WORKING ALL OVER THE WORLD

HOW A GLOBAL CORPORATION BUILT ONE NEXT-GENERATION WORKPLACE PLATFORM FOR THE ENTIRE ENTERPRISE.

Some had tried. Others had failed. And after so many false dawns, this large multinational had little hope that Infosys could deliver a workplace transformation platform that would realise their dreams of greater productivity for their 40,000 global workforce. Other partners had spent three years on it already and got nowhere. Infosys was given three months.

Infosys®

MAKE US COLLABORATE, MAKE US PRODUCTIVE

The company's CEO had a vision of a 'Team of Teams', based on social business collaboration. His target was to improve productivity by 30%, driven by an ability to quickly identify people with the right skills, build small teams and collaboratively solve problems, and 'fail fast' instead of wasting time on unproductive activities. Research showed this was possible: Companies reported better collaboration and a greater focus on results when using social business models. Even McKinsey Global Institute stated that social collaboration methods could improve productivity by 20-25 percent. But the company had spent 3 years trying to realize the CEO's vision. As a last throw of the dice, Infosys was asked to provide a proof of concept to show they could deliver these benefits where others had failed.

To maximize efficiencies, and therefore improve productivity, we were tasked with finding a workable solution by leveraging the existing collaboration infrastructure. After all, our client had already invested millions of dollars in it. We proposed building APIs to connect existing enterprise systems, infrastructure platforms, tools, services, and cloud-based SaaS solutions. By taking an API-based approach, we estimated that it would immediately reduce at least US$10 million (in terms of both capex and opex) from the cost of the project.

BREAKTHROUGH

Connect the systems that already exist, in order to make the whole better than the sum of its parts.

Infosys®

GIVE THEM THE EASE THEY WANT

Modern employees are used to having an easy digital experience on their devices. So they bring it into work. Apps like WhatsApp were used in uncoordinated pockets across the organization because that's what people want. But did "bring your own devices" and apps really pose a problem – or an opportunity? In order to create a collaboration platform that people really wanted to use, we took inspiration from the everyday digital.

We aimed to enable employees to:

- Chat and share info, as they would on WhatsApp
- Personalize content, as they would on their Yahoo! homepage
- Find the right answer quickly, as they would with Google
- Search for experts, as they would with LinkedIn
- Keep all notifications in one place, as they would with dashboards
- Learn about news and recent conversations, as they would by following online trends

And on top of this, the company leadership needed to communicate with the whole organization as easily as they might with Skype or Facetime.

We aimed to make everyday digital usability part of the everyday working experience.

BREAKTHROUGH

We took inspiration from the everyday digital

Infosys®

OK, LET'S DELIVER THIS

Using a controlled sandbox environment helped the team to remove dependencies and enabled them to operate with an agile, 'start-up' mentality. Very quickly, the new system – an improved whole from the parts of all the old systems – started to come together.

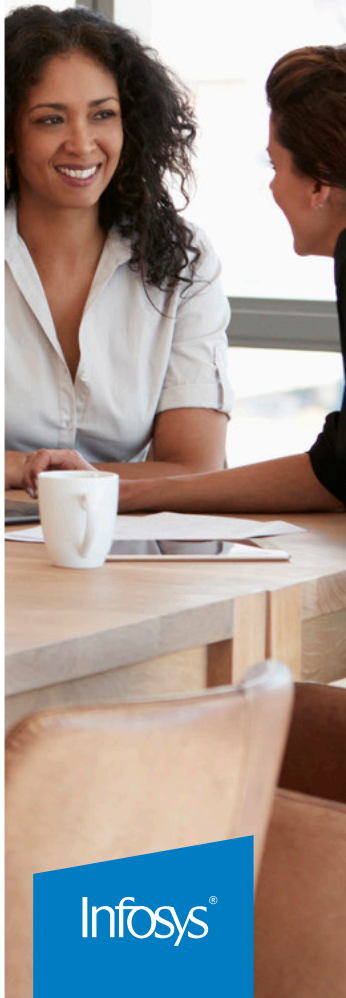
A major shortcoming of the existing portal had been the difficulty in finding critical content, stored across the company's systems. Using either SharePoint search or SQL 2016 full text search, that problem was solved: The answer would now be only a few clicks away. And we're making it even easier with more cognitive APIs to support natural language search. **It couldn't be easier if they Googled it.**

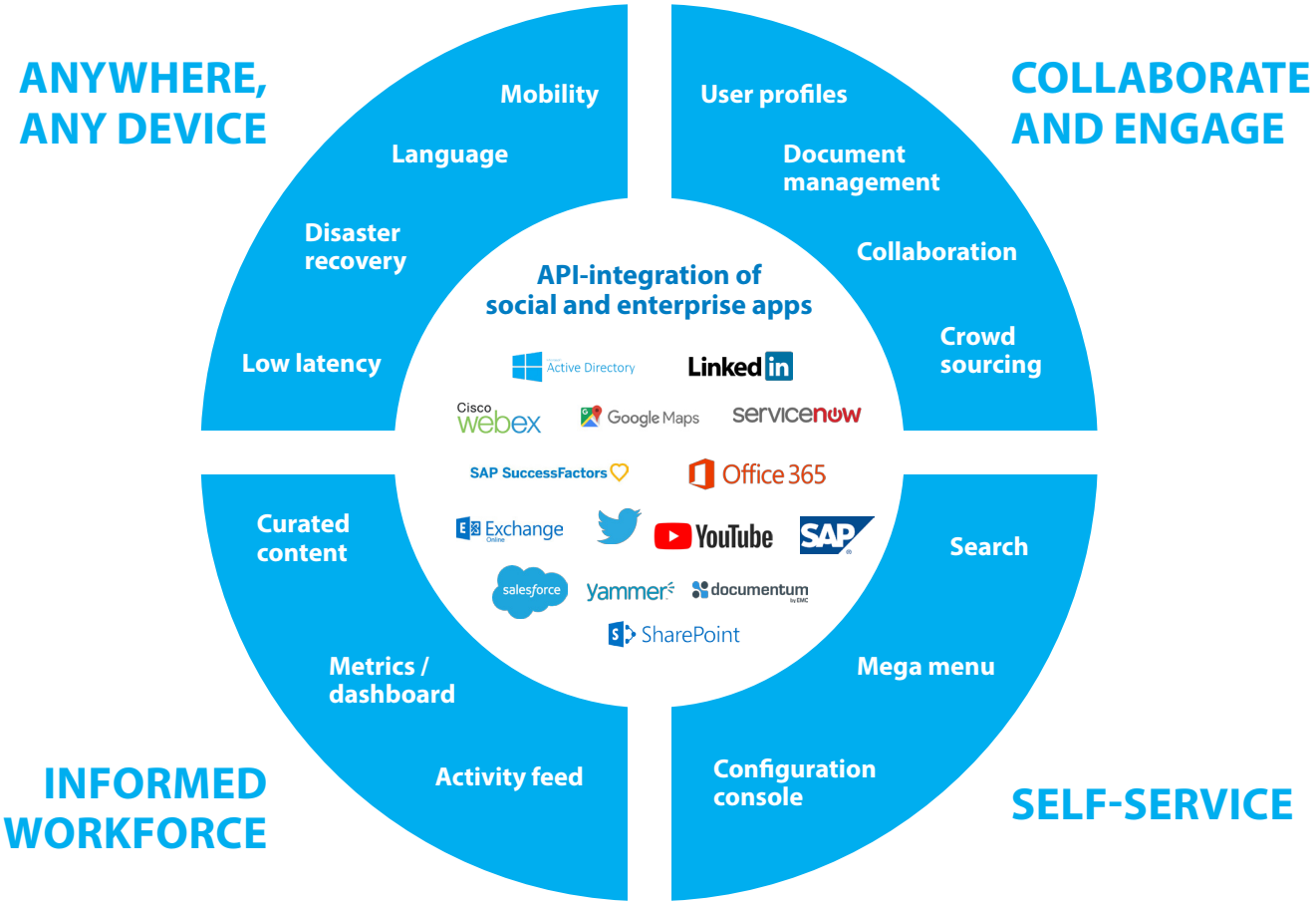
The company also had a combination of on-premise and cloud software in place. Determined not only to leverage existing investment, but aware that the company had global locations with low-latency connection, we set about putting a hybrid infrastructure in place. For some locations, we used the v-Next SharePoint Online (Office 365) and its apps deployed in Amazon Web Services (AWS) as an Infrastructure as a Service (IaaS). In others, we deployed the same SharePoint 2016 but hosted on-premises, and the apps in the main datacenter. The result was that every employee had access to the same functionality, and teams could collaborate regardless of geography or network bandwidth.

And what about testing?

A solution this big needed comprehensive performance testing that wasn't currently available in the client environment. We avoided costs altogether by using the Visual Studio Team Services tool to test from all major global locations. We then proposed the automation of system test cases via open source tools, achieved within 45 minutes – four times faster than manual testing – with minimal disruption to the business.

Throughout, we worked closely with client platform managers to prototype the system and got fast decisions, so the development was supported from start to finish. It also meant that when it was showcased, the client was convinced and the proof of concept stage was circumvented. Let's get this into production…





We were excited about the launch. The company was excited about the launch. For 40,000 employees, however, it was mainly just another day at the office – and that was exactly what we wanted. No interruptions. No glitches. But for the first time, they had a meaningful way of collaborating across the entire company.

APIs + AGILE + COGNITIVE SEARCH + RAPID PROTOTYPING = PRODUCTIVITY!

ZERO DEFECTS, BUGS AND ERRORS REPORTED ON LAUNCH DAY

WE DID THIS FOR THEM. WE CAN DO IT FOR YOU.

Find out more about how this approach can be used for organizations of different sizes, maturity, and complexity.
Reach out to us at
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