

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



Digitize the hybrid workplace to boost employee productivity:

CREATE a flexible work environment that fosters digital collaboration powered by cloud-enabled offerings for elevating productivity levels of employees while they work from anywhere and at any time



Redesign physical workspaces to maximize efficiencies:

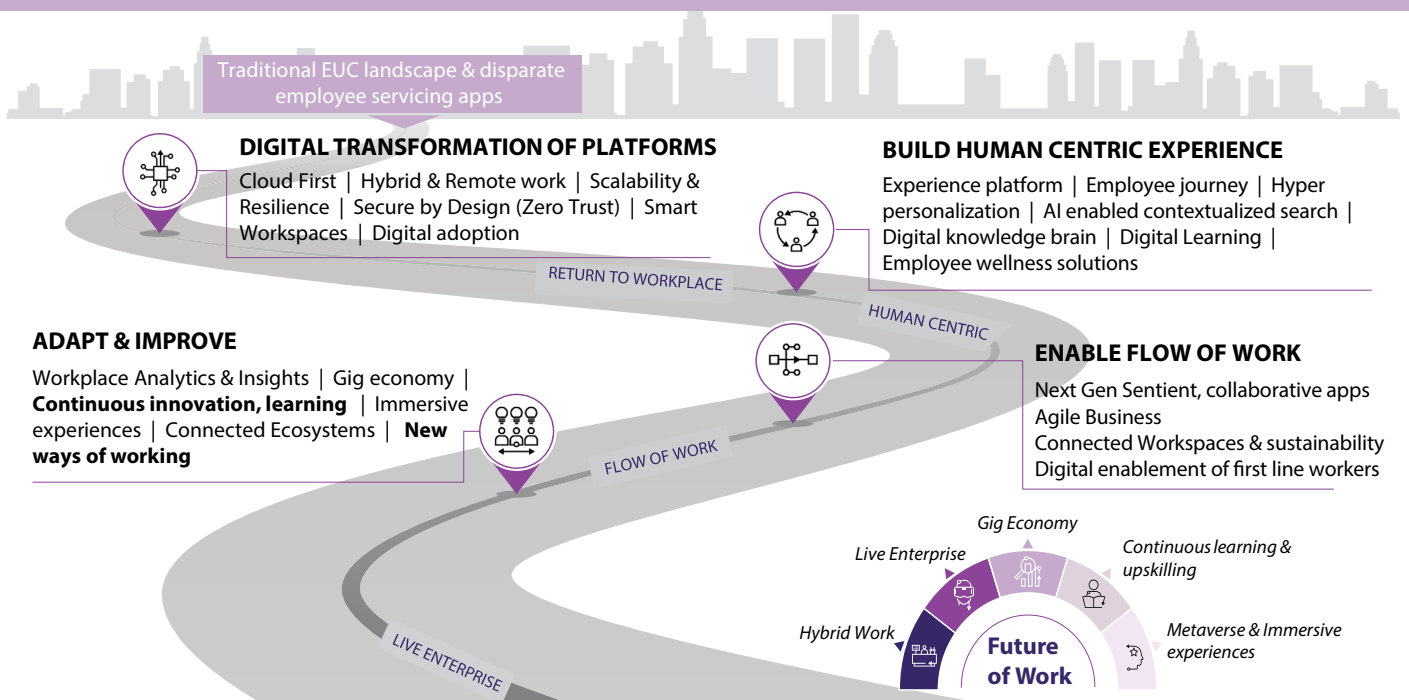
ENABLE a human-centric, sustainable ecosystem focused on employee safety and wellness, as well as social responsibility at large - with Phygital disruption to build efficient connected workspaces.



Prioritize organizational well-being to bolster an agile workforce:

PREPARE for the future of work with an agile workforce by instilling a culture entrenched in diversity, inclusivity and continuous learning, and a strong commitment towards building social capital.

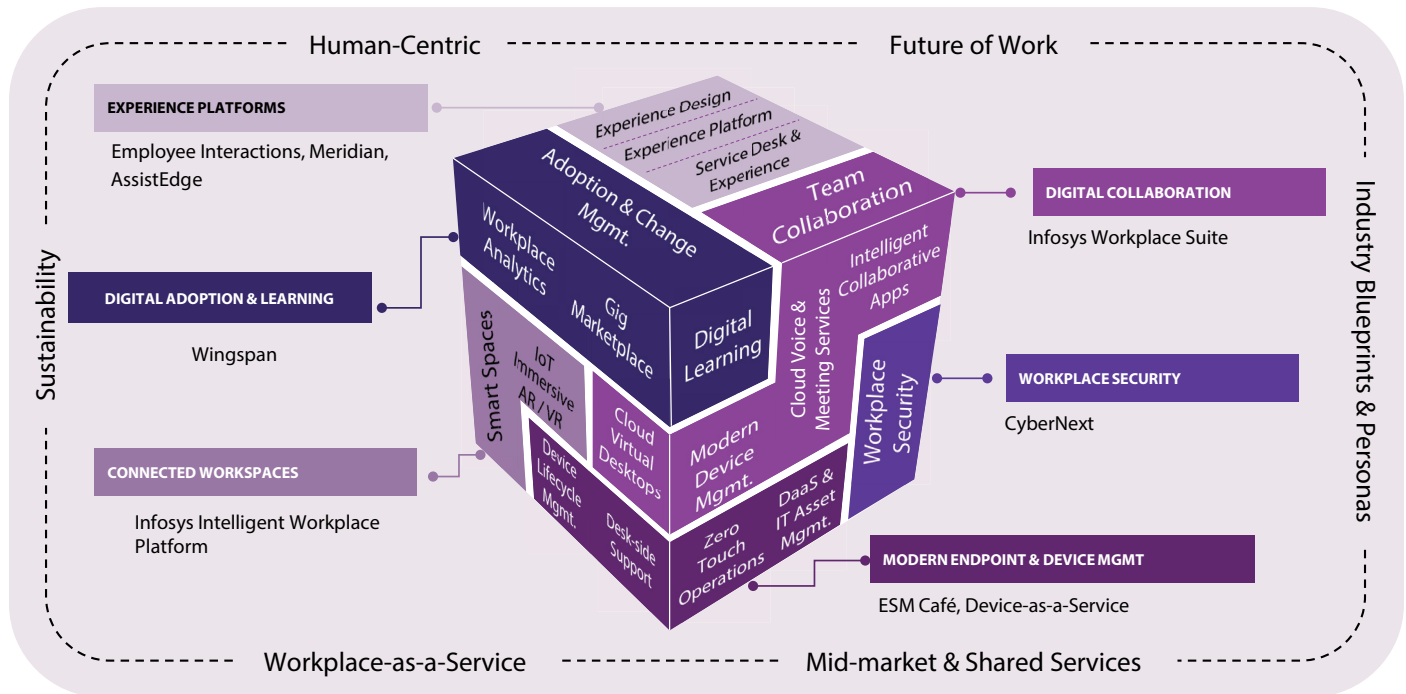
How we help clients navigate the next in their journey to future of work...



Digital Workplace Services Offerings

Infosys' Integrated Digital Workplace Service Offering

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



Experience Platforms

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*.

Digital Adoption and Learning

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.

Connected Workspaces

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.

Digital Collaboration

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.

Workplace Security

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.

Modern Endpoint and Device Management

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



Transformed learning experience for 400,000 employees of a multinational conglomerate across 200 countries

Wingspan enabled their employees with anywhere, anytime learning through AI powered search and personalized homepages



Pioneered a complex workplace transformation in the automotive industry impacting over 288,000 employees using 1M+ end-point devices, across 43 countries and 950 locations in 20+ languages

- Autonomous service deck - > 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



Helped the Utility client transition and transform using an integrated modern workplace solution, providing enhanced user experience. Managed Workplace services with Service Desk and Dedicated/Dispatch model for 80,000+ end users

- 3% improvement on NPS in 6 months
- 70% First contact Resolution
- 5% increased efficiencies



Employed structural changes to improve performance for a multinational 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

- 23% ticket elimination through self-heal
- 15% increase in self-service adoption
- 66% to 18% reduction in phone contacts



Delivered next-gen employee workplace experience for a communications company, enabling a dynamic as well as safe return to the office post-pandemic

- 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.



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

Infosys[®]
Navigate your next

© 2022 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.