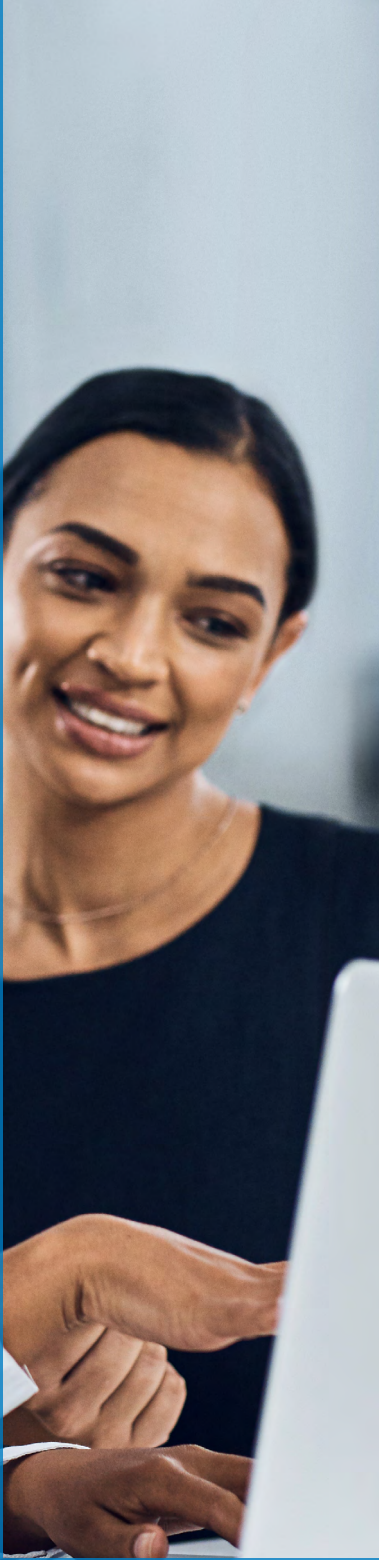


INFOSYS
EMPLOYEE
EXPERIENCE
SOLUTION

Infosys
cobalt



Industry Trends

Employee Experience is the New Core



Employee Experience Model

- **46%** of Gen Z workers feel stressed all the time. 50% do not feel **engaged or supported** by their employers
- **32%** of organizations are at **Transactional Efficiency or Level 1** of the employee experience maturity model
- **Only 20%** of organizations are at **Equitable Growth or Level 4** of the employee experience maturity model



ROI on Employee Experience

- **2.2 times more likely** to exceed financial targets
- **5.1 times more likely** to create a sense of belonging, engage and retain employees
- **4.3 times more likely** to innovate effectively and adapt well to change



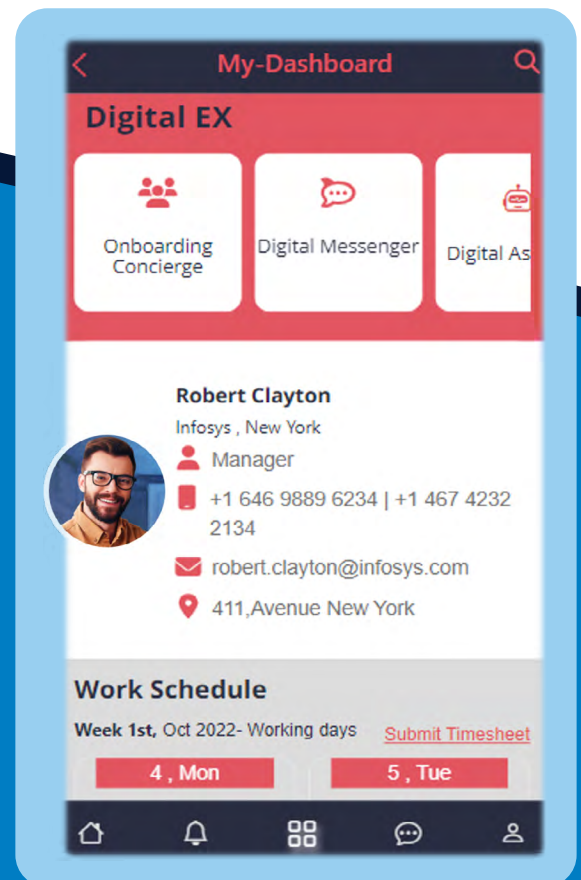
Employee Experience Technology

- **Technology** is a **big part** of employee experience journey
- **Ease** of pick-up and use
- **Integrated** solution for actions, responses, listening, and feedback

(ServiceNow, Workday Everywhere, Applaud, Workjam)

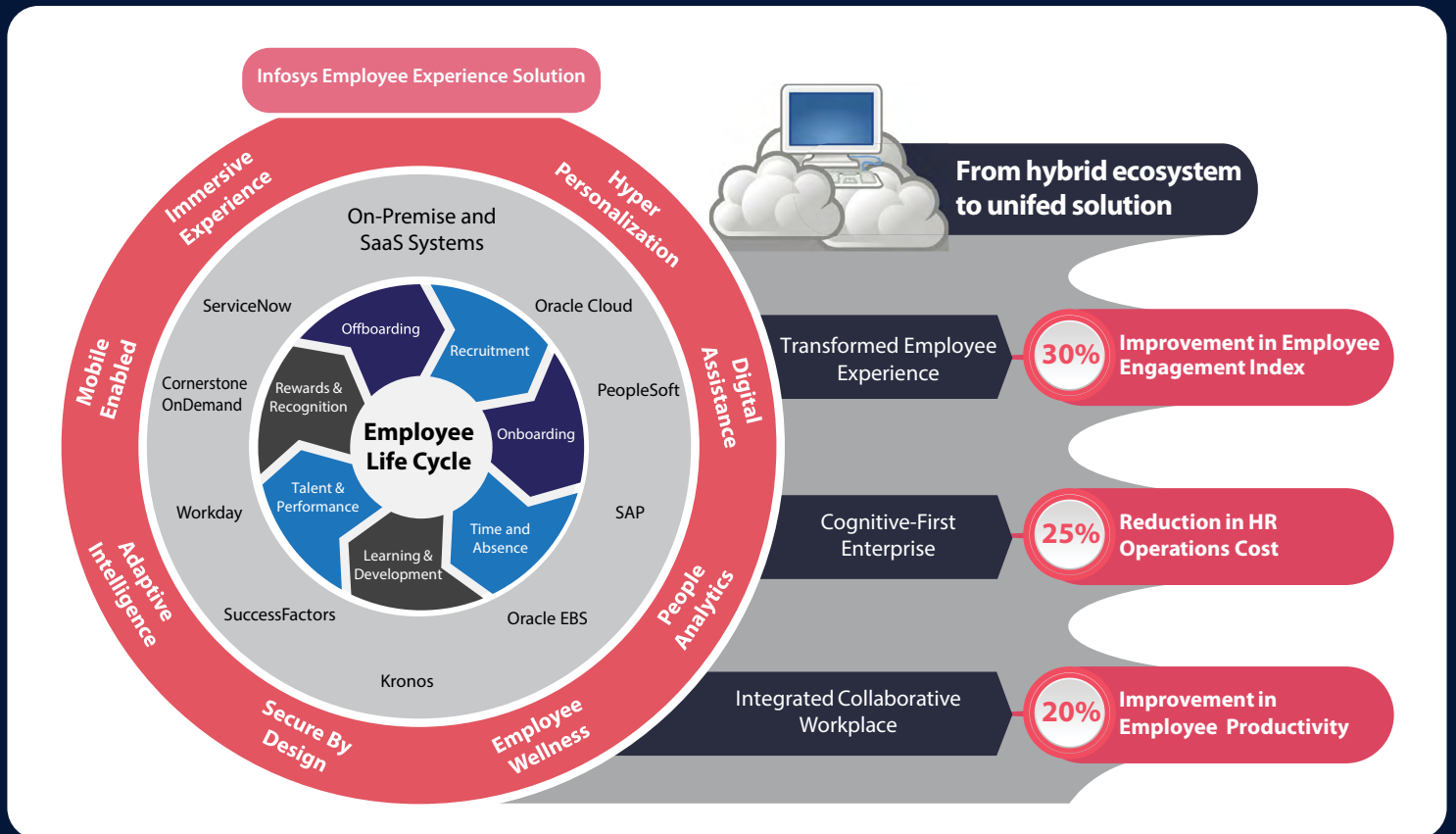
Infosys Employee Experience Solution Overview

Infosys Employee Experience Solution empowers organizations to deliver exceptional employee experience and exponential business value from their human resources.

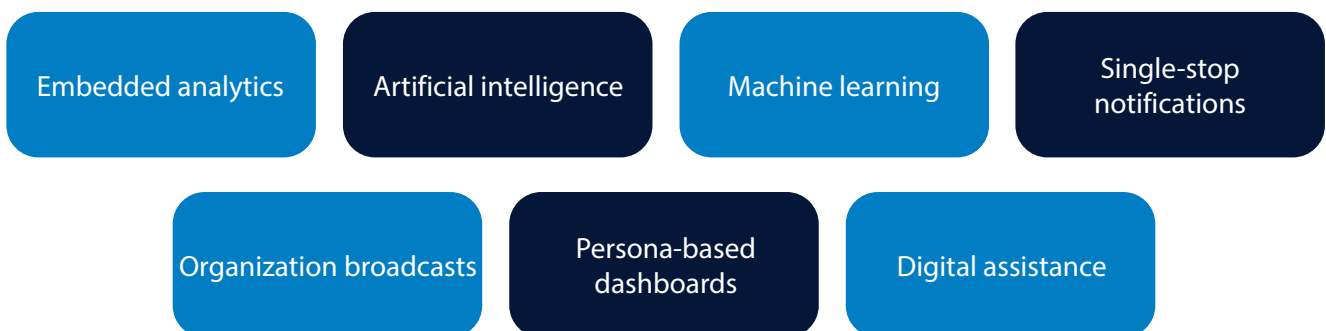


It is a transformational solution that puts employees first and provides:

- **A unified employee experience** across hybrid and multi-cloud ecosystem, making it easier to communicate and collaborate
- **Zero disruption modernization** with a digital layer of engagement and intelligence on top of existing systems of records
- **Hyper personalization** with persona-based guided journeys and cognitive-first approach with actionable insights
- **Open-source solution** with rapid deployment and catalog-based commercial structure



Designed to work with a multitude of HCM systems, Infostys Employee Experience Solution revolutionizes the way of working through:



Business Benefits

Infosys Employee Experience Solution delivers immediate tangible results on key HR metrics.

30%

Improvement
in Employee
Engagement Index

25%

Reduction in HR
Operations Cost

20%

Improvement
in Employee
Productivity

Connected Workplace, Engaged Employees



Unified Employee Experience

- Human-Centric Design
- Mobile-Enabled
- Single System of Engagement
- Hyper-Personalized

Employee Retention and Advocacy



Cognitive-First Enterprise

- Digital Assistants
- Adaptive Intelligence
- People Analytics
- Extensible Solution across enterprise

Predictive and Strategic HR



Integrated Collaborative Workplace

- Persona-Based Guided Journeys
- Integrated Workflows
- End-to-End Employee Communications

Intuitive and Contextual Workplace

Onboarding Concierge

The screenshot shows a user interface for 'My Onboarding Concierge'. At the top, there are navigation links for 'Home', 'Services', 'Notifications', and 'Chat', along with a search bar and a user profile icon 'RC'. Below this is a red header with the title '< My Onboarding Concierge'. The main content area features a user profile for Robert Clayton, including his name, contact information (411 main Avenue, New York, US, 10002; robert.clayton@infosys.com; +1 1234 2345 122), and a 'Need Help?' section with links for 'Contact Buddy', 'Helpdesk', 'Quick Links', and 'HR Partner'. Below the profile is a 'Job Details' section with a table showing 'Position: Recruiting Director', 'Manager: Mike Richards', 'Department: Talent Acquisition', and 'Joining Date: 30 Jan 2023'. To the right of this is a 'Status' section with a 'Progress: 0%' indicator. A horizontal timeline below shows milestones: 'Pre Arrival', 'First Day', 'First Week', 'First Month', and 'Probation'. Below the timeline are five video thumbnails: 'Our Vision', 'Policies', 'Procedures', and 'My Team'. A chat icon is visible in the bottom right corner.

A one-stop solution delivering personalized step-by-step guidance with quick links to onboarding tasks grouped by key milestones

A disjointed experience during onboarding can create anxiety and presents the risk of alienating new employees at the outset.

Infosys Employee Experience Solution Onboarding Concierge is a curated flow of tasks rendered as an intuitive journey through a single system of engagement. Tasks are grouped by completion milestones and provided through a Smart Onboarding solution

with minimal touch-points.

With Onboarding Concierge, enterprises can:

- Elevate EX with customized onboarding
- Improve employee productivity by enabling end-to-end process completion in a single engagement
- Track employee progress from pre-arrival through six-month probation milestone
- Save up to 30% of time and effort spent by HR on enabling new employees



Learning Gamification

The dashboard features a top navigation bar with 'Home', 'Services', 'Notifications', and 'Chat'. A search bar and a user profile icon are on the right. Below the navigation is a 'My Learning' section with three large red boxes: '2000 Gold Points', '3 Badges', and '100 Learning Hours'. The 'My Trainings' section displays three cards for 'Compliance', 'Onboarding', and 'Business Skills', each with a progress bar and associated gold points/badges. To the right is an 'Interested Topics' section with tags for 'healthcare', 'finance', 'Public Speaking', 'travel', and 'writing'. Below that is 'My Learning by Platform' showing 'Internal Training/Courses' (5) and 'External Training/Courses' (3), along with an 'Overall Progress on Training' bar (10h 54 min). The 'Suggested Courses' section, based on interests, lists five courses: 'Colour Harmony For Developers', 'Prototyping with Adobe XD', 'Public Speaking', 'Travel', and 'Writing', each with a star rating. The 'What's New' section features four cards: 'Rewards & Recognition', 'Bag a skill tag', 'Career', and 'Upskilling', each with a 'Learn More' button.

A solution that makes learning enjoyable and engaging with fun features that tap into the intrinsic motivation of employees

Studies have shown that the human brain works in harmony with a gamification framework that strengthens a feeling of motivation and enjoyment.

Infosys Employee Experience Solution Learning Gamification incorporates this in an employee-centric gamified learning experience. It creates favorable situations where employees are engaged, learning is fun, and knowledge retention is relatively higher, thereby promoting a learning culture in the organization.

With Learning Gamification, enterprises can:

- Boost employee learnability and engagement with leaderboards, badging, achievements, and reward points
- Improve productivity by connecting to multiple learning platforms in one go
- Increase employee recognition and motivation
- Implement better learner management mechanisms for learning administrators



Talent Screening Advisor

Home Services Notifications Chat Search... RC

< Talent Screening

08 Job Requisition 13 Hiring Manager 16 Recruiter 800 Total Profiles

Choose Skills: Human Resource

Qualification: Any Degree

Location: California, Texas

Experience in Years: 5

Resumes: Select Profiles

selected files: 0

Submit

Home Services Notifications Chat Search... RC

< Profiles

70 Profiles selected based on selected skills and education with 5 years of experience.

Experience →	02 Experienced Professional	03 Expert Professional	02 Seasoned Professional
	12 Experienced Talent	06 Balanced Talent	02 Skilled Talent
	29 Beginners	12 Proficient Apprentice	02 Skilled Rookies

Skill →

Applicant ID ↑↓	Applicant Name ↑↓	Skill	Experience ↑↓	Resume Score ↑↓	Download Profiles
C0006	1-Zain Ahmad_Proficient_Proficient_Apprentice	Oracle Cloud Technical	5	35.92	<input type="checkbox"/>
C0011	1004146026_SujanaSujana	Oracle Cloud Technical	3	42.86	<input type="checkbox"/>
C0013	1004424212 KammaNagamani.	Oracle Cloud Technical	3	43.64	<input type="checkbox"/>

A 9-box screening solution that streamlines high-volume recruitment based on skills and experience

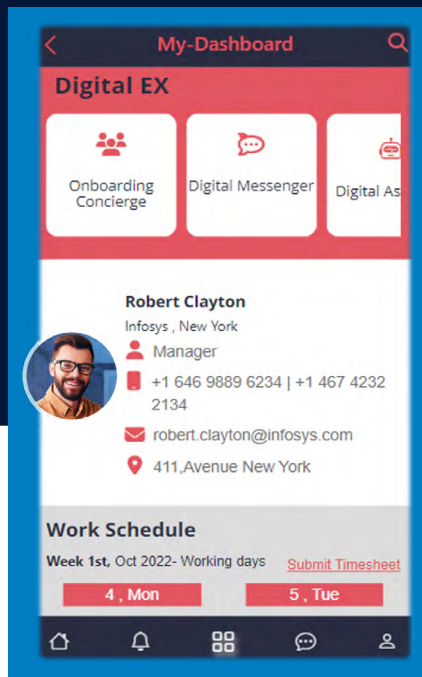
Talent Screening Advisor presents a new way of segmenting and ranking resumes for applicants in high-volume recruitment scenarios. Profiles are segmented based on experience level and skills across 9 configurable grid-boxes, thereby reducing metrics such as time to fill and cost to fill by nearly 30%.

With the Talent Screening Advisor, enterprises can:

- Configure skills and experience scales based on their need
- Segment profiles across 9 configurable boxes based on their management level hierarchy and skill / competency matrix
- Reduce resume screening effort by 80% for high-volume recruitment
- Remove selection bias and increase resume selection accuracy by 90% with Google BERT-enabled AI/ML engine



My Dashboard



A dashboard that focuses on the 'employee as a self' persona and acts as a launchpad for worker actions and decisions

My Dashboard is a transformational solution that puts at the center:

- 'Employee as self' tasks and reports across a multi-cloud ecosystem to enable ease of access and action
- Unified action-driven insights on top of existing systems of records across core HCM, talent and performance, career development, benefits, and wellness
- Employee proficiency with easily searchable reports and analytics, enabling direct result-based action



My Dashboard gives enterprises benefits such as:

- Improved 'employee as self' usability
- Centralized information and actions
- Reduced confusion
- A positive and engaging experience
- Informed decision-making
- Simplified user experience based on a common viewpoint
- Improved user security
- Elevated data using graphics and visualization

Team Insights



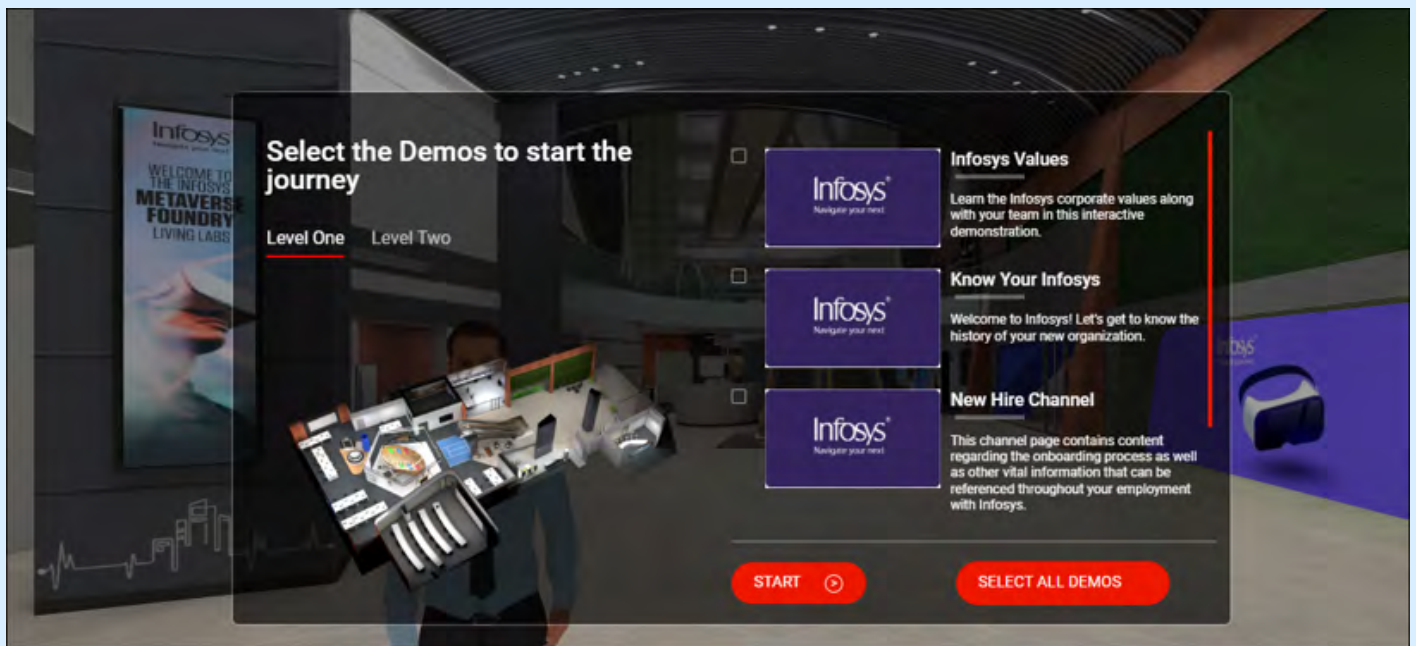
An integrated "single view" for manager across desktop, mobile and tabs. Enables managers and leaders to analyze and understand.

Team Insights is a single view for Managers to find all detailed information about the team members. It helps to get a deeper understanding of the team with reliable real time metrics and peer comparison.

Key Benefits:

- Hyper personalized view for the manager
- Accessible "Anytime" and "Anywhere"
- 12 different metrics shared in a single view
- Deep knowledge about the team which results in improved employee engagement

Infosys Living Labs - AR/VR Experiences



An immersive experience through augmented reality to onboarding, team meetings and performance reviews.

New hires being onboarded virtually do not experience the camaraderie and the feel of their new organization. AR/VR based onboarding helps enhance the engagement for new hires. Same engagement experiences can be achieved for any leadership townhalls and performance reviews with their managers.

Key Benefits:

- High engagement for new hires
- Live reality experience for team meetings
- Bring the employees together in a remote and hybrid work environment
- Increase camaraderie and foster team spirit
- Virtual reality office experience for participants through VR glasses

Security in Infosys Employee Experience Solution

1

APPLICATION SECURITY

- Follows cryptographic conventions based on OpenSSL and is FIPS compliant
- Flexible design for IAM - Backend for front-end pattern to handle tokens safely and prevent CSRF attacks
- SSO-based implementation authentication set-up using OpenID-connect protocol
- Open policy agent (OPA) to provide centralized authorization
- Password management, rotations, and auditing managed by the client's identity provider

2

DATA SECURITY

- Infosys Employee Experience Solution does not manage or store any business data and only interacts with system of records through HTTPS-encrypted external APIs. The client's system of records is tasked with managing GDPR and CPA requirements
- Implements the least privilege model, which limits users to only the features and information necessary to carry out their responsibilities
- Does not contain any personally identifiable information (PII)
- Highly confidential data is handled with cryptographic procedures
- Option to set up cache-control whereby no-store header can block client-side caching of pages containing sensitive data

3

APPLICATION VULNERABILITIES

- Black Duck to scan for vulnerabilities
- SonarQube as part of CI / CD to perform automatic reviews with static code analysis to find issues and code smells.
- Isolated Development environments from the production network with only authorized groups having access.

4

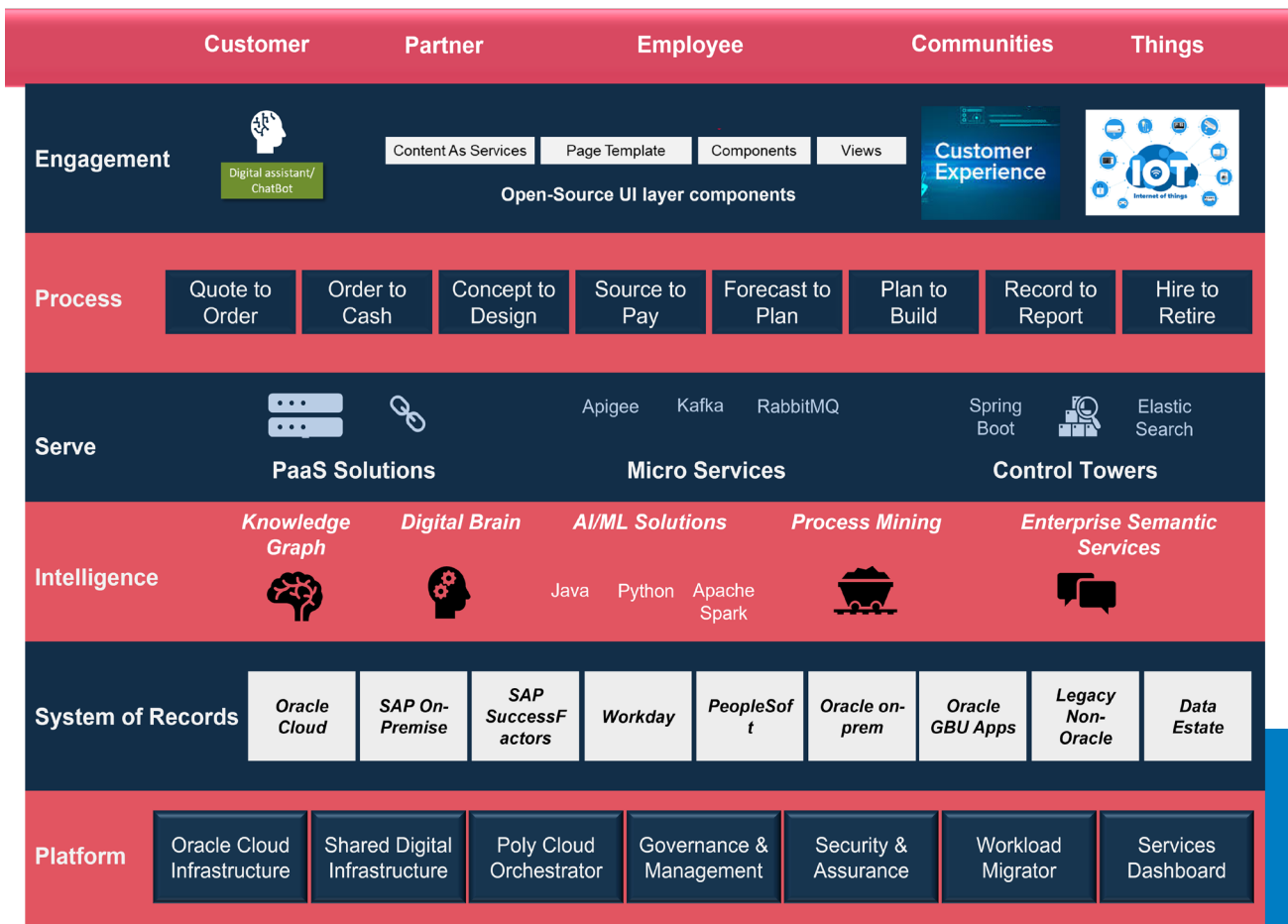
NETWORK SECURITY

- Client-server communication encrypted using HTTPS and SSL / TLS certificates
- Right domain name and a valid TLS certificate
- Cloud-native solution that can be used with any cloud provider's IaaS / PaaS services.
- Advised using WAF (Web application Firewall) to stop cross-site scripting, SSL and SQL Injection threats.
- Suitable NSG configurations, i.e., placing the database and application server behind private subnets, advised when installing on IaaS services



Product Architecture

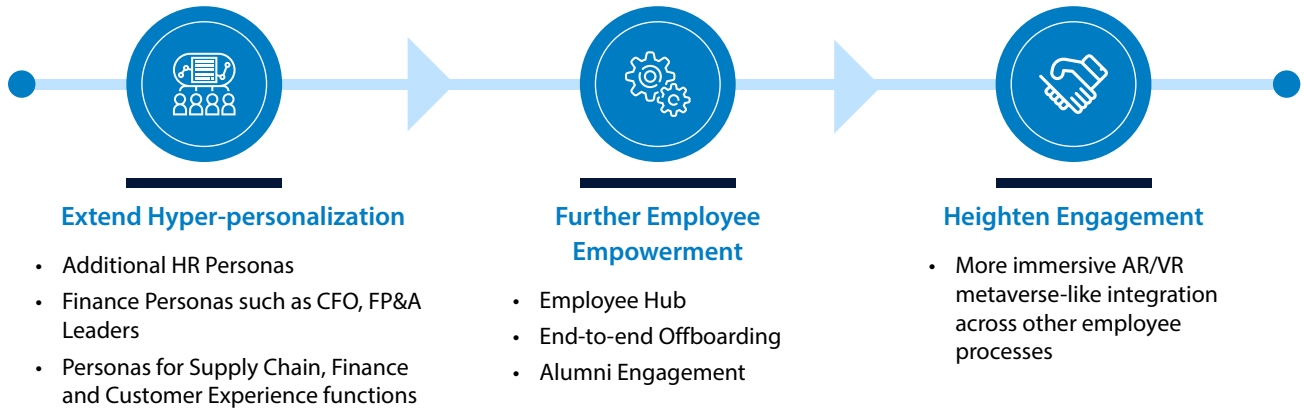
Infosys Solutions Extension Platform



Built on the robust Infosys Live Enterprise offering, Infosys Solutions Extension Platform incorporates an expandable digital services tier to provide all the key experiences an enterprise must deliver to its workforce. It accelerates the discovery, builds, and rollout of MVP experiences on the Infosys Employee Experience Solution in short cycles by leveraging proven accelerator components as well as client-specific accelerators built for native iOS, Android, and microservices platforms.

Today's workforce, particularly those in digital working models, look forward to a truly immersive, intuitive and seamless experience. Infosys Employee Experience Solution provides a rich, native, and unified experience on the mobile apps along with location and context-aware capabilities. Sentient experiences are delivered to employee channels, powered by an event-driven microservices orchestration layer on the cloud.

Product Roadmap



FAQs

1. We are transforming our HR system. What is the best time to adopt Infosys Employee Experience Solution – during or after the transformation?

Infosys Employee Experience Solution is designed to uplift the employee experience. It is better to adopt it along the transformation journey to get maximum value from your investment.

2. We have our own Intranet. Your demo has components of HR applications and parts from our Intranet. How do clients manage both without leading to confusion for employees?

Infosys Employee Experience Solution can co-exist with your existing Intranet. Intranet can redirect users to the solution for high volume and/or frequently used components. Once most of the components shift onto the solution, this can replace your existing Intranet as well.

3. How is Infosys Employee Experience Solution compliant from the data privacy perspective?

The solution follows industry-standard principles and has been reviewed by the Infosys data privacy team. We can further consider

any specific data privacy requirements you may have.

4. How is security handled within Infosys Employee Experience Solution?

Infosys Employee Experience Solution follows Open Web Application Security Project (OWASP) secure coding practices.

5. Post implementation, who manages Infosys Employee Experience Solution?

Infosys offers an optional service to customers to manage and maintain the Infosys Employee Experience Solution. This service will include bug fixes and future enhancements on the solution.

6. What are the costs and timelines to implement pre-configured use cases and customize Infosys Employee Experience Solution to our landscape?

Infosys Employee Experience Solution can be implemented in less than 12 weeks. Please contact us to know about the costs for implementing and customizing the solution for your landscape.

7. Are the licenses based on the users?

No, we do not charge based on users. Infosys Employee Experience Solution operates on a use case based pricing model.

Start your employee experience journey. Talk to us at askus@infosys.com

Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 35,000 cloud assets, over 300 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance come baked into every solution delivered.

For more information, contact askus@infosys.com

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Navigate your next

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