MODERN, INTELLIGENT & SECURE WORKPLACES FOR THE AGENTIC ENTERPRISE

Enabled by Google Workspace and Gemini



Google Workspace

Infosys
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The agentic enterprise requires more than connected productivity tools. It demands a digital workplace where intelligence is embedded into everyday work, decisions are accelerated, and employees can securely build, access, and interact with enterprise AI agents at scale.

Google Workspace, with Gemini embedded across communication, content, and collaboration, provides a natural interface for employees to work with one always-on cloud agent in Gmail, Chat, Docs, Sheets, Slides, and Meet, moving from task-based execution to insight-led productivity. AI becomes a natural coworker in the flow of work, helping users create, discover, collaborate, and initiate governed actions across connected enterprise systems.

Infosys partners with enterprises to design, deploy, and operationalize Google Workspace as a secure, agentic workplace platform, aligned to business outcomes, governed by trust, and adopted at scale.

An Agentic Digital Workplace Platform

01

Connected Workforce
One workplace, one entry point - email, chat, meetings, files, and tasks brought together through Gmail, Chat, and Meet.

02

Digitized Workflows
Manual, paper-based processes replaced with no-code and low-code digital workflows using AppSheet, Forms, and Workspace automation, enabling employees to build and interact with multi-system, agent-assisted workflows.

03

Empowered Employees
Knowledge workers and frontline teams enabled with mobile-first tools and managed devices across ChromeOS, Android, iOS, and Windows.

04

Built-In Trust
Security, identity, data protection, and access governance embedded into the platform - not layered on later.

05

Embedded Intelligence
Gemini delivers one unified, always-on agent experience—assisting with summarizing, drafting, discovery, and collaboration across Google Workspace while extending enterprise context and multi-step agent capabilities across connected business systems.



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Google Workspace: The Agentic Collaboration Foundation

Google Workspace serves as the collaboration and productivity foundation of the agentic workplace, with Gemini delivering contextual assistance across everyday work.

The Better Together proposition combines the double play of Gemini and Infosys Topaz Fabric. Together with Google Workspace, Gemini delivers a single, integrated experience where users co-create in Docs and Slides, use persistent team memory, and connect enterprise context and agents in the flow of work. Infosys Topaz Fabric complements Gemini Enterprise with governed agent orchestration and human oversight.

Core Capabilities

Collaboration & Communication

- Gmail, Docs, Sheets, Slides, Chat, and Meet for realtime collaboration
- **Gemini-powered assistance for content creation, summarization, and contextual search**
- Secure file sharing and version controlled collaboration with Drive

Experience-Driven Business Applications

- Employee intranets and knowledge hubs using **Google Sites**
- No-code / low-code application development using AppSheet
- Workflow automation using **Apps Script**

Enterprise Security & Zero-Trust Access

- Integrating identity, device posture, and context-aware controls (Chrome Enterprise Premium)
- Built-in DLP, data protection, and threat prevention
- Secure access without traditional VPN dependencies

Unified Device & Endpoint Management

- Centralized endpoint management across Android, iOS, Windows, and ChromeOS
- Simplified cloud device lifecycle with **Chrome Enterprise**
- Policy-based enforcement through a unified admin console

Driving Business Outcomes with Agentic Intelligence

AI creates greater value when it moves from isolated assistance to governed action in the flow of work. Gemini acts as one always-on cloud agent that assists employees in real time across communication, collaboration, and multi-step work. Powered by the Gemini platform, it connects approved enterprise context—across Drive, databases, Microsoft 365, Slack, and ServiceNow—with built-in controls including Model Armor and Agent Sandbox. Infosys Topaz Fabric complements this as a multi-LLM gateway and human-in-the-loop orchestrator for complex and legacy workflows.

Google Workspace and Gemini enable organizations to:

- Draft, refine, and summarize content with enterprise context
- Generate meeting insights, summaries, and actionable follow-ups
- Discover information faster through intelligent, conversational search
- Build and use agent-assisted workflows through AppSheet and connected enterprise services

Infosys enables responsible and secure adoption of Google Workspace and Gemini, aligning AI capabilities with enterprise governance, data protection, and business objectives, so AI delivers value without compromising trust. For example, an illustrative client-meeting preparation workflow can discover approved information, draft a briefing in Docs, coordinate cross-system actions through Gemini, and route complex or sensitive steps through Infosys Topaz Fabric for human review.



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Infosys Google Workspace Transformation and Value Realization

Infosys helps enterprises move from platform adoption to measurable workplace outcomes through a structured, outcome-driven approach.

Platform Modernization & Migration

Enable a seamless move to cloud-first collaboration with minimal business disruption.

- Legacy collaboration platform replacement
- Coexistence and phased migration strategies
- Greenfield Google Workspace implementations
- Merger and demerger workplace transitions

Workforce Adoption & AI Readiness

Enable employees across roles, locations, and work styles to adopt AI-assisted ways of working.

- Hybrid and remote collaboration enablement
- Connected frontline and field worker experiences
- Digital learning, onboarding and training
- Citizen development using no-code and low-code tools
- Gemini readiness programs, including role-based enablement and change management across Google Workspace and enterprise workflows

Security, Governance & IT Simplification

Establish a secure and manageable workplace foundation.

- Identity-centric security and access enablement
- Endpoint and device readiness
- Simplified IT operations and lower total cost of ownership
- Adoption metrics and continuous improvement

Frontline & Field Workforce Transformation

Extend intelligent workplace capabilities beyond knowledge workers.

- Mobile-first digital tools built on Gmail, Chat, Meet, Forms, Sites, and AppSheet
- Real-time coordination across distributed teams
- Digitization of inspections, checklists, and operational workflows
- Integrated with Android and ChromeOS devices for scale and security

AI-first Workplace Enablement with Gemini

Operationalize governed AI and agent-assisted ways of working at scale across Google Workspace and connected enterprise systems.

- Assess enterprise readiness for Gemini adoption across Google Workspace and the Gemini platform
- Secure activation across Gmail, Docs, Sheets, Slides, Meet, Chat, and enterprise search
- AI governance, data protection, and responsible usage
- Sustained adoption through enablement and change management

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The Infosys Advantage

Infosys brings together Google Cloud partnership depth, global scale, workplace transformation expertise, and agentic AI orchestration capabilities.

- Google Premier Partner with a 360degree alliance
- 1,000+ digital workplace professionals supporting transformation and managed services
- 19,000+ trained architects, leads, and developers, including thousands of Google certified professionals
- Proven enterprise delivery models and accelerators for large-scale adoption

With strategic partnerships, experienced teams, and in-house tools and accelerators, Infosys helps enterprises navigate workplace transformation and move from AI assistance to governed business action.

Google Premier Partner	Digital Workplace Professionals	Google Certified and Experienced Team	In-house Tools, Accelerators, and Ready Blueprints
Infosys & Google Cloud Alliance with 360-degree relationship • 2025 Google Cloud Partner of the Year Award for Databases. • 2023 Specialization Partner of the Year Award for Application Development	1000+ Workplace Professionals for Transformation & Managed services	19K+ Architects, Leads and Developers Trained with 2000+ certified Google Professionals	Infosys Workplace Suite for Google – service ticket automation, Migration Factory, Microsoft 365 and Active Directory assessment accelerators, with Infosys Topaz Fabric integration for governed agent orchestration



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Google Workspace Success Stories

Case Study

Business Scenario / Challenges

Infosys Google Workspace Solution

Benefits & Outcomes

Enterprise-scale, 24×7 Google Workspace Support with Improved CSAT

A large global technology conglomerate required 24×7, multi-lingual enterprise technical support for Google Cloud and Google Workspace products at massive scale, with challenges around operational consistency, escalation handling, capacity planning, and maintaining high customer satisfaction across regions.

Infosys delivered an end-to-end enterprise technical support model with 1,200+ Google-certified resources operating across the USA, Mexico, Japan, and India. The solution included multichannel support (chat, phone, email, community), layered L1–L4 escalation, proactive capacity planning, advanced analytics, continuous training, and deep collaboration with Google Engineering teams.

The Infosys–Google partnership enabled global coverage, faster resolution times, improved CSAT, scalable operations, and reduced dependency on Google product engineers, allowing them to focus on innovation while Infosys handled enterprise-grade support delivery.



Contact Center Transformation for a US-Based Telecom Provider

A US telecom provider faced challenges in productionizing multiple GenAI use cases due to manual processes, lack of security and governance, high time-to-market, and no standardized approach for scaling or monitoring AI workloads.

Infosys designed and implemented a secure, scalable GenAI platform using the Google technology stack, enabling rapid onboarding of GenAI use cases with built-in privacy guardrails, centralized logging, monitoring, request/response tracking, and cost optimization through GPU autoscaling.

The solution reduced time to production, lowered operational costs, ensured secure and governed AI adoption, and demonstrated Infosys' capability to operationalize Google AI technologies at enterprise scale in partnership with Google Cloud.



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Case Study

Workplace Transformation for UK-Based Renewable Energy Firm

Business Scenario / Challenges

Following a business carveout, the client needed a modern, agile, and cost-effective workplace to attract next-generation talent while enabling rapid onboarding and remote operations during the COVID lockdown.

Infosys GWS Solution

Infosys designed and transitioned the organization to Google Workspace and Chrome Enterprise, supported existing Windows 10 environments during transition, and delivered phased rollout, device deployment, and ongoing operational support.

Benefits & Outcomes

The Infosys–Google Workspace partnership enabled rapid deployment, seamless collaboration, VPN-free access for deskless workers, 250+ device deployments in 8 weeks, and uninterrupted operations during COVID with minimal change management effort.



Google Workspace Enablement for Korean Multinational Conglomerate

The client required a secure and scalable collaboration platform to address identity management challenges and modernize workplace access for global users without incurring upfront infrastructure costs.

Infosys provisioned a Google Workspace Enterprise environment for 200 users, configured core services (Email, Drive, Devices), provided workspace administration training, and established best-practice governance and operational processes.

The engagement delivered a streamlined, secure, cloud-based workplace with improved accessibility, enhanced security, reduced CAPEX, and improved operational efficiency, strengthened through direct coordination between Infosys and Google for business-critical issues.



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Building Workplaces That Work Better

Together, Google Workspace, Gemini, and Infosys enable organizations to create secure, intelligent, and future-ready agentic workplaces, connecting everyday collaboration with enterprise context, governed orchestration, and human oversight to support productivity, employee experience, and sustainable business outcomes.

For more information, contact askus@infosys.com

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