



AgnoShin

SECURE, OPTIMIZE, AND ENHANCE HUMAN INTELLIGENCE



**DECEMBER- 2025**

# AGNO-DIGEST



# Enhance Official LinkedIn Business Page



We are thrilled to bring you the latest updates, insights, and innovations from Enhance 2.0. Join the growing community by following and be part of the journey as we continue to transform ideas into impactful solutions.

**Link: [enhance-linkeding-page](#)**

## Meiporul Certifications

We are proud to announce that Meiporul Chennai Foundation Trust has been officially awarded the following international certifications:

- ISO 9001:2015 – Quality Management Systems
- ISO 14001 – Environmental Management Systems
- ISO 27001 – Information Security Management Systems



These certifications reflect our unwavering commitment to quality excellence, environmental responsibility, and data security across all our operations.

Together, we move closer to creating sustainable impact with global standards.

# Celebrating Leadership with Purpose

Today, we proudly celebrate Ms. Gomathi Perumal, honored with the Outstanding Business Leadership Award by the Indian Economic Development & Research Association at the India Habitat Centre in New Delhi.

This accolade highlights her dedication to human-centered technology development at AgnoShin and her efforts through the Meiporul Chennai Foundation Trust to create inclusive opportunities for underprivileged and differently-abled communities.



Presented during a seminar on self-reliant India, the award reflects her vision of leadership that combines innovation with compassion, inspiring others to ensure technology uplifts people while advancing systems.

## 30 Days of #SecretCXSanta2025

This holiday season, GenAGno launched a 30-day digital campaign #SecretCXSanta2025, celebrating Christmas and New Year by sharing meaningful CX “gifts.”

For 30 consecutive days, we posted product features and CX insights across LinkedIn, Instagram, and YouTube, turning the festive season into a journey of learning and engagement.

The campaign significantly boosted brand awareness, strengthened community engagement, and showcased GenAGno’s CX capabilities in a creative, value-driven way.

Thank you to everyone who followed and engaged with us, here’s to creating more impactful CX stories ahead!

Follow: [genagno-ai](#)

# CX Industry Insight



## Customer Experience Trends to Watch in 2026

Customer Experience (CX) in 2026 is no longer about speed alone, it's about intelligence, empathy, and trust at scale. Here are the key trends redefining how brands engage customers:

### 1. Predictive & Proactive CX

AI is moving CX from reactive support to anticipating customer needs before issues arise, creating smoother and more personalized journeys.

### 2. Emotion-Aware Experiences

Emotion AI is enabling systems to understand sentiment and tone, helping brands respond with empathy, not just automation.

### 3. Unified Omnichannel Journeys

Customers expect seamless experiences across voice, chat, social, and in-person channels powered by single customer views.

### 4. Privacy-First Personalization

With stricter data regulations, leading brands are adopting transparent, consent-driven personalization strategies.





## 5. Conversational CX Becomes the Default

Messaging apps, voice assistants, and conversational AI are now primary engagement channels, not add-ons.

## 6. CX as a Growth Driver

CX is being measured against revenue, retention, and lifetime value turning experience into a business growth lever.

## 7. Employee Experience = Customer Experience

Empowered, well-supported employees deliver better CX- making EX a strategic priority.

### What This Means

In 2026, winning CX strategies balance AI intelligence with human understanding. Brands that design experiences around trust, empathy, and relevance will stand out.

#### Sources & References

- Gartner – Customer Experience & AI Trends
- McKinsey & Company – Future of CX & Personalization
- Forrester – CX Predictions & Emotional CX
- PwC – Experience is Everything
- Harvard Business Review – AI, Trust & Customer Experience





# Our CSR Engagement

## Stepping Up for Inclusion

In observance of the International Day of Persons with Disabilities, AgnoShin CSR proudly partnered with Meiporul Chennai Foundation Trust to organize a meaningful Walkathon for Inclusion.



This initiative reflects our shared commitment to building a future where every individual is valued, and every ability is given the opportunity to shine. The walkathon was not just a symbolic gesture, but a collective step toward awareness, empathy, and action.

We are proud to collaborate with Meiporul Chennai Foundation Trust on this impactful initiative and look forward to continuing our journey toward a more inclusive and equitable society. Onwards, together.



# Team REVIEWS



## **Charumathi**

Associate Software Engineer

---

AgnoShin truly stands out for its dedication to employee growth and development. The mentorship and training opportunities reflect a genuine investment in individual success. Employees are valued, supported, and inspired to grow, making it a company I'm proud to be part of.



## **Keerthana Elamparithi**

Associate Software Engineer

---

AgnoShin has been a great learning journey for me. Working as an Associate Software Engineer, I have gained valuable hands-on experience and continuous support that has helped me grow both technically and professionally. From the beginning, I've felt encouraged to learn, explore new technologies, and improve my skills. The leadership and team culture promote innovation, collaboration, and excellence.

# Employee Engagement



## Christmas Celebration at AgnoShin

We wrapped up the year with a joyful Christmas celebration at AgnoShin, filled with warmth, laughter, and meaningful conversations.

We were honored to host Mr. Parisal, Digital Head at Puthuyugam, and Daksha Pradhayeni, Associate Project Manager at Accenture India.





A special thanks to Daksha for sharing her inspiring journey and insights on balancing professional growth with personal values.

From engaging conversations to Secret Santa surprises, the celebration reminded us of the power of community, inclusion, and shared inspiration.



Grateful for the year gone by and excited for what's ahead!





# Agno Health Corner

## Your Monthly Health Boost!



### **Topic: Protect Your Eyes in a Digital-First World**

Long screen hours are unavoidable but eye strain doesn't have to be. Try these simple habits:

1. **Blink More Often:** We blink 60% less while using screens. Consciously blinking keeps eyes moist and reduces dryness.
2. **Adjust Screen Settings:** Lower brightness and increase text size to reduce eye fatigue.
3. **Blue Light Control:** Use night mode or blue-light glasses, especially after sunset.

#### **Quick Fact:**

Digital eye strain affects 9 out of 10 people who work on screens for more than 6 hours a day.

#### **Challenge of the Month:**

Follow the 20-20-20 rule for one full workweek and notice reduced headaches and eye fatigue.



# WORK ANNIVERSARY



Ms. Jayashree Ravi



Mr. Vijaykumar

# BIRTHDAYS



Mr. Nirmal



Mr. Fazil



Mr. Abdul



Ms. Nancy



Ms. Divya



Ms. Pavithra



Mr. Vijaykumar

*Click to follow*

**CLICK THE BELOW LINKEDIN  
BUTTON TO FOLLOW OUR  
LINKEDIN PAGE**

