BUILDING A WORKPLACE THAT WORKS FOR ALL : TEAMWORK MODERNIZATION WITH M365
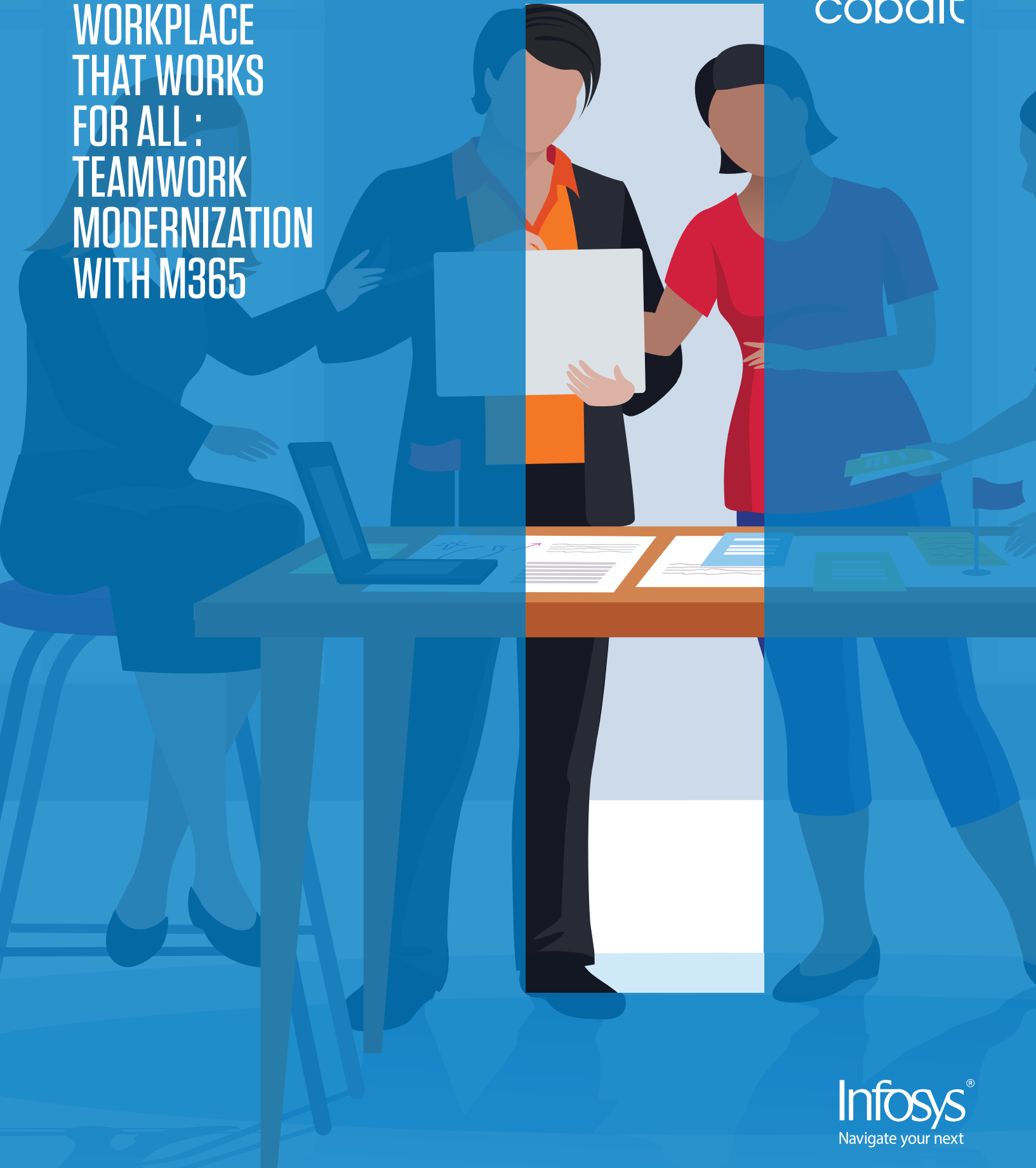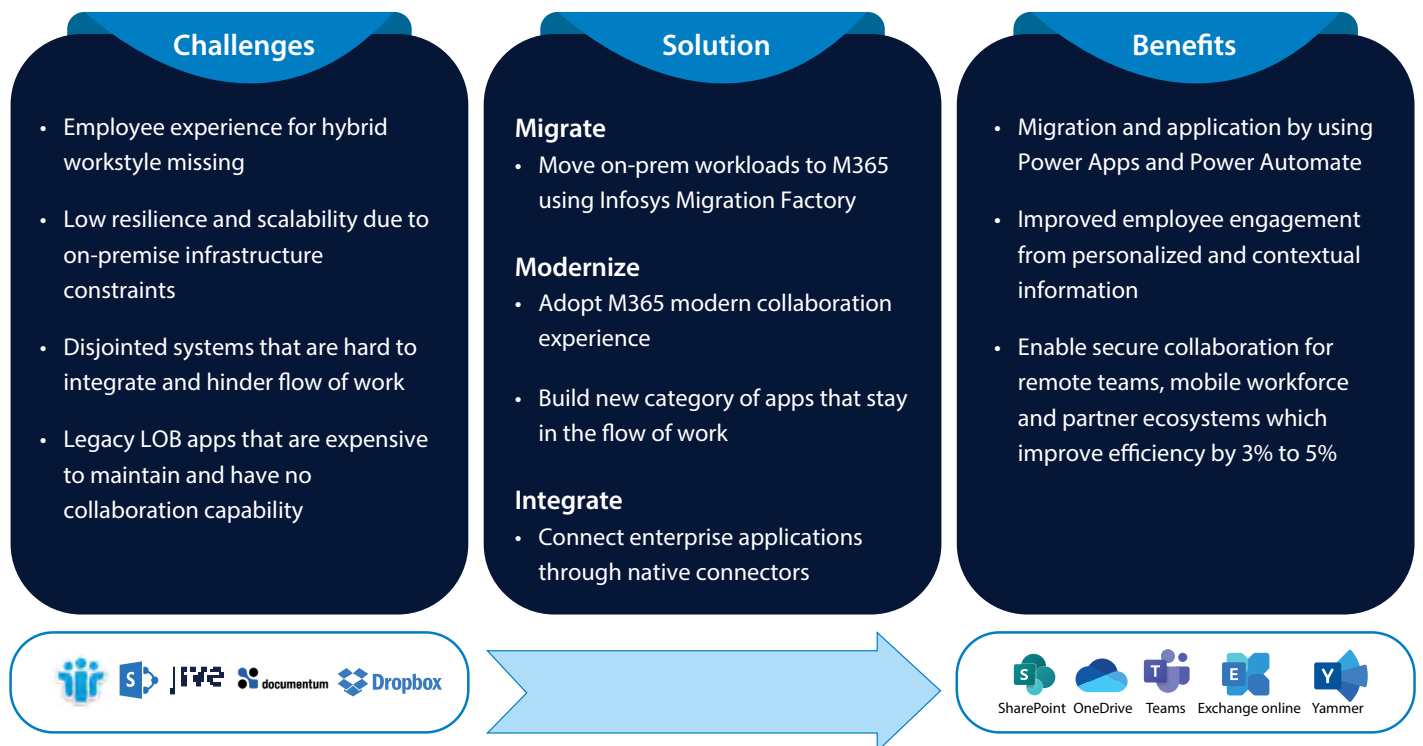
Infosys cobalt

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HYBRID WORKPLACES ARE THE FUTURE OF WORK

In a recent Infosys study, it was found that most companies were shifting to permanent remote work for certain roles (53%) or planned to leverage a hybrid workforce (46%). The heightened uncertainty in today's business landscape and the urgency to adopt a hybrid workstyle has made collaboration solutions that can support the workplace of the future not just a competitive advantage but also a core competency that every business needs to build.
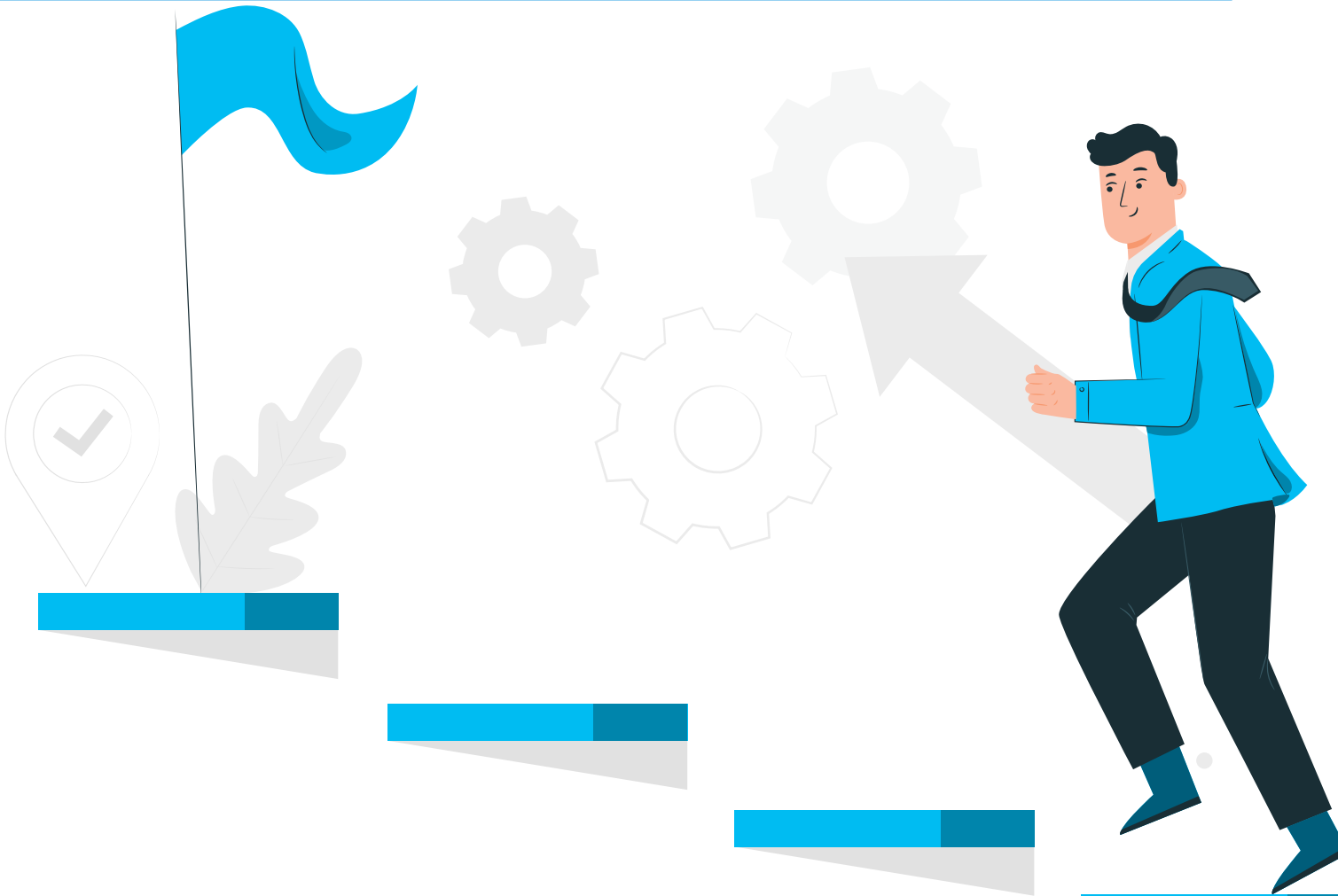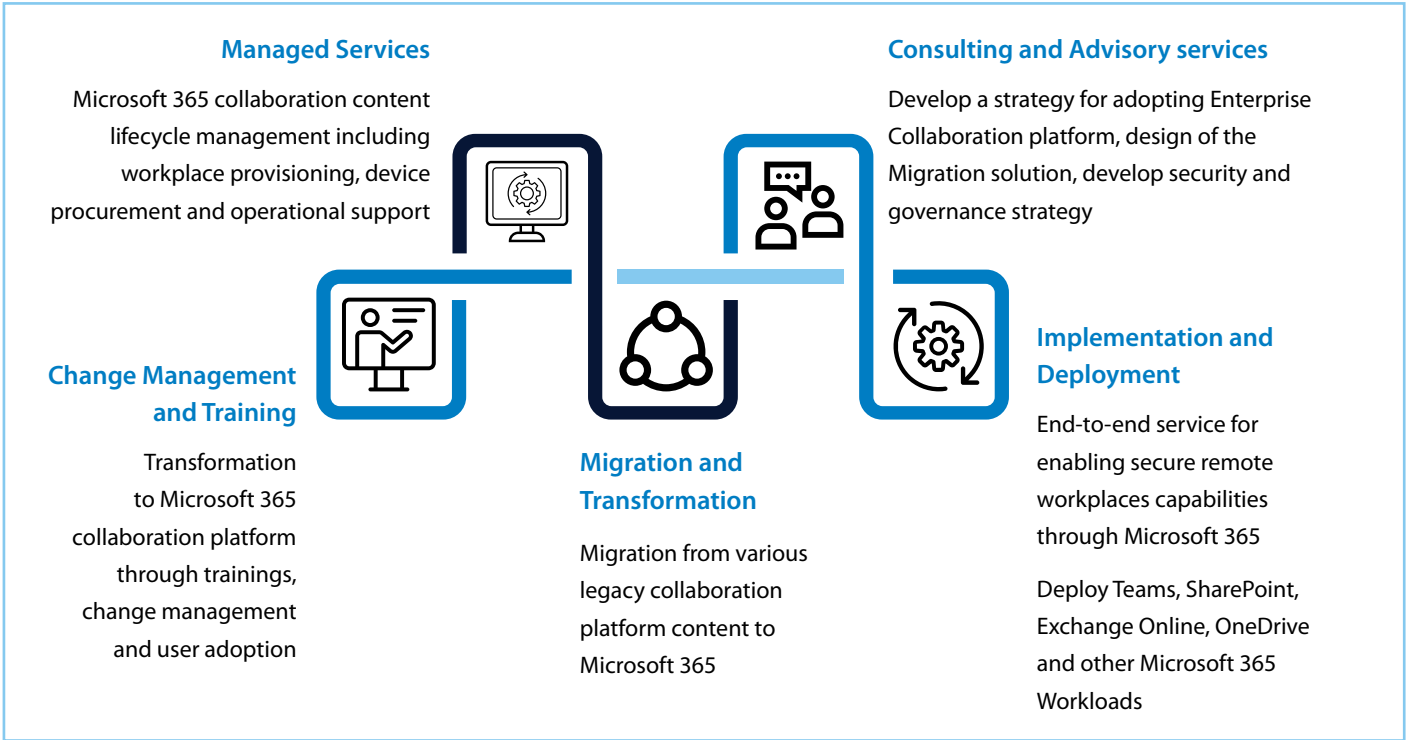
MOVE TO MICROSOFT 365 - A MODERN CLOUD PLATFORM

Increased adoption of workplace transformation strategies is the top priority in the post-COVID workplace for 93% of business leaders across 15 major industries that Infosys spoke with. Moving to a modern cloud platform like Microsoft 365 helps businesses provide a firm foundation for workplace transformation by addressing the key challenges.

Challenges

- Employee experience for hybrid workstyle missing
- Low resilience and scalability due to on-premise infrastructure constraints
- Disjointed systems that are hard to integrate and hinder flow of work
- Legacy LOB apps that are expensive to maintain and have no collaboration capability

Solution

Migrate
- Move on-prem workloads to M365 using Infosys Migration Factory

Modernize
- Adopt M365 modern collaboration experience
- Build new category of apps that stay in the flow of work

Integrate
- Connect enterprise applications through native connectors

Benefits

- Migration and application by using Power Apps and Power Automate
- Improved employee engagement from personalized and contextual information
- Enable secure collaboration for remote teams, mobile workforce and partner ecosystems which improve efficiency by 3% to 5%

SharePoint OneDrive Teams Exchange online Yammer

STAY AHEAD OF THE CURVE WITH INFOSYS M365 LEGACY MIGRATION OFFERINGS

We provide end-to-end service for enabling secure remote workplace capabilities through Microsoft 365. This includes consulting, implementation and managed services for your entire Digital Workplace.

Managed Services

Microsoft 365 collaboration content lifecycle management including workplace provisioning, device procurement and operational support

Consulting and Advisory services

Develop a strategy for adopting Enterprise Collaboration platform, design of the Migration solution, develop security and governance strategy

Change Management and Training

Transformation to Microsoft 365 collaboration platform through trainings, change management and user adoption

Implementation and Deployment

End-to-end service for enabling secure remote workplaces capabilities through Microsoft 365

Deploy Teams, SharePoint, Exchange Online, OneDrive and other Microsoft 365 Workloads

Migration and Transformation

Migration from various legacy collaboration platform content to Microsoft 365
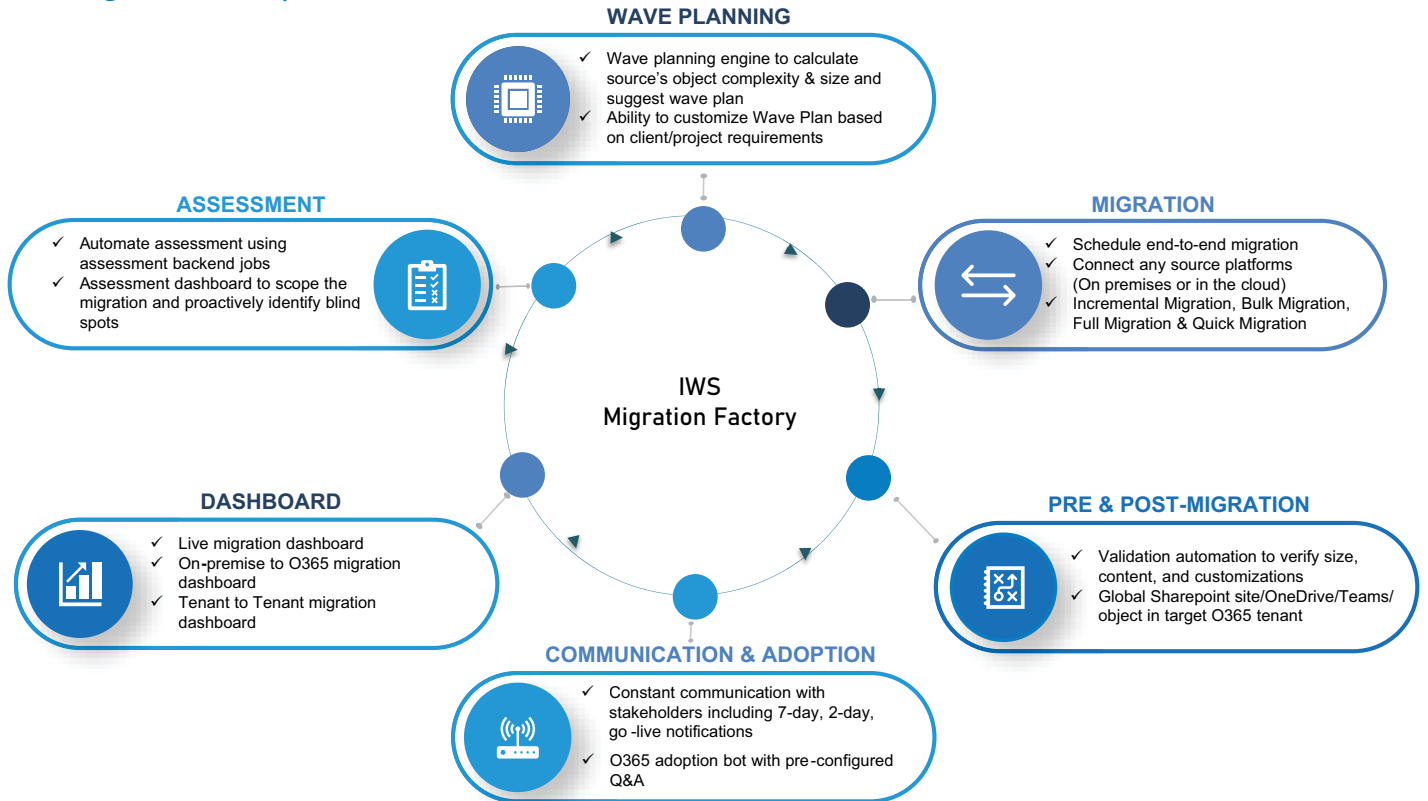
INFOSYS SOLUTION TO MODERNIZE AND MANAGE

Infosys Workplace Suite (IWS), is a comprehensive set of solutions that drive business resilience, enhance employee engagement, optimize costs, and accelerate digital adoption.

INFOSYS WORKPLACE SUITE - MIGRATION FACTORY

The Infosys Workplace Suite - Migration Factory is thoughtfully designed to support each organization's migration needs and preferences. With focus on customers' modernization journey, IWS - MF automates migration jobs and seamlessly integrates with 3rd party tools to accelerate on-premises to Office 365 transformation and tenant to tenant migration programs.

IWS-Migration Factory Features

WAVE PLANNING
- ✓ Wave planning engine to calculate source's object complexity & size and suggest wave plan
- ✓ Ability to customize Wave Plan based on client/project requirements

ASSESSMENT
- ✓ Automate assessment using assessment backend jobs
- ✓ Assessment dashboard to scope the migration and proactively identify blind spots

MIGRATION
- ✓ Schedule end-to-end migration
- ✓ Connect any source platforms (On premises or in the cloud)
- ✓ Incremental Migration, Bulk Migration, Full Migration & Quick Migration

IWS Migration Factory

DASHBOARD
- ✓ Live migration dashboard
- ✓ On-premise to O365 migration dashboard
- ✓ Tenant to Tenant migration dashboard

PRE & POST-MIGRATION
- ✓ Validation automation to verify size, content, and customizations
- ✓ Global Sharepoint site/OneDrive/Teams/ object in target O365 tenant

COMMUNICATION & ADOPTION
- ✓ Constant communication with stakeholders including 7-day, 2-day, go -live notifications
- ✓ O365 adoption bot with pre-configured Q&A

BENEFITS: INFOSYS WORKPLACE SUITE - MIGRATION FACTORY

- **80%** Reduction in manual effort
- **40%** Increase in operational efficiency using Migration Factory Framework
- **60% to 70%** Reduction in migration tool license and consulting costs
- Automated planning and scheduling results in **30%** reduction in migration cost
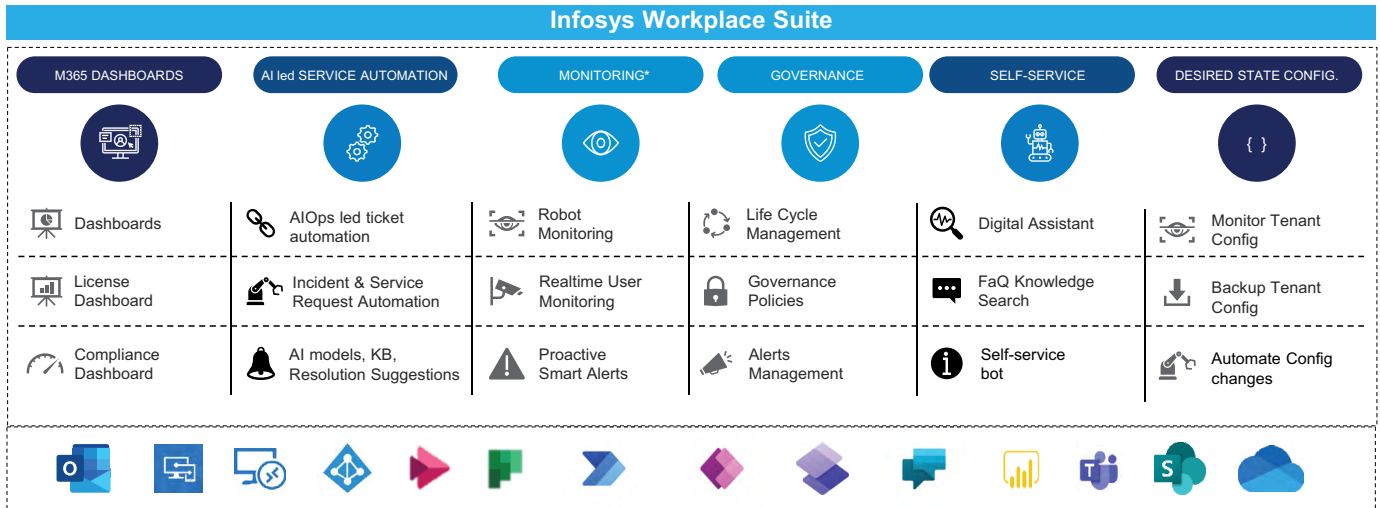- Minimal business disruption, seamless cutover and identify issues through assessment
- The Factory hosts tools and wrappers built around the APIs exposed by 3rd party migration tools like Sharegate, Quest and SPMT
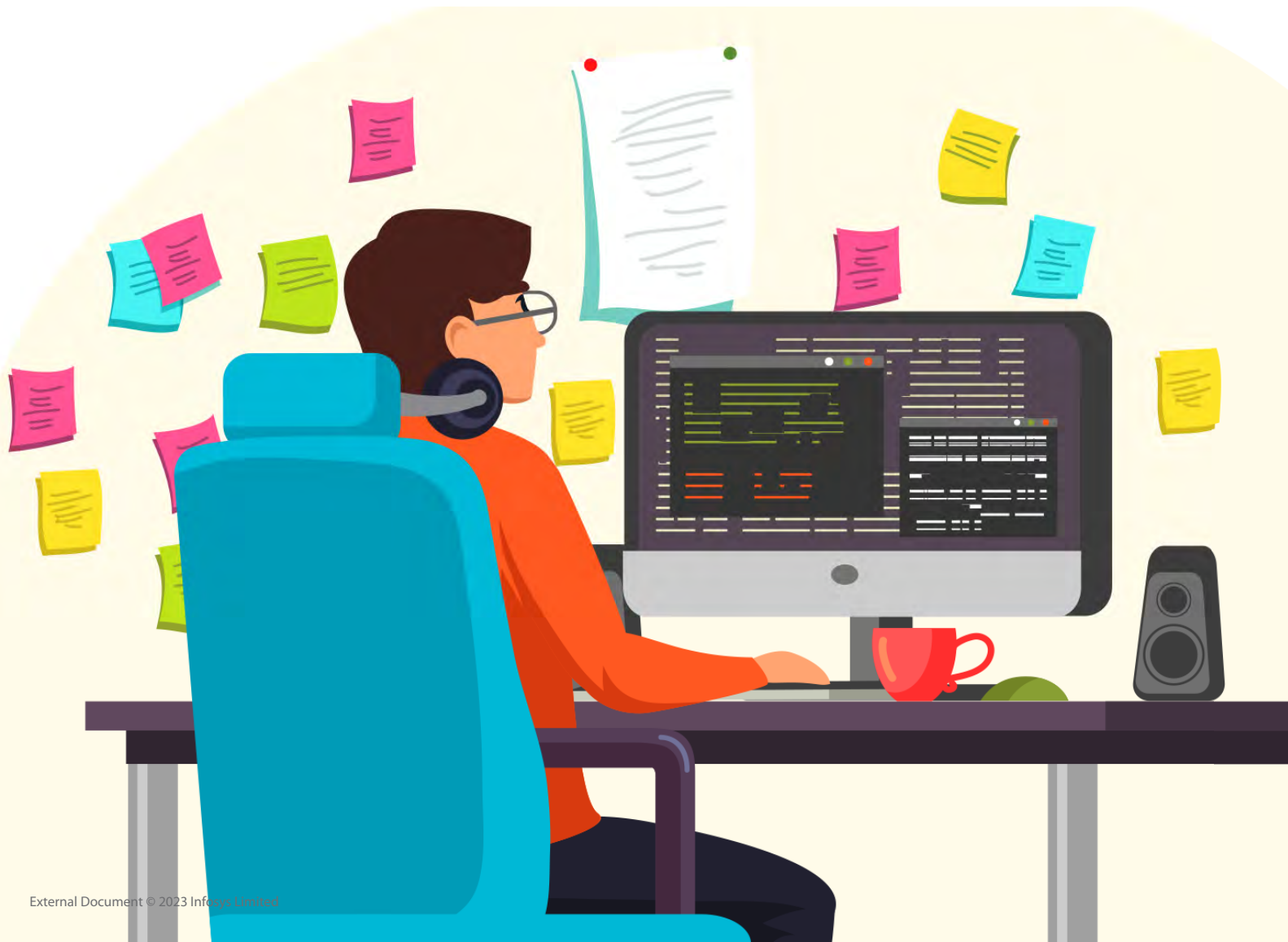- Accelerates Mergers, Acquisitions and Divestitures and Cloud consolidation

INFOSYS WORKPLACE SUITE - ONE TOUCH MANAGED SOLUTIONS AND GOVERNANCE

IWS – OTMS & Governance is an integrated framework that provides AI led solutions to make M365 management easy by providing better experience, better accessibility and better security. This single web-based tool helps users in provisioning and tracking usage of Microsoft 365 resources. At the same time, it helps administrators monitor and manage the platform as per best practices, automate frequent requests and enforce governance policies.

Infosys Workplace Suite					
M365 DASHBOARDS	**AI led SERVICE AUTOMATION**	**MONITORING***	**GOVERNANCE**	**SELF-SERVICE**	**DESIRED STATE CONFIG.**
Dashboards	AIOps led ticket automation	Robot Monitoring	Life Cycle Management	Digital Assistant	Monitor Tenant Config
License Dashboard	Incident & Service Request Automation	Realtime User Monitoring	Governance Policies	FaQ Knowledge Search	Backup Tenant Config
Compliance Dashboard	AI models, KB, Resolution Suggestions	Proactive Smart Alerts	Alerts Management	Self-service bot	Automate Config changes

* involves additional license cost

BENEFITS: INFOSYS WORKPLACE SUITE - ONE TOUCH MANAGED SOLUTIONS AND GOVERNANACE

2x
Enhanced Experience
Configurable governance rules and policies; better insights

33%
Ticket Automation
Flexible integration with organization's ticketing system

30-40%
Improved Process
Compliance actionable alerts center to review and rectify rule violations

20%
Cost Take-Out
Pre-built Office365 automation use case for quick start

Improved monitoring with unified dashboard

Service request automation with zero manual interventions

Self-service portal to manage Office365 resource life-cycle

Alert help-desk for service health incidents

CUSTOMER SUCCESS STORIES

American Multinational Chemicals Company	Japanese Multinational Imaging and Electronics Company	Multinational Manufacturer of Engines and Power Generation
Reduced timelines through Migration Factory	**Licensing cost optimization using Migration Factory**	**Modernizing legacy applications through Migration Factory**
• Migrated around 300+ sites in 7 waves with minimal impact to end users	• Migrated around 15000 sites from Jive platform to M365 which reduced maintenance and license cost	• Transformation of 3000+ Lotus Notes applications and databases to Microsoft 365
• In-house Migration Factory leveraging ShareGate and Metalogix accelerators reduced migration timelines by 40%	• M365 adoption program increased productivity	• Reduced maintenance and licensing costs with yearly savings of about 2 MUSD on licenses
• Remediated 3000+ Quick parts, around 210 Nintex workflows and 250 SP workflows to improve user experience and reduce maintenance costs	• In-house Migration Factory and test automation accelerators reduced migration timelines by 25%	• Replaced legacy platform to provide better employee experience and increased productivity

References:

https://www.infosys.com/services/digital-workplace-services/nextatwork.html

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