

# ACCELERATE THE FLOW OF WORK WITH MICROSOFT COLLABORATIVE APPS



In this hybrid workstyle era, for **145 million (and growing)** daily active users, **Microsoft (MS) Teams** is where they begin their day and stay in the **flow of work**. The growing reliance on Teams to meet, chat, call, collaborate, automate business

processes, has made it, the new 'front-end' for the new world of work. However, switching across multiple applications by employees, for their tasks, is disruptive, and the cost of this interrupted work is poor user experience, reduced efficiency, and declining productivity.

Business users live and breathe day-to-day processes but are not well equipped to automate them and must go through an IT-driven approach which can be archaic and expensive with respect to time, resources, and money.



## Employee experience in flow of work

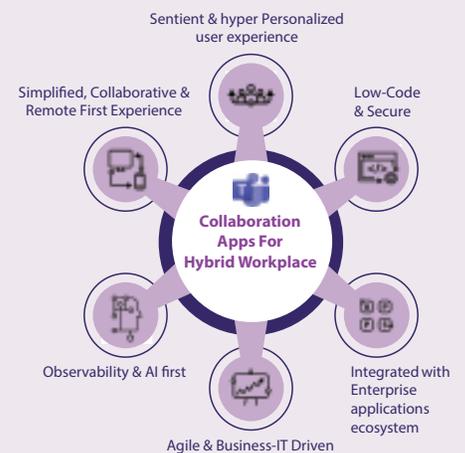
When the right tools and people-centered apps are made available to help, users do their jobs more efficiently and they will feel empowered. The emergence of Collaborative Apps assists organizations in becoming more productive and in creating experiences that enable the flow of work, such as the ability to find, update, share, and collaborate without switching work contexts.

A **Collaborative App** is an all-in-one experience that includes persona-driven app functionality, process automation along with communication and collaboration such as

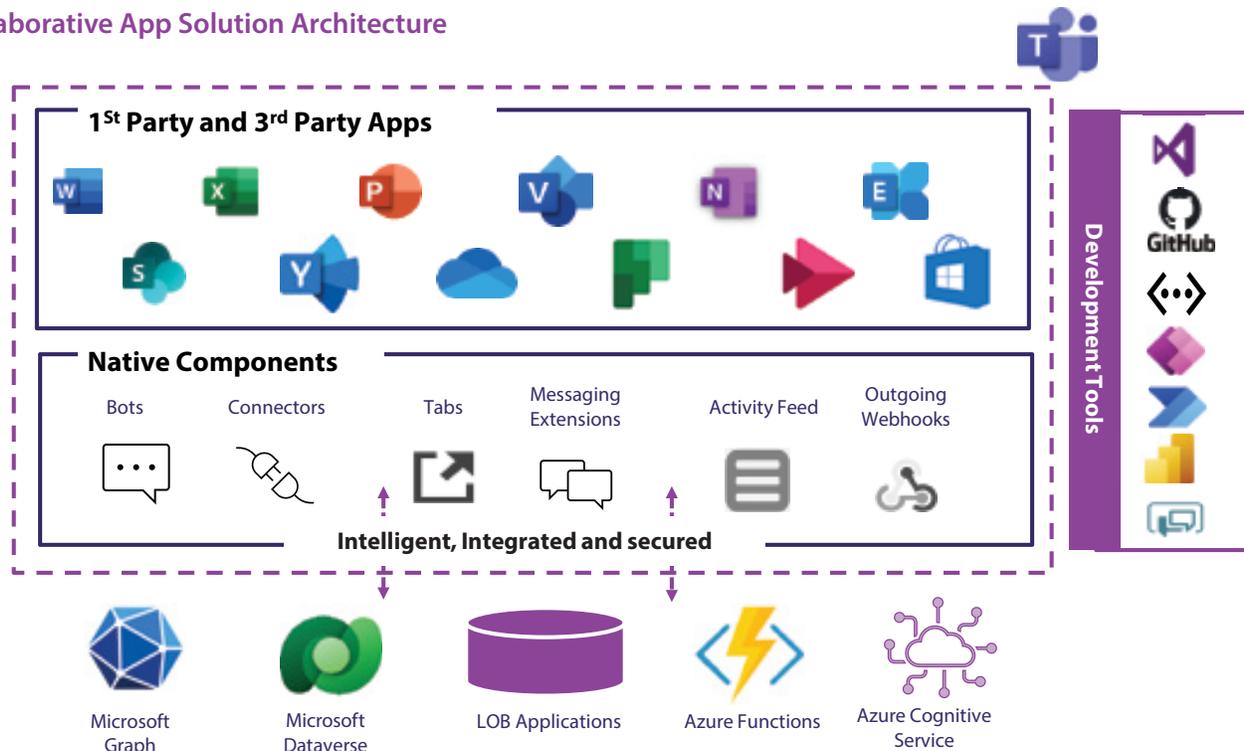
chat, meetings, or document collaboration using Microsoft Teams.

**Agility and cost efficiency** are some of the key features of these **Collaborative Apps** and can be achieved by harnessing the potential of low code - no code development and moving away from an IT-driven delivery model to Business-IT collaboration teams driven delivery model. Moreover, these apps, workflows and dashboards are integrated with Microsoft 365, so IT decision makers have the needed controls to ensure data security and app management.

## Collaborative App Features



## Collaborative App Solution Architecture



The entire spectrum of collaborative apps can be implemented through **MS Teams**, **Power apps** and other **M365 apps**. MS Teams has options to build **Collaborative Apps** using modern Client-Side frameworks like SPFX Angular, and Low Code Platform. **Microsoft Power Platform** offers a robust low-code approach, to build **Collaborative Apps**, drive purposeful automation, enable an efficient decision to make and drive meaningful insights. Power Platform offers over 300+ inbuilt connectors and growing Infused AI/ML models, seamless extensibility across M365, Linked-in, Azure services and other enterprise grade third party applications.

## Real world opportunities

Microsoft's collaborative apps open a plethora of opportunities to empower industries to embrace the modern hybrid workstyle that puts people first and drives better business results.

<p><b>Government and Education</b></p>  <p>Knowledge Sharing, Community Building and Information Sharing</p>	<p><b>Healthcare</b></p>  <p>Insurance Approvals, Vaccination booking, Health Surveys</p>	<p><b>Engineering</b></p>  <p>Apps for front line workers to capture field data , Service Apps for Technicians</p>	<p><b>Transportation</b></p>  <p>Apps for online Check ins, Booking and Tracking, Landing and Boarding, Communications</p>
<p><b>Retail</b></p>  <p>Sales orders, Inventory, Store Aisle management , Sales and Marketing data Insights</p>	<p><b>Banking</b></p>  <p>Collaboration Apps, Knowledge Management Credit and Loan Approvals</p>	<p><b>Manufacturing</b></p>  <p>Production Line management, Inventory management, Product Label verification, Product Approvals</p>	<p><b>Technology</b></p>  <p>Collaboration Apps, Performance evaluation , Knowledge Management</p>

**Business/User Benefits:**

- Enhanced employee Experience
- Increased productivity
- Unlock organizational agility with process digitization
- Improved insights to influence decision making

**IT Benefits**

- Agile development to build apps faster
- Out of box web and mobile experience
- Reduced development and support cost

## Infosys solution accelerators

Infosys has a robust framework with accelerators to quickly modernize the business apps landscape to an integrated, collaborative, and nimble platform which can greatly help improve employee productivity and help realize value out of the Collaboration platform.

<p><b>Assessment Toolkit</b></p> <p>InfoPath Assessment   SharePoint Designer   NINTEX workflow</p>	<p><b>Migration Tools</b></p> <p>Workflow Migrator   Content Migration Factory</p>	<p><b>Other Apps &amp; Tools</b></p> <p>Reusable Apps and Templates   Governance Tool</p>
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## Our offerings

Infosys, with rich experience in modernizing and digitizing enterprise workplaces, offers services that empower customers to effortlessly adapt to the Microsoft Collaborative App platform. Shared below are the services we offer:

Consulting	Implementation	Dev Ops and Managed Services
<ul style="list-style-type: none"><li>• Strategy Envisioning</li><li>• Collaborative Apps - employee and business</li><li>• Processes digitization</li><li>• Design &amp; integration</li><li>• Low code Migration</li><li>• Application Assessment &amp; Rationalization</li><li>• Adoption &amp; Change</li><li>• Citizen Development</li><li>• User adoption and change management.</li></ul>	<ul style="list-style-type: none"><li>• EOLS collaboration platform Migration</li><li>• Legacy LoB Application Migrations to collaborative apps.</li><li>• Business App Development &amp; Integrations with Teams</li><li>• Portal Development and App Integrations.</li><li>• Process Automation – AI/RPA</li></ul>	<ul style="list-style-type: none"><li>• Managed Services – DevOps based CI/CD</li><li>• Platform &amp; Workload Governance</li><li>• Deployment automation</li><li>• Analytics and Reporting Services.</li></ul>

## Our Microsoft collaborative apps success stories

### Supplier of architectural paint and exterior wood care products



When a leading US based paint manufacturer and supplier needed to transform their Google Forms-based processes to achieve seamless and optimized deliveries and issue-free invoicing, Infosys, leveraging the established capabilities of Office 365, SharePoint, and Power Apps, not only brought seamless automation to their delivery and invoicing processes but also helped reimagine employee experience and create a positive impact for back office, front-line, and third-party workers. Elimination of scheduling overlaps and errors from manual spreadsheet-based scheduling reduced reschedule rates to less than 5%. The non-PO invoice validation and processing efforts are expected to be effectively reduced by approximately 30%+.

### An American food and snacks company



Streamlined verification process implemented for an American food and snacks company, offering quicker turn-around for verification of content and 30% improved employee productivity. Leveraging Power Platform, AI builder and Azure cognitive services Application for line workers and quality managers to verify product labels, employee experience was enhanced considerably.

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 comes baked into every solution delivered.

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

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