

THRIVE IN THE FLUID WORKPLACE OF THE FUTURE



Overview

As companies transition to a hybrid work model and adapt to the new normal, they must keep in sight key business imperatives such as modernizing work processes, boosting employee morale and productivity, and adapting to hybrid engagements.

A recent Gartner survey found that only 9% of CHROs agreed that their organization is geared for the future of work*. This implies that organizations need to plan for and leverage changes in the way work is approached over the next decade.

Infosys Meridian, a live enterprise workplace platform, part of Infosys Cobalt, enables enterprises to evolve offices into remote-first, hyper-productive anywhere workplaces that help reimagine work processes, enhance workforce productivity, and deepen stakeholder engagement.

Highlights

Remote-first: A simplified and unified digital workplace platform that enables collaboration for a distributed workforce in a hybrid work environment

Contextual: Helps classify and document knowledge assets, and bring together various ISVs and platforms to connect knowledge and information in a contextual manner

Hyper-productive: Enhances employee productivity through reimagined work processes

Sentient: Drives value exchange in each interaction by enabling intelligent connections along with the ability to sense, process, and respond in real time

Experiential: Brings together disparate enterprise applications and platforms to provide an immersive and intuitive experience to users

Offerings

Infosys Meridian is a pioneering integrated platform that enables process reimagination, and enhances workforce productivity as well as stakeholder engagement.

Reimagining work processes

Infosys Meridian helps companies better manage knowledge artifacts to streamline work processes and enable greater collaboration. Be it a patient accessing their medical reports or pharmacy details, or a doctor accessing their appointment calendar, they can all do it seamlessly on Infosys Meridian. Infosys Meridian makes it convenient for employees to work by providing anytime, anywhere access to work-related knowledge resources.

Deepening stakeholder engagement

With a strong partner ecosystem, Infosys Meridian brings together disparate enterprise applications and platforms to co-exist within the IT landscape, to deliver immersive and intuitive engagement experiences for key stakeholders. It can enable the smooth conduct of town halls, annual general meetings (AGMs), client events, or showcasing of solutions and services.

Enhancing workforce productivity

A digital-native cloud-first platform, Infosys Meridian can help improve workforce productivity through smooth collaboration and reduced issue resolution time. The platform provides a single view to operate across several tools and enterprise applications in a collaborative manner to drive individual and team productivity.

Infosys Meridian can help you simulate live experiences that can be accessed virtually and seamlessly from remote locations.

Key Features

Through a rich set of microservices and micro front-end based integrations, Infosys Meridian brings together disparate workflows in a sentient and contextual manner allowing for faster and better closures without the need to hop between ecosystems and tooling. The platform helps companies conduct employee town halls, sales meetings, and AGMs across

geographical boundaries in hybrid mode. Infosys Meridian also offers industry-specific solutions such as setting up virtual contact centers, virtual showrooms, hybrid boardrooms, and more. Figure 1 highlights the key features of Infosys Meridian.

Figure 1 - Key features of Infosys Meridian



Figure 2 - Main features



The Infosys Meridian Advantage

Infosys Meridian is a SaaS platform that helps enterprises hit the ground running by providing these advantages:

Integrates with COTS applications such as Microsoft Teams, Microsoft Office 365, Salesforce, Git, Jira, WebEx, Slack, Zoom, and other custom applications

Covers multiple industry scenarios by **providing vertical and functional business processes** out of the box

The platform is digitally native by being a **cloud-first, mobile-first, and open-source based workplace platform**

Makes hybrid collaboration as **seamless** as in-person and **virtual collaborations**

Proved internally and externally as a **reliable platform**

A browser-first workplace platform that does not need any application to be downloaded

Provides a **self-service experience configurator**

Figure 3 - The Infosys Meridian advantage

Industry Scenarios

Creating a virtual showroom

With Infosys Meridian, enterprises can setup a virtual showroom of their products and solutions to reach more stakeholders and customers. Customers can walk in and get a 360-degree view of the showroom even as they explore products and solutions on display. There are options to set up hotspots in strategic locations to provide relevant information.

Businesses can also set up a specific interaction area where customers and stakeholders can get into a virtual meeting room for individual or group interactions with subject matter experts.

Streamlining a job fair

Students can participate virtually in a job fair where multiple organizations have set up virtual stalls. Universities can showcase what they have on offer and what sets them apart from the competition. Representatives from different universities can make presentations to students who walk into their stall and guide them to specific breakout rooms for more focused discussions. Students can visit different stalls, share their portfolios, and take part in interviews through the secure Infosys Meridian meeting room interface.

Organizations can shortlist students for interviews by setting up hackathons, tests, or hands-on assessments using Infosys Meridian. Organizers can also invite professionals and subject matter experts to address the students on various job opportunities currently available in market.

Reimagining a hybrid meeting room

While in-person meetings have always been popular, the pandemic has made us adapt to virtual interactions as well. But with enterprises embracing the hybrid mode of working, we now see the need to adapt to virtual interactions as well. Infosys Meridian provides the ideal platform for hybrid meetings. Meeting participants can join the meeting either in person or virtually through the Infosys Meridian meeting room and get an integrated experience of all the functions of a meeting.

Members joining in person can access an in-person version of the Infosys Meridian platform on their mobile, tablet or laptop with features such as hand raise, vote, and viewing the agenda without video/audio conferencing. Virtual members joining an Infosys Meridian meeting room experience the full feature version of the platform including audio/video conferencing.

The moderator dashboard enables the meeting moderator to handle the quorum, meeting agenda and speaking times as well as mute/unmute the participants. The platform generates reports and analytics that provide the moderator with a view of the attendance and participation of members in the board meeting.

References

*Smarter With Gartner, five imperatives for HR Leaders to Tackle the Future of Work, October 28, 2019.

<https://www.gartner.com/smarterwithgartner/5-imperatives-for-hr-leaders-to-tackle-the-future-of-work/>

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