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JIO PLATFORMS LIMITED

PeopleFirst - An AI powered Enterprise HR Platform

Abstract

Digital transformation within large enterprises increasingly requires reimagining employee experience through intelligent, integrated and scalable platforms. Jio Platforms Limited undertook this transformation through PeopleFirst, an AI-powered enterprise HR platform created to modernise workforce management for one of India's largest employee ecosystems. Developed as a unified digital workplace solution, the platform integrates artificial intelligence, intelligent automation, customised user experiences, smart notifications, fraud detection and end-to-end HR process management within a single mobile-first architecture.

The initiative was created to address delayed HR query resolution, fragmented employee experiences, manual reimbursement verification, missed approvals and the growing difficulty of managing a workforce spread throughout diverse business units and geographies. By embedding AI at the core of HR operations, PeopleFirst seeks to reduce query resolution time by 80 percent, reduce dependence on manual HR support by 60 percent, improve workforce productivity by 20-30 percent and create an uninterrupted employee experience across more than 13 HR service modules.

Introduction PeopleFirst - an AI powered enterprise HR platform - was developed as a strategic digital transformation initiative to unify and modernise HR service delivery across Jio Platforms Limited. The project emerged from the recognition that conventional HR systems frequently struggle to provide timely support, personalised experiences and operational functionality at the scale required by large enterprises.

The platform combines five core innovations: an AI-powered HR chatbot that provides instant assistance; intelligent personalisation for different employee personas; smart, actionable notifications to prevent missed approvals and deadlines; OCR-enabled fraud detection for reimbursement verification; and a unified architecture which integrates multiple HR functions into a single employee-facing platform. It represents a significant step in intelligent workforce

management and demonstrates how AI is able to transform HR from a transactional support function into a predictive, employee-centric service ecosystem.

The initiative assists more than 300,000 employees making it one of the largest enterprise HR transformation programmes of its kind. Through artificial intelligence-driven automation and intelligent workflow management, the platform seeks to improve employee satisfaction, strengthen compliance, cut operational costs and improve organisational productivity.

Beyond automation, PeopleFirst represents a shift toward proactive HR service delivery. Instead of responding to employee issues after they occur, the platform anticipates needs, delivers contextual assistance and supports decision-making via real-time analytics and customised interactions.

The Problem Statement

Large organisations face increasing challenges in delivering steady, responsive and efficient HR services to different employee populations. As enterprises scale, conventional HR processes frequently become fragmented, creating operational flaws, slow response times and a lowered employee experience.

One of the most major challenges Jio Platforms faced was the inefficient resolution of HR queries. Employees frequently relied on HR teams for routine information and support, which caused delays, increased workloads and lost productivity. The inability to provide instant, accurate responses created friction in everyday employee interactions.

A second challenge came from workforce diversity. Different employee categories, business units and working environments required varying levels of personalisation. Traditional systems lacked the flexibility to deliver customised experiences

while preserving consistency across the organisation.

The organisation also identified missed approvals, pending actions and uncompleted workflows as continuing issues. Employees and managers frequently ignore critical tasks, resulting in delays in business processes and reduced business efficiency. Another concern was reimbursement processing. Manual verification operations increased the risk of fraud, errors and financial leakages while creating administrative loads for HR and finance teams.

Finally, workforce management was increasingly becoming a data-driven function. Legacy systems were not designed to provide instant insights, predictive intelligence or analytics-driven decision support. The absence of integrated intelligence limited the organisation's ability to optimise employee engagement, productivity and workforce planning.

Strategic Vision

PeopleFirst's strategic vision is to build a future-ready, AI-powered enterprise HR ecosystem centered on intelligent automation, personalisation and seamless digital experiences. The platform is built to move beyond traditional HR service delivery by creating a unified environment where employees can access all HR services through a single, user-friendly interface supported by advanced artificial intelligence. Its vision is to make HR interactions proactive rather than reactive, enabling employees to receive instant support, timely guidance and customised experiences tailored to their roles, preferences and business contexts.

The initiative intends to establish an innovative standard for digital HR transformation by integrating AI-driven

assistance, intelligent notifications, automated document verification, fraud detection and real-time analytics into everyday workforce processes. By reducing administrative burdens and improving responsiveness, PeopleFirst aims to enhance employee satisfaction, productivity and operational efficiency across the organisation. The platform also envisions leveraging continuous AI learning, predictive analytics and scalable architecture to anticipate workforce needs, support informed decision-making and drive organisational agility.

As the platform evolves, it aims to become a scalable model for large enterprises, enabling seamless expansion across functions, locations and business units. Through innovation, security and user-centric design, PeopleFirst aspires to redefine enterprise HR and digital workforce management.

Solutions Stack

Jio Platforms addressed these problems by developing PeopleFirst, a unified AI-powered enterprise HR platform that integrates employee services, automates workflows and delivers a continuous digital experience.

At the center of the solution is an AI-powered HR assistant that functions as a virtual HR buddy. Available round the clock, the chatbot provides instant responses to employee queries, reducing dependence on manual support channels and enabling employees to access information whenever required. This ability forms the foundation of the platform's objective to reduce query resolution time by 80 percent.

A second pillar of the solution is intelligent personalisation. The platform applies advanced algorithms to customise user experiences according to employee roles, business functions and individual requirements. This ensures that employees receive relevant information, contextualised services and customised workflows without having to traverse complex systems.

The platform also incorporates a smart notification framework designed to eliminate missed approvals, deadlines and pending actions. Rather than requiring employees to actively monitor multiple systems, PeopleFirst proactively surfaces critical tasks, thus increasing compliance and operational responsiveness.

Fraud detection and reimbursement management constitute another major component of the solution architecture. Using OCR-enabled document scanning combined with intelligent validation rules, the platform automates expense verification while spotting anomalies and potentially fraudulent claims. This lowers administrative effort while strengthening financial governance.

To support enterprise-wide workforce management, PeopleFirst integrates more than 13 HR modules within a single digital

ecosystem. These modules include leave and attendance management, travel booking, salary and tax management, expense claims processing, benefits administration, performance management, meeting room booking, food ordering, sports facility scheduling, carpool coordination and campus services.

The platform also includes real-time analytics and reporting capabilities, enabling HR leaders to make well-informed decisions based on workforce trends, operational performance and employee engagement metrics. Through centralised visibility and integrated workflows, the platform makes HR a strategic function supported by data and intelligence.

Security and compliance have been embedded into the architecture through certificate pinning, secure token management, policy-driven access controls, audit trails and compliance-oriented workflow design. These measures guarantee that the platform harmonises innovation with governance and regulatory requirements.

Implementation Journey

The implementation of PeopleFirst followed an accelerated yet disciplined transformation roadmap. The initial phase focused on establishing the platform's foundational architecture, user experience framework and communication systems. This created the technical framework required for future AI integration and enterprise-scale deployment.

Subsequent phases introduced location-based attendance tracking and the AI-powered HR assistant, enabling employees to access services and support through a unified mobile interface. The organisation then expanded the platform's capabilities through intelligent personalisation, automated document verification and smart notification systems. These enhancements significantly improved employee engagement and reduced dependency on human involvement.

As the platform matured, additional HR

functions were integrated, including travel management, leave processing, benefits administration across thirteen categories, salary management, taxation services, reimbursement workflows and approval management.

The platform's scope expanded further to include workplace and campus services such as meeting room booking, sports facility scheduling, food ordering and carpool management. This broadened the platform's role from a conventional HR system to a comprehensive employee experience platform.

The final phase focused on performance optimisation, stability enhancement, extensive testing and enterprise-grade deployment. Particular attention was paid to guaranteeing scalability, reliability and security while continuing a uniform user experience across Android and iOS environments.

Highlights

- PeopleFirst is Jio Platforms' AI-powered enterprise HR platform created to modernise workforce management and deliver a unified, mobile-first employee experience for 300,000+ employees, strengthening operational efficiency and employee satisfaction.
- The platform integrates AI-powered HR assistance, intelligent personalisation, smart notifications, OCR-based fraud detection, analytics and end-to-end HR process management within a single ecosystem to improve compliance, productivity and decision-making.
- An AI chatbot provides 24/7 support, enabling instant responses to employee queries and targeting an 80 percent reduction in HR query resolution time, improving service efficiency.
- PeopleFirst unifies 13+ HR modules, including leave, attendance, travel, payroll, tax management, reimbursements, benefits, performance management and workplace services, streamlining HR operations.
- The initiative intends to reduce manual HR support by 60 percent and improve workforce productivity by 20-30 percent through automation and streamlined workflows, providing measurable efficiency gains.

Outcomes

The implementation of PeopleFirst has delivered substantial organisational outcomes, including improved employee satisfaction, stronger compliance and decreased operational costs. It is one of the largest enterprise HR platforms deployed within an Indian corporate environment.

Through AI-enabled automation, the initiative intends to achieve an 80 percent reduction in HR query resolution time, transforming employee support from a reactive process into an instant, intelligent service. Simultaneously, the platform aims to reduce manual HR support requirements by 60 percent, enabling HR teams to concentrate on strategic activities rather than routine administrative tasks.

The initiative is also expected to improve workforce productivity by 20-30 percent through streamlined workflows, reduced process delays and upgraded employee access to information and services.

From a governance perspective, automated document scanning and fraud detection functions have strengthened reimbursement confirmation processes and reduced the risk of financial losses.

Employee experience has been enhanced through personalised interfaces, user-friendly navigation and pre-emptive notifications. The consolidation of multiple HR services into a single platform has simplified employee communications and reduced the complexity of accessing organisational services.

Operationally, the platform handles more than 50,000 concurrent users while continuing to maintain enterprise-grade security and performance standards.

The initiative has transformed HR from a collection of isolated processes into a unified digital ecosystem capable of foreseeing needs, improving experiences and supporting organisational growth.

Conclusion

PeopleFirst illustrates how large enterprises can leverage artificial intelligence to fundamentally transform workforce management. Through integrating AI-powered assistance, intelligent personalisation, workflow automation, fraud detection, analytics and employee services within a single platform, Jio Platforms has created a scalable model for digital HR transformation.

The initiative tackles crucial organisational challenges in efficiency, employee experience, compliance and productivity, serving a workforce of more than 300,000. Its combination of technological innovation and employee-centric design demonstrates that the future of HR does not lie merely in digitisation but in intelligent, predictive and integrated service delivery.

While organisations increasingly seek to modernise workforce management, PeopleFirst affords a compelling example of how AI can strengthen operational excellence, strengthen governance and create meaningful value for both employees and enterprises.



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