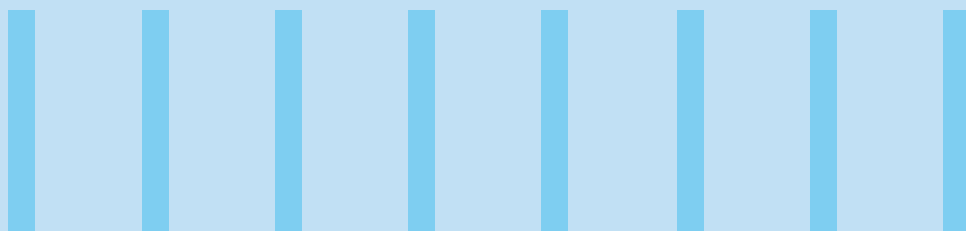




AI IN THE DIGITAL WORKPLACE: FROM STRUCTURE TO SCALABLE ADOPTION



Introduction

The modern enterprise digital workplace is a carefully constructed operating model, built over years, comprising interconnected layers of service, engineering and experience. It is also mostly mature. Processes are established, platforms are integrated, and governance frameworks are in place. Into this established structure, AI is emerging as the single most significant disruptor of our time. What makes this wave of AI adoption distinctly different from previous technology shifts, however, is where it begins—not with IT or infrastructure, but with the employee. Employees understand AI and have used and experimented with it, often expecting it to be present. The challenge for enterprises, therefore, is not building awareness or managing resistance. It is something more nuanced: bringing AI into a complex, regulated and tightly integrated workplace ecosystem in a way that is controlled, secure, and delivers outcomes that matter.

A Mature, Integrated Operating Model

The modern enterprise digital workplace isn't a single thing. It's a layered, interconnected operating model that most people never fully see. At the front, the service desk handles the daily volume of incidents, requests, escalations and routing issues through IT Service Management (ITSM) platforms to the right groups. Field support steps in where physical intervention is needed, such as a failed device, network drop or a broken piece of workplace hardware. For senior stakeholders and business-critical users, VIP support provides a more proactive, high-touch experience. Underneath all of this, engineering and platform teams quietly keep the lights on by managing endpoints, identity systems, collaboration platforms, security controls and application delivery at scale.

Employees interact with this ecosystem through portals and self-service platforms. Knowledge management systems try to capture and standardize what the organization knows. And increasingly, digital employee experience (DEX) tools and analytics help leadership understand not just what's breaking, but how people feel about their technology environment. It's a tightly integrated system where data flows seamlessly between layers, and workflows connect various functions. This is the operating model into which AI must now be thoughtfully introduced.

Start with Data, Not Infrastructure

Here's a mistake many organizations make: they begin the AI conversation with infrastructure, asking questions on platform, model and vendor. Those questions, while important, must be grounded in the real starting point: data readiness.

The value of AI in workplace scenarios comes from combining enterprise context with reasoning. That context lives in ITSM records, knowledge bases, asset inventories, endpoint telemetry, and configuration data. For AI to do anything meaningful, enterprise knowledge must become discoverable, connected and context-aware. Alongside this, governance must be built in from the start: who can access what, how responses are controlled and how actions are logged. Without that foundation, AI creates noise and occasionally, risk.

The Model is Not the Differentiator

Once the data is in order, access to AI models is largely solved. Enterprise-grade LLMs are available through approved platforms that most organizations can access quickly. What separates successful deployments from unsuccessful ones isn't the model used but how effectively that model is grounded in the enterprise data and processes. And from there, the critical question becomes: what problem are we actually solving?

Whether it's helping an employee resolve an issue through a conversational interface, supporting a service desk agent with real-time recommendations, classifying and routing tickets more accurately, or triggering automated actions for known issue patterns, the value comes from specific and clearly defined use cases. Generic AI capability, without a specific problem to solve, doesn't move the needle.

Experiment First, Scale What Works

One of the most encouraging things about AI adoption today is that enterprises don't have to bet big upfront. Tools such as developer copilots, lightweight retrieval assistants and simple chat interfaces make it possible to start small and learn fast. In this case, early-stage experimentation is about understanding how AI interacts with data, workflows and users and to course-correct quickly.

That said, even at this exploratory stage, certain things can't be treated as afterthoughts. The moment AI touches enterprise data, new risks emerge, such as data leakage, incorrect outputs, unauthorized access and unintended actions. Controls need to be embedded early, including identity-based access controls, approval workflows, audit logging and clear boundaries for autonomous action. In most early implementations, a human-in-the-loop model is the right design where AI assists, and humans decide. It builds trust and still delivers immediate value.



Practical Starting Points That Deliver

As experimentation yields results, the use cases worth scaling tend to cluster around a few high-value areas. Conversational support assistants that help employees resolve common issues without opening a ticket. AI-driven ticket classification and routing that makes the service desk faster and more consistent. Agent copilots that give frontline support staff better information, faster. Automated resolution for repetitive endpoint issues using predefined runbooks.

Over time, this expands into more experience-centric scenarios, such as personalized self-service portals, intelligent onboarding assistants for new joiners, and enhanced VIP support models. At the more advanced end, we have predictive analytics that surface issues before they impact productivity, and systems that correlate signals across the environment to enable genuinely proactive IT operations.

Building the Intelligent Workplace—Consciously

The enterprises that get AI right in the digital workplace share a common approach - they start with clear intent, move quickly to validate and scale only what delivers measurable value. They don't try to do everything at once. They recognize that AI isn't just another tool to deploy; it represents a fundamental shift in how work is executed across the service lifecycle.

By grounding AI in enterprise data, connecting it to action through existing workflows, and expanding its footprint based on proven outcomes rather than aspirations alone, organizations can move from isolated experiments to something more durable. They can create a workplace that learns, adapts, and responds faster, smarter, and is more people-oriented.

The future workplace will not be defined by who deploys the most AI. It will be defined by who embeds AI most effectively into everyday work. And for organizations willing to approach this transformation with purpose, that future is already within reach.

About the Author



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Sai Kuricheti is a Principal Technology Architect in Digital Workplace Services at Infosys, specializing in enterprise architecture and IT transformation. He advises global clients on modern workplace strategies, AI-driven operations, endpoint management, and digital employee experience initiatives.

With extensive experience leading large-scale transformation programs, Sai helps organizations accelerate business outcomes through innovative technology solutions, automation, and governance-driven operating models. He is passionate about leveraging AI and next-generation workplace technologies to create resilient, productive, and future-ready enterprises.

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