



The Slack India customer pioneers of change

Automation, productivity and connection in an incredible year for businesses in India



Our pioneers of change



springworks

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Kartik Mandaville,
Springworks



SWIGGY

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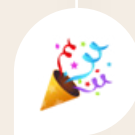
**Ramasubramanian
Kumaresan**
Swiggy



Schbang

“Before Slack, client turnarounds took around three days. Now it’s down to two.”

Pranav Krishnan,
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meesho

“With Slack, what used to take a couple of days is now resolved in a matter of hours.”

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Razorpay

“I don’t need to specifically go into every function and tell them what’s happening. So collaboration becomes a lot easier with Slack.”

Chetty Arun,
Razorpay



zomato

“Email becomes redundant once you start using Slack.”

Reema Khendry,
Zomato







India's pioneers of change are choosing Slack

India's business scene is one of the most dynamic and exciting in the world. Indian businesses are making their mark across the globe, building on the nation's vibrant energy and entrepreneurial spirit.

As a new breed of Indian businesses emerges, productivity pioneers are stepping into the spotlight. They're leaving behind old ways of doing things to deliver amazing new products and dynamic customer service, all while establishing new, more productive ways of working.

Over the past year, we've been inspired by our customers in India that have used Slack to:

-  **Streamline their work with automation and AI**
-  **Boost productivity by cutting down on unnecessary meetings**
-  **Connect and engage better with their teams**
-  **Simplify their tech stack with smart integrations**

Our customers' stories reveal the power of Slack's intelligent productivity platform, like how Springworks cut 60% of its weekly meetings. Or how Schbang improved client turnaround times by a full day. Keep reading to learn more about how amazing businesses like yours use Slack to succeed every day.

More than

200,000

have chosen Slack as their intelligent productivity platform.



Springworks saves time and lifts service with Slack

HR-tech startup Springworks is on a mission to help organisations improve their employee experiences. With a 4.6 rating on Glassdoor, Springworks clearly knows what makes employees happy—something a growing number of customers want to tap into.

In addition to helping Springworks deliver a winning employee experience, Slack has been a boon for productivity. Before Slack, Springworks held five weekly standup meetings. Every one of those meetings had 15 people on a call that lasted an hour, a significant time commitment.

Now with Slack, Springworks has scaled up teamwork and significantly cut down meeting time by letting teams share updates asynchronously. Those five meetings have been cut back to two, with teams using **Slack huddles** to catch up instantly to discuss anything that needs clarification.

“We were doing five standups a week, but we’ve been able to eliminate three.”



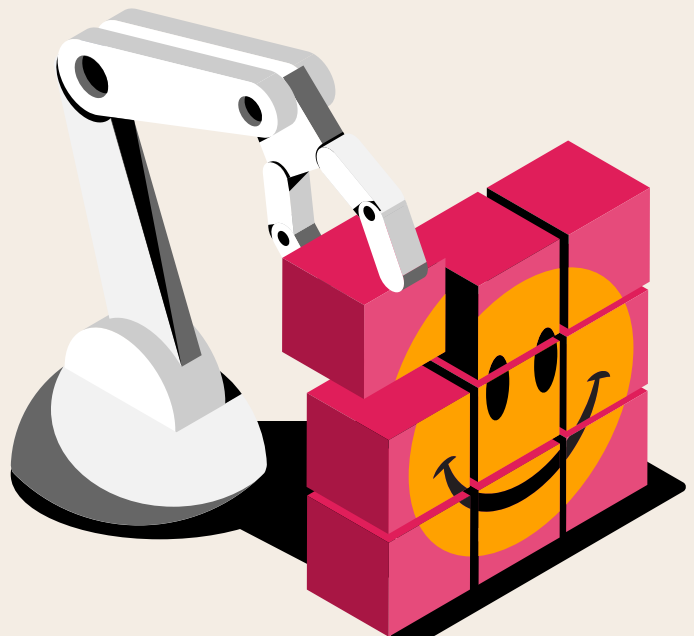
Kartik Mandaville
Founder and CEO,
Springworks

Partners, vendors and customers also get better service and support thanks to Slack **Slack Connect**, which Springworks uses to collaborate with about 200 external partners and some of its overseas customers.

[Read the full story](#)

Springworks slashes meetings

5 meetings a week cut down to 2
with Slack asynchronous updates





How Swiggy switched to remote-first work in 500 cities – and stayed productive

With more than 5,000 employees and 2.5 lakh delivery executives across 500 cities, Bangalore-headquartered food ordering company Swiggy is a household name, and it knows a thing or two about operating at scale.

In 2020, the company felt it had good foundations to make a switch to remote-first working, but was conscious that productivity could be affected. To make the move, it needed a highly scalable collaboration solution that would allow its employees across India to connect, without sacrificing productivity.

That solution was Slack. Swiggy uses **channels** to allow teams across the country to connect, share information and get organised around goals.

Slack's **integrations** with other tools mean cross-functional teams at Swiggy are able to discuss progress, share documents, and even bring their emails into Slack. Swiggy's employees get all their notifications in one place, without disrupting their workflow.

[Read the full story](#)

Swiggy measures productivity and engagement with Slack

“Slack enables the flow of work, all in one place. This means fewer barriers, and fewer barriers mean better adoption and a more engaged workforce.”



Ramasubramanian Kumaresan
Assistant Vice President of Human Resources,
Swiggy



Saving a day: Schbang slashes client turnaround times

With offices in Mumbai, Bangalore, Delhi and London, fast-moving creative agency Schbang works with more than 300 brands. It wants to push boundaries in creativity and technology. Schbang has a big portfolio of clients and a team of more than 1,000, meaning clear directions and efficient collaboration are key.

In its early days, Schbang got by with basic messenger applications like WhatsApp. But trying to work productively across 120 different WhatsApp groups was difficult, especially as its workforce grew. The tool it needed had to be secure, enable collaborative teamwork and unite the company. Schbang tried different platforms, but they all fell short.

That is, until it tried Slack. Slack's ability to **automate work** and easily integrate with other systems helped Schbang streamline processes, offering its teams so much more than just messaging. Using Slack's no-code **Workflow Builder** Schbang has optimised

its creative briefing process, making sure that communication around jobs is clear and easily understood. And it's using **Slack Connect** to talk directly to clients, cutting out a lot of the old back-and-forth across multiple platforms.

All that's added up to an impressive productivity boost. Schbang's client turnaround time has accelerated by 30%, dropping from three days to just two.

[Read the full story](#)

Schbang delivers for customers faster

33%

reduction in client turnaround time

"Before Slack, client turnarounds took around three days. Now it's down to about two."



Pranav Krishnan
Head of Culture and Communication,
Schbang





Meesho speeds up customer service with Slack

Founded in 2016, Meesho is one of the stars of India's internet shopping scene. It started with the aim of democratising online commerce for small mom-and-pop stores, and now helps more than 2 crore customers monetise their networks.

Before Slack, Meesho used a noisy mix of different tools, including Google Meet, WhatsApp, email and in-person meetings to get things done. It was a slow way to work, so Meesho made the decision to centralise work by bringing its tools and people together in Slack to get things moving quicker.

It was a smart move. For the small sellers that Meesho supports, even little glitches mean big headaches, so speedy customer service is make or break. **Slack channels** now mean all the feedback, information, tools and conversations the Meesho team

needs to put things right are in the one channel. In addition, the ability to **integrate** different apps directly into Slack workflows means there are fewer roadblocks and more resolutions, all of which is dramatically speeding up turnaround times.

Customers are getting the benefit, with incidents that used to take days to fix now turned around in hours.

[Read the full story](#)

Speeding up customer service

Meesho now resolves issues in hours, not days

“What used to take a couple of days is now resolved in a matter of hours.”



Shikhar Saxena
Group Product Manager,
Meesho



How big development teams move fast at Razorpay

Born in Bangalore, \$US7.5 billion fintech superstar Razorpay gets global attention. Its services are now used by more than 1 crore businesses, including 3 out of 4 tech unicorns in India.

Slack has been part of the Razorpay success story since day one, and it's seen as part of Razorpay's DNA.

In addition to helping deliver the service and support that Razorpay's customers rely on, Slack is central to its fast-paced product development.

New products need input and feedback from multiple groups, including product, design, engineering, operations and marketing. It's a process that involves big teams, all of which have their own tools and applications. If workflows and collaboration don't work well, the multifaceted nature of it all could easily slow down the development cycle.

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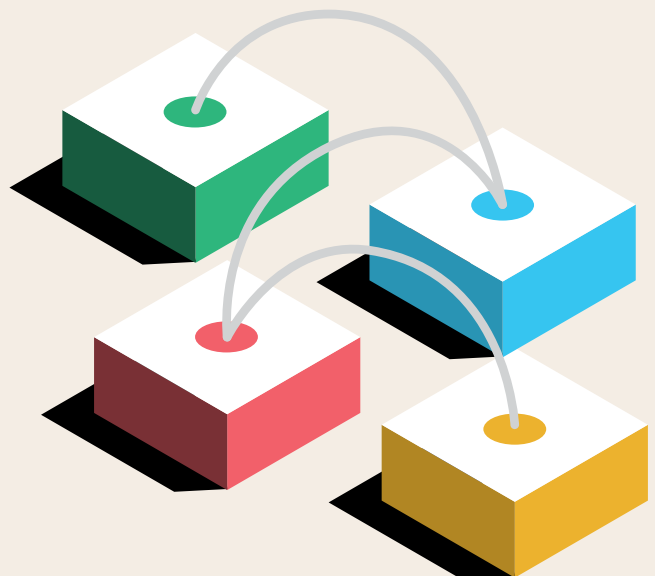


Chetty Arun
Director of Design,
Razorpay

To bring the teams together, Razorpay creates a dedicated **Slack channel** for each new product, helping hundreds of people share information and feedback in one place and stay up to date easily. Meanwhile, platforms like Jira, Confluence and Asana can also be easily accessed **via Slack**, meaning staff aren't wasting time and being distracted by constantly jumping back and forth between applications.

In fact, Razorpay says Slack makes collaboration possible on a much larger scale than if it tried to gather everyone together in person.

[Read the full story](#)





Slack automations keep Zomato agile

One of India's big online success stories, Zomato started out as a food delivery business and has become a technology platform connecting partners across different food-related industries.

Slack's automations and API-based integrations play a crucial role in keeping Zomato responsive despite the vast scale of its operations. For example, integrations with other platforms mean Zomato's teams can automatically get instant alerts via Slack when incidents pop up, ensuring fast resolution and minimal disruption.

Slack Connect also helps Zomato work effectively with its huge network of partners by bringing them into its everyday workflows.

Zomato employees can use Slack wherever they're located, and Slack is credited with fuelling a 26% lift in remote worker productivity.

In fact, the Zomato team is a star Slack user, receiving Slack's "Excellence Award – India" for 2023 in recognition of the way it uses Slack's productivity platform to move the business forward.

[Read the full story](#)

Resolution time for customers is

3 to 4x

faster on Slack compared with other channels

"With Slack Connect, it's so much easier to engage with external stakeholders and partners."



Reema Khendry
Senior Programme Manager,
Zomato



Explore the next frontier of productivity with Slack

Read more stories

This is just a handful of the success stories that we'd love to share with you. You can read more about how businesses just like yours have used Slack to:

- Solve problems faster
- Connect their teams
- Delight customers

Just go to slack.com/customer-stories.

Watch a demo

Want to see Slack in action? Head over to slackdemo.com to see how Slack has helped businesses:

- Embrace the power of AI
- Explore new ways to collaborate
- Be more productive than ever before

Try Slack for free

Ready to try Slack for your business? Head over to slack.com/get-started to get up and running in minutes.



Productivity highlights

Eliminated unnecessary meetings

springworks

60%

decrease in daily standup meetings

Went remote-first and stayed productive

SWIGGY

Slack helped measure engagement and productivity

Delivered faster service for clients

Schbang

Client turnaround times cut by a full day

Incident resolution transformed

meesho

Responses that once took days now completed in hours

Collaborative development unlocked

Razorpay

Big teams speeding up product development

Award-winning agility

zomato

Automating and lifting remote worker productivity



About Slack

Slack is on a mission to make people's working lives simpler, more pleasant and more productive. It is the productivity platform for customer companies that improves performance by empowering everyone with no-code automation, making search and knowledge sharing seamless, and keeping teams connected and engaged as they move work forward together. As part of Salesforce, Slack is deeply integrated into the Salesforce Customer 360, supercharging productivity across sales, service and marketing teams. To learn more and get started with Slack for free, visit slack.com or connect with us [@SlackHQ](https://twitter.com/SlackHQ).



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