EMPOWER YOUR WORKFORCE

Infosys | Workplace Transformation Services

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Navigate your next

Foster Collaboration for Excellence at Workplace

Enterprises have complex corporate structures and dynamic workplace needs. There are many departments, divisions, business units, locations and mobile workforces. Sharing the right information, being connected seamlessly and having an engaging experience at workplace are key to enterprises' success as these will result in increased employee productivity and organizational efficiencies.

There is an imperative need to control and collaborate across all entities – departments, partners and operations. **The Infosys** *Collaboration Workbench* – Office 365 based tool brings the power of automation to help you quickly iterate, prototype and realize value from your investments in Office 365. It ensures optimum Office365 adoption and enhanced user experience through continuous innovation across implementation and managed services.

Three modules of the collaboration workbench

Workbench, with its predefined workstyle-specific design templates, automated site provisioning scripts, personalized multi-lingual support ensures consistent experience and, reduces the process thinking time and deployment efforts. It simplifies the setting up of enterprise collaboration platforms with preconfigured templates, components from app store and UX themes. With workbench, enterprises can quickly measure the effectiveness of their employee experience initiatives, and collaborate seamlessly.

- Preconfigured solution with workstyle-specific templates
- Customizations through tailored configuration
- Automated site provisioning
- Customized branding through xml
- Multilingual support
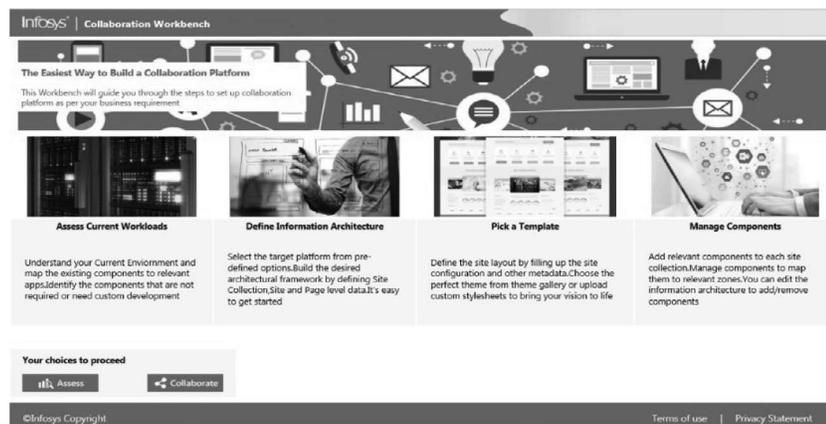
Apps catalog helps address common enterprise demands related to ideation portals, knowledge management, and policy repositories faster. The Apps catalog - a repository of feature-rich, functional, reusable and context-aware applications – play a big role here. These apps are plug and play conveniences that bring down configuration time considerably. Chatbots integrated with these apps make the user experience immersive. Also, Search as an integrated service makes finding content, people & resources much simpler.

- **Employee engagement**
  - Content authoring & publishing
  - Organizational updates
  - Surveys & feedback
  - Awards and recognition
- **Knowledge management:**
  - Asset submission & approval
  - Expert corner
  - Innovation hub
- **Document management**
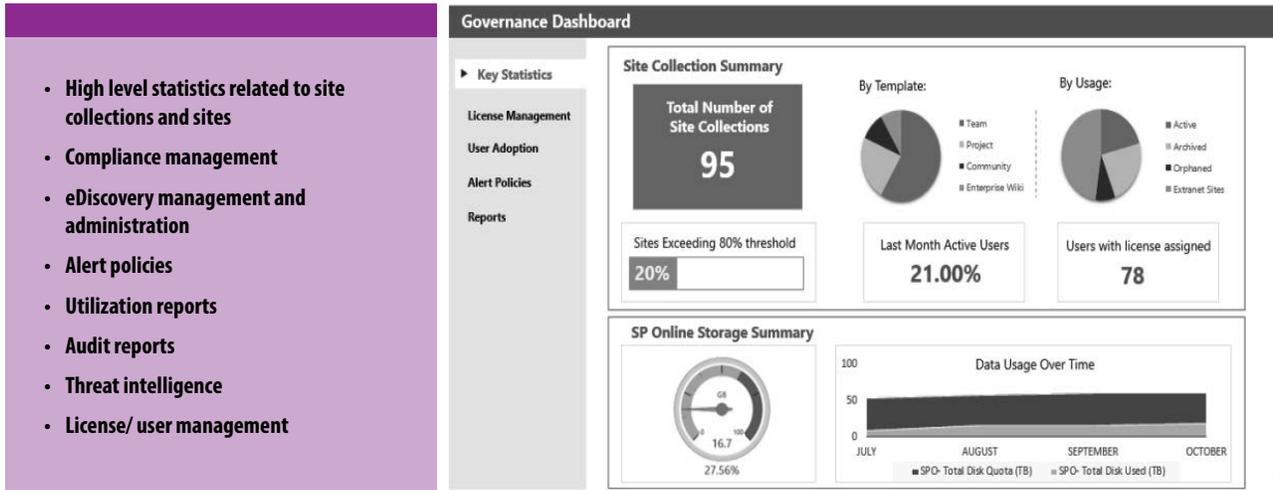- **Document submission, and approval**
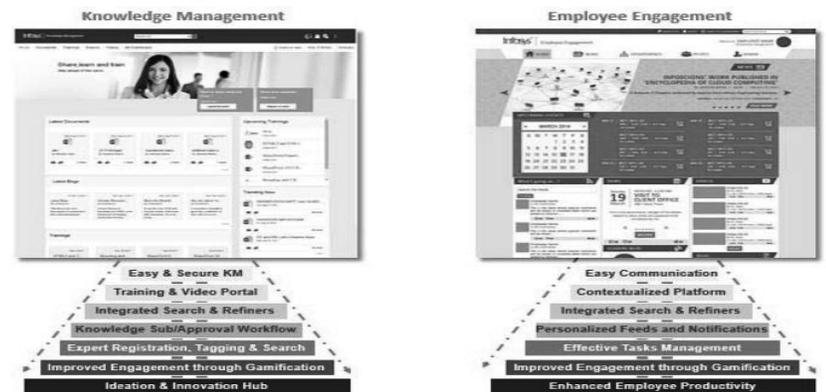
Sample Design Templates powered by Apps catalog

Governance dashboard provides a consolidated view of the Office 365 tenant to administrators. It provides the high level statistics around site and licensing usage to monitor overall consumption. It analyses the user activities to ensure they are well within the corporate guidelines and generates alerts in case of any security breach. This dashboard facilitates comprehensive reporting to provide detailed insights on user activities, usage details and security related incidents. This reporting is further backed by analytics enabling admins to take well informed decision and maintain governance.

- **High level statistics related to site collections and sites**
- **Compliance management**
- **eDiscovery management and administration**
- **Alert policies**
- **Utilization reports**
- **Audit reports**
- **Threat intelligence**
- **License/ user management**

Governance Dashboard

Benefits

- Accelerated go-live with pre-defined templates and automation scripts, reducing process thinking and deployment efforts by 35%
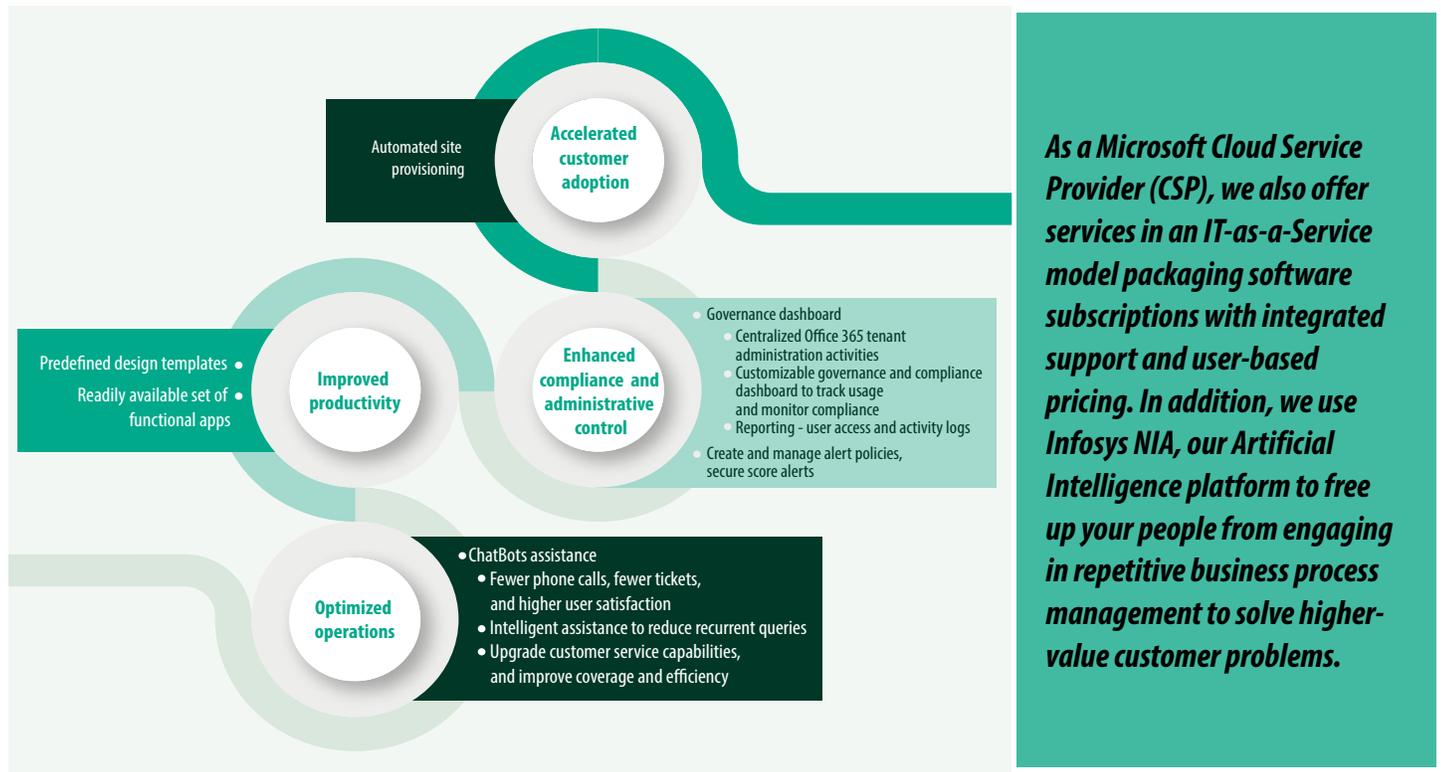- Reduction in 60-70 % build and configuration timelines through plug and play apps from our exclusive App Store
- 40+ apps which can be enabled on the go to address the enterprise digital workplace needs for effective collaboration, knowledge and information sharing across a network of teams
- Personalized collaboration portals and experience ensures increase in users Office365 consumption by around 40% resulting in better ROI
- Significantly reduce the cost of ownership to build & manage the collaboration platform

Role of Infosys collaboration workbench in Managed Services

Infosys Collaboration Workbench enhances managed services framework by enabling service automation, improved service capabilities and by providing a robust tenant Governance.

Automated site provisioning

Accelerated customer adoption

Predefined design templates ●
Readily available set of ● functional apps

Improved productivity

Enhanced compliance and administrative control

● Governance dashboard
- Centralized Office 365 tenant administration activities
- Customizable governance and compliance dashboard to track usage and monitor compliance
- Reporting - user access and activity logs
● Create and manage alert policies, secure score alerts

Optimized operations

● ChatBots assistance
- Fewer phone calls, fewer tickets, and higher user satisfaction
- Intelligent assistance to reduce recurrent queries
- Upgrade customer service capabilities, and improve coverage and efficiency

As a Microsoft Cloud Service Provider (CSP), we also offer services in an IT-as-a-Service model packaging software subscriptions with integrated support and user-based pricing. In addition, we use Infosys NIA, our Artificial Intelligence platform to free up your people from engaging in repetitive business process management to solve higher-value customer problems.

Here is something that may interest you

Does Collaboration Workbench incur any cost to the customers?

- Absolutely Not! We provide Workbench features for all our transformation and managed services programs as a value-add service

What is the delivery model?

- Prebuilt templates, UX themes and apps from Infosys App store will be deployed and configured on customer's landscape. Project teams are equipped to contextualize and enhance the experience

Let's Talk

Do reach out to us to know how we transformed the workplaces of some of the fortune 500 clients.

Write to us at WorkplaceTransform@infosys.com

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For more information, contact askus@infosys.com

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