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

**Employee Life Cycle**

- Recruitment
- Onboarding
- Time and Absence
- Learning & Development
- Talent & Performance
- Rewards & Recognition
- Off-boarding
- ServiceNow
- Oracle Cloud
- Oracle EBS
- PeopleSoft
- SAP
- Kronos
- SuccessFactors
- Workday
- Cornerstone OnDemand

**Transformed Employee Experience**

- 30% Improvement in Employee Engagement Index
- 25% Reduction in HR Operations Cost
- 20% Improvement in Employee Productivity

**From hybrid ecosystem to unified solution**

- Integrated Collaborative Workplace
- Cognitive-First Enterprise
- Transformed Employee Experience

**From hybrid ecosystem to unified solution**

- Oracle Cloud
- Cornerstone OnDemand
- Kronos
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- Cornerstone OnDemand

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

- Embedded analytics
- Artificial intelligence
- Machine learning
- Single-stop notifications
- Organization broadcasts
- Persona-based dashboards
- Digital assistance
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

**Cognitive-First Enterprise**
- Digital Assistants
- Adaptive Intelligence
- People Analytics
- Extensible Solution across enterprise

**Integrated Collaborative Workplace**
- Persona-Based Guided Journeys
- Integrated Workflows
- End-to-End Employee Communications

**Employee Retention and Advocacy**

**Predictive and Strategic HR**

**Intuitive and Contextual Workplace**
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
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
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 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 managers 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
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

Extend Hyper-personalization
- Additional HR Personas
- Finance Personas such as CFO, FP&A Leaders
- Personas for Supply Chain, Finance and Customer Experience functions

Further Employee Empowerment
- Employee Hub
- End-to-end Offboarding
- Alumni Engagement

Heighten Engagement
- More immersive AR/VR metaverse-like integration across other employee processes

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.

For more information, contact 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.