

## INFOSYS IMMERSIVE WORKSPACES

### Experience Next Generation Digital Connected Workspace using Microsoft Business Applications

We are in the midst of an amazing Digital Shift where disruption in technology has changed the way how enterprises and organizations across industries, private and public sector are doing business. One of the key attributes which contributes to thriving of business is Employee & Workspace productivity. Employees are consumers and customers are empowered with choice. Their expectations are very "volatile". Due to heightened expectations, employees and users want convenience, quick and accurate responses and resolutions, and a service that is available anytime.

Hence it has become imperative to digitize the Employee and User Experience to create positive outcomes. At Infosys, we offer Immersive Workspace an interactive, intuitive and responsive solution leveraging Microsoft Business Applications suite for transforming and digitizing Employee and User experience.

**75%**

Workforce will be Millennials by 2025  
Gallup Poll

**83%**

HR leaders cite "employee experience" as  
a major factor in organizational success  
Workplace Trends



## About Infosys Immersive Workspace

Immersive Workspace from Infosys transforms every aspect of Employee and Workspace productivity by facilitating digital experience solution leveraging Microsoft Dynamics stack of offerings across Power Platform and Conversational AI using Microsoft Bot Framework and Cognitive Services. The solution spans across different industries and Lines of Business such as CRM, HCM, ERP and more to add digitization into critical success factors. With this offering, we also offer integration capabilities to the entire stack of Dynamics Applications as well as connectors and an integration framework to connect to non-Dynamics Applications that maybe On Premise or On Cloud Applications.

The infographic illustrates the Immersive Workspace solution. At the top, it lists six user roles: Office Executive, Sales/Service Personnel, Facility Manager, Back Office Admins, Student, and Faculty. Below this is a central tablet displaying the 'Immersive Workspace' interface with eight feature tiles: Self Service, Notifications, Amenities, Sustainability, Events & Announcements, Health & Safety, Visitor Management, and Survey. To the right of the tablet is a list of key features: Self Service (Manage Service Requests & Complaints), Notifications (Automated Push Notifications), Amenities (End-to-end information on facilities like Food Courts, Cafeteria, Smart Parking, Meeting Rooms), Sustainability (Track Carbon Footprint), Events (Information on latest events & programs in the campus), Health & Safety (Doctors, Ambulance information & availability, avail emergency service), Visitor Management (Fast & automated hosting of Visitors at campus), and Survey (Campus wide survey for stakeholders). At the bottom, it states the solution is 'Powered By' PowerApps, Conversational AI using Microsoft Bot Framework & Cognitive Services, and Integration with Dynamics 365 & Other 3rd Party Applications.

While we know about Immersive Workspace and surely have a high level view on how it can be used, it is important to know about the applicability and benefits across different businesses. The business cases will be certainly varied, with endless possibilities enterprises will get a true sense of benefit with Immersive Workspace.

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|  | <p><b>Digital Connected Experience</b></p> <p>Provides the ability to use on any device, any time and any where along with a interactive &amp; responsive interface with seamless connected experience</p> |  | <p><b>Heightened Safety &amp; Sustainability</b></p> <p>Connected experience facilitates in fostering a sense of safety and security among the users, resulting in better wellbeing</p>  |
|  | <p><b>Happier workforce &amp; Improved productivity</b></p> <p>Users are happier thus improved productivity along with higher talent attraction &amp; retention, lower attrition</p>                       |  | <p><b>Optimized Operational Costs</b></p> <p>Lower Operational Costs due to intuitive and responsive solutions leading to effective utilization</p>  |
|  | <p><b>Improved communication and awareness</b></p> <p>Empowers users to navigate workspace, get notifications and stay constantly updated with surrounding communities</p>                                 |  | <p><b>Foster Inclusivity &amp; equity</b></p> <p>Application for all – encouraging user inclusivity and tying the ecosystem outside the organizational boundaries along with getting valuable &amp; actionable insight from all stakeholders</p> |

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



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