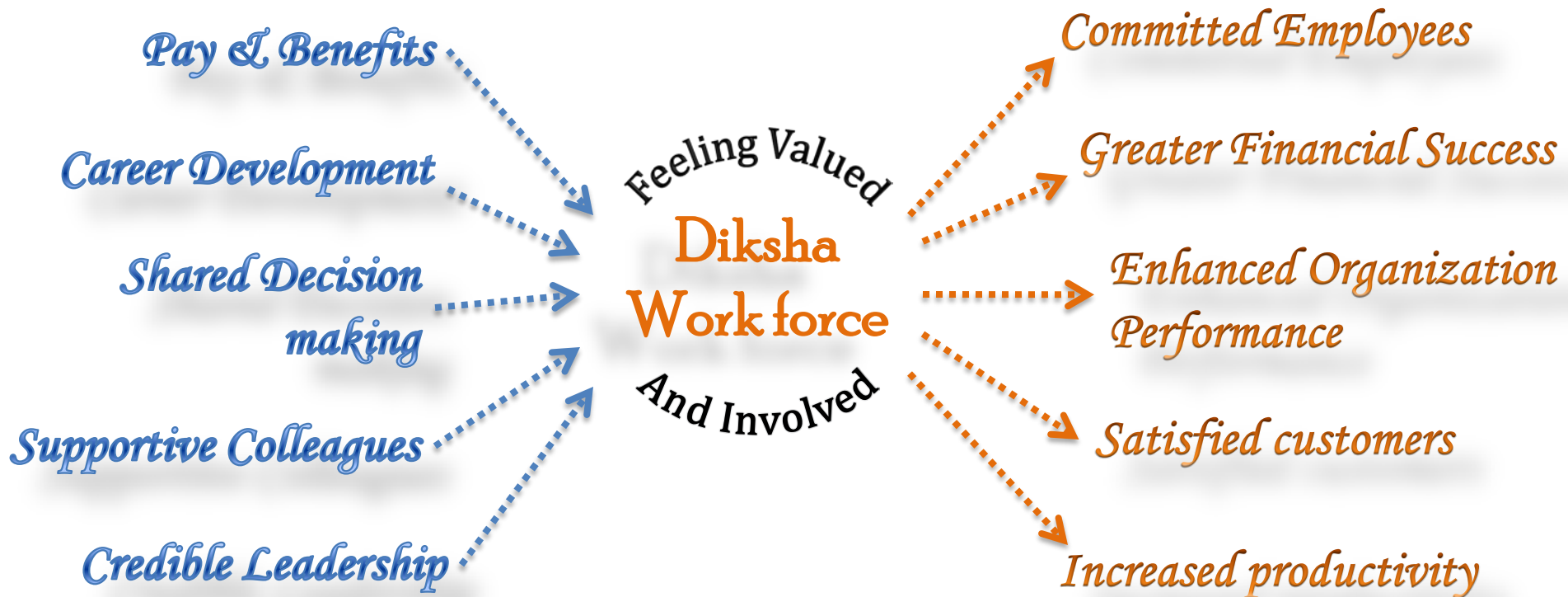
## BELONGING

Part of a professional, winning & knowledgeable team.

Equal Employment opportunity in its true sense- we all work together towards common goals.



# Employee Engagement Model



# Comprehensive Benefit Package...

- Most competitive salary package
- Insurance
- Medical Reimbursement
- Travel and Accommodation Assistance
- Training & Development
- Personal Loan
- Guest House
- Performance Linked Bonus
- Laptop Loan
- ESOP







- The RM Single Point of Contact (RM SPOC) is a RMG initiative formulated and successfully implemented by the Diksha's RMG team to provide personalized attention to every employee
- This program provides all employees with a centralized one-on-one and easily approachable outlet to raise issues, concerns or queries.
- SPOC can be contacted through call or email.
- SPOCs can be contacted during office hours i.e. 9.30am to 6.00pm.



## Award Categories

- Performance Awards
- Loyalty Awards
- Antares Award
- Blaze Awards

The program recognizes employees' reward-worthy performances, skills/ competence and overall contribution to Diksha's growth.

**Performance Awards** - Recognizes employees' distinctive performance, exemplary commitment and excellence at work.

**Loyalty Awards** - Recognizes employees' who have exhibited unwavering loyalty and commitment towards Diksha. These Awards are issued out quarterly.

**Antares Award** - Recognizes an employee for superior performance with a minimum of 8 years of continuous service in Diksha.

**Blaze Awards** - Acknowledges and demonstrates immediate and spontaneous appreciation for the outstanding contribution of individuals irrespective of the number of years of experience.

# Our expectations from you...

## Technical Brilliance

- Always strive to excel and to be the best. Our technical team offer answers to problems others pass on.

## Team Work

- To foster and maintain good team relationship.

## Role Model

- To set standards of the highest quality both on and off work. To maintain good ethical practices and conduct.

## Secrecy and NDA

- To respect and understand customers' and company's secrecy and NDA Regulations.
- Each employee signs a "Non Disclosure Agreement" (NDA) when they accept employment at Diksha.



- Making the work interesting and challenging for employees has become a norm @ Diksha.
- RMG encourages fun activities on regular basis to bring together employees from various departments.
- Team outings, celebration of festivals and recognition programs are some of the ways that add fun in Diksha.
- Recess time is game time with Table Tennis and Foosball.



## deeply committed people

It's very simple - you are the Diksha brand. You deliver the results that our customers seek us for. Our success to date and in the future depends on you.

Our people are known, not just for their expertise and experience, but also for their passion and their willingness to go that extra mile. This commitment is the cornerstone of our brand and our company... Diksha.





