

Baton Systems' Programme for Expansion



Sonia Bathija

Director of Program Management

In 2020 constraints imposed by the Covid-19 epidemic accelerated Baton Systems' move to virtual working and recruitment processes. Baton has further extensive plans to expand in 2021.

Baton Systems will significantly expand its workforce in India in 2021, and is looking to onboard not just traditional lateral hires, but a diverse talent base.

"We have a very large recruitment target for 2021," says Sonia Bathija, Baton's head of operations. "To achieve this, our strategy has been to lay out a strong foundation with the talent community. The philosophy of our business is that hiring is everyone's business, not just the responsibility of HR. Business leaders, employees and candidates all have a degree of accountability."

Technology has transformed the overall talent domain in the past twelve months. Baton's interviews and campus recruitment procedures are now virtual and the company has worked with various partners on the gamification of talent for the employee onboarding process.

Before the global Covid-19 pandemic, Baton's employees were already able to work with some degree of flexibility. This culture coupled with the company's existing infrastructure meant that transition to home working for all employees in March 2020 was able to be made seamlessly in three days.

Bathija says, "Overnight we moved from agile to distributed agile – or next-gen agile, as I like to call it. Agility isn't just about software delivery, it applies to organisation-wide thinking. Our thought processes have changed."

The conditions imposed by the pandemic have allowed Baton Systems to experiment with new situations and ideas, a trend that the company hopes will continue.

"Baton will need employees who are even more agile in future," says Bathija. "We want people who will say, 'Yes, I can' rather than challenging every innovative idea. We have seen that even ridiculous ideas have brought in very good results in the past."

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Baton Systems prides itself on its commitment to inclusivity and diversity, focusing on moving employees towards a sense of ownership and belonging. According to Bathija, inclusion is about more than just hiring a diverse set of people.

“We want the right set of talent,” she explains. “And this talent will be included in the decision-making process at every level. That is the kind of ownership that we want to provide employees. “When you join Baton, we want you to feel that you belong to Baton and Baton belongs to you.” Baton Systems believes that a sense of belonging for all employees is what drives the success of the organisation, its targets and the products it is looking to build.

Baton is also committed to the creation of a unique independent support organisation centred on customer experience. The company has set up round-the-clock support via multiple channels and is focused on continuously improving the service. Feedback from customers is welcomed and Baton’s engineers are focused on the early solving of problems and on offering a seamless user experience.

“Customer support teams are the face of the company,” says Bathija. “They play a crucial role interacting with our customers and working side-by-side with our product teams, and they have a seat at the table when it comes to company decision-making. “We believe that this culture will help us provide a support experience like never before.”

About Sonia

Sonia Bathija is Director of Program Management at Baton Systems with responsibility for leading Baton’s India operations and driving the global program management team.

Sonia joined Baton in 2017 with over 20 years’ experience in IT and product management. Sonia holds a B.Sc. in Computer Science from the Ethiraj College for Women in Chennai, India.

About Baton Systems

Founded in 2016 by technology, payments and capital markets veterans, and backed by venture capital, Baton Systems is reforming how payments are made in the world’s largest financial markets.

By delivering on-demand synchronization and orchestration of asset movements through its distributed ledger-based platform, Baton is eliminating friction to speed clearing and settlement, reducing risk and pre-funding requirements, and increasing liquidity.