

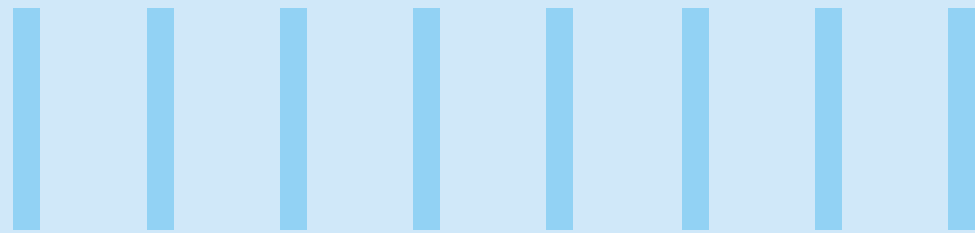


Part II - Rebuild

A NEW WORKSPACE FOR A NEW WORKFORCE

Why a Live Enterprise Platform Is
Suited for the Hybrid Work Era

*Thirumala Arohi Manunooru
Prajith Nair*



Abstract

Conferencing solutions. Productivity apps. Collaboration tools. The enterprise has all this and more, but what it is missing is a platform that can orchestrate it all, and more, from one place. The live enterprise needs a live workplace platform.

1

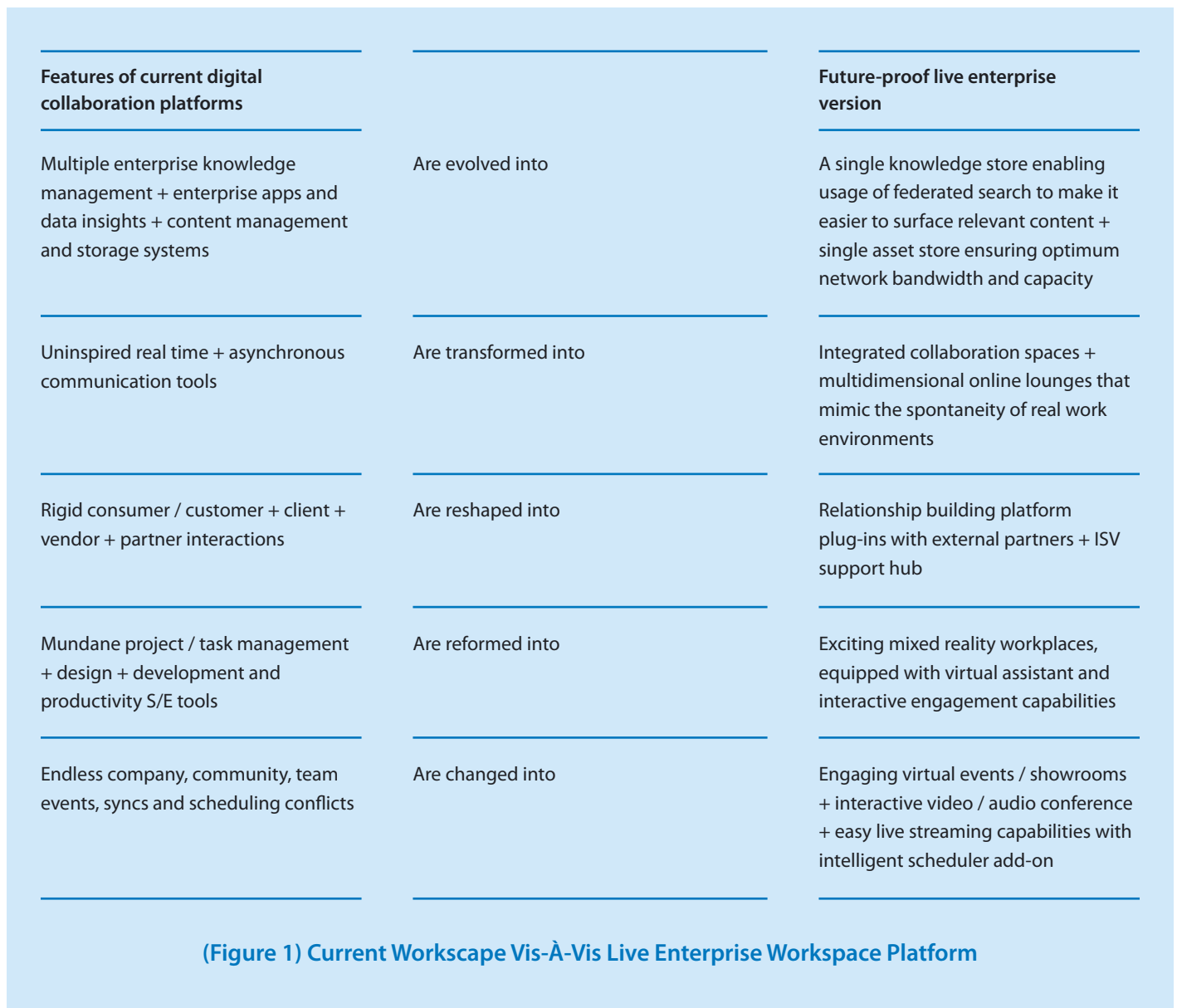
Introduction

A Quick Recap: Why You Need a Live Enterprise Workplace To Make WFA Work

With teams dispersed across geographies and time zones, most companies have reflexively shifted to a scattered ecosystem of applications and digital collaboration tools. These are hampering productivity instead of enabling it.

In the previous article, we did a deep dive showcasing how a unified live enterprise workplace platform that subsumes all the tools within one window would be preferable to such a disparate workscape, especially in the WFA era.

Figure 1 illustrates this exact point. It spotlights the ways in which a live enterprise platform would improve workflow against the inefficiencies created by most digital collaboration tools of today.



Today's elastic workforce demands greater flexibility in handling work. They expect a smooth, seamless, consumer-like experience from their workplace. This is where a live enterprise suite like Infosys Meridian fits in, offering superior

technologies to the new collar worker who needs that instant, on-the-go access to data and resources without the hassles of shuffling between multiple application panes.

It will be worthwhile to then explore the features, extensions and plug-ins available within the suite that make it possible for such a quick, streamlined workplace transformation to happen.

2

Exploration

What a Live Enterprise Workplace Looks Like: Features Drill Down on the Infosys Meridian Platform

There are many modular dimensions to the Infosys Meridian platform as it has been thought through from multiple perspectives to cover the typical work requirements of any organisation but it is open source and scalable so it can be customized even further. For instance, it can be integrated with multiple softwares the enterprise might already depend on such as Wingspan, Office 365, Git, Jira, Salesforce, SAP, Teams, MSFT CRM, Slack or other custom apps.

We've talked about how users are signing into their workplace from various kinds of devices and hence the interface of the platform needs to adapt to the different sizes and capabilities of those devices. The Meridian suite offers exactly that. It is

accessible and usable through any kind of operating system be it Windows, Mac, SaaS, iPhone / iPad and / or Android.




One of the advantages of Infosys Meridian is the flexibility it offers in terms of pricing. With several pricing models in place so orgs can pick and choose exactly what works for them, pay for just that. There is an overarching Platform Subscription Service but costs can be worked on for event add-ons, custom integrations and enterprise pricing.

Everything will be done to ensure that there aren't any snags in the adoption process. But should issues crop up, support is accessible in different formats so users can pick one based on their

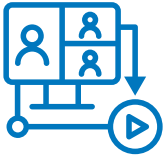
preferences or avail of multiple solutions for redressal. There's 24 / 7 live telephonic support along with online bot support. Employees can even mail in their queries or go through an extensive FAQs section. Or they can even open up a guided tour to get a more comprehensive overview of how to use the suite properly.

See figure 2 for a bird's eye view on the Meridian suite attributes mentioned above.

What makes Infosys Meridian relevant in the WFA era is its ability to integrate everything a hybrid workplace needs into a single window.

 Platforms Supported			 Pricing Models			 Support		
1	Windows	Y	1	Platform subscription	Y	1	Business hours	Y
2	Mac	Y	2	Services +	Y	2	24 / 7 live support	Y
3	SaaS	Y	3	Pricing by events	Y	3	Online support	Y
4	iPhone / iPad	Y	4	Custom integrations	Y	4	Mail / FAQs	Y
5	Android	Y	5	Enterprise pricing	Y	5	Guided tour	Y

(Figure 2) Infosys Meridian Platform Integrations, Pricing Models and Available Support Formats



Virtual Events

Post-pandemic, as opportunities dwindled for real-world get togethers, meetings and seminars, organizations found a workaround. Virtual events become

the de-facto places for curious minds to congregate, share ideas and learn from one another. Companies turned to virtual events to give them the edge in

collaboration and knowledge sharing. The following is what Infosys Meridian does differently within this vector.

Features Available for Virtual Events



Event Configurator



Company-Branded
VR Experience



Live Telemetry and
Insights



Private
Conferences



Public
Conferences



Protected
Conferences

Feature Details

A way to speed up event creation, assigning themes, goals, speaker and attendant sets to each event with the ability to cancel, rearrange or reschedule events per evolving needs.

The brand look and feel is automatically integrated into the event space including the colours, fonts and images.

Live telemetry records and analyzes information about the event, giving observers ways to monitor the event in a deeper way, with metrics that track different aspects of performance.

Automate creation of private conferences that are only open to members who have been selected by the event creator, allowing for knowledge sharing and collaboration between cross-functional teams on a project or within departments.

Build flagship brand properties out of inspiring company events that share its mission, vision and values with the society at large, developing connections with communities and people.

Proactive protections are used to combat hijacking, by employing an array of counter-abuse protections to keep the meetings safe.

These include measures for both web meetings and dial-ins, making it difficult to programmatically brute force meeting IDs, limiting the ability of external participants to join a meeting more than 15 minutes in advance.

Features Available for Virtual Events



Intelligent Scheduler



Phygital Experiences



Online Lounges and Notifications



Virtual and Sentient Assistant



Gamified and Interactive Engagement



Registration Widgets and Source Tracking

Feature Details

Automatically ensures employees are not overburdened with countless meetings and can instead choose sessions or parts of those sessions that match with their interests.

Phygital marries both the online and offline environments by taking the best aspects from each space to create a much more complete and satisfying event experience. Making the “three I’s” a reality: immediacy, immersion and interaction.

Online lounges mimic the experience of being in a real-world conference by recreating physical spaces multidimensionally. It becomes an interactive, engaging digital environment where attendees can have spontaneous, freewheeling interactions, in a non-rigid and non-structured way, just like a lounge in real life.

Notifications become the nudges to drive actions and initiate fast responses towards a certain goal.

Intelligent virtual assistance can enhance attendee experiences, helping them keep track of all the sessions that would be relevant to their field of interests.

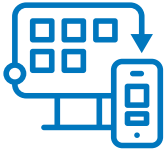
Sentient assistance can even help organisers speed up decision making and execution.

Instead of the event being a one-way conversation where speakers expound on a given topic, gamification and engagement activities can help make it a multiway conversation. For instance, you could have personalized badges or trophies given to those who ask questions, build a point system for those who log in punctually and participate in the trivia / puzzle section.

There could be a digital treasure hunt which makes the participants explore all the exhibitor booths in the pursuit of hidden exciting prizes.

Building event registration pages would be as easy as dragging and dropping certain elements from the widget. It would give organisers all the control over the fields, layout, spacing and every other aspect of the form.

Tracking the source of traffic to the registration page would be enabled as well by the platform.



Digital Workplace

Infosys Meridian helps in enabling a great 'office' experience even when remote employees aren't working from the same physical office. This simulation of office

facilities and support helps workers stay productive, no matter where they're joining from.

Features To Enable a Digital Workplace



Living Labs
Provision



Remote and Virtual
Onboarding



Virtual Knowledge
Transition



Design Thinking Workshop
Framework



Asset Encryption
Capabilities



Virtual Playgrounds /
Lab Setup

Feature Details

Built-in digital living lab facilities create a user-centered, iterative, open-innovation ecosystem, integrating concurrent research and innovation processes to drive more value into each step.

When HR cannot sit across the table from new hires, virtual onboarding helps the latter get familiar with the company's mission and values, making them feel welcomed and included. Helping them connect with their bosses and colleagues as well as giving them the tools and training to be effective.

When an important member of the remote team decides to leave, this feature takes care of one of the most urgent priorities: knowledge transfer. Making sure critical knowledge does not leave the system with them.

Taking care of the 4 D's of design thinking - discover, define, develop and deliver, this framework promotes engaging, interactive, and creative learning experiences, helping build design thinking toolkits that can be leveraged for future use.

This is to help organizations protect sensitive data placed in the cloud, against external breaches and unauthorized access.

Helps model a certain physical phenomenon through a set of equations and carries out simulations to yield the results of that particular experiment. This can provide an approximate version of the 'real-world' experiment. One can remotely trigger an experiment and share results through the same interface.

Features To Enable a Digital Workplace



Intelligent Workflow



Enterprise Apps
Integration



File Storage
Scalability



Knowledge
Management

Feature Details

Helps employees visualize everything they need to do. This keeps remote teams aligned with a shared project roadmap.

When HR cannot sit across the table from new hires, virtual onboarding helps the latter get familiar with the company's mission and values, making them feel welcomed and included. Helping them connect with their bosses and colleagues as well as giving them the tools and training to be effective.

Admins can create incredibly large file systems with the combined capacity and throughput of hundreds of disks. When your system gets full, new nodes can be added seamlessly to expand and increase performance.

Say goodbye to lost email replies and inbox archives – everything in the Meridian suite is automatically saved and searchable. So you can find that important file or a conversation bit from years ago or a comment someone made yesterday, all in an instant.





Team and Employee Communication Tools

In any kind of a thriving workplace, communication is key. Here's how Infosys Meridian enables that.

Features Facilitating Employee Communication



Activity / News Feed

Feature Details

The activity feed app helps workers stay on top of schedule changes by sending live updates to a common project channel whenever a new activity or development occurs.



Audio / Video

Quick audio + video recording and sharing helps remote teammates see things eye-to-eye by getting face-to-face. So work gets done faster.



Conference

Smart conferencing capabilities allow users to launch voice and video calls instantly. So they can start meetings or join calls without leaving their conversations.



Blogs

Incorporates a blogging feature so learnings and even failures as well as latest acquired knowledge can be shared fast with various teams.



Chat / Messages

Within the format of chats are built other components for interactions, rich messaging options equipped with GIFs, memes, 'take action' buttons, emojis and menus.



Employee Look Up

With this, a member of the organisation can search for an employee using the employee name and view the reporting line of the selected employee, his / communication details and their direct reports too.



Event Calendar

The feature lets workers see events and create new ones. There are multiple options available to see the calendar, for instance, today + tomorrow view or week ahead view or month ahead view or even switching to a list view.

Features Facilitating Employee Communication



File Sharing



Knowledge Management, Search and Task Management



Code Collaboration and Pair Programming



Surveys and Feedback



Push Notifications and Interactive Engagement



Discussion Thread



Mobile Access



Multi Language



Team Design / Work Collaboration

Feature Details

The suite has collaborative file and document sharing capabilities, along with the critical addition of details and context so the information doesn't get lost or require additional conversations for context setting.

Helps to narrow search, hone in on relevant messages, files, channels or people with clickable filters.

Enables agile software development so it can be utilized by teams to write code together, standardize their review process, reduce defects early, and speed up their development timelines.

Assists in conducting quick surveys with teammates from the same tab by launching informal polls that can even use emoji reactions. Comes equipped with a number of different polling features – like anonymity, hidden results, scheduling, reminders, event-triggered surveys and templates.

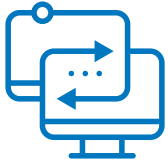
By creating social rewards for interactions, the suite empowers feedback systems and drives enthusiasm for collaboration. Through different visual stimuli, nudges and notifications, it helps to move projects forward and generate team cohesion.

Threads help create organized discussions around specific messages. They let teammates discuss a topic in more detail without adding clutter to a channel or direct message (DM) conversation.

Meridian suite offers a browser first experience that runs seamlessly and smoothly on all kinds of mobile devices be it smartphones or tablets, on iOS or Android.

The platform promotes inclusivity by removing barriers of language. In-built with translation options, global teams joining in from different places on the planet can feel united in pursuit of larger company goals.

All the tenets of good design work are taken into consideration in order to help teams collaborate more effectively on designing.



Screen Sharing

This is a powerful application, appropriate in different events like video conferencing, web meetings, web presentations, remote support and online training. It allows real

time office collaboration with colleagues. Simply by sharing the same screen content like a graph, chart or an image, the meeting attendees are able to see

what others are seeing very quickly. Thus, meetings can be shortened. The following is what Infosys Meridian does differently within this vector.

Features Within Screen Sharing



Annotations and Drawing

Feature Details

On the same screen that is being shared, users / participants have the ability to live annotate any kind of content, be it web pages, PDFs, slides, word documents, images, layouts et al. to improve meeting engagement. The feature can be used asynchronously as well.



Desktop / Browser Sharing

Instead of sharing the whole screen (which can also be done), the platform supports the user with information sharing from a specific tab within the browser.



Mobile Screen Sharing

Ability to share screens straight from mobile devices while maintaining resolution / integrity of the content.



Presenter Control Management

Gives the users a variety of ways to control the presentation including easy switching between slides, jumping onto say a video, playing different kinds of content from different devices (if access is given).



Remote Control

The remote control feature allows for taking control of another participant's screen in a meeting. One can either request remote control of another participant's screen or the other participant can give control to the user which means the latter can now control a colleague's mouse and keyboard.



Screen Capture

Offers easy ways to take quick screenshots of selected areas on desktop or mobile.

Features Within Screen Sharing



Screen Mirroring



Screen Recording



Presentation Upload



External Content Share

Feature Details

The screen mirroring remote lets you remotely view your computer screen on your phone.

Application helps capture smooth and clear screen videos in full HD, in the easiest way, with options to trim video and change the speed. Includes capabilities for pausing or resuming recording, rotating screen, etc.

After a meeting with screen sharing gets over, the presentation can be quickly edited as per feedback and uploaded to the server right away. All the participants will then receive the link for it.

Extensions within the platform allow screen sharing with external partners too.





Audio / Video Conferencing

While meetings are widely considered as obstacles that come in the way of productivity, the reality is that they are

central to the functioning of remote teams. In fact, multiple audio or video-led meetings have to be held throughout the

day to get all the project stakeholders on the same page. Here's what Infosys Meridian enables in this space.

Features of Audio / Video Conferencing



Electronic Hand Raising



Presentation and Live Streaming



Private and Public Chat



Moderated Chat



Remote Control

Feature Details

The raise hand feature allows attendees, panelists, co-hosts, and the host to raise their hand and indicate that they need something from other participants. This makes communication systematic, and prevents chaos from unfolding. At the same time gives an opportunity for everyone to hear each other out.

Presentations can be created and streamed live right from the channels. Within the same forum, teams can exchange ideas using comments. Editing / formatting permissions can be opened up so other members can directly contribute to the slides.

When there's a need for one-on-one interaction, users can start a private chat for informal conversations, addressing issues with a colleague directly or giving them individual feedback.

Users can create their own chat rooms to better help the conversation go in an organized manner. Different chat rooms with different categories, topics help feed the purposes of the user better. Group chat rooms can be created and project collaborators can be invited.

Suite settings allow for multiple owners of groups / channels to work as moderators. Only they will have the permissions to start new threads, add users, delete users and control the flow of conversation.

Multiple presenters and speakers can hand off control to one another switching between types of demos or even slides to create an engaging flow for the meeting.

When a user is stuck within a process while live streaming their work, they can also hand off control of their system to another colleague who can step in and help finish the job.

Features of Audio / Video Conferencing



Live and Instance Restrictions



Shared Notes



Record and Playback



Two-Way Audio / Video



Whiteboarding and Collaboration



Breakout Rooms and Instant Polls

Feature Details

Create restrictions for live streaming so external parties can't take over and hijack the event.

Different people will have different perspectives of the meeting and often wildly varying takeaways. A shared notebook where they can all jot down their thoughts or builds can be useful as a document to drive meaningful, well-considered actions.

Entire meetings can be recorded with permissions from the participants. These can be shared with the team after the meeting so members can review the discussion that took place, identify action points and get learnings to improve the presentation for next time.

In fact, these recordings can also act as training materials to be made available to new joinees on demand or to keep other groups / people in the loop, especially those who weren't able to physically attend.

Instead of there being one speaker, moderator or manager for the conference, the responsibilities can be divided amongst team members. In fact, two team members can simultaneously be helping a presentation, while bolstering each other's thoughts to drive the point home.

Online whiteboard that lets teams discuss visual content, draw mockups, annotate screenshots, make meeting notes in real time directly from the browser. Then post these whiteboard sketches / outlines directly to channels / groups.

Breakout rooms are sessions that are split off from the main meeting. They allow the participants to meet in smaller groups and have in-depth discussions.

During audio or video conferences, the moderator can create polls for participants to vote on. During the meeting, participants get a notification about the poll and can submit a response. After the meeting, the moderator gets an email report with the poll results, which includes the names and answers of the participants.

It's the quickest way of gauging group feedback and opinion on what was presented, all facilitated by the Meridian suite.

3

Platform Architecture Meridian Suite Blueprint: Powering an Ecosystem of Apps, Bots, Full-Time Employees, Gig Workers and External Partners

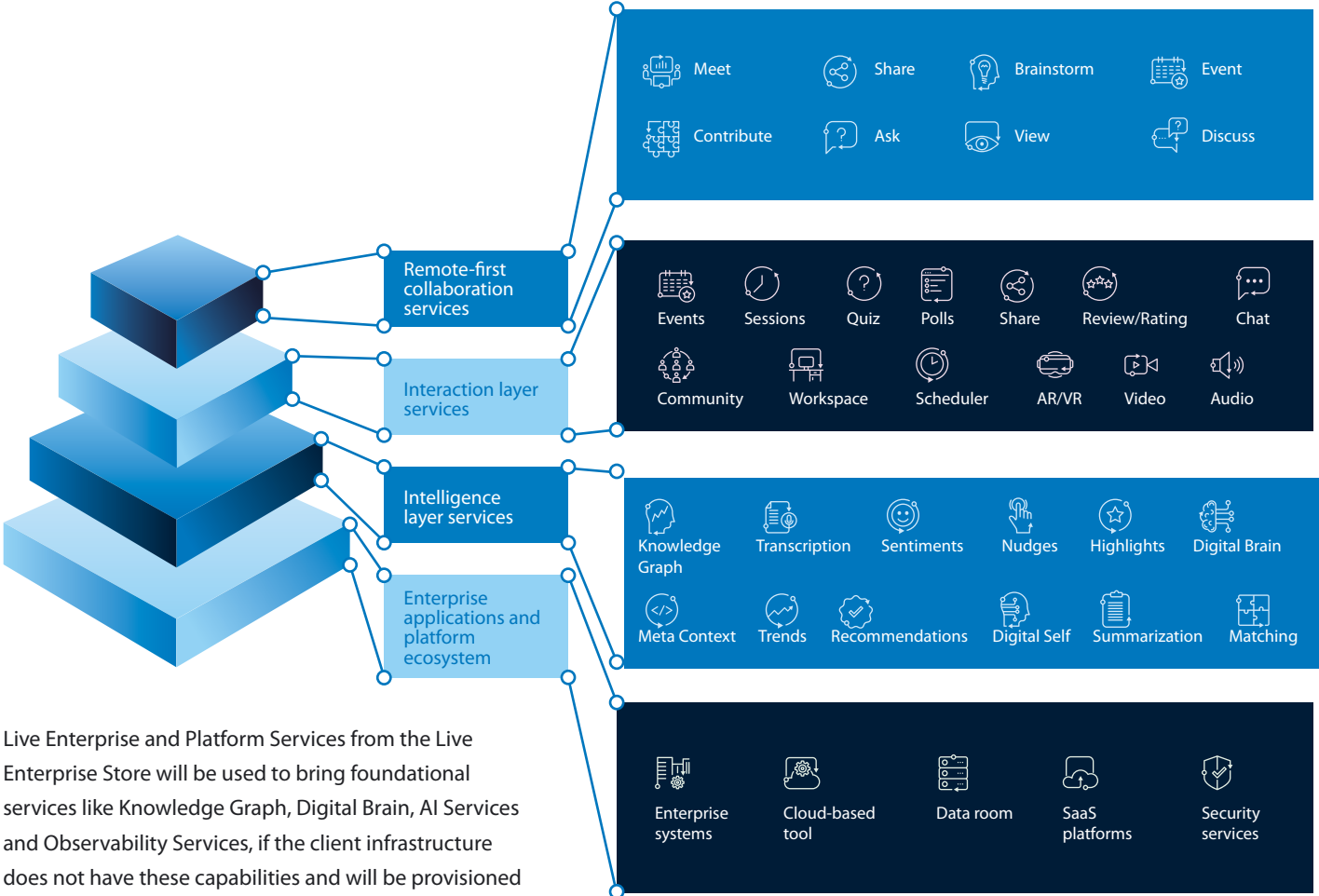
Through a rich set of microservices and micro front-end based integrations, the platform architecture is designed to bring together disparate workflows. That too, in a sentient and contextual manner. Allowing for faster and better closures without having to hop between myriad ecosystems and tooling. It's an SaaS build that helps enterprises hit the ground running, by integrating with COTS (MS Teams, Office 365, Salesforce, Git, Jira, WebEx, Slack, Zoom and other custom applications).

There are 4 layers that come together to make the platform what it is. The first layer is to enable remote first collaboration and hence incorporates the features described in the previous section to enable efficient teamwork.

The second layer is to improve interactions between stakeholders, powered by the third layer which is all about enterprise intelligence. A digital brain which continuously captures and curates company-wide data using machine, deep

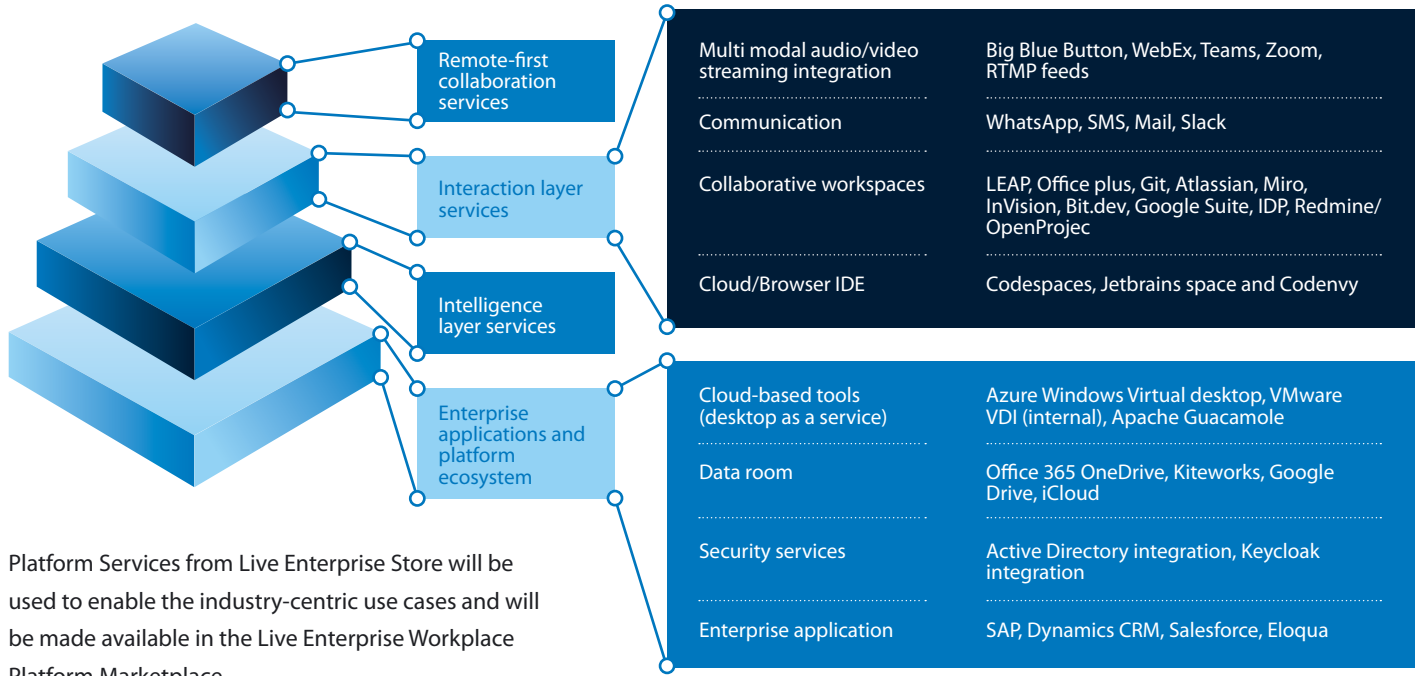
learning and automated reasoning to orchestrate smart responses to emerging events. The foundational layer or the fourth layer is the enterprise platform and applications ecosystem. It essentially supports the three layers on top. See figure 3 and figure 4 for a quick overview of the architectural blueprint.

Each of these layers also has capacity for integration with different types of tools, softwares and platforms.



Live Enterprise and Platform Services from the Live Enterprise Store will be used to bring foundational services like Knowledge Graph, Digital Brain, AI Services and Observability Services, if the client infrastructure does not have these capabilities and will be provisioned as part of the Live Enterprise Workplace Platform.

(Figure 3) The Four-Layered Architecture of the Infosys Meridian Suite + All the Components Within Each Layer



(Figure 4) Every Layer of the Meridian Platform Can Integrate With Different Core Enterprise Applications

4 Conclusion

Building the Hybrid Normal With Infosys Meridian: Customize the Live Enterprise Workplace Platform to Your Advantage

While putting in place an enabling environment for hybrid work, it's important not to get deterred by your own complex IT landscape. Harness the malleability of the Meridian suite to make it work for your requirements.

With Infosys Meridian, you can accelerate transformation through functional solutions that are relevant for your industry, create hyper personalized user experiences to match with different

workflows within your organisation, and scale platform operations based on your needs.

Stay tuned to know about the ways in which different companies could use the live enterprise suite to deliver hyperproductivity and frictionless digital experiences by configuring it to meet their goals.

Explore how the features and

functionalities of Infosys Meridian really come into play in various sectors, driving success for the enterprise and its extended ecosystem.

Watch this space for more.

The Authors



Thirumala Arohi Mamunooru

Senior Vice President and Head –
Education, Training and Assessments

In his tenure at Infosys, which spans 23+ years, Thirumala Arohi (known as Thiru) has managed many vital client relationships for financial services clients in Europe before taking on the current role of Head of Education, Training and Assessment (ETA). The ETA department is one of the key business enabling departments at Infosys. Thiru drives various learning interventions to enable the workforce to be future-ready.

In this journey of creating next-gen learning experiences, ETA has progressed well in establishing and enhancing digital learning platforms that enable ‘anytime, anywhere, on any device’ learning. Several partnering agreements are in place with universities and MOOCs like Udacity and Coursera in leveraging their programs. Along with driving content digitally, the learning and development arm of ETA also focuses on developing holistic skills in the areas of business, behavioral and leadership such as design thinking.



Prajith Nair

Lead Principal and
Head of Innovation

Prajith is an innovator, author, speaker, maker, and a voracious learner. In his role at Infosys, he has incubated and rolled out multiple ideas, methodologies, and platforms - from digital and pedagogical transformation of learning, to creation of large-scale enterprise and societal platforms. Passionate about mentoring, he has coached a large number of engineers and interns at Infosys.

He has been a speaker at various global forums on technology, innovation, engineering, as well as social & behavioral engineering. His specialty is finding and scaling innovative ideas and perspectives on any product or problem, from toys to AI. In the current journey, the LAB42 innovation initiative and unit spearheaded by Prajith focuses on building the ‘art-of-possible’. Along with digital innovation, this initiative also drives mentorship, coaching and fostering a culture of reinvention to be a net talent source for innovation.

Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 14,000 cloud assets, over 200 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 comes baked into every solution delivered.

For more information, contact askus@infosys.com

Infosys[®]
Navigate your next

© 2021 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.