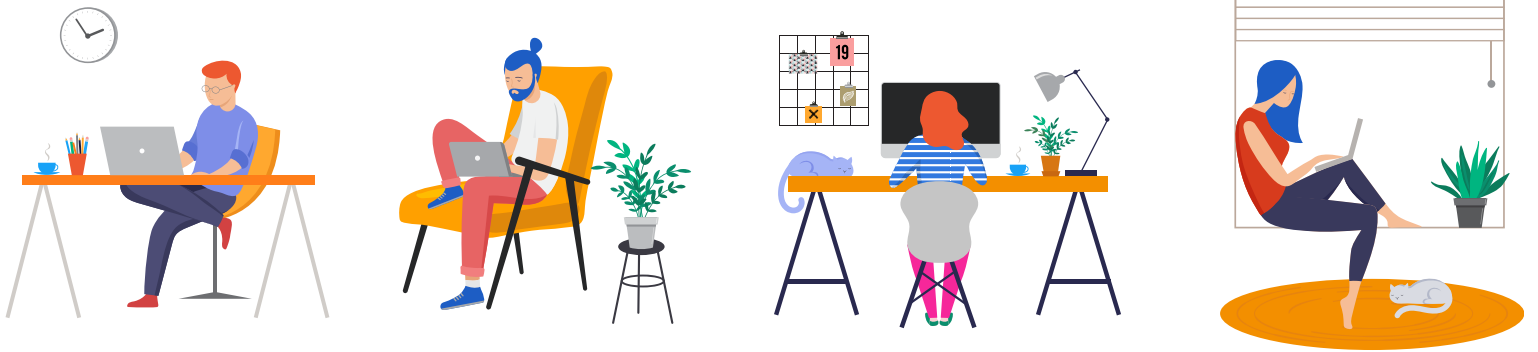


# DRIVING EMPLOYEE EXPERIENCE

with Infosys' Service Offerings  
for Microsoft Viva

Infosys  
cobalt





Digital transformation has moved far beyond technological advancements, and experience is pivotal. Future of work is driven by Employee Experience (EX). The focus on employee experience and related tools and approaches has intensified, and analysts estimate EX Platforms category at a \$300 Billion in annual spend.

## EMPLOYEE EXPERIENCE CRITICAL FOR FUTURE WORKSTYLE

Organizations are challenged to ensure connectedness, anywhere-anytime collaboration, personal, and professional wellness, knowledge management, in these times of hybrid work. These elements are crucial for a consistent experience for employees.

### Current Workstyle

### Future Workstyle



~ 60% of people say they feel less connected to their team after shifting to remote work.

- Keep everyone connected
- Make it easy for people to contribute
- Unite and inspire your organization



85% say wellbeing has declined & 56% say job demands have increased in hybrid workstyle

- Deliver personalized and actionable insights
- Quantify the impact of work on people and business
- Address complex business challenges



People spend about an hour a day—or up to seven weeks a year—searching for or recreating information

- Turn content into usable knowledge
- Organize knowledge into topic pages
- Make knowledge easy to discover and use

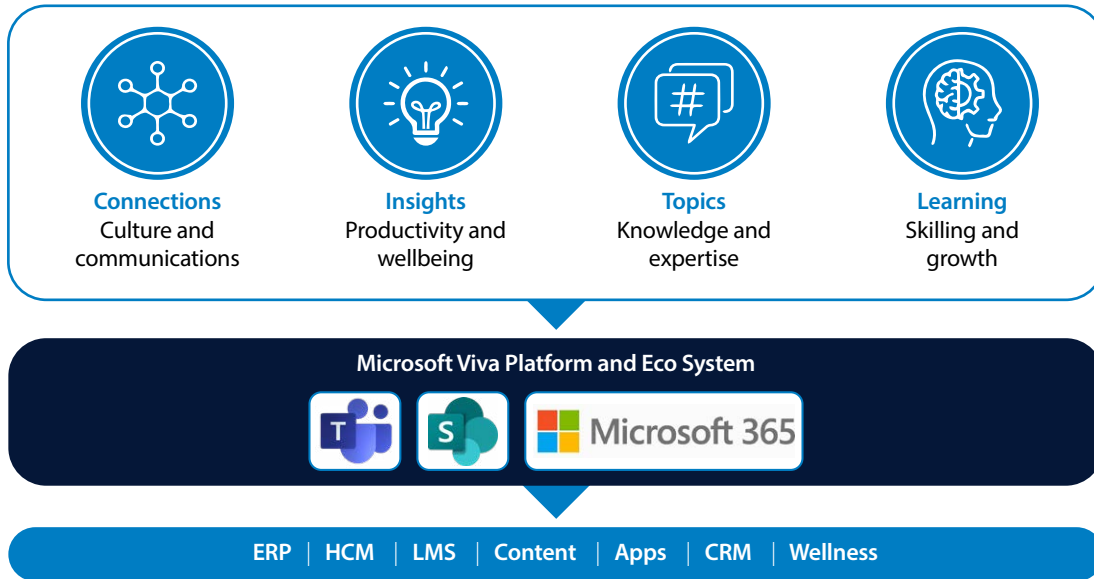


79% of CEOs worldwide are concerned that a lack of essential skills in their workforce is a barrier to future growth

- Make learning a natural part of your day
- Make your learning content available in one place
- Drive results that matter

# DELIVERING EMPLOYEE EXPERIENCE WITH INFOSYS' MICROSOFT VIVA OFFERINGS

Microsoft's new offering, Viva, consolidates communications, knowledge, learning, resources, and insights to empower employees, teams, and culture. MS Viva built and experienced on Teams with MS 365, offers curated news, content, welfare, and career growth to the employees and knowledge preservation, identification and remediation of team struggles, and well-being for the organization.



## 1. Connections –

- a. Discover news and conversations - Keep everyone informed about what's happening across the organization with an individually tailored feed
- b. Curate a centralized destination - Personalized dashboard to streamline visibility into company's critical employee resources

## 2. Insights –

- a. Delivers personalized and actionable insights - Help individuals, teams build better work habits, and for organizations to improve business outcomes.
- b. Quantifies the impact of work on people and business - Data-driven, privacy-

protected visibility, that can be used to improve wellbeing and productivity.

- c. Addresses complex business challenges - Use advanced tools and additional data sources to perform deeper analysis and respond quickly to change.

## 3. Topics –

- a. Turns content into usable knowledge - AI by automatically identifying processing and organizing it into easily accessible knowledge.
- b. Organizes knowledge - Topic pages by enabling experts to share and refine knowledge through curated topic pages, automatically generated and updated by AI.

- c. Makes knowledge relevant and discoverable - Automatically display topic cards across Microsoft 365 apps to discover knowledge in the context of your work.

## 4. Learning -

- a. Discover and share - Easily search for and share learning content in Microsoft Teams chats with groups or individuals.
- b. Recommend and track - Managers, leaders, and employees can easily recommend learning content without leaving Microsoft Teams.
- c. All in one place - Aggregates a variety of information, including assigned content from learning management systems, recommended learnings

## BENEFITS

**People Centric**

Allows the users to learn new skills, personal well being in the flow of work itself

**Integrated Systems**

Provides one stop access to all the resources allowing user a seamless integrated experience

**Platform & EcoSystem**

Built on the content & platform services of Microsoft Teams, SharePoint and MS Graph

**Powerful Insights**

Provides powerful insights using Graph APIs and Artificial intelligence.

**Privacy & Security**

Uses M365 Standard security Mechanism that is trusted across the world.





## OPPORTUNITIES TO REIMAGINE EMPLOYEE EXPERIENCE

With employee experience and wellbeing being the highest priority for organizations today, MS Viva capabilities opens pathways that enable modern workstyle putting people first and driving better business results. The various functionalities presented by Viva can help and organization:

|             | STRATEGIZE  | DEPLOY & ADOPT  | APP BUILDING & INTEGRATION   |
|-------------|---|---|--|
| Connections | <ul style="list-style-type: none"> <li>Employee engagement hybrid work</li> <li>New ways of working</li> <li>Employee wellbeing</li> </ul>  | <ul style="list-style-type: none"> <li>Hyper-personalized employee connection sites</li> <li>Modern collaboration functionalities</li> <li>Integrated social network</li> </ul> | <ul style="list-style-type: none"> <li>Collaborative apps</li> <li>Line-of-Business apps</li> </ul>                              |
| Insights    | <ul style="list-style-type: none"> <li>Hybrid work profiling and assessment</li> <li>Organizational behavior and sustenance</li> <li>Future of work and its impact on people and business</li> <li>Privacy by design</li> </ul> | <ul style="list-style-type: none"> <li>Employee work habit led insights</li> <li>Improved organization wellness</li> <li>Employee productivity improvements</li> </ul>          | <ul style="list-style-type: none"> <li>Industry strategy framework, templates &amp; dashboard</li> </ul>                         |
| Topics      | <ul style="list-style-type: none"> <li>Enterprise content &amp; knowledge management</li> <li>Content rationalization, migration, and security</li> </ul>   | <ul style="list-style-type: none"> <li>Integration and processing of M365 app data</li> </ul>   | <ul style="list-style-type: none"> <li>With Line-of-Business apps</li> <li>Enterprise data organization and migration</li> </ul> |
| Learning    | <ul style="list-style-type: none"> <li>Skill development</li> <li>Learning management</li> <li>Content Design &amp; Development</li> </ul>  | <ul style="list-style-type: none"> <li>Learning content discovery</li> </ul>  | <ul style="list-style-type: none"> <li>LMS content connections development</li> </ul>  |

## INFOSYS'S OFFERINGS FOR MICROSOFT VIVA

Digital Workplace Services and Infosys Consulting offer an integrated set of services on Microsoft Viva across Consulting, Implementation & Integration, and Managed Services.

| Consulting Services   | Implementation & Adoption Services  | Integration & App Development Services   | Managed Services   |
|---|---|--|--|
| <ul style="list-style-type: none"> <li>Corporate Communications Strategy</li> <li>Employee Engagement Strategy</li> <li>Content and Knowledge Management Strategy</li> <li>Business Strategy &amp; transformation services</li> <li>Human capital management &amp; Professional Development Strategy</li> </ul>  | <ul style="list-style-type: none"> <li>Enable / Configuration of Services</li> <li>Knowledge and Content Moderation, Training</li> <li>Migrate to modern SharePoint sites</li> <li>Improve organizational wellbeing with Manager and Leader Insights</li> <li>Create a learning hub by connecting learning platforms &amp; content</li> </ul>  | <ul style="list-style-type: none"> <li>Reusable adaptive cards for Intranet portal</li> <li>Templates and dashboards for a rich insights.</li> <li>Connectors to expose line of business data</li> <li>Custom Topic Pages &amp; Experiences</li> <li>LMS Learning and Content connectors</li> </ul>  | <ul style="list-style-type: none"> <li>Provide continuous support to improve employee experience, well being, knowledge management</li> <li>Platform Governance</li> </ul>  |

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](mailto:askus@infosys.com)



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