

VIEW POINT



## A DAY IN THE LIFE AT A CONNECTED WORKPLACE

## Overview

Corporate campuses have never been more sophisticated — and yet, for many who walk through their doors, the everyday experience tells a different story.

Take Victor for instance. He has a 9:15 AM meeting at a large corporate campus he's visiting for the first time. He hazards a guess at commute time, hunts for parking, and waits in a check-in queue while his host has no idea he has arrived. He wanders the corridors looking for the meeting room. Mid-meeting the AV system fails and it takes the helpdesk twenty minutes to fix it. Lunch costs him another thirty minutes. A long checkout process ends his day the way it began — with friction. For Victor, this isn't a bad day. Worse, it's his typical one. Individually, these are small frictions. Collectively, they shape the workplace experience far more than we acknowledge.

## Why do smart buildings still fail to live up to their promise?

Most large campuses today have invested significantly in workplace technology — visitor management systems, room booking tools, cafeteria apps, access control, and IoT sensors. The problem isn't the absence of technology — in fact, it is far from it. The problem is that these systems often operate in isolation. Employees and visitors feel the gaps at every handoff, and the experience fractures precisely at the moments that matter most.

The shift that leading organizations are now making isn't about adding more point solutions. It's about moving from smart tools to connected experiences — building a continuous, integrated journey for everyone who walks through the door.

## What if workplace anticipates your every move?

In a connected workplace, the same day unfolds very differently. Victor's calendar is synced with the campus system the evening before. By morning, he knows exactly when to leave, where to park, and his host is notified of his arrival — and in case of any delays — without a single call. Check-in takes under a minute. Digital signage greets him by name. AR navigation gets him to the right room. The meeting runs without a hitch. After it wraps, a desk is ready, lunch is brought to him, and checkout is done in 60 seconds. Victor leaves the campus wanting to come back. The experience starts to feel less like navigating a building and more like being guided through it. That's because in a more connected environment, individual moments begin to align differently.

## So what's actually changing?

Victor's reimagined journey isn't science fiction. It reflects three converging forces that are fundamentally changing how workplaces are designed and operated.

- **Sentient, sustainable buildings.** Today's smart buildings anticipate their occupants' requirements. Occupancy data, weather forecasts, historical usage patterns, and real-time sensor inputs combine to continuously optimize energy, water and space. Increasingly, occupants are being brought into this loop through green nudges — applications that reward sustainable behaviors like taking the stairs, reducing single-use consumption or commuting by foot or bike. The building is no longer a passive container. It is an active participant in sustainability outcomes.
- **AI moves the needle from analytics to action.** For years, building management systems generated enormous volumes of data that required human interpretation. The shift now underway is from insight to action, where agentic AI systems can detect equipment faults before they occur, trigger maintenance workflows automatically and optimize operations without waiting for human intervention. Computerized Maintenance Management Systems are being transformed with AI at the core, moving from reactive repair to predictive operations. Generative AI is also transforming the front-of-house experience: the traditional reception desk is being replaced by intelligent virtual concierges capable of handling complex, context-aware interactions.
- **Integration is the real unlock.** Neither sustainability nor AI delivers its full value in isolation. The foundational shift is architectural. It means building a common data platform that allows parking systems, access management, collaboration tools, wayfinding, cafeteria apps and environmental controls to share context and act in concert. Without this layer, organizations accumulate smart point solutions that are still likely to leave Victor stranded in the corridor. Most campuses have individual technologies; what they lack is the connective tissue between them.

## Does this work in practice?

At Infosys, we have piloted many of these capabilities within our own campuses. Features such as hot-desk booking with AR indoor navigation and real-time space utilization dashboards were developed and tested at our Pune campus through InfyMe, our workplace experience platform.

The journey from proof of concept to live deployment taught us lessons no white paper can replicate. The most important thing was this: change management mattered more than we expected. The data model was straightforward — persuading people to trust the system enough to actually use it, was the harder problem. Integrated experiences only change behaviour when people believe they'll work. That belief must be earned in early deployments, not assumed.

Victor's reimagined day became real for people in Pune. It can become real elsewhere, too.

## The question every facilities leader should be asking

The conversation around workplaces has long been centered on where we work—the office, home or hybrid. But increasingly, the more important question is how the workplace works for us.

Connected workplaces represent a shift in that direction. They are defined not by individual technologies but by the ability to bring systems, spaces and services together into a cohesive experience. The question worth asking at every technology decision isn't "does this solve a point problem?" It's "does this make the overall experience more seamless, or does it add another island?" And that may ultimately will be the difference between a workplace that is simply functional and one that is truly effective.

What does your building know about the people in it today — and what should it?



## About the Author



### Promod Singhvi

Senior Principal – Sustainability & Smart Spaces, Infosys

Promod Singhvi has over 22+ years of industry experience leading large-scale transformation programs focused on smart space design and implementation, building efficiency optimization, decarbonization, ESG reporting, IoT-led operational improvements, and Industry 4.0 strategy definition and deployment. His areas of specialization include program leadership, value articulation, and solution innovation through design thinking and rapid prototyping. He is a Certified Scrum Product Owner (CSPO) and a LEED Green Associate.

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



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