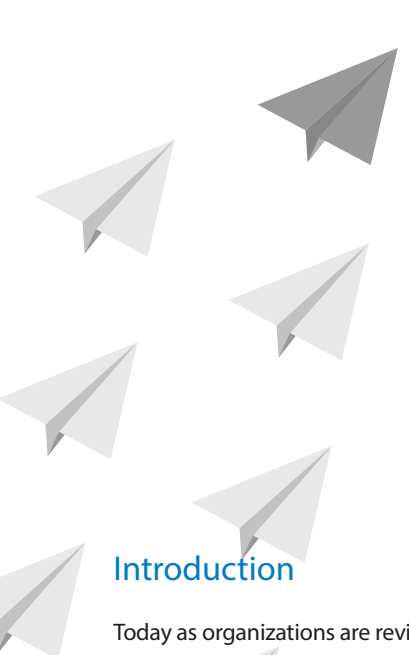


INFOSYS WORKPLACE SUITE

Infosys
cobalt





Introduction

Today as organizations are revisiting their new normal working models; there is an increased focus on digitization of workplace services. Workplace services being the first touch-point for any employee, plays a vital role in employee's productivity.

Enterprises are re-looking at workplace strategies for scalable solutions that provide the best-in class user experience, and can

be deployed with new contact-less support models at optimized costs.

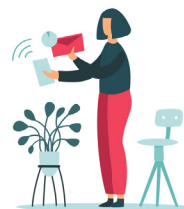
Microsoft 365 cloud services has emerged as the quintessential choice for Digital Workplaces as it empowers employees with latest collaboration services, delivers a cost effective and secured infrastructure; and brings in resilience to changing business needs.

Despite the multitudinous benefits, for enterprises transitioning to Digital

Workplace, the key challenge lies in ensuring seamless transition and fast user adoption of the new productivity services, while maintaining the organization's governance and security policies.

Infosys Workplace Suite allows enterprises to overcome these challenges through seamless migration to digital services, faster adoption and cost effective operations that enable automation and self-service.

The Infosys Workplace Suite – brings in tools and accelerators that help enterprises drive adoption of Digital Workplace Services through Automation & AI for deriving more value from the workplace, faster.



Infosys Workplace Suite

Infosys Workplace Suite comes with a set of tools and accelerators to manage the

entire life cycle of the digital workplace that encompasses solutions for migration, implementation, driving adoption and seamless operations. The modular design

of these solutions can readily adopt to an organization's needs and are agile enough to accommodate the evolving workplace requirements.



Migration



Automate & accelerate Migration to O365 using Migration Factory.



Windows 10 migration dashboard for seamless planning and execution.



Implementation & Adoption



Collaboration Apps catalog for improved employee productivity



Business Dashboard for tracking & driving O365 adoption.



Azure powered Conversational Bot for self-service.



Operations



Service Request Automation with pre-built automation scripts for O365 operations.



O365 Governance & Lifecycle Management

Migration Factory

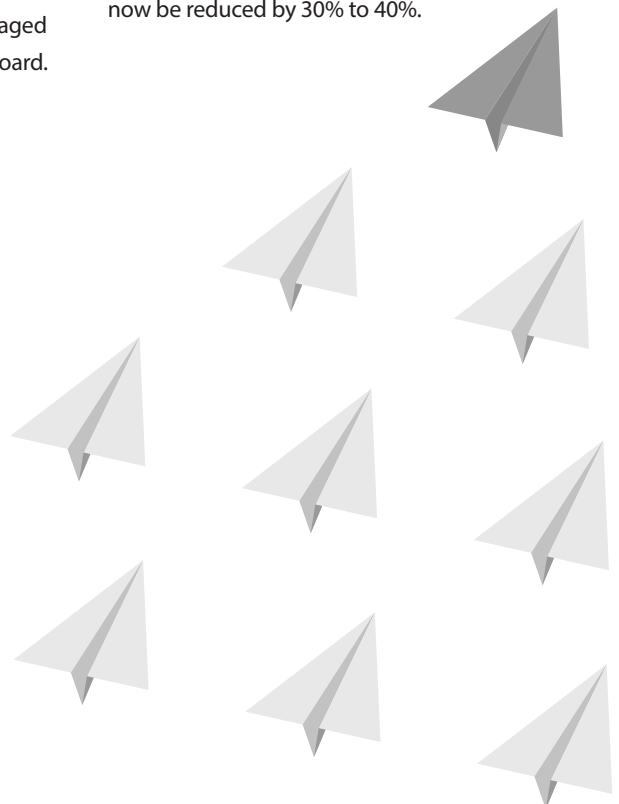
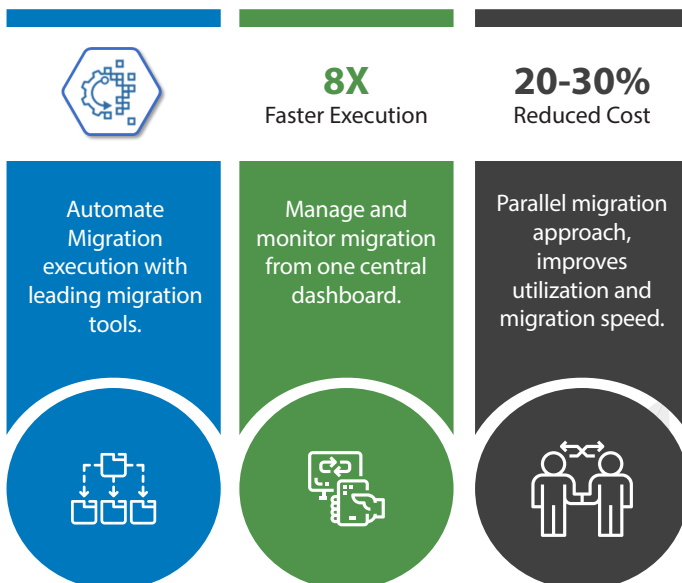
Infosys Migration Factory is a tool-kit that amalgamates the best of migration processes and industry practices thus enabling extreme automation for executing migration.

The customizable automation solution is

integrated with leading migration tools and allows for program specific execution processes. The extensible migration validation functionality comes pre-built with validation scripts for common scenarios.

The entire migration process, running with multiple migration agents, can be managed and monitored from one central dashboard.

The solution can help migration of applications from on premises SharePoint platforms or File Shares to Office 365 services like SharePoint online, OneDrive etc. With the advent of the Migration Factory, the operational timelines of migrations can now be reduced by 30% to 40%.

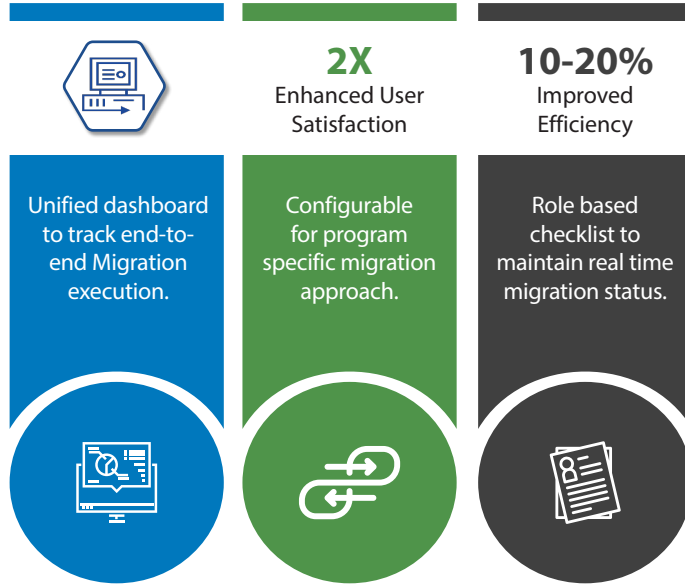


Windows 10 Migration Dashboard

Windows 10 Migration Dashboard streamlines the roll-out of Windows 10 for end user devices. The solution is configurable for different migration approaches like in-place upgrade, device replace etc.

The dashboard helps in identifying devices to be batched together based on geo-location, user's department, work shifts etc. The migration tracker dashboards help in assignment of migration engineers and provides checklists for execution of migration activity.

The solution also provides reports for different stake holder to track the real time migration status.

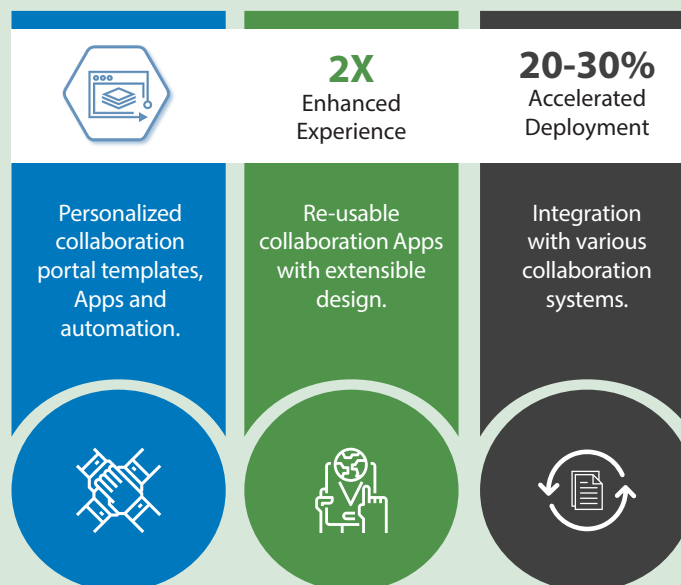


Collaboration Apps

The solution provides a suite of apps for implementation of collaboration and communication portals using Office 365 services.

It provides work style specific responsive portal templates to accelerate portal development. The repository of reusable applications for common collaboration requirements reduces time for ideation and prototyping. These apps can be customized

and extended as per business needs. The solution also provides integration with various collaboration systems like Teams, Yammer, Twitter etc. to enable a unified collaboration experience.





Dashboards and Reports

By using dashboards that bring in key statistics across Office 365 platforms onto a single pane view, an administrator can gain quick insights into metrics that need to be monitored (such

as secured scores, license summary etc.). These dashboards are supported by a report generation engine which generates configured reports at scheduled intervals and enables stakeholders to access them anytime across any device.

This report generation engine helps in picking up the usage activity trends of Office 365 services (like SharePoint, Teams, OneDrive) and aligning them to organizational entities (like departments, locations) to derive more meaningful insights.



2X
Improved User
Satisfaction



Improved
monitoring with
unified dashboard.

Derive better
insights from
usage activity
trends.

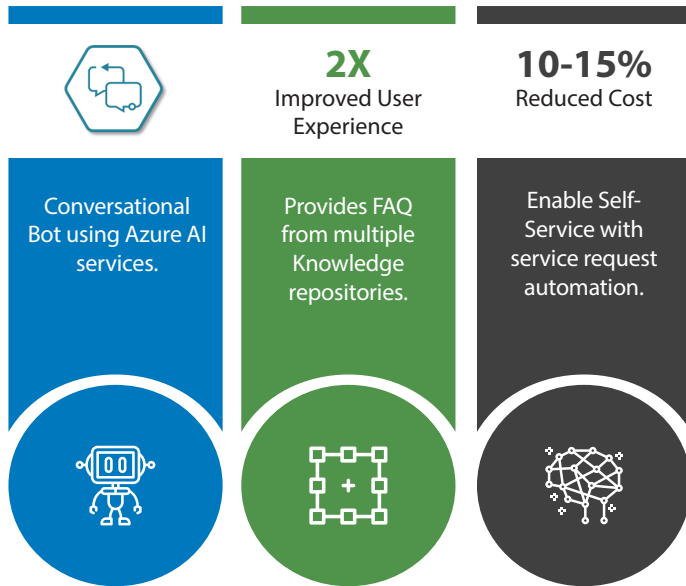
Alert Help-desk
for Service Health
incidents.



Self-Service Bot

By providing a conversational AI-based interface to enable knowledge-sharing and self-service capabilities, users can now interact with Chat-Bots from the realm of Office 365 services (Teams, Skype for Business or web app in SharePoint site).

With this solution, users can engage in interactive queries and search knowledge repositories to get the required information. The Chat-Bot solution also features request management capabilities, to capture issues and requests. These requests can be further processed by the Service Request Automation solution, without any manual interventions.





Service Request Automation

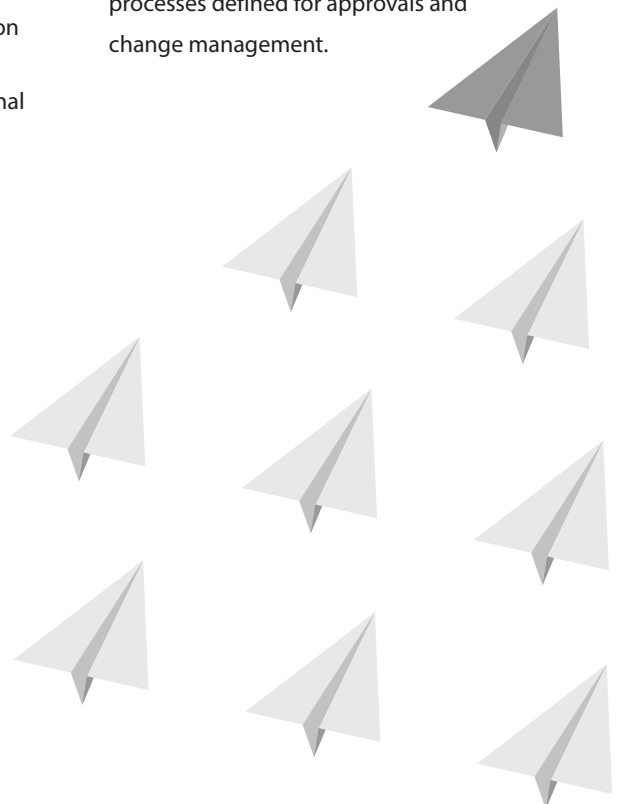
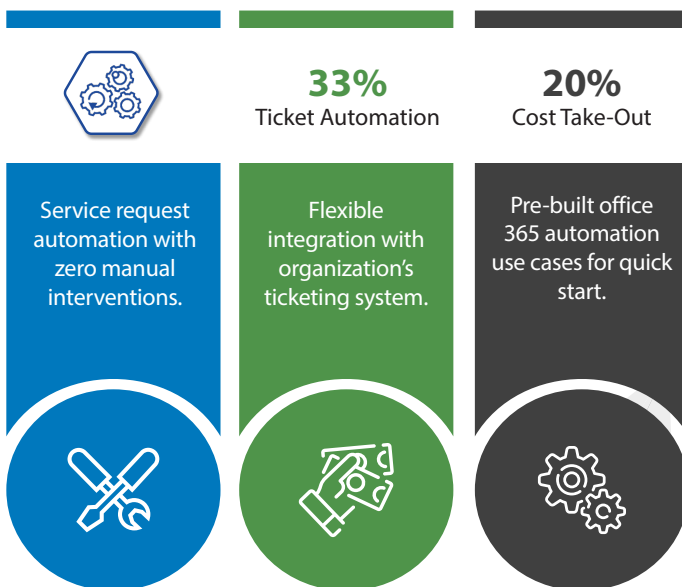
A generic automation solution, that can cater to requests spanning across various services of Office 365 (SharePoint Online, Exchange Online, One Drive, Teams etc.). This framework powered by flexible integration solutions make it possible to capture requests coming from multiple

sources like ticketing tools, self-service apps, Teams conversations, Chat-Bots etc. and continuously track the status of these requests.

This solution comes pre-built with 60+ Office 365 automation use cases for quick start. The simple UI based configuration helps in integrating existing or new automation scripts as per organizational

needs.

During deployment, the automation solution is seamlessly integrated with the organization's ticketing tools without impacting the existing processes defined for approvals and change management.

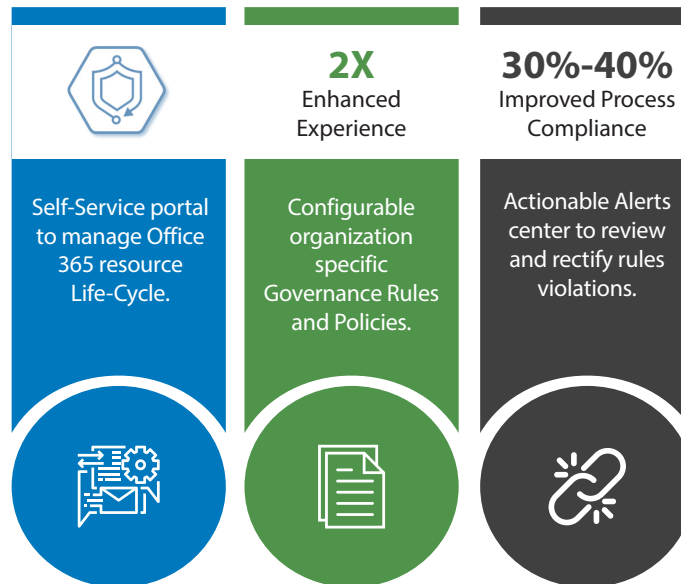


Governance Solution

The governance solution provides a self-service portal for users to manage life-cycle of office 365 resources (SharePoint

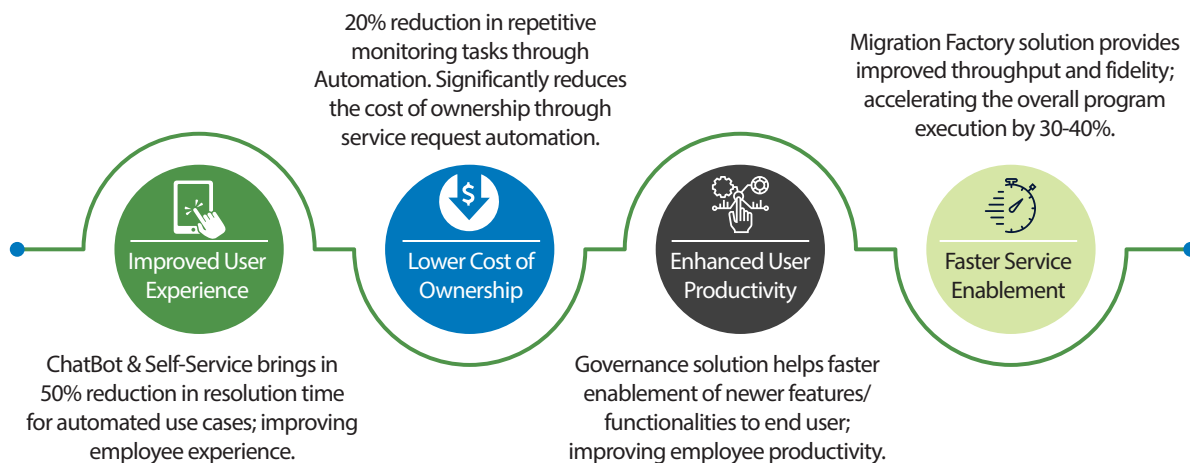
sites, Teams, mailboxes etc.); and enables administrators to apply organization specific custom governance rules and policies on these resources. The scheduled governance rules engine validates the

configured rules and generates alerts for any violations. It also helps in enforcing various life cycle processes like onboarding, re-certification, and retentions for all office 365 services in a uniform manner.



Benefits of Infosys Workplace Suite Solution

The solutions are crucial in improving the quality & reliability of Digital Workplace Services and in enhancing employee experience, which ultimately impacts productivity.



Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 14,000 cloud assets, over 200 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance comes baked into every solution delivered.

For more information, contact askus@infosys.com

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Navigate your next

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