



Part III - Reinvent

A NEW WORKSPACE FOR A NEW WORKFORCE

How a Platform Like Infosys Meridian Reimagines
Processes and Delivers for Different Sectors

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Abstract

A live workplace brings with it new process paradigms. One where processes aren't just digitized, they are connected and collaborative, experiential and immersive. From events to design, from education to healthcare, the live workplace platform reimagines it all.

Introduction

Versatility and Customizability of the Infosys Meridian Suite: A Whole Range of Features To Choose From

In the previous part, we learned about the many modular aspects of the Infosys Meridian platform. We explored its open source, polycloud and scalable architecture, built to streamline any org's complex IT landscape, integrating with the

enterprise core, providing a single pane of view for its disparate tools, softwares and applications.

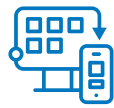
We had an in-depth look at all the features available with the platform that can be

customized to meet a company's specific needs. Within this, there are four vectors for facilitating hyperproductivity.



Virtual Events

An organisation working within the knowledge domain needs to engage with multiple stakeholders (including potential clients) through live demonstrations of their capabilities. That's where the virtual events section of the suite offers an edge over other online event tools in terms of its in-built plug-ins for automating event creation and execution. These can even be personalized through interesting options, like creation of 3D digital lounges or utilising phygital experiences.



Digital Workplace

Most digital collaboration tools are bad at building cohesion and company culture. The Meridian suite delivers on these by simulating the environment of the physical office, providing orgs with a wide range of choices on operationalizing this through living labs, bringing in intelligent workflows or building a unified, detailed knowledge management system.



Team and Employee Communication Tools

The suite gives employers a choice in how they want to push for a non-siloed way of working. The platform has in-built mechanisms to help teams have more transparency as well as enjoy improved interactions between themselves through smart integration of various customisable features such as calendar management, interactive engagement and task / search management.



Screen Sharing

Screen sharing is a default option available with most digital collaboration tools but there are several components offered within the Meridian suite that make it unique like screen mirroring, annotations and drawing, comprehensive presenter controls, etc. Again, these can be selected based on their applicability to the industry.



Audio / Video Conferencing

Audio and video meetings are a double edged sword, they can either be a great waste of time or a great forum for speedier decision making. Customisation lets orgs choose features within this vector that can enable the latter through shared notes, breakout rooms, instant polls, etc.

See figure 1 for an exhaustive features menu from which companies can pick and utilise what they like.

 Virtual Events		
1	Event configurator	Y
2	Company-branded VR experience	Y
3	Live telemetry and insights	Y
4	Private conferences	Y
5	Public conferences	Y
6	Protected conferences	Y
7	Intelligent scheduler	Y
8	Phygital experiences	Y
9	Online lounges and notifications	Y
10	Virtual and sentient assistant	Y
11	Gamified and interactive engagement	Y
12	Registration widgets and source tracking	Y

 Digital Workplace		
1	Living labs provision	Y
2	Remote and virtual onboarding	Y
3	Virtual knowledge transition	Y
4	Design thinking workshop framework	Y
5	Asset encryption capabilities	Y
6	Virtual playgrounds / lab setup	Y
7	Intelligent workflow	Y
8	Enterprise apps integration	Y
9	File storage scalability	Y
10	Knowledge management	Y

 Integrations		
1	Wingspan	Y
2	Office 365	Y
3	Git	P
4	Jira	P
5	Salesforce	P
6	SAP	P
7	Teams	P
8	MSFT CRM	P
9	Custom apps	P
10	Slack	P

Y - Yes
P - Planned/Partial

 Platforms Supported		
1	Windows	Y
2	Mac	Y
3	SaaS	Y
4	iPhone / iPad	Y
5	Android	Y

 Pricing Models		
1	Platform subscription	Y
2	Services +	Y
3	Pricing by events	Y
4	Custom integrations	Y
5	Enterprise pricing	Y

 Support		
1	Business hours	Y
2	24 / 7 live support	Y
3	Online support	Y
4	Mail / FAQs	Y
5	Guided tour	Y

(Figure 1) Features Drill Down on the Infosys Meridian Live Enterprise Suite

 Employee Communication Tools			 Screen Sharing Features			 Team Communication Tools		
1	Activity / news feed	P	1	Annotations and drawing	Y	1	Activity / news feed	P
2	Audio / video conference	Y	2	Desktop / browser sharing	P	2	Audio / video conference	Y
3	Blogs	Y	3	Mobile screen sharing	P	3	Calendar management	Y
4	Chat / messages	Y	4	Presenter control management	Y	4	Chat / messages	Y
5	Employee look up	Y	5	Remote control	Y	5	Discussion threads	Y
6	Event calendar	Y	6	Screen capture	Y	6	File sharing	Y
7	File sharing	Y	7	Screen mirroring	Y	7	Mobile access	Y
8	Knowledge management	Y	8	Screen recording	Y	8	Push notifications	Y
9	Surveys and feedback	Y	9	Presentation upload	Y	9	Team design/work collaboration	Y
10	Code collaboration	Y	10	External content share	Y	10	Surveys and feedback	Y
11	Pair programming	Y				11	Search and task management	Y
12	Interactive engagement	Y				12	Multi language	Y

Y - Yes
P - Planned/Partial

 Audio/Video Conferencing		
1	Electronic hand raising	P
2	Presentation and live streaming	Y
3	Private and public chat	Y
4	Moderated chat	Y
5	Remote control	P
6	Live and instance restrictions	Y
7	Shared notes	Y
8	Record and playback	Y
9	Two-way audio / video	P
10	Whiteboarding and collaboration	Y
11	Breakout rooms and instant polls	Y

(Figure 1) Features Drill Down on the Infosys Meridian Live Enterprise Suite

Enterprises have the complete freedom to use any permutation or combination of these features, factoring in budgets, timelines and scale of delivery to arrive at a suite configuration that's just right for them. There are many possibilities for fine tuning and tweaking or tinkering to arrive at an optimal version.

For instance, a bank can choose a combination of in-built features

such as persona-based content, embedded applications, shared notes and whiteboarding to make the KYC verification process very easy for a bank agent and a customer. Or an insurance company can employ features such as personalized video calling on a secure platform, embedded and pre-loaded tools, screen share and control to make it easy for the insured to file a claim and clarify queries.

The next section delves into how the platform can be customized to deliver for different business goals.



Practical, Real World Applications of the Infosys Meridian Suite: Deep Diving Into Its Industry-Specific Utility

As a sentient, experiential, cloud-first, unified platform Infosys Meridian can quickly carve out transformation pathways to help companies in any industry lead in the digital era. Research suggests that even adoption of basic e-collaboration tools has had a positive impact in different sectors such as banking, financial services, insurance, communications, media and consumer goods. The ROI could be multiplied by adopting a more advanced platform like Infosys Meridian.

It's the flexible, modular, scalable open source nature of the suite that really makes it a great fit in any industry, but especially those that are moving on from their legacy systems to adapt to the VUCA world. Think retail, education, energy, utilities, logistics, healthcare and manufacturing.

Let's examine how a live enterprise platform can further enhance workflow efficiencies, drive employee productivity and improve final outcomes in some of these sectors.

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Preventing Employee Burnout in Organizing Multiple Virtual Events, Webinars, Launches and Showcases

(Sector: All)

Any company worth its salt in the knowledge domain needs to organise multiple events throughout the year to broadcast its insights, learnings, successes and its plans for the future. Gone are the days when just one annual general meeting would do. Now there are product launches, a variety of trade shows and expos, events to revv up the sales and marketing team, some year-end company wide sync ups, quarterly milestone catch ups, etc.

All these require a substantial amount of effort from the employees to put together. They need to do a lot of heavy lifting, deciding on themes and execution, thinking through engaging experiences, coordinating with multiple external partners, finalizing speakers, keeping tabs on attendees, refining content and following up on even post event engagement activities.

So how can a live enterprise workplace platform help? It can automate a lot of processes where a chunk of the work can be done right through the one tab.



Launch Virtual Assistant

Instead of the employees coordinating one-on-one with the participants, a virtual assistant or bot can step in to answer questions, provide details and guide participants through current and past / future events.



Create E-Showrooms

Add more excitement to new launches and easily create digital showcases for products, without putting a lot of hours in. These could mimic the environment of a physical showroom with automated guided tours of the different offerings spotlighted in different rooms, allowing online visitors to enjoy and explore the products asynchronously too.



Drive Traffic

Leverage telemetry and digital brain to drive traffic to the respective stalls and improve intended outcomes through the use of smart notifications and nudges. These could even be personalized to the audiences. All of this without the need for extensive coordination with attendees.



No Development Needed

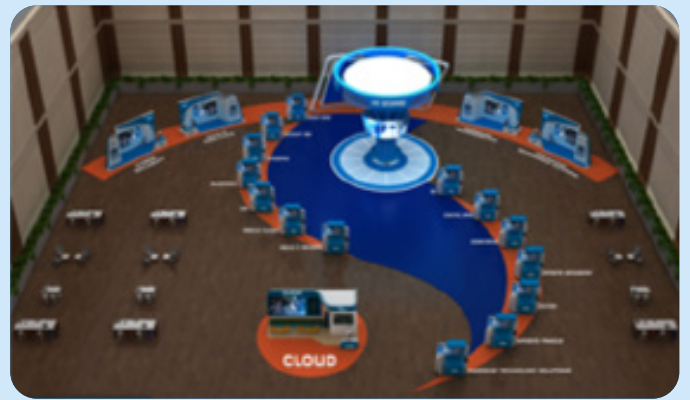
Employees can ideate, then instantiate virtual VR events and webinars without the need for any development. So they can focus their efforts more on conceptualization rather than execution.



Keep Brand Intact

Brand logos, colours and fonts can be automatically integrated with the digital environments to make the experience seamless and prevent any kind of disconnect. This again helps to save on extra effort needed for continuous monitoring of event assets, checking them for continuity and consistency with brand guidelines.

Figure 2 offers a quick overview.



Ability for users to ideate and instantiate virtual VR events and webinars without the need for any development efforts



Ability to leverage telemetry and digital brain to drive traffic to the respective stalls and improve intended outcomes



Ability to replicate the physical showrooms with guided tours and one-on-one sessions



Ability for virtual assistant to guide the participants to current and past/future events



Marketing, sales, customer and AGM



Keeping brand intact



Simulating 'live' experiences



Live telemetry and nudges

(Figure 2) How Infosys Meridian Helps Streamline Execution of Virtual Events, Webinars and Showrooms
[For All Industries]

Automating Labour Intensive Processes For Medical Consultants and Professionals

(Sector: Healthcare)

For healthcare workers, there's a lot of manual work going into setting up appointments, rescheduling or cancelling appointments, making sure the patient-doctor meetings are happening on time and on-schedule. They also need to ensure the patient is carrying documents of their medical history, reports of any tests they've undergone recently or medications they might be taking currently. Additional tasks include answering any questions the patient might have later and keeping tabs on their progress.

All these repetitive, routine tasks can be automated through the platform which can seamlessly connect all stakeholders within one interface, bringing the recipients of healthcare closer to their caregivers. Here's a quick look at how the live enterprise workplace platform could help.



Automated Appointments

Let's say a prospective patient needs to have a general health checkup every 6 months. The hospital portal can give him an automated nudge in that direction. Once he books a slot, the appointment automatically shows up in the doctor's schedule, no human intervention needed from staff.



Asynchronous Access To Test Results and Medical History

Before his checkup, the doctor can access the patient's medical history through the same portal. He can see results of any previously done tests, current medications and therefore be prepared in advance to offer better consultation and insights.



Virtual Consultation

In remote locations where the clinic is not physically present, it can still offer its healthcare services to the people there. This prevents staff, technicians and doctors from having to commute long distances and saves time. If doctors can consult from wherever, this gives them a lot of flexibility as well.



Mapping Recovery Journeys

Nurses and other caregivers can track if a certain patient is responding to medications. They share vital figures with doctors and make changes in the course of treatment. This streamlines everyone's workflow and ensures better outcomes for healthcare recipients too.

See figure 3 for a quick outline of the features above.





(Figure 3) How Infossys Meridian Creates a Single Window To Enhance Experiences for All Healthcare Stakeholders

Supporting University / School Admins, Teachers and Students By Bringing Them Together on One Workplace Platform

(Sector: Healthcare)

Instead of a distributed set of applications being used for different processes such as admissions, onboarding, teaching, testing, checking assignments and grading, all of these get subsumed under one live platform with one suite that can help manage work for all of the concerned parties. Here are some examples.



For Admin

The live enterprise workplace can automate the entire student selection and admission process, even help with onboarding and induction ceremonies, setting expectations with new batches, overseeing tuition payments, managing scheduling for the semester, etc. The platform can even offer the administrative staff a dashboard to have an overview of the progress in all of these steps, even monitor student activities and participation in various extracurricular clubs.



For Students

A live enterprise workplace platform can simplify the lives of students too, through digital classrooms that function synchronously and asynchronously letting the student pick their pace of learning. It can have plug-ins for immersive

lessons through digital twin, AR and VR technologies available in both physical and online modes.

Energized textbooks, engaging virtual mentoring, interactive lectures from experts and industry titans can contribute to better comprehension and retention of course materials, all of these are extensions that can be integrated into the suite. To deliver a superior learning experience for students and help them streamline their studying efforts, which is effectively their work.



For Teachers

Imagine virtual proctored assessments with the ability to engage students in immersive test scenarios, with no need for physical invigilators to be present. Imagine how time saving this is for professors who can then focus on their teaching priorities.

The platform could even have plug-ins for assistance with content authoring and lesson planning. Perhaps even a recommendation bot that scours the internet to identify upcoming industry

trends and paradigms so this can be incorporated into the classes, making them more job relevant for students.

Educators have to be lifelong learners too and the live suite can make the work of continuous learning easier for professors who want to stay updated in their own specific or related fields. Thus Infosys Meridian can truly add value to the work of teaching.



For Student Teacher Collaborations

Currently, students and faculty work in silos within their own ecosystem of tools that aren't merged with the other. This is where a live enterprise platform like Infosys Meridian can bring in a seamless connection to improve outcomes. It can enable anytime, anywhere conversations between these two parties and help forge meaningful partnerships. All through internal social apps, knowledge boards, cool discussion forums and chat sessions. So although the collaboration will be about work, it won't feel like it.

Figure 4 covers all the capabilities mentioned above.





(Figure 4) How Infosys Meridian Improves Work Experiences For Professors, Admins and Students

Helping Remote Teams Be Effective Across Industries

(Sector: All)

No matter the nature of business, there are many factors built into the Meridian suite that can enable dispersed teams to unite and accomplish great things. Here are some ways in which this happens.



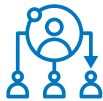
Seamless Design Collaboration

The platform enables various stakeholders to come together, brainstorm, ideate and productively conduct collective design sessions, with plug-ins for documentation to produce extremely detailed and thorough design docs. The plug-in also has capabilities to store multiple iterations of the design so the team can refer to past versions if such a need arises.



Peer Reviewing and Collective Experimentation

There are multiple formats available to conduct peer review with options for written comments, audio suggestions, editing overlays for screen recording and screen grabs. It even enables multiway response to comments, thoughts, builds and suggestions. Thus, the platform lays a fertile groundwork for group experimentation.



Delegation Assistance

Executing work becomes easier through intelligent delegation that assigns actions via tagging to different members of the team along with specifying deadlines. This permits more visibility into the status of projects at every stage. It enables teams to hold the right people accountable for lapses or even celebrate when work is progressing ahead of schedule.



Leadership and Executive Assistance

Through dashboards that help team leads track the performance of employees, the platform helps them drive actions and take steps to improve group productivity. It identifies gaps and bottlenecks in workflow, provides cues for solutioning and intelligent nudges for one-on-one sessions if need be.



Calendar Management and Scheduling

Using calendars intelligently, the platform helps employees make better use of their time. It provides cues that enable workers to set some of their workday aside for heads-down hours while striking a balance between collaboration and individual execution.

Figure 5 captures the essence of the functionalities above.





For Project Teams (Across Industries)



Seamlessly collaborate and conduct design sessions and documentation



Ability to do peer reviews and experiment together using apps integration



Ability to collaboratively create design documents, execute work activities and assign action plans



Ability to integrate management tools to seamless track and drive actions



Common calendars on the app with intelligent nudges and reference



Empowering remote teams



Work on the same schedules



Focus on documentation

(Figure 5) How Infosys Meridian Helps Boost Productivity in Remote Workers Across Industries

With this understanding of how Infosys Meridian can be utilized across sectors to achieve better business outcomes, let's acknowledge the one truth that cannot be

ignored any more. Work From Anywhere is here to stay. And productivity in the digital era can no longer be driven through traditional collaboration tools. Switch to

Infosys Meridian to build a transformation runway and give your workforce a real opportunity to take flight.



3

Conclusion

Winning in the Work-From-Anywhere Era: Explore How Infosys Meridian Can Help You

When one thinks about the ideas that can be mobilized to make the hybrid

workforce a constructive development for organisations, the remote manifesto from

GitLab emerges as a frontrunner. Some of its theories are captured in figure 6.



- | | | | | | |
|---|---|---|---|----|--|
| 1 | Writing down and curating knowledge and making them accessible anytime, anywhere | 5 | Asynchronous communication over synchronous communication | 9 | Enabling multi-horizon collaboration |
| 2 | Documented processes over on-the-job training | 6 | Collaborate right where we work | 10 | Drive openness in collaboration (boundaryless across people, process and tech) |
| 3 | Open sharing of information over need-to-know access | 7 | Meta layer to enable context across interactions | | |
| 4 | Enabling documents and workspaces for editing by anyone (with permissions) over top-down control of documents | 8 | Nurture collaborative networks and vibrant communities | | |

(Figure 6) Guiding Principles for Successfully Integrating Remote Work

The Authors



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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.

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