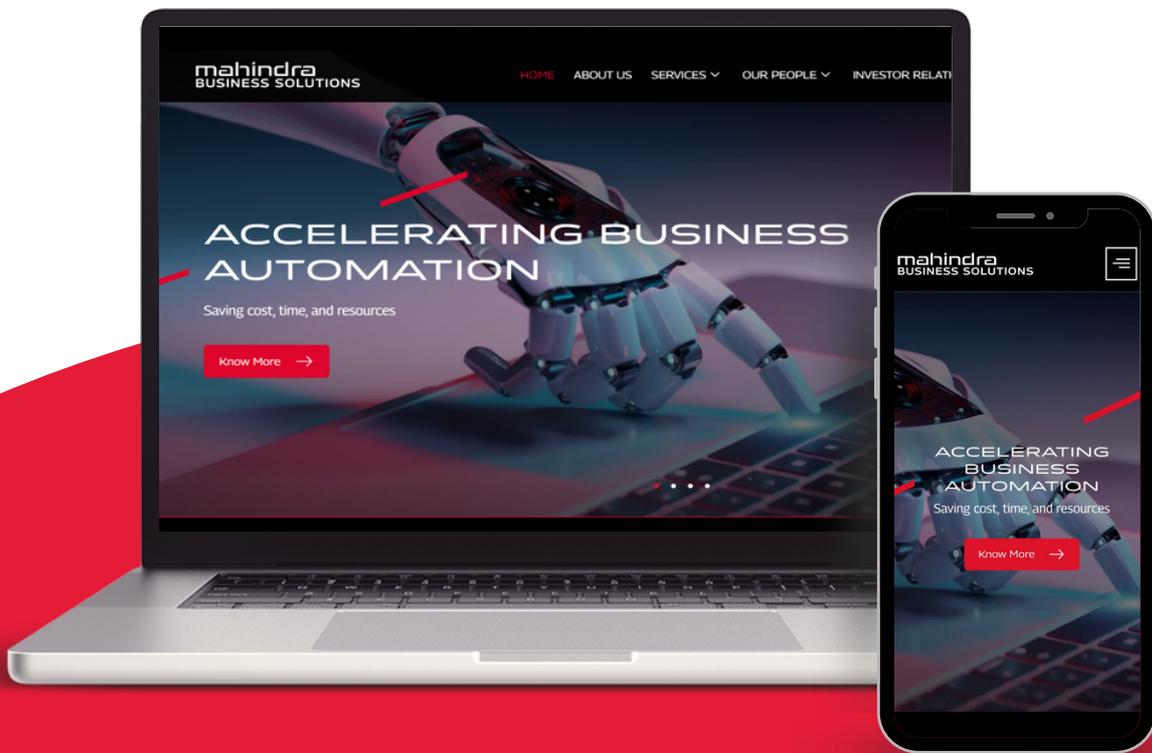


# VOICE OF MIBS

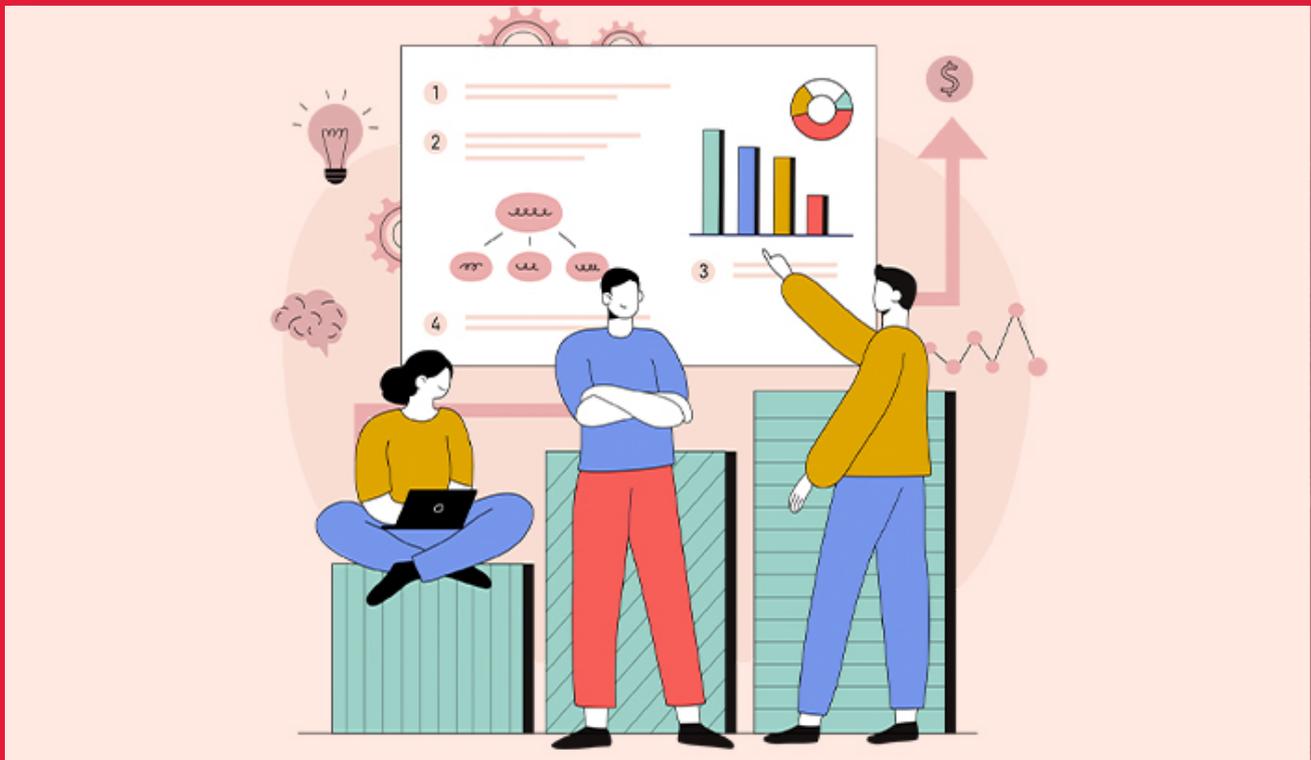
## Newsletter



Explore Our Freshly Revamped MIBS Website!

[WWW.MIBS.IN](http://WWW.MIBS.IN)

# 21 Days Learning Habit Challenge Contest! Mahindra Learning University



Join us for this exciting learning adventure and watch as your knowledge, skills, and confidence grow. Stay tuned for more details and get ready to embark on a transformative 21 day journey with Mahindra Learning University.

At Mahindra Learning University, we believe in the power of continuous learning to drive personal and professional growth. We're thrilled to introduce the "21-Day Learning Challenge," a transformative initiative designed to help you unlock your full potential.

Starting on 4th Oct 2023, this challenge invites you to dedicate just a few minutes each day to learning something new. Whether you're interested in upskilling, exploring new hobbies, or gaining fresh perspectives, this challenge is for you.

What you can expect:

- Daily bite-sized learning materials in the form of Podcasts, Videos, Blogs, etc.
- A wide range of topics to be covered.

Top 10 winners will be awarded with MLU & MIBS EDGE Goodies.

## Coastal clean-up drive at Dadar Beach, Mumbai



A joint initiative of Mumbai based Mahindra Offices resulted in participation of over 175 volunteers & in collection of around 1500 kgs of waste at the Dadar Beach. The clean-up drive was organized by the CSR Team with an objective to prevent marine pollution & raise awareness about its hazardous effects on marine life.

The drive saw the participation of employees from Mahindra Integrated Business Solutions (MIBS) - Amit Thakur, Sonia Rodrigues, Trupthi Salian, Chaitali Rane, & Rabindra Samal.

All volunteers dedicated their time to clean up the coastline, removing 1,500 kg of waste, embodying our commitment to a cleaner, greener environment.



**175+**  
volunteers  
across 16 offices



**1500~**  
kgs waste  
collected

[Read More.](#)

# Friendship Day Celebrations Paper Walk & Twinning Competition

Friendship Day is not just an occasion to share gifts or send messages; it's an opportunity to reflect on the relationships we build at work, the bonds that grow stronger every day, and the support we offer one another. At MIBS we understand that a connected and collaborative workforce is essential for our collective growth. The celebration began with a buzz of excitement as we kicked off the day with various events and activities. Our teams organized a variety of engagement initiatives to make this day memorable:



Valonia Pereira & Minal Gohil



Chaitali Phand & Rahul Mhetre



Nidhi Poojary & Rinki Yadav

## PAPER WALK COMPETITION WINNERS



Jayashri Lachyane & Asama Shaikh



Seeta Thakur & Nikita Angre

## TWINNING OUTFIT WINNERS

## Spreading Joy Beyond Barriers



MIBS Customer Engagement Head Naresh Hotwani at Bhairuratan Damani Blind School\*

In the spirit of Dussehra, a time when the victory of light over darkness and good over evil is celebrated, Mr. Naresh Hotwani (Head - Customer Engagement) & Mrs. Sonia Rodrigues (Manager - Administration) embarked on a heartwarming CSR mission. This endeavor was not only a gesture of goodwill but also a demonstration of the company's commitment to giving back to the community. We decided to bring a little extra sweetness and warmth to Bhairuratan Damani Blind School.



Following their visit to the blind school, the team proceeded to a Deaf & Dumb School, ready to share the sweetness of Dussehra with another group of exceptional students. Here, communication took on a different form, with sign language and gestures. The students' radiant smiles and expressive faces illuminated the occasion. Spreading joy & sharing sweets with more than 150+ students at the both the schools. Our hearts were filled with gratitude for the opportunity to be part of this heartwarming experience

The celebration of Dussehra went beyond our offices and reached the hearts of these exceptional students, reminding us all that there is no greater gift than the gift of love and understanding. By visiting both the blind school and the Deaf & Dumb School, MIBS celebrated diversity and illuminated the lives of students who face unique challenges with grace and resilience.

## Employee Spotlight: Atul Chandriani



Jaydip Dhar (COO) & MIBS Senior Management Team Presenting Atul Chandriani with the Long Association Award

Atul Chandrani has consistently displayed a remarkable commitment to his work. His dedication to the company's objectives and his unwavering support for his colleagues make him a dependable asset to our team.

We wish you health, happiness, and the time to pursue all the passions you've been eager to explore. You may be retiring from your position, but you will always remain a cherished member of the MIBS family.

Thank you, Atul, for being an exemplary team member and for your contributions to Mahindra Business Solutions. Your presence is appreciated, and we anticipate even more achievements in the future.

## Streamlining IT Ticket Resolution through Freshservice



We recently implemented a cutting-edge IT Service Desk tool called FreshServices, marking a pivotal step in enhancing our IT support capabilities. Before this transformation, our IT operations faced challenges related to response times, ticket management, and overall efficiency, as there was no tool for tracking. The decision to invest in the new tool stemmed from the need to streamline these processes and provide a more seamless experience for our employees.

### Benefits

**For Organization:** The recent adoption of our new IT ticketing tool has brought significant organizational benefits. The tool acts as a central hub for our IT support operations, offering real-time insights and analytics into ticket management. This heightened visibility allows for data-driven decision-making and more effective resource allocation, ultimately increasing the efficiency of our IT department. The streamlined processes and automation features have reduced the administrative burden, resulting in cost savings and faster issue resolution. Additionally, the tool fosters a culture of accountability, ensuring that service level agreements are consistently met, thereby enhancing our organization's overall performance and customer satisfaction. It helps to we can streamline operations, align IT and business processes, make decisions based on accurate data, and have complete control over our assets.

**For Users:** This recent deployment of our new ticketing tool has revolutionized our IT support operations, benefiting both end-users and engineers in adhering to service level agreements (SLAs). For end-users, the tool's user-friendly interface and self-service features have streamlined the process of submitting and tracking support requests and a more satisfying experience. This also offers a knowledge base that empowers employees to find quick solutions to common issues, decreasing the number of support requests and increasing self-sufficiency.

**For Support Team:** On the engineers' side, the tool's automation and knowledge base have increased their efficiency, enabling them to tackle support requests promptly, resulting in faster issue resolution and meet SLAs. This harmonious relationship between the new ticketing tool and SLAs underscores our organization's commitment to delivering efficient and high-quality IT support services. This also enables live monitoring of the tickets and creates analytical reports.

# Ganesh Chaturthi: A Time for Unity and Devotion



The Ganesh Chaturthi celebrations at Mahindra Business Solutions, across the three locations, were more than just a festival; they were an embodiment of the spirit of unity and togetherness. These moments of shared joy and devotion brought our teams closer, strengthening the bonds between colleagues. Below are the winners of our event - Modak Eating Competition: A Culinary Extravaganza.



Rinki Yadav



Nidhi Poojary

Goregaon



Yash Chavan & Chanchal Soni

Kandivali



Rushikesh Bhosale



Pravin Shirpnale

Solapur

# Guru Purnima with a Spectacular Collage Making Competition!



Guru Purnima, a significant day in the Hindu tradition, is dedicated to expressing gratitude to our teachers and mentors who have been instrumental in our personal and professional growth. It is a day to reflect on their invaluable contributions and the wisdom they have imparted. Our Collage Making Competition was a delightful way to blend this traditional reverence with the artistic flair of our employees. Teams of four enthusiastically came together, each consisting of members making the event not only a creative challenge but also a wonderful platform for fostering collaboration.

We extend our heartiest congratulations to the winning teams and express our gratitude to all the participants for their enthusiastic involvement in this competition.



Abhishek Bhardwaj  
Aarti Pawar  
Amisha Kandu  
Akshata More



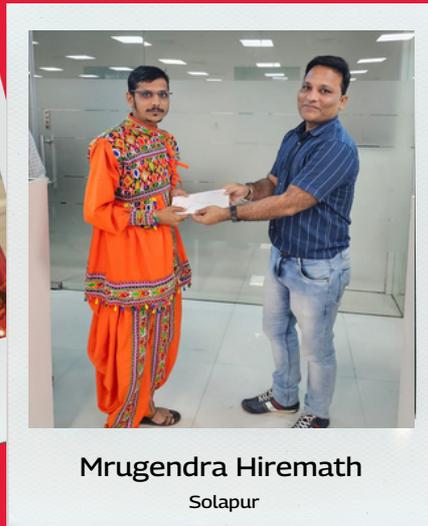
Priya Surve  
Yash Chavan  
Shweta Bhosale  
Rohini Singh



Ajinkya Waghmare  
Aboli Mane  
Ankita Kore  
Suraj Kamble

# Garba Raas At MIBS

## Best Dress (Male)



## Best Dress (Female)



# Garba Raas At MIBS

## Best Dancer (Male)



**Vikas Govalkar**  
Kandivali



**Shubham Deorukar**  
Goregaon

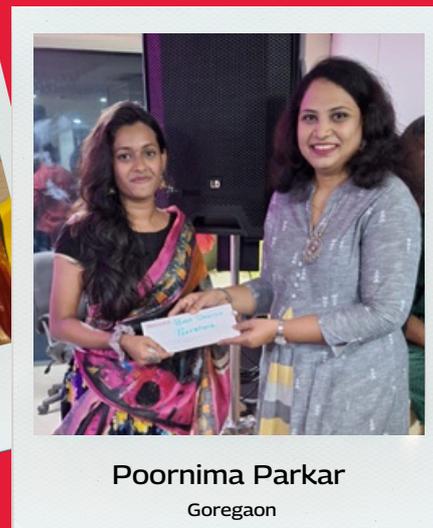


**Dattu Alli**  
Solapur

## Best Dancer (Female)



**Kavya Nair**  
Kandivali



**Poornima Parkar**  
Goregaon



**Smita Kollur**  
Solapur

# Latest News & Updates

**mahindra**



## Project Haryali

**#RiseForAMoreEqualWorld**

Plant a tree, nurture a future, join the green revolution. [Read More.](#)



## Mahindra Thar.e e-SUV concept

**#RiseToBeFuture-ready**

Mahindra Thar.e e-SUV concept makes global debut. [Read More.](#)



## Celebrating Founders' Day at Mahindra

**#FoundersDay**

Every year, on October 2, we mark Founders' Day, a day of tribute to our roots. [Read More.](#)



## Prioritising mental health at Mahindra

**#RiseForAMoreEqualWorld**

Mahindra Group has introduced a podcast series titled, Leaders Unplugged. [Read More.](#)

**mahindra**  
BUSINESS SOLUTIONS

# Thank You

Shower some love! Like, comment,  
share & follow.



Follow us on  

[www.mibs.in](http://www.mibs.in)

