

Aakash Educational Services Limited introduces MIRA – an AI enabled one-stop solution for employee queries

- *Artificial Intelligence-enabled new Employee experience tool*
- *MIRA will make internal processes more efficient and manageable*
- *The AI tool will be beneficial for over 6500 employees of AESL pan India*

New Delhi, December 13, 2021: Known for its innovation and use of cutting-edge technology to deliver the best, Aakash Educational Services Limited (AESL), India's leader in test preparatory services, has introduced MIRA – an Artificial Intelligence enabled one-stop solution for its employees for query resolution– through an innovative knowledge management tool.

MIRA has been integrated with AESL's internal systems, from SAP and Oracle to Workday and ADP and it can not only answer employees' general questions, but can also provide access to information such as pay stubs and income tax.

MIRA is programmed to respond to any queries 24x7 with just a text. The hi-tech tool helps to find knowledge articles that are personalized and relevant – including FAQs, policies, videos, guides and deep links to further information instantly. The information can be accessed by all the AESL employees. Through this app, nearly 6500 AESL employees will be benefited and will have insights into medical aids, training programmes, transfers, in-house events, etc.

For an employee, MIRA will help to replace day-to-day emails and other applications. Through this service, employees can explore policies, new company guidelines, create HR-related requests and track them to closure. The tool can be used on desktop, mobile, or even directly through MS Teams, Whatsapp and Google Chats by scanning a simple QR code. In addition to these access points, the tool will carefully evaluate the employees' feedback and experience to better the services.

Commenting on the launch of MIRA, **Mr Sachin Saxena, CHRO, Aakash Educational Services Limited**, said, *"Tools and technology seldom come under the spotlight in discussions of employee experience, but in fact, they are a critical component of keeping them satisfied at work. With automation having such clear benefits in ease of access to information, convenience in making queries or requests, and most importantly, speed in getting the queries resolved, it is for this very reason that we have introduced MIRA for our employees. As a forward-looking organization that has thrived through innovation and cutting-*

BENEFITS FOR EMPLOYEES

MIRA will make internal processes more efficient and manageable

- *Will provide access to policies*
- *Will provide resolution to queries 24x7 with just a text*
- *6500 AESL employees will be benefited*

edge technology, we are committed to adopting tools and technologies that assist in improving your experience as an employee, partner, and contributor to the success of AESL. MIRA will keep evolving with time allowing employees to access all basic and HR-related information, policies and latest news all in one place.”

About Aakash Educational Services Limited (AESL)

Aakash Educational Services Limited (AESL) provides comprehensive test preparatory services for students preparing for Medical (NEET) and Engineering Entrance Examinations (JEE), School/Board Exams and Competitive Exams such as NTSE, KVPY, and Olympiads. The “Aakash” brand is associated with quality coaching and a proven student selection track record in various Medical (NEET) and JEE/Engineering Entrance Examinations, Scholarship exams & Olympiads.

With over 33 years of operational experience in the test preparatory industry, the company has a large number of selections in Medical & Engineering Entrance Exams and several Foundation level Scholarship exams/Olympiads, a pan India network of 225+ Aakash Centers (including franchisee), and an annual student count of more than 250,000.

The Aakash group has investment from Think & Learn Pvt Ltd (BYJU'S) as well as by the world’s largest private equity firm Blackstone.

www.aakash.ac.in