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REDEFINING WORK: DIGITAL TO AI-FIRST

Infosys® | Knowledge Institute

Contents

Introduction

The workplace is evolving from basic digital tools to smarter, human-centric experiences. As organizations advance through successive horizons of transformation, from productivity-focused digitalization to artificial intelligence (AI)-first, sentient enterprises, the focus is shifting toward harmonizing work, workforce, and workspace around the human experience. This evolution is powered by agentic systems, human-AI collaboration, and sustainable, connected environments that together define the future of work.

Horizon journey

At the heart of this revolution is the human experience (Figure 1), shaped across three dimensions:

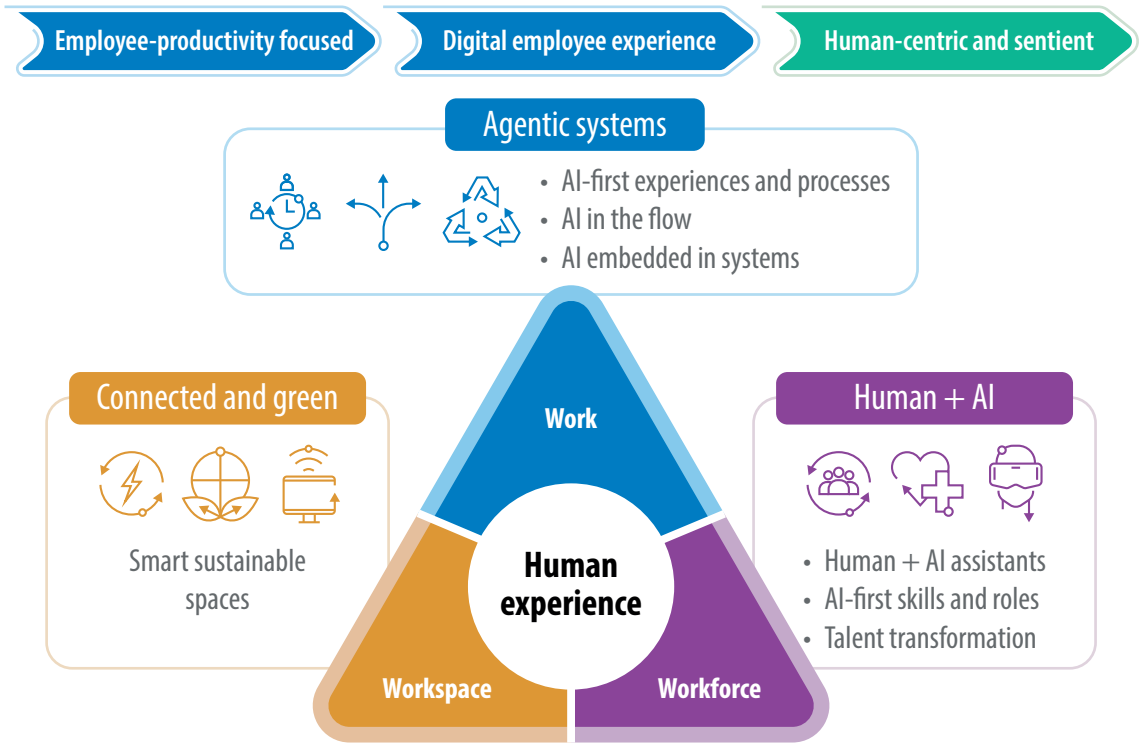
- Work: AI-first experiences and processes are embedded into systems, enabling AI to act "in the flow" to enhance decision-making and streamline operations.
- Workforce: Human + AI collaboration defines the future, with AI-first roles, intelligent assistants, and continuous talent transformation.
- Workspace: Smart, connected, and sustainable spaces foster wellbeing while supporting efficiency and environmental responsibility.

Horizon 1 (H1) marked the beginning of digital transformation, focused on productivity, efficiency, and basic connectivity. Horizon 2 (H2) expanded to hybrid and phygital environments, sustainable workspaces, and agile workforce models — anchored in human-centric design. Today, in horizon 3 (H3), enterprises are moving toward AI-first, agentic systems that amplify productivity, unlock creativity, and democratize innovation (Figure 2).

This evolution reflects a broader shift from being employee-productivity focused to delivering digital employee experiences, and ultimately, to building human-centric and sentient enterprises. Generative and agentic AI together amplify experience through hyperpersonalization, enhance productivity via copilots and automated workflows, and democratize innovation by connecting ideas through enterprise-wide knowledge networks.

While technology reshapes the workplace, human-centricity remains the core. Ethical, inclusive, and flexible approaches ensure AI serves people, enhancing creativity, wellbeing, and purpose at work (Figure 3). The Infosys Knowledge Institute's Future of Work research reinforces this imperative, highlighting the need for collaboration, automation, and skill evolution, as enterprises build the next generation of intelligent, humanized workplaces.

Figure 1. Humanize workplace experiences for an AI-first enterprise



Source: Infosys

Figure 2. From horizon 1 to horizon 3

	H1 - Digital workplace	H2 - Hybrid workplace	H3 - AI-first workplace
Digital collaboration	• Cloud collaboration suite • Social collaboration and chat-based interfaces • Document and information management	• Visual collaboration • Digital knowledge management • Generative AI powered virtual assistants and intelligent knowledge networks	• Multiagent and attention-guided collaboration • AI-native workplace applications • AI-powered mixed reality experience
Device infra and lifecycle management	• Device life cycle management • Unified endpoint management • Cloud virtual desktops • Application packaging and distribution	• Persona-based device-as-a-service • Cloud/comanaged endpoints, auto patch and hot patch • vDaaS, cloud PC/PC-as-a-service	• Device circularity and sustainable DaaS • AI-powered endpoints (auto-heal, Co-pilot) • 5G connected devices
Workplace security and user privacy	• Endpoint protection platforms • VPN for remote access • Threat monitoring using logs and SIEM • SSO and ACL for user access management	• AI/ML-based XDR • Zero trust and cloud VPN (ZTNA and SASE) Threat analytics, endpoint forensics	• AI security posture management • AI-powered continuous threat exposure management • Nonhuman identities — governance and life cycle management
Employee experience platforms	• Intranet applications and UX-driven web portals • SSO and RBAC • Integrated systems (data flow)	• Unified, hyperpersonalized employee experience • Conversational AI engines embedded into workflows • Mixed reality (AR, VR, XR) for immersive experiences	• Personal AI assistant and agentic AI workflows/orchestration • Multimodal interactions and responsible AI • Protocol standardization for seamless ecosystem experience
Unified communications and contact center	• Cloud VOIP services • IVR contact center solutions • Skill and queue-based routing • RPA-powered 360° customer view for agents	• AI-augmented collaboration with meeting summaries and real-time transcription • Virtual immersive spaces • UCaaS + CPaaS integration	• AI-enabled real-time multilingual speech translation • Agentic AI-powered conversation analytics • Hyperpersonalized contact centers using generative AI
Connected workspaces	• Building management (focus on occupancy and operational efficiencies) • Standalone solutions for access, physical security, and visitor management • Technology bars and service centers	• Integrated workplace management systems • Space booking solutions • Advanced video analytics for occupancy	• Smart access with biometrics • Digital twins for asset management • AR/VR for asset maintenance
Service desk	• Unified agent desktop and ITSM SaaS platforms • Self-service portals and rule-based workflow automations • Automated interactive voice response	• Generative AI-powered virtual agents with NLP • Conversational voice bots with refined transcription and translation • Automated ticket creation and intelligent routing • Language neutralization (chat)	• AI-enabled intelligent ticket routing with high accuracy • Real-time language translation (voice) and accent neutralization • Intelligent virtual agents with autonomous resolutions
Digital learning	• Digital platform for learning content management and delivery • Online or classroom-based training • Persona-based learning paths	• AI-powered transcription and translation • Personalized learning powered by generative AI and predictive analysis • Learning analytics powered by AI/ML	• Generative AI for learner productivity • Generative AI-based tutors for adaptive learning styles/modalities • Adaptive learning with agentic AI
Digital employee experience management	• Employee survey tools • NPS-based experience reporting (periodic)	• Augmented reality for remote support • Holistic digital experience dashboards • Experience management office (XMO)	• Expansion of digital experience to operational technology • End-to-end observability and remediation service • Correlation of experience-related telemetry

Source: Infosys

Figure 3. Key trends across digital workplace services subdomains

Digital collaboration	**Trend 1.** Multiagent collaboration reshapes human-AI synergy **Trend 2.** Task-centric hubs drive smarter, integrated work experiences
Device infra and life cycle management	**Trend 3.** Sustainable hardware strategies emerge as a priority **Trend 4.** AI-driven self-healing and anomaly management transform IT
Workplace security and user privacy	**Trend 5.** Secure enterprise browsers redefine endpoint protection **Trend 6.** AI-driven incident and response management strengthens cyber resilience
Employee experience platforms	**Trend 7.** Unified poly-AI bots elevate employee support **Trend 8.** Mixed reality delivers immersive workplace experiences
Unified communications and contact center as a service	**Trend 9.** AI-enabled call monitoring and self-healing redefine communication reliability **Trend 10.** Voice AI and agentic automation enhance user experience
Connected workspaces	**Trend 11.** Conventional office designs undergo modernization **Trend 12.** Smart technologies emerge for sustainable operations
Service desk and experience	**Trend 13.** Real-time multilingual AI reshapes service desk support **Trend 14.** Agentic voice AI modernizes customer engagement
Digital learning	**Trend 15.** Agentic AI enables adaptive, scalable learning experiences **Trend 16.** Generative AI creates immersive, simulation-based learning **Trend 17.** Generative AI personalizes learning pathways
Digital employee experience management	**Trend 18.** Data-driven insights enhance employee experience management **Trend 19.** Integrated experience management and change management unify workplace strategy

Source: Infosys

Digital collaboration

Digital collaboration is moving beyond traditional asynchronous platforms toward intelligent, multiagent ecosystems. Driven by large language models (LLMs) and advanced generative AI technologies, this shift enables contextual understanding, natural language interaction, and dynamic task orchestration. Intelligent agents automate routine work while interacting with each other and with humans to coordinate workflows, provide real-time decision support, and deliver hyperpersonalized experiences. Unlike static tools that simply connect people, these adaptive ecosystems integrate productivity applications, intelligent agents, and automation into unified work hubs, shaping how organizations operate in an AI-driven world.

Trend 1: Multiagent collaboration reshapes human-AI synergy

Multiagent collaboration focuses on the enterprise application of distributed AI agents working alongside humans to automate complex processes and accelerate decision-making. By distributing intelligence across specialized agents, organizations can enable dynamic workflows, real-time adaptability, and advanced problem-solving that go beyond traditional single-agent approaches.

Advances in generative AI, cloud and edge computing, and standardized application programming interfaces (APIs) are enabling these architectures to integrate smoothly with enterprise systems. As adoption increases, platforms such as Microsoft Copilot Studio, Azure AI Foundry, and Google AgentSpace are being used to design, deploy, and manage multiagent solutions at scale.

A leading energy company partnered with Infosys to implement automated digital workplace solutions to enhance operational efficiency and employee productivity. Leveraging the Infosys Workplace Suite, a comprehensive set of tools and accelerators designed for digital workplace adoption, the engagement streamlined processes and introduced self-service capabilities. The result was faster resolution of routine tasks, reduced manual efforts, and improved user experience.

Trend 2: Task-centric hubs drive smarter, integrated work experiencesn

Task-centric work hubs bring together collaboration tools, workflow automation, and intelligent agents within a single digital environment. Rather than switching between disconnected applications, employees can access tasks, approvals, and knowledge in context, improving decision-making speed and execution quality across hybrid workplaces.

To realize value, enterprises are integrating core productivity tools into unified environments and adopting agentic platforms such as Microsoft Copilot Studio or Google AgentSpace. Governance, security, and workforce readiness remain critical to scaling these hubs successfully.

A media and entertainment conglomerate partnered with Infosys to transform its digital workspace, improving operational efficiency and user experience. Using Microsoft Copilot, Infosys developed a unified task hub within Microsoft Teams that allows employees to access workflows, approvals, and knowledge resources from a single interface. This solution addressed fragmented processes and manual interventions, resulting in faster task completion, improved collaboration, and a more intuitive user experience.

Device infra and life cycle management

A growing focus on sustainability is driving a shift to renewing rather than replacing devices, focusing on refurbishing and extending their lifespan to minimize waste.

AI-powered intelligent device management has changed how devices are handled, utilizing AI and machine learning (ML) to deliver predictive maintenance and anomaly detection for anticipating issues, automated software updates for seamless deployment, and self-healing capabilities for continuous performance monitoring and automatic adjustments.

Trend 3: Sustainable hardware strategies emerge as a priority

Sustainability is becoming a cornerstone of device life cycle management strategies. Organizations are increasingly prioritizing hardware that supports circularity, meaning devices are designed for reuse, refurbishment, and recycling. Leading hardware providers like Apple, HP, Dell, and Lenovo are embedding sustainability into their product lines by offering modular designs, energy-efficient components, and extended device lifespans. This shift is driven by both environmental responsibility and cost optimization, as sustainable hardware reduces e-waste and lowers total cost of ownership.

Models such as device as a service (DaaS) enable enterprises to refresh devices responsibly while leveraging vendor-led recycling programs, aligning IT operations with corporate environmental, social, and governance (ESG) goals.

Trend 4: AI-driven self-healing and anomaly management transform IT operations

The integration of AI into endpoint management is upgrading traditional reactive support into proactive and predictive operations. AI-powered tools now

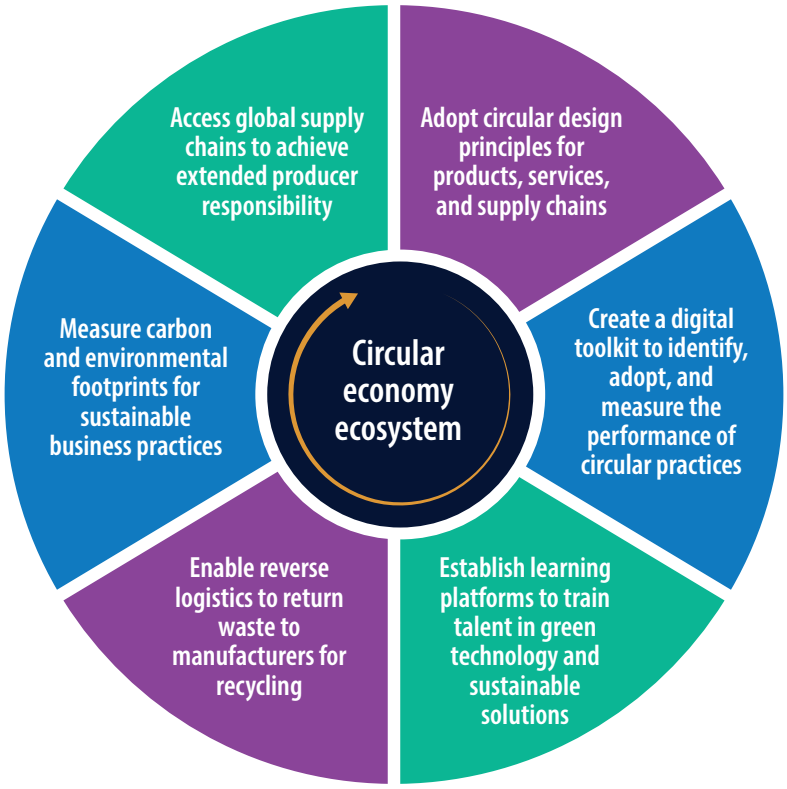
enable real-time anomaly detection, identifying potential issues before they impact end-user productivity.

These systems leverage deep insights from telemetry data to automate remediation processes, including patching, configuration corrections, and even auto healing of devices without human intervention.

Coupled with AIOps platforms, organizations can achieve higher operational resilience, reduce downtime, and optimize IT resources.

This trend not only enhances user experience but also significantly lowers support costs by minimizing manual troubleshooting and accelerating resolution times.

Figure 4. Infosys framework for circular economy ecosystem



Source: Infosys

Workplace security and user privacy

As the digital workplace evolves, enterprises are expanding the boundaries of security beyond traditional endpoints. The increasing use of cloud-based applications, personal devices, and hybrid work models has reshaped the enterprise perimeter, introducing new risks. Organizations are now embedding protection closer to the user environment, particularly within browsers, to enhance visibility, control, and data security without compromising user experience.

Trend 5: Secure enterprise browsers redefine endpoint protection

Browser security has progressed from static, rule-based methods to proactive, intelligent protection. Traditional browser controls relied on whitelisting and blacklisting, which offered limited defense against modern web threats. Browser isolation introduced a stronger model by executing web content in remote containers, preventing malware and phishing from reaching user endpoints. However, it often affected performance and integration.

Secure enterprise browsers now represent the next stage in this evolution. Purpose-built with embedded security features such as data loss prevention, AI-driven threat detection, and user behavior analytics, these browsers offer seamless protection within the browsing environment. They align with zero trust principles by safeguarding data, monitoring user activity, and integrating with enterprise security ecosystems to deliver consistent and compliant user experiences.

A leading US telecommunications company faced growing security challenges as employees accessed corporate applications from personal devices. Traditional browser controls lacked visibility and protection on unmanaged endpoints. Infosys helped the organization deploy a secure enterprise browser, enabling enterprise-grade security while preserving user flexibility. The solution is integrated with identity and data protection tools to enable secure access, session isolation, and real-time policy enforcement. It reduced data leakage risks by approximately 70% and strengthened the company's zero-trust posture across its remote workforce.

Trend 6: AI-driven incident and response management strengthens cyber resilience

Incident response has evolved from manual processes to automated, intelligence-driven systems. In earlier models, security teams relied on alerts from firewalls and antivirus tools, managing incidents through basic workflows that slowed detection and limited visibility. The adoption of security information and event management (SIEM) and security orchestration, automation, and response (SOAR) platforms improved automation and collaboration, yet the growing complexity of cyberattacks now demands faster, more predictive responses.

AI-driven incident and response management enables organizations to identify and mitigate threats in real time. These solutions use ML to reduce false positives, prioritize alerts, and automate investigations, allowing analysts to focus on critical incidents. By combining automation with intelligence, enterprises can enhance operational efficiency and resilience against evolving threats.

A major US beverages company was struggling with alert overload and delayed incident resolution within its security operations center. Infosys helped the organization implement an AI-driven incident and response management platform that automated detection, correlation, and prioritization of alerts. The system analyzed patterns in real time, identified false positives, and recommended precise remediation actions. This reduced resolution time by 40%, improved analyst productivity, and strengthened the company's overall cybersecurity posture.

Employee experience platforms

Over the last year, we have seen AI arrive and proliferate at the enterprise IT landscape. Enterprise systems have rolled out AI agents and conversational interfaces. However, this has created a new challenge for employees: making sense of overlapping self-service channels and keeping track of which AI agent or interface to use for needs that often cut across functions such as human capital management (HCM), finance, and supply chain.

Enterprises are now moving toward a poly-AI bridge to better serve employees' self-service needs. Poly-AI bridges offer a digital front door to all AI tools in the workplace, ensuring that a unified interface engages employees in natural language and invokes the right agents and models to deliver connected, accurate, and context-aware support.

This way, employees get the clarity they need to remain productive and competitive. This shift in how we work demands unified experience platforms that enable smooth interaction. As our Tech Navigator emphasizes, organizations must build efficient, user-friendly digital experiences that inform, connect, and engage employees.

Trend 7: Unified poly-AI bots elevate employee support

Enterprises are looking to create AI-first experiences that place employees at the center, responding to their questions and supporting them with their tasks. Intelligent knowledge networks turn structured and unstructured data into findable, actionable knowledge that adapts to user needs.

As workplaces advance, tools will evolve from basic collaboration between humans and siloed AI bots to unified digital avatars and AI assistants that enhance human potential across core enterprise functions.

A Middle East city-state organization partnered with Infosys to design and build a solution that turned a fragmented agentic AI landscape into a cohesive, joined-up estate. The AI solution delivers relevant AI insights and outcomes to support employee productivity and effectiveness. The partnership also created a digital-twin channel that employees now use daily.

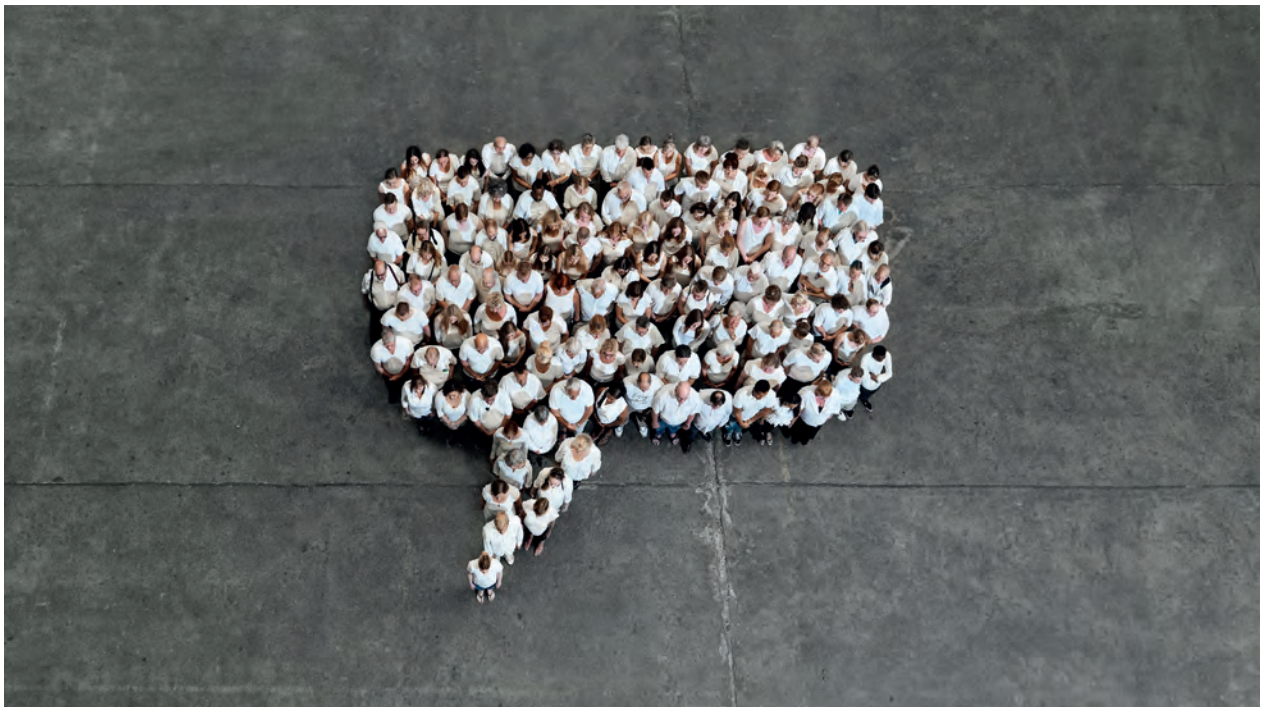
Trend 8: Mixed reality delivers immersive workplace experiences

While AI-driven interfaces unify digital interactions, immersive technologies like mixed reality (MR) are reshaping physical engagement. MR is transforming how employees and visitors interact with modern workplaces by blending physical and digital environments into a smooth experience. For employees, MR enables immersive collaboration beyond traditional screens. Virtual meeting spaces allow teams across geographies to interact, as if they were in the same room, fostering creativity and reducing communication barriers. Training programs leverage MR to simulate real-world scenarios, offering hands-on learning without physical constraints — improving safety, efficiency, and retention.

For visitors, MR elevates engagement from the moment they enter the environment. Interactive holographic guides can provide personalized tours, showcase company achievements, and deliver real-time information without the need for printed materials or human assistance. This creates a dynamic, tech-forward impression while reducing operational overhead.

For a leading European financial services company, Infosys is developing an AR-driven MR experience that creates a more intuitive workspace. The solution will transform how the company plans office moves and reimagine the experience it offers visitors and partners at the workplace.

Unified communications and contact center as a service



Unified communications (UC) is evolving from basic cloud-hosted tools to intelligent, AI-driven collaboration ecosystems. The first wave focused on foundational features like virtual backgrounds, noise cancellation, basic analytics, and productivity integrations. The next phase introduced AI-enhanced experiences such as real-time transcription, meeting summaries, immersive virtual spaces, and convergence of unified communications as a service (UCaaS) and communications platform as a service (CPaaS).

The current stage brings proactive intelligence with real-time diagnostics, multilingual translation, and context-aware meeting orchestration. This shift marks a transformation from reactive tools to predictive, inclusive, and adaptive collaboration environments.

Contact centers (CC) have also undergone a remarkable transformation — from cost-focused voice support to cloud-based omnichannel platforms enhancing customer experience and productivity, and now to AI-driven strategic hubs. Voice AI, sentiment analysis, intelligent routing, and agent AI are driving the emergence of human-like, predictive, and emotionally intelligent customer interactions, positioning contact centers as critical enablers of customer loyalty and innovation.

Trend 9: AI-enabled call monitoring and self-healing redefine communication reliability

UC is entering an AI-driven era with real-time call quality monitoring and self-healing capabilities. UC systems can autonomously detect issues such as latency and packet loss, trigger diagnostics, and optimize configurations or network paths to maintain call quality. This shift from reactive maintenance to proactive service assurance reduces downtime, enhances user experience, and transforms UC operations. To enable this transformation, Infosys has developed AI UC Operations Assist, a next-generation solution designed to revolutionize UC environments through intelligent operations. It leverages AI for call quality diagnostics, anomaly detection, and predictive insights. The solution works well with UC platforms like Microsoft Teams, Cisco Webex, and others. Delivered as a SaaS offering, it utilizes advanced technologies, including LLMs such as LLaMA and Gemini.

Trend 10: Voice AI and agentic automation enhance user experience

Voice AI is transforming enterprise operations — from customer service to internal communications

through agentic, human-like conversations and hyperpersonalized self-service that lowers contact center costs. Evolving from reactive support to proactive experience hubs, voice AI powered by generative AI enables intelligent interactions. As AI agents handle routine tasks, human agents focus on complex, empathy-driven engagements, redefining customer experience and positioning contact centers as strategic growth drivers. Organizations investing in AI-native platforms and intelligent tools will lead in delivering scalable, differentiated, and emotionally resonant service. Infosys has onboarded Observe.ai under the Infosys Innovation Network (IIN) to bring voice AI to clients across industries. IIN partners select startups with Infosys to deliver innovative services.

One of the largest specialty apparel companies in the US is partnering with Infosys to develop personalized conversational self-service bots using Observe.ai's voice AI and generative AI LLM. The goal is to advance their internal service desk user experience with these bots to help improve self-service and reduce call transfers to human agents, decreasing agent labor costs and the total cost of ownership.

Connected workspaces

Hybrid working requires employees to plan office visits, necessitating solutions like space booking and smart access management. Connected workspaces are evolving with sustainability goals. Our Future of Work survey shows 59% of managers and executives work flexibly or remotely, with 73% expecting this trend to grow.

In response to higher focus on carbon emissions, organizations are assessing their premises, offices, warehouses, and stores, which collectively contribute up to 40% of their total emissions. Traditionally managed in isolated silos, building subsystems such as heating, ventilation, air conditioning, lighting, and elevators are increasingly interconnected. This integration centralizes data across building portfolios, enabling data-driven insights for optimization, benchmarking, and analytics. These efforts aim to minimize energy, water, and utility consumption.

Trend 11: Conventional office designs undergo modernization

To facilitate collaboration among teams, offices should be designed with agile spaces that encourage formal, informal, and remote interactions. Design elements like studios and café-style seating enhance creativity and teamwork. Organizations can leverage data analytics and real-time sensor technology to maximize space utilization, optimize building operations, manage energy usage efficiently, and enhance the overall office experience for employees.

A global social networking leader collaborated with Infosys to enhance space utilization and workplace planning by organizing, analyzing, and visualizing data. Infosys created a solution that offers insights for better space optimization, healthier spaces, and improved user experiences across multiple campuses. It features Azure indoor mapping, building occupancy, acoustic, and environmental monitoring. Key benefits include a centralized dashboard for facility managers, data-driven decision-making, a data lake for predictive analytics, and a scalable architecture for adding sensors.

Trend 12: Smart technologies emerge for sustainable operations

Today's businesses leverage smart technologies like energy utilization dashboards, smart lighting, and real-time monitoring to pursue carbon neutrality. They integrate these tools for energy forecasting and operational optimization. Internet of things (IoT)-connected building assets provide ongoing health updates, while technicians equipped with augmented reality (AR) and virtual reality (VR) tools swiftly diagnose and resolve issues. Sustainable building practices play a pivotal role in decarbonization efforts, offering substantial financial benefits through reduced costs.

A global financial institution partnered with Infosys to develop energy dashboards. Infosys helped implement smart lighting, smart utilities, energy consumption dashboards, automatic environmental control, and real-time monitoring of operational assets. This led to energy savings of 10% to 30%, optimized resource usage, improved employee productivity and experience, and ensured 100% business continuity.

Service desk and experience

The service desk has undergone a major shift in the last few years, driven by rapid advancements in AI, automation, cloud-native platforms, and a shift toward user-centric experiences. Traditional service desks focused on ticket resolution after issues occurred. Today, predictive analytics and AI-driven monitoring help identify and resolve issues before they impact users. This marks the transition from reactive to proactive support and is part of the broader move toward experience desks, where the focus is on employee experience rather than just incident resolution.

AI and automation now sit at the core of modern service desks. Generative AI-powered chatbots and virtual agents handle routine tasks such as password resets, software installations, and FAQs, while natural language processing (NLP) enables bots to understand and respond to complex queries. Automation significantly reduces service desk costs and improves resolution times. Agentic AI is taking this further by enabling AI agents to plan, act, and learn, autonomously minimizing human intervention and driving efficiency. Generative AI voice bots now deliver natural, intuitive, and personalized conversations by integrating with ITSM systems, Microsoft Teams, and SMS gateways. Conversational AI platforms like CallMiner also enable real-time, AI-driven multilingual translation for unified, personalized support across languages.

Data-driven decision-making has become essential. Service desks use predictive intelligence to prioritize tickets, route incidents efficiently, and monitor user sentiment and satisfaction. These advancements have led to experience level agreements (XLAs), which replace traditional service level agreements (SLAs) by making user experience the primary measure of success.

Trend 13: Real-time multilingual AI reshapes service desk support

In today's globalized and hybrid work environment, service desks are increasingly supporting users across geographies, cultures, and languages. To meet this demand, organizations are leveraging real-time language translation technologies to enhance service desk efficiency, inclusivity, and user satisfaction. AI bots can now converse in multiple languages using NLP and machine translation, automatically detecting the user's language and responding accordingly.

Service desk platforms integrate with tools like Microsoft Translator, Google Translate, or native AI models to translate live conversations between agents and users. Emails and tickets submitted in one language are translated for agents, and responses are translated back for the user. Knowledge base articles and FAQs are dynamically translated to support users in their preferred language, while speech-to-text and voice translation enable accessibility for voice-based support.

A leading life sciences and industrial solutions provider, with the help of Infosys, neutralized language barriers in its IT service desk operations. The solution enabled real-time translation of text and documents from French, Mandarin, Japanese, and Korean into English, allowing service agents to promptly read and respond to queries. A complementary standalone tool also allowed agents to translate scanned or handwritten documents on demand. Both text and chat translations were integrated with the company's ServiceNow platform, ensuring a smooth experience for service desk agents.

Trend 14: Agentic voice AI modernizes customer engagement

As enterprises face the limitations of traditional IVRs and flow-based conversational platforms, agentic voice AI is redefining voice interactions with smooth, autonomous, and human-like conversations at scale. These agents leverage advanced LLMs to manage real-time decision-making, proactively address user needs, and handle complex, multistep interactions.

A German manufacturing company, with 70% of its service desk contacts on the voice channel, partnered with Infosys to implement an end-to-end voice-based virtual assistant. They leveraged Observe.ai to automate 60% of incoming calls with voice, reduced average handling time by 23% and improved CSAT by 22%. By shifting from partial call sampling to 100% conversation visibility, they gained deeper insights into bot performance and user behavior.

Digital learning

Emerging technologies, evolving delivery models, shifting talent demographics, and geopolitical changes are reshaping how enterprises build and sustain their workforce. As organizations transform into human-centric, AI-led enterprises, talent development has become a core business priority. Upskilling and reskilling existing employees are central to this shift, making digital learning a strategic enabler of enterprise transformation.

Modern talent transformation platforms now offer immersive, personalized, and insight-driven learning experiences that make development accessible, relevant, and engaging. The evolution in digital learning reflects a clear trajectory — from structured, content-centric systems to AI-first ecosystems that deliver adaptive, real-time, and deeply personalized learning.

Trend 15: Agentic AI enables adaptive, scalable learning experiences

Agentic AI is redefining enterprise learning by enabling personalized, scalable, and adaptive learning through technologies such as retrieval-augmented generation (RAG), LLMs, and intelligent learning agents. Unlike static content, these systems respond dynamically to each learner's performance, preferences, and goals.

Real-time data analytics along with cloud-native platforms further enhance learning outcomes as they deliver contextually relevant and interactive experiences.

Trend 16: Generative AI creates immersive, simulation-based learning

Generative AI is transforming experiential learning by creating realistic, scenario-based simulations that allow learners to practice skills in safe and interactive environments. These simulations replicate complex, real-world conditions — helping learners make decisions, experiment, and improve retention.

The integration of AI with animation, domain expertise, and contextual data is enabling scalable, high-fidelity simulation experiences across industries.

Trend 17: Generative AI personalizes learning pathways

Generative AI is revolutionizing learning content delivery by tailoring modalities to individual cognitive styles, preferences, and goals.

Moving beyond static e-learning modules, it enables dynamic experiences through conversational dialogues, storytelling, active recall, and real-time summarization. AI tutors adapt content based on performance and feedback, enhancing motivation and retention.

Infosys integrated generative AI tutors into its Lex platform, offering learners personalized guidance through Socrative (a real-time assessment platform), storytelling, explanatory, analogy based and adaptive style. This innovation has improved engagement and completion rates across diverse roles and regions, supporting Infosys' broader vision of cultivating an AI-fluent, future-ready workforce.

Digital employee experience management

In today's digital landscape, companies are moving beyond just managing digital employee experiences (DEX) to leveraging data-driven decision making (DDDM) and integrated experience strategies. They systematically track each stage of the employee journey, from onboarding to daily tasks to career growth, not only to understand work activities but also to gauge employee sentiment, engagement, and satisfaction. With AI assistants, observability platforms, and analytics engines, organizations can now turn DEX data into actionable insights, orchestrate workflows, and deliver unified, contextual, and delightful experiences. Integrating experience management with structured change management ensures that improvements are effectively adopted, sustaining employee engagement and productivity over the long term.

Trend 18: Data-driven insights enhance employee experience management

The DEX strategy began with measuring device experiences and gradually expanded to cover digital employee experiences across devices, applications, networks, and other services. With foundational DEX programs in place, organizations are now asking: "How do we make sense of the wealth of data collected? What actionable insights can we derive?" AI assistants and workplace agents are playing a pivotal role in this shift, enabling organizations to drive decisions, orchestrate workflows, and enhance employee experiences. Establishing a framework that operationalizes this approach through workplace observability and orchestration platforms is emerging as a key enabler of seamless and contextual employee engagement.

> Infosys is setting up an end-to-end workplace observability platform for a large retail company. It aggregates and correlates data from DEX, Microsoft 365 Analytics, ServiceNow, HappySignals, HR IT, and other enterprise systems. Using analytics engines, data lakes, and APIs, the platform enables experience measurement, delivers actionable insights, and drives remedial actions automatically.

Trend 19: Integrated experience management and change management unify workplace strategy

Experience management offices (XMOs) are increasingly central to shaping workplace experiences. By owning, managing, and aligning workplace experience initiatives, XMOs identify pain points, prescribe improvement actions, and track outcomes. Realizing the value of these initiatives requires a structured change and adoption strategy that works hand in hand with the XMO.

Many organizations are now bringing workplace-related change and adoption activities under the XMO's purview to ensure cohesive execution.

> For a large energy company, Infosys has implemented an XMO that defines workplace experience strategy, establishes measurement models, and collaborates with the user community to drive effective adoption and consumption of curated workplace services.

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