Performance on Environmental Goals │ Enabling Digital Talent at Scale │ Tech for Good │ Nurturing Workplace Inclusivity │ Energizing Local Communities

Facilitating Employee Wellness and Experience

Designing world-class employee experiences

We strive to create a world-class employee experience by designing consistent best-in-class policies, processes, programs, and systems, focusing on creating 'Experience by Design' while keeping employees at the core of whatever we do. We gather employee feedback using robust listening mechanisms, built in through the employee life cycle to help improve our offerings and create positive memorable moments that matter using technology. Some of our interventions across the employee life cycle include.

InfyMe
Our mobile-first, self-service platform integrates over 200 service touchpoints into a single, intuitive interface. InfyMe is designed to be seamlessly contextual, aiding networking and collaboration among our employees anytime, anywhere. We continue to enrich our InfyMe app with more services that enable teams to operate, connect, collaborate easily, particularly in the hybrid work model.

AI in employee experience
At Infosys, we recognize that each employee is unique, and so should be their journey within the organization. In today's digital-first world, we are harnessing the power of Artificial Intelligence (AI) to deliver personalized experiences at scale. In line with this, we are reimagining the employee experience by integrating AI across the entire talent lifecycle - from recruitment and onboarding to performance management and continuous learning till offboarding. Our AI-powered recruitment capabilities streamline candidate screening, dynamically match talent with open roles, and enable intelligent interview scheduling. Innovations like facial recognition and compliance-driven checks enhance security and integrity in the hiring process. We have also introduced intelligent job recommendation features on our career platforms, helping candidates discover relevant opportunities based on their unique skills and experience.

For new joinees, in onboarding, initiatives such as Infosys Immerse in the metaverse, AI-powered assistants, and smart identity verification tools are shaping seamless, engaging entry experiences. Employees benefit from AI-driven assistants like NAVI, which handle queries, support transactions, and offer tailored policy guidance, reducing reliance on helpdesks while enhancing personalization.

Some of our NAVI powered interventions, we have already implemented at Infosys are:

- **Data Assist:** This AI assistant can be used to query data related to Leave, Attendance, Allocation, Assets, Confirmation, Master data etc., of self and the team. It avoids the need to go to multiple systems. Data can be queried in natural language making it easy for the manager.

- **Policy Advisor:** Revolutionizing the way, employees interact with HR for various services. For instance, the AI Assistant will respond to employee queries by interpreting policy documents and personalize interactions based on an individual employee. The Navi orchestrator merges multiple domain advisors into a single interface, routing employee queries to the appropriate advisors. The advanced AI algorithm personalizes responses based on employee profiles, ensuring program effectiveness. This will in turn help reduce queries going to our helpdesk and directly to HR as well.

- **Moments That Matter (MTM):** Every employee has significant moments that create substantial impact on their overall satisfaction and well-being, during their organizational experience. MTM has been ideated to become a celebration platform which will be integrated into all celebrations, small or big, throughout the employee life cycle. Smart alerts inform employees on upcoming moments that matter in their team and they can use AI to generate cards and messages to their colleagues and teams.

For managers and leaders, AI tools enable intuitive access to data, proactive nudges, and insights that support informed, empathetic decision-making. Our AI-driven pulse analysis also empowers continuous listening, helping us identify employee sentiment and act early to enhance well-being and engagement.

In learning and development, we are deploying generative AI to deliver personalized learning paths, simulate real-world scenarios, and assist in content creation. AI companions on our learning platform Lex, such as Zoiee and SynthAlz, provide intelligent tutoring, summarization, and contextual learning support. These innovations ensure every employee receives guidance aligned to their goals, skill levels, and preferred learning styles. From automated offboarding to retention analysis, AI also supports thoughtful transitions while maintaining a human touch. Our vision remains clear: to responsibly use AI not as a replacement, but as a powerful enabler enhancing personalization, improving operational agility, and reinforcing our commitment to a people-first, future-ready workplace.