HUMANIZE WORKPLACE EXPERIENCES TO BUILD A RESILIENT ENTERPRISE
Overview

The biggest asset for any organization is their human capital and their productivity has a direct impact on the overall business performance. Standing at the precipice of an era where the future of work is going to be inevitably, hybrid, enterprises should focus on driving the change from within - with an employee-first, human-centric approach - to deliver more value to their customers.

The pandemic has issued a clarion call to organizations for revamping their digital, physical, and cultural landscape and provide their workforces with sentient, human-centric workplace experiences.

Infosys’ Digital Workplace Services enables organizations humanize workplace experiences to build a resilient enterprise by helping their employees stay productive and engaged while improving operational efficiencies.

Infosys Digital Workplace Services

Humanize workplace experiences to build a resilient enterprise

Infosys Digital Workplace Services equips organizations for the future of work through transformations that are best suited for the flexible world in which their employees operate. Our human-centric and design-led approach places people at the heart of our solutions and seamlessly integrates the physical and digital environments to attract, retain and develop talent, thus creating a culture of operational excellence, environmental responsibility, and physical and mental wellbeing.

Infosys helps organizations

How we help clients navigate the next in their journey to future of work…

Traditional EUC landscape & disparate employee servicing apps

DIGITAL TRANSFORMATION OF PLATFORMS

Cloud First | Hybrid & Remote work | Scalability & Resilience | Secure by Design (Zero Trust) | Smart Workspaces | Digital adoption

BUILD HUMAN CENTRIC EXPERIENCE

Experience platform | Employee journey | Hyper personalization | AI enabled contextualized search | Digital knowledge brain | Digital Learning | Employee wellness solutions

ADAPT & IMPROVE

Workplace Analytics & Insights | Gig economy | Continuous innovation, learning | Immersive experiences | Connected Ecosystems | New ways of working

ENABLE FLOW OF WORK

Next Gen Sentient, collaborative apps | Agile Business | Connected Workspaces & sustainability | Digital enablement of first line workers

LIVE ENTERPRISE

Future of Work

Gig Economy

Continuous learning & upskilling

Metaverse & Immersive experiences

Live Enterprise

Hybrid Work
Infosys’ Integrated Digital Workplace Service Offering

Modular blocks, Adaptable and Sentient for transforming the workplace to be ready for Future of Work.

We empower organizations with the capability to reimagine business processes with our wide gamut of employee experience platforms and services such as Launchpad, Meridian, Wingspan, Employee Interactions Suite. We leverage fluid operating models and intelligent automation by creating employee experiences that drive hyper productivity.

Our multi-channel, low effort, automation-first and highly scalable Service Desk powered by Infosys AssistEdge dramatically enhances employee experience, productivity and capability.

Infosys creates immersive experiences with platforms such as Infosys Wingspan to instill a culture of continuous learning and help close skill gaps within the workforce, enabling them to stay agile, confident and responsive in the face of technological disruptions. Our team of consulting experts help enterprises become more resilient by helping them strategize and manage organizational changes with an agile workforce who can adopt and make the best use of these planned changes in their ways of working.

Infosys Smart Buildings and Spaces offering provides application solutions to enterprises, integrate the physical and the digital divide through various digital technology intervention based on the proven Infosys’s SCALE framework.

Infosys Workplace Suite, part of Infosys Cobalt, is an amalgamation of tools and accelerators that help enterprises drive adoption of Digital Workplace Services through Automation and AI for deriving more value from the workplace, faster.

At Infosys, we help our clients in securing their digital journey to build a cyber-resilient ecosystem. In addition to these, we have a well-established risk and compliance practice that helps address the multitudinous challenges faced by organizations in this space.

Infosys Modern Device Management for Hybrid Work allows enterprises to simplify device management and ensure device compliance to provide employees with a holistic experience that empowers them to productively work from anywhere, anytime on any device.
## Case Studies

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<th>Case Study</th>
<th>Details</th>
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<tr>
<td>Transformed learning experience for 400,000 employees of a multinational</td>
<td>Wingspan enabled their employees with anywhere, anytime learning through AI powered search and personalized homepages.</td>
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<td>conglomerate across 200 countries</td>
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| Pioneered a complex workplace transformation in the automotive industry  | Autonomous service desk - > 45% AI driven resolution  
Agentless Service Desk – 70% non-voice channel-driven resolutions  
Self-healing devices - > 40% incident elimination  
Geared for increasing BYOD- 50% reduction in CapEx investment on mobile devices  
State-of-the-art soft client-based telephony (>90%)  
Integrated mail-messaging-file sharing, work sharing platforms - > 18% reductions in meetings |
| impacting over 288,000 employees using 1M+ end-point devices, across 43 | 3% improvement on NPS in 6 months  
70% First contact Resolution  
5% increased efficiencies                                                                                                                                 |
| countries and 950 locations in 20+ languages                              |                                                                                                                                                                                                         |
| Employed structural changes to improve performance for a multinational  | 23% ticket elimination through self-heal  
15% increase in self-service adoption  
66% to 18% reduction in phone contacts                                                                                                                                                                    |
| consumer goods enterprise, which included implementation of standard     |                                                                                                                                                                                                         |
| global ITIL procedures. Executed self-heal platform and drove adoption of |                                                                                                                                                                                                         |
| digital channels with a NextGen Digital Service Desk                     |                                                                                                                                                                                                         |
| Delivered next-gen employee workplace experience for a communications    | 30% reduction in manual interactions for workspace planning  
~ 80% improvement in user acceptance in comparison with legacy mail and spreadsheet-based processes  
Co-created a variety of solutions to support productivity, culture, and the wellbeing of employees.                                            |
| company, enabling a dynamic as well as safe return to the office          |                                                                                                                                                                                                         |
| post-pandemic                                                              |                                                                                                                                                                                                         |
| Digitized physical workspaces for RXR Realty/ real-estate developer      | Infosys rapidly deployed a one-stop solution, RxWell to over 48 skyscrapers in NYC to make the re-officing experience better for employees and employers and created a safer, smarter, and healthier workplace by way of personalized, productive, and cutting-edge experiences through digital technologies. |

For more information, contact askus@infosys.com