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DIGITAL WORKPLACE SERVICES — THE NEED TO HUMANIZE EXPERIENCES

Infosys® | Knowledge Institute

Contents

The world of work is undergoing a seismic shift, thanks to rapid technological changes and evolving societal expectations. While enterprises integrate generative AI responsibly to become AI-first, human-centricity remains central for improving employee experiences.

The rapid pace of change at work, from hybrid and the growth of the gig economy to transformative new technologies, means organizations face the dual challenge of maintaining productivity and fostering innovation.

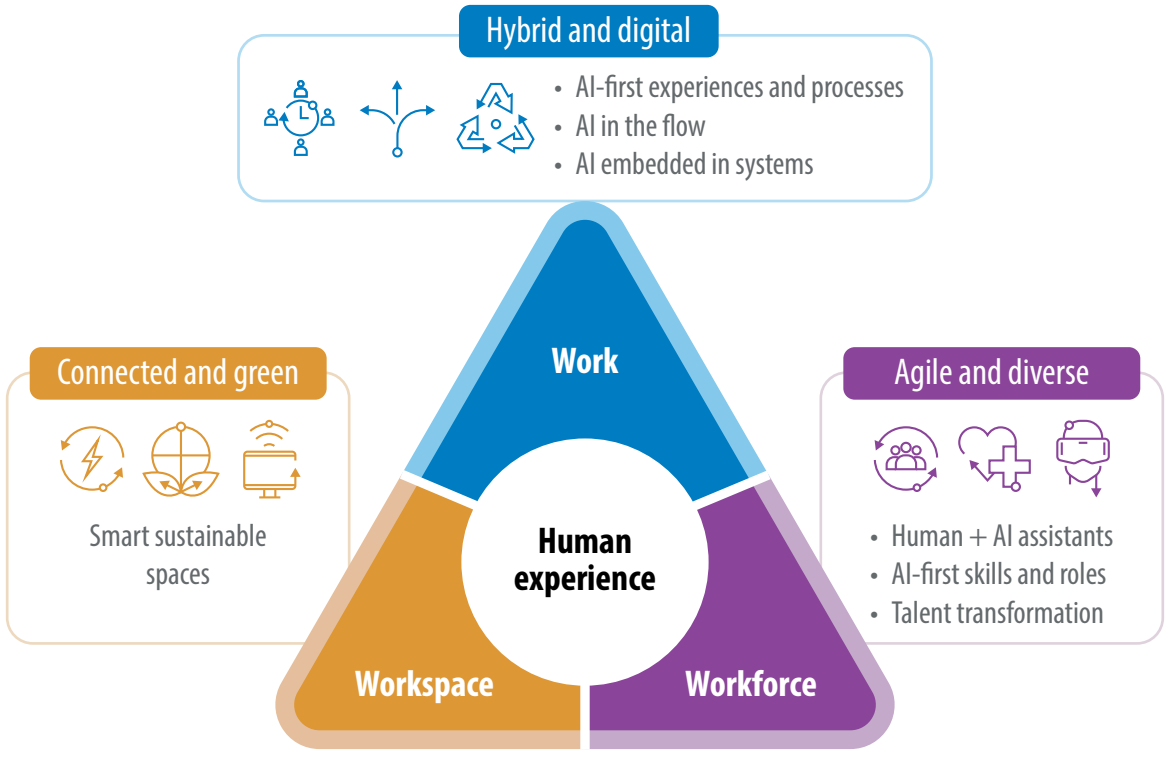
To deal with these challenges and adopt to an evolving workforce, organizations must prioritize a human-centric approach. This involves creating inclusive workplaces that support mental and physical wellbeing, offering flexible work arrangements, and investing in continuous learning and development. Emphasizing employee engagement, diversity, and a strong organizational culture are also crucial to attract and retain talent.

Generative AI plays a pivotal role in this transformation. It unlocks employee potential by personalizing skill development, fostering creativity, and enhancing decision-making capabilities. This not only improves employee experiences but also contributes to the development of smart, sustainable spaces in AI-first organizations. These spaces are designed to adapt to employees' needs, optimize resource usage, and promote a healthier, more efficient work environment, aligning with long-term sustainability goals.

The Infosys Knowledge Institute's Future of Work report identifies key challenges and strategic priorities toward digital adoption. Survey respondents highlighted collaboration as a critical challenge in adapting to hybrid work environments and emphasized automation and workflow digitization as their next major priorities. That report also underscores the significant impact of training on digital adoption.

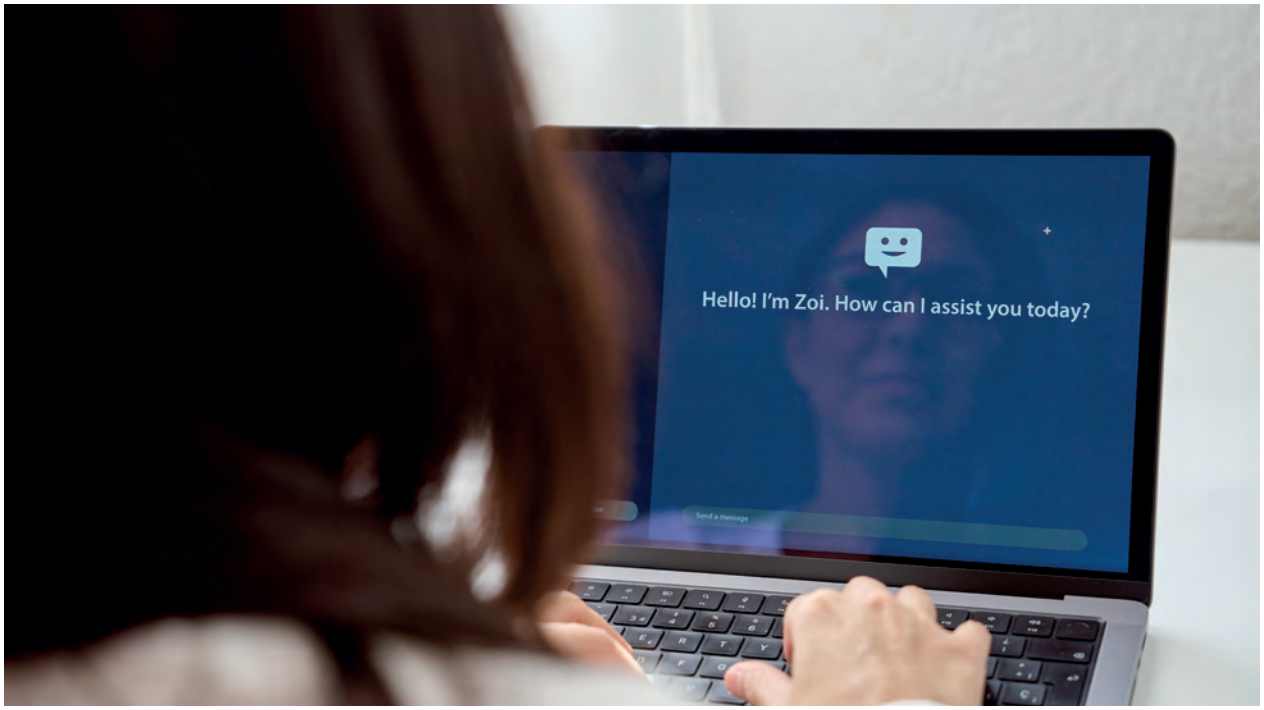
However, it is equally important to address ethical considerations and ensure that these technologies are implemented responsibly. Balancing technological advancements with human values is essential for building a sustainable and resilient workforce that can thrive in a changing landscape.

Figure 1: Humanize workplace experiences for an AI-first enterprise



Source: Infosys

Time to go AI-first



Each phase of workplace transformation brings challenges and opportunities. Horizon 1 (H1) marked the onset of digital transformation in the workplace, laying the foundation for enhanced operational efficiency and connectivity. Transitioning into horizon 2 (H2), the focus expanded to hybrid work, phygital (physical and digital), connected and sustainable workspaces, gig economy, and agile workforce management, with a focus on human-centricity. These solutions also facilitated inclusivity, employee wellbeing, and safety to ease the return to office after the pandemic. Digital dexterity, adoption, and change management became crucial to keep the workforce nimble.

Looking ahead to horizon 3 (H3), organizations must now embrace an AI-first approach to further enhance productivity, amplify human-centric experiences, and democratize innovation. With the rise of generative AI and the consumerization of the workplace, organizations offer personalized digital experiences, streamline operations, facilitate knowledge access, and improve decision-making with faster data analysis and real-time insights. Central to this evolution is the principle of responsible implementation, ensuring that AI-driven advancements prioritize ethics and sustainability in the workplace.

Enterprises leverage generative AI in a range of ways to boost productivity, from using Copilot to summarizing meetings and documents to intelligent automation, as the Infosys Knowledge Institute found in its Generative AI Radars. Enterprises also elevate employee experience through hyperpersonalization with natural language processing (NLP), digital assistance support, and innovative work methodologies. By democratizing innovation, employees can test ideas, experiment, and create prototypes with AI integration, thus making way for agile processes and gaining actionable insights from knowledge mining. By the time an organization reaches H3, it should have fully transitioned into an AI-first business, fundamentally transformed through the strategic and innovative use of generative AI.

Figure 2: Evolution from H1 to H3

	H1 - Digital workplace	H2 - Hybrid workplace	H3 - AI-first workplace
Device infra and life cycle management	• End-user computing • On-premises managed endpoints • Virtual desktop infrastructure • Application packaging and distribution	• Persona-based DaaS • Cloud/comanaged endpoints • Cloud virtual desktops • Enterprise app store and self-servicing	• Device circularity and sustainable DaaS • AI-powered endpoints (self-heal, Copilot) • Cloud PC/PC as a service • Integrated SAM and HAM
Digital collaboration	• Cloud collaboration suite • Collaborative apps and chat-based interfaces • Document and information management	• Hybrid and intelligent collaboration • Visual and team collaboration with digital whiteboards • Digital knowledge management	• AI-powered collaboration • Collaborative workflow automation • Intelligent knowledge networks (Digital Brain)
Unified communications and contact center	• Telephony and voice over internet protocol services • IVR-based contact center solutions • Traditional skill/queue-based routing in contact center	• Cloud voice and UCaaS • CCaaS with chatbots and agent assist	• Mixed reality for integrated communication and collaboration • Generative AI-based virtual agent and real-time agent assist • Integrated UCaaS, CCaaS, and CPaaS
Connected workspaces	• Building and facility management • Standalone solutions for access, physical security and visitor management • Tech bars and service centers	• Smart spaces (focus on employee experience, sustainability) • Integrated workplace management systems • Walk-in kiosks, smart lockers, digital classrooms for training	• Connected and hybrid workspaces • Seamless smart access to facilities using advanced biometric • Digital twins, virtual tech bars with AR/VR and digital assistants • Knowledge assistant on the wheels
Workplace security and data privacy	• Secure on-premises workplace • Endpoint protection platforms for endpoint security • VPN - secure web gateway for network security • Threat monitoring through log aggregation and security information and event management • Single sign-on and access control list for user access management	• Zero-trust enabled hybrid workplace • EDR for endpoint security • Cloud VPN for network security • Threat monitoring through user and entity behavioral analytics, endpoint forensics • SAML, IDaaS, and MFA	• Cognitive and converged security • AI/ML-based extended detection and response (XDR) for endpoint security • ZTNA and SASE frameworks for network security • Advanced threat analytics and security Copilot for threat monitoring and response • Password-less/biometric authentication for user access management
Service desk	• Traditional service desk through phone and email • IVR and call routing	• Digital multichannel support and persona-driven service desk • Conversational AI with enhanced self-service and self-healing capabilities • Language neutralization for nonvoice contact	• AI-first zero-touch service desk and experience management • Generative AI-based virtual agent (NLP) and agent assist features • Language independent service desk with real-time language translation across channels
Employee experience platforms	• Intranet applications and web portals with user experience focus • Single sign-on and role-based access control • Integrated systems (dataflow)	• Unified employee experience platforms with human-centric experience and omnichannel • Hyperpersonalized and multifactor authentication (MFA) • Automated employee and HR workflows	• AI and digital assistant-powered employee experience platforms with extended reality • AI-first process • Wellbeing and sustainability
Digital learning	• Learning content management platforms • Online or classroom training	• Digital learning platforms with personalized and role-based learning paths • Interactive learning • Learning analytics and gamification	• AI-assisted learning platform with hyperpersonalized delivery, summarization, and recommendations • Generative AI led experiential learning with adaptive learning style • Agent assistant for trainers in content creation and learning delivery
Digital employee experience management	• Employee survey tools	• DEX management tools for each device, network and connectivity, security, and digital collaboration • Workplace analytics, self-heal and automations	• Next-generation observability and integrated employee experience management • Real-time insights and cognitive actions for employee experience management

Source: Infosys

Figure 3: Key trends across digital workplace services subdomains

Digital collaboration	**Trend 1.** Digital assistants boost productivity **Trend 2.** Intelligent knowledge networks empower content management
Device infra and life cycle management	**Trend 3.** Organizations shift toward sustainable hardware approaches **Trend 4.** Intelligent, responsive AI-driven applications draw interest
Workplace security and user privacy	**Trend 5.** Integrated data security solutions gain popularity **Trend 6.** Zero trust and SASE together establish a perimeter-less workplace
Employee experience platforms	**Trend 7.** Firms advance to unified, human-centric, mobile-first employee experience **Trend 8.** AI-driven employee experience gains momentum
Unified communications and contact center as a service	**Trend 9.** Generative AI enhances real-time communication as a native and service offering **Trend 10.** Hyperpersonalized self-service reduces labor costs for contact centers
Connected workspaces	**Trend 11.** Conventional office designs undergo modernization **Trend 12.** Smart technologies emerge for sustainable operations
Service desk and experience	**Trend 13.** Generative AI-powered virtual assistants enhance customer experience **Trend 14.** Digital assistants transform agent experience
Digital learning	**Trend 15.** Generative AI to hyperpersonalize learning at scale **Trend 16.** Generative AI breaks distance barriers and enables learning inclusivity
Digital employee experience management	**Trend 17.** Workplace transforms toward unified DEX **Trend 18.** Integrated experience management becomes increasingly relevant

Source: Infosys

Digital collaboration

As hybrid working continues to evolve, a key challenge is declining employee productivity as enterprises struggle to optimize hybrid, balancing employee experience, productivity, and connectedness.

Next-generation AI tools can help by offering tools tailored to digital collaboration. These tools offer informed decision-making within teams through predictive analysis, automation of repetitive tasks, and seamless collaboration across distributed teams, transcending language and location barriers.

Trend 1: Digital assistants boost productivity

AI-powered assistants can address issues such as communication and collaboration gaps, information misinterpretation, inefficient time management, and constant distractions. These user-centric tools can help prioritize workload, personalize interactions, handle repetitive tasks, and learn from customer interactions, thus boosting employees' productivity.

A leading agricultural machinery manufacturer partnered with Infosys to improve workforce productivity. The company deployed AI assistants to automate mundane and repetitive tasks, relieving administrative burdens and enhancing productivity and efficiency of individuals and teams.

Trend 2: Intelligent knowledge networks empower content management

Generative AI tools can help enterprises organize and mine their existing content for insights, making it easier for employees to interrogate both the content and its metadata so that they can explore the organization's knowledge graph more effectively. We expect this trend to continue, and for it to foster a culture of continuous learning.

A global mining company partnered with Infosys to migrate its content from legacy tools to cloud, enabling the use of generative AI to establish a modern knowledge management system. This system, powered by automated metadata extraction and tagging, makes it easier for users to retrieve and act on information, regardless of shifts in organizational structure. This relies on established standards and secure governance.

Device infra and life cycle management

A growing focus on sustainability is driving a shift to renewing rather than replacing devices, focusing on refurbishing and extending their lifespan to minimize waste.

AI-powered intelligent device management has transformed how devices are handled, utilizing AI and machine learning (ML) to deliver predictive maintenance and anomaly detection for anticipating issues, automated software updates for seamless deployment, and self-healing capabilities for continuous performance monitoring and automatic adjustments.

Trend 3: Organizations shift toward sustainable hardware approaches

Sustainable hardware is central to organizational strategies. Pure device as a service (DaaS), which includes comprehensive device life cycle management, has become standard practice. Organizations are now embracing ecofriendly practices throughout the hardware life cycle, from procurement to disposal. This approach is crucial for enterprises aiming to lower emissions and achieve net-zero targets.

Enterprises committed to ESG principles, such as Infosys, have established a circular economy framework. This includes global supply chain access to fulfill extended producer responsibility, circular product design, digital tools for circular practices, performance measurement, learning platforms for sustainable solutions, reverse logistics for waste return and recycling, and carbon and environmental footprints to support sustainable business practices.

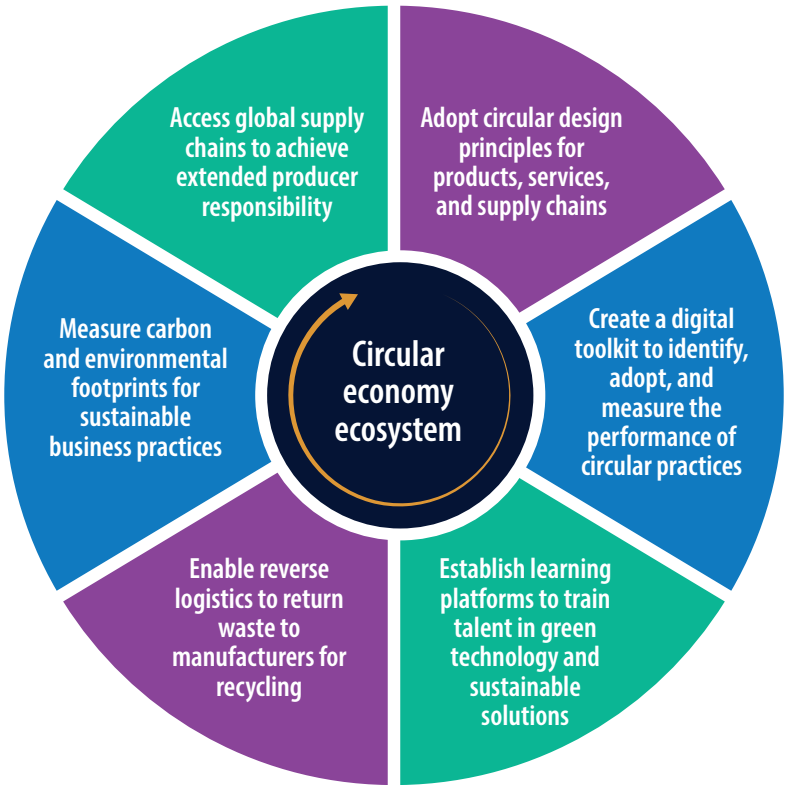
Trend 4: Intelligent, responsive AI-driven applications draw interest

AI can analyze user requirements and optimize device settings and resources through intelligent provisioning, where user behavior analytics and personalization tailor device experiences based on individual preferences and usage patterns. AI also detects threats, anomalies, and policy violations, initiating appropriate response actions. While some of these capabilities are evolving, they enable

more efficient operations, improved security, and enhanced user experiences by minimizing manual efforts, reducing downtime, and optimizing device performance and configurations throughout the device life cycle.

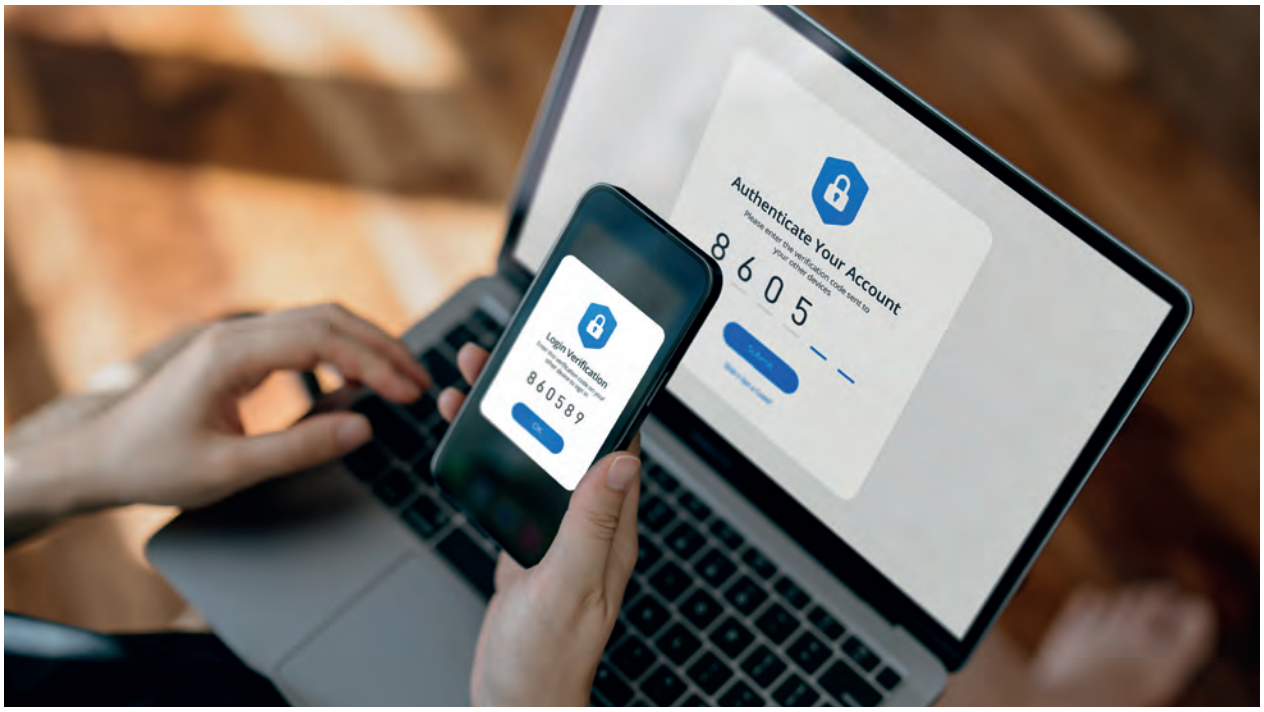
A new generation of computing devices equipped with dedicated neural processing units (NPUs) handle computationally intensive tasks associated with AI workloads, such as deep learning, computer vision, and NLP. These devices boost productivity by managing edge computing, content creation, gaming, and scientific research. They enable advanced AI capabilities at the edge, streamlining tasks such as rendering, AI model training, immersive gaming experiences, and accelerated scientific simulations.

Figure 4: Infosys framework for circular economy ecosystem



Source: Infosys

Workplace security and user privacy



A digital workplace enables effective and collaborative work practices that boost productivity, workforce engagement, and flexibility. It aims to align physical and virtual experiences for employees, whether they're working remotely or in office.

However, security threats also intensify with digital advancements. One key defense strategy is zero trust, which enterprises should enforce. This allows for identity management via conditional access and limited privileges, in addition to other strategies including secure and integrated data life cycle management, audit trail capabilities, and adherence to regulatory standards.

The zero-trust aligned secure access service edge (SASE) framework addresses security challenges arising from applications deployed outside enterprise data centers, and sensitive data stored across multiple cloud services, and users connecting from outside the perimeter via a range of devices. SASE bundles zero trust network access (ZTNA), next-generation firewall (NGFW), cloud access security broker (CASB), and other security services with network services such as software-defined wide area networking (SD-WAN), WAN optimization, and bandwidth aggregation, to deliver a cloud-native security platform.

Trend 5: Integrated data security solutions gain popularity

Companies are going digital faster than ever, with Microsoft and Google being prominent players in this transformation. However, the rise of borderless workplaces has heightened concerns about data security and privacy, emphasizing the need for robust security measures. Central to data security is data classification, categorizing data by sensitivity. Enterprises use protection services across platforms like email, cloud apps, and devices. Integrated solutions manage the entire data life cycle, from classification to secure disposal.

Microsoft 365's security stack — comprising Microsoft Information Protection, O365 Data Leakage Prevention, Microsoft Defender for cloud apps, and BitLocker — provides comprehensive protection across Office365, Windows 10/11, MS Teams, SharePoint Online, and Exchange Online. By adopting these measures, organizations can safeguard data while enabling seamless collaboration and productivity.

A German specialty chemicals company partnered with Infosys to secure its digital workplace with a unified data protection system. They aimed for unified data classification, labeling, encryption, and protection across user devices and applications. Infosys helped the firm implement a zero-trust framework for over 20,000 endpoints, ensuring critical data security throughout the life cycle of the device.

Trend 6: Zero trust and SASE together establish a perimeter-less workplace

Enterprises increasingly transition from traditional virtual private networks (VPNs) to ZTNA for its flexibility and enhanced security. However, this shift toward a more mobile and cloud-centric workforce amplifies complexity, putting enterprises and stakeholders at risk. Enterprises have isolated processes for networking- and security-related functions, creating inefficiencies and preventing an end-to-end view.

To address these complexities, enterprises are increasingly adopting a zero-trust architecture within the SASE framework. SASE simplifies security by moving controls closer to users and data (the "edge"), replacing legacy network technologies. This "as a service" model delivers several benefits, including improved return on investment (ROI), stronger security, and reduced complexity. As a result, many organizations are embracing SASE and implementing modern security solutions like ZTNA and CASB.

An Australian mining company partnered with Infosys to deliver an SASE solution using Palo Alto Prisma Access. This allowed the enterprise to deliver a zero-trust security architecture, ensuring secure access for 15,000 global users across client headquarters, branch offices, and mobile locations. The solution provides secured access to cloud and data center applications across five data centers, 130 remote networks (branch offices), and the internet. By replacing legacy VPNs, the company established secure workplace connectivity with low latency and high resilience.

Employee experience platforms

Contrary to traditional views, trust is not merely a soft skill. Our research demonstrates a clear correlation between employee wellbeing and positive responses when companies prioritize their needs. However, established methods for fostering trust and engagement are proving inadequate in the contemporary cloud- and AI-driven era.

Enterprises have transformed their systems, processes, and tools to best suit employees living and working in a digital and flexible age. However, the workforce is now scattered and, with structures such as gig-economy, hybrid and remote working, employees are less connected to their workplaces.

This shift in how we work demands unified experience platforms crucial to enable seamless interaction. As our Tech Navigator Report emphasizes, organizations must create efficient and user-friendly digital experiences that emotionally connect and engage employees. Many organizations also aim to integrate AI-based solutions into their employee experience strategies to complement existing solutions.

Trend 7: Firms advance to unified, human-centric, mobile-first employee experience

Employee experience transformation focuses on six key pillars: human centricity (adopting a human-led approach), unification (implementing a central platform to drive engagement), inclusivity (removing traditional accessibility barriers), hyperpersonalization (driving engagement with contextualized experiences), transparency (involving employees in the journey), and measurability (uniting employees through shared successes).

A Middle East city-state organization sought a new employee experience application but could not find a suitable platform. Partnering with Infosys, the firm designed and built a solution that transformed the office into a tool supporting productivity and effectiveness, and created a space where employees want to engage daily.

Trend 8: AI-driven employee experience gains momentum

Enterprises are looking to create AI-first experiences that place the employee at the center, responding to their questions and helping them with their tasks. Intelligent knowledge networks turn structured and unstructured data into findable and actionable knowledge to support the user according to their needs. As workplaces advance toward H3, tools will evolve from collaboration between humans and digital bots, to using digital avatars and AI assistants to enhance human potential and thrive in today's competitive AI-enabled world.

For a leading Middle East oil and gas company, Infosys is developing an AI-driven experience solution with digital assistants. This tool will enhance the employee experience journey from hire to retire, ensuring seamless integration and personalized support across all career stages.

Unified communications and contact center as a service

As enterprises move to H3 and seek to build human-centric workplaces, they must also consider how they build and deploy their employee support systems. The focus is shifting from standalone solutions to unified platforms that facilitate collaborative workplaces. This is also where building an AI-first services comes into play: AI proactive monitoring and self-healing back-end systems help ensure high availability.

Legacy on-premises telephony-based contact center technologies are becoming outdated, creating opportunities for modernization into software-defined, AI-enabled customer enhancement centers. The contact center market is expected to grow from $42.6 billion to $173.9 billion by 2030. Cloud solutions enable seamless omnichannel interactions and allow people to work from anywhere and access comprehensive support from a single platform, irrespective of their needs.

Trend 9: Generative AI enhances real-time communication as a native and service offering

Real-time video and voice calls, both one-on-one and multiparty, are key components of unified communications as a service (UCaaS) and contact center as a service (CCaaS). Recent advancements in AI have significantly enhanced user experiences and revenue generation. These resources are available as a service, driving bespoke solutions tightly integrated with communication channels. Key features include live transliteration and translation for seamless communication, session summaries for stakeholders and analytics, and next-generation user experiences with AI-powered personalization and virtual presence.

A European luxury automotive company partnered with Infosys to develop a customized unified communications solution for cross-geography collaboration. The solution features live language transliteration, enhancing communication within a diverse R&D team. Hosted on Azure, it uses Azure Cognitive Services, Azure OpenAI APIs, MS Graph and Communications APIs, and MS Teams.

Trend 10: Hyperpersonalized self-service reduces labor costs for contact centers

Conversational AI automates customer interactions in contact centers through chatbots: By 2026, these AI deployments are expected to reduce labor costs by $80 billion, with 85% of service interactions becoming virtual, according to Gartner.

Large language models (LLMs) enhance self-service experiences by providing creative, personalized, and human-like responses. These allow conversational bot assistants to adapt proactively, with minimal human intervention.

Currently, only one-third of contact centers deliver real omnichannel experiences. However, the rise of multimodal AI in 2024 will help businesses deliver a more consistent experience across channels. Additionally, multimodal solutions will allow companies to create bots and virtual agents that are more intuitive, creative, and dynamic.

Enterprises should leverage AI advances to develop self-service bots that can function across the business, drawing on both historical and current knowledge from various areas. These advanced assistants will facilitate greater self-service for employees, reducing the need for human agents and thereby lowering costs.

A large US communications provider partnered with Infosys to develop personalized conversational self-service bots using Google Dialogflow and a generative AI LLM. These bots helped improve self-service for billing inquiries and reduce call transfers to human agents, decreasing agent labor costs and the total cost of ownership.

Connected workspaces

Hybrid working requires employees to plan office visits, necessitating solutions like space booking and smart access management for a seamless experience. Connected workspaces are evolving with sustainability goals. Our survey shows 59% of managers and executives now work flexibly or remotely, with 73% expecting this trend to grow. Hybrid working designs focus on enhancing in-office collaboration.

In response to higher focus on carbon emissions, organizations are assessing their premises — offices, warehouses, and stores — which collectively contribute up to 40% of their total emissions. Traditionally managed in isolated silos, building subsystems such as heating, ventilation, air conditioning, lighting, and elevators are increasingly interconnected. This integration centralizes data across building portfolios, enabling data-driven insights for optimization, benchmarking, and analytics. These efforts aim to minimize energy, water, and utility consumption.

Trend 11: Conventional office designs undergo modernization

To facilitate collaboration among teams, offices should be designed with agile spaces that encourage formal, informal, and remote interactions. Design elements like studios and café-style seating enhance creativity and teamwork. Organizations can leverage data analytics and real-time sensor technology to maximize space utilization, optimize building operations, manage energy usage efficiently, and enhance the overall office experience for employees.

A global social networking leader collaborated with Infosys to enhance space utilization and workplace planning by organizing, analyzing, and visualizing data. The solution offers insights for better space optimization, healthier spaces, and improved user experiences across multiple campuses. It features Azure indoor mapping, building occupancy, acoustic, and environmental monitoring. Key benefits include a centralized dashboard for facility managers, data-driven decision-making, a data lake for predictive analytics, and a scalable architecture for adding sensors.

Trend 12: Smart technologies emerge for sustainable operations

Today's businesses leverage smart technologies like energy utilization dashboards, smart lighting, and real-time monitoring to pursue carbon neutrality. They integrate these tools for energy forecasting and operational optimization. IoT-connected building assets provide ongoing health updates, while technicians equipped with AR/VR tools swiftly diagnose and resolve issues. Sustainable building practices play a pivotal role in decarbonization efforts, offering substantial financial benefits through reduced costs.

A global financial institution partnered with Infosys to develop energy dashboards. Infosys helped implement smart lighting, smart utilities, energy consumption dashboards, automatic environmental control, and real-time monitoring of operational assets. This led to energy savings of 10% to 30%, optimized resource usage, improved employee productivity and experience, and ensured 100% business continuity.

Service desk and experience

Modern businesses require advanced IT service desks that integrate support across multiple channels, leveraging AI for process automation. Transitioning from traditional process-based service level agreements (SLAs) to experience level agreements (XLAs) that focus on user experience helps businesses effectively manage user expectations. This shift supports the creation of more human-centric organizations.

Furthermore, modern service desks continuously monitor device and application performance, proactively identifying and addressing issues before users even notice them. Additionally, these tools enhance workplace culture by automating routine tasks like password resets, allowing service desk personnel to focus on resolving complex issues and utilizing their expertise effectively.

Trend 13: Generative AI-powered virtual assistants enhance customer experience

Virtual assistants are favored by business leaders and online organizations, yet they face limitations. Ongoing innovation is steadily overcoming these challenges. According to our analyst interactions and market research, virtual agents redirect between 25% and 35% of contact volumes to other channels and automate resolutions for 12% to 15% of straightforward queries. This trend underscores the need for an operational model shift focused on enhancing user experiences. It demands seamless coordination and prompt decision-making among client IT teams, information security teams, and business units to meet evolving customer and industry demands.

A British multinational consumer goods company, with 60% of its service desk contacts on the voice channel, partnered with Infosys to implement an end-to-end chat-based virtual assistant. This helped the organization reduce voice contacts to under 8% and automate 25% of chat volumes via virtual assistant, enhancing their customer satisfaction score.

Trend 14: Digital assistants transform agent experience

Generative AI-powered digital assistants can deliver richer and better experiences for users by mining past and current interactions and providing next best actions. Agents need not read through and interpret lengthy process documents; instead, AI provides resolution steps to agents, boosting productivity, learning accessibility, and success rates. With access to a 360-degree customer view, omnichannel context passing, and digital nudges for cross-selling or upselling, agents achieve higher accuracy and customer satisfaction scores.

Our research found that generative AI helps agents with quicker responses and reduces handling time by at least 20%. This improvement in efficiency also increases end-user satisfaction by 10 to 15 basis points, impacting metrics such as mean time to resolve, first call resolution, and hold time. Enterprises adopting this model also need to focus on seamless integration, training and adoption, continuous monitoring and optimization, and scalability.

A multinational infrastructure consulting firm partnered with Infosys to enhance IT service desk delivery. By implementing the agent assist feature for their service desk agents, the firm achieved significant results: a 20% reduction in average handling time, a 70% decrease in repeat issues, and a 15-point increase in end-user satisfaction.

Digital learning

Emerging technologies, new delivery models, changing talent demographics, and geopolitical challenges are reshaping businesses. This in turn means they have to focus on their talent models, understand the technical skills they need as they undergo transformation to a human-centric, AI-led organization.

A key approach here is upskilling existing employees, making digital learning a strategic focus. Organizations worldwide now establish talent transformation platforms for immersive, personalized, and engaging learning experiences for their workforce. These platforms make learning convenient, relevant, gamified, and insight-driven, removing barriers to development.

Trend 15: Generative AI to hyperpersonalize learning at scale

Organizations are scaling learning efforts while deploying hyperpersonalization, embedding generative AI in digital learning systems to transition into AI-first entities. Developing AI skills marks a crucial shift from AI consumers to creators, essential as AI proficiency becomes vital across all roles.

At Infosys, with over 250,000 employees now certified as generative AI-aware, this ensures that every employee, regardless of their professional background, is equipped to thrive in an AI-augmented workplace. Infosys's virtual learning assistant offers flexible avatars, diverse learning styles, and native language translations. Infosys has also created a rover-based virtual assistant (called Knowledge Assistant on Wheels) that interacts with employees across the campus to solve their queries.

Trend 16: Generative AI breaks distance barriers and enables learning inclusivity

By providing educational opportunities to all segments of society, we pave the way for a more equitable and knowledgeable future. This effort bridges the educational divide, empowering individuals with the skills and knowledge needed to succeed in a rapidly changing world. Generative AI transforms this initiative by personalizing learning experiences, adapting to

individual needs, and providing access to high-quality educational resources regardless of location. It also facilitates real-time translation and interactive learning, making education more accessible and engaging for diverse learners.

Infosys Springboard, a digital learning platform, empowers people, communities, and society with skills and has around 7.5 million learners, of which 30% are women. Infosys Springboard Lab on Wheels is a classroom in a mobile classroom with trainers and STEM learning kits, promoting education in remote areas of India. It houses 3D printers and Industry 4.0 aligned experiment kits. In network challenging areas, Infosys Springboard Raspberry Pi device provides content to learners.

Digital employee experience management

In today's digital landscape, companies prioritize digital employee experience (DEX) management. They take a systematic approach, looking at each stage of an employee's journey, from onboarding to daily tasks to career development. They aim to gain insights into what factors contribute to employee satisfaction and productivity. This involves not just examining work tasks but also understanding how employees feel about their workplaces, their colleagues, and the tools they use. The goal is to foster an environment where employees feel valued, engaged, and empowered to perform their best.

Trend 17: Workplace transforms toward unified DEX

This approach measures experience metrics across the enterprise by capturing, correlating, and interpreting real-time data from end-user tools, systems, and processes. The respective metrics of each experience indicator combine to form the eventual XLAs scorecard, visualized via XLA dashboards. These dashboards provide immediate insights into daily and weekly experience scores, highlighting end-user friction points and problem areas.

For a large UK-based consumer goods company, Infosys has built an end-user experience management dashboard. This dashboard aggregates and correlates data from DEX, Microsoft 365 Analytics, ServiceNow, Happy Signals, HR IT, and enterprise systems, utilizing an analytics engine, data lakes, and APIs. It enables experience measurement, insights, and remedial actions to elevate employee experiences.

Trend 18: Integrated experience management becomes increasingly relevant

Creating and driving better workplace experiences is a collective organizational responsibility. This critical

task impacts each employee and requires unified ownership and accountability to align everyone with a shared vision, priorities, and experience language. The experience management office (XMO) is increasingly relevant in shaping a human-centric future workplace. It comprises dedicated individuals who oversee and drive the digital workplace experience. The XMO helps organizations achieve their objectives through:

- Strategy and governance: Owning, managing, aligning, and reporting on the overall workplace experience. It drives integrated experience initiatives and programs.
- Measurement: Continuously collecting, monitoring, and managing data to measure performance against experience level agreements (XLAs), assessing solution efficacy, and identifying pain points.
- Insights and actions: Interpreting data to identify challenges and prescribing actions for project and service teams.

The XMO ensures a cohesive approach to experience management, fostering a more engaged and productive workforce in today's digital era.

Advisory council

Mohammed Rafee Tarafdar
EVP and Chief Technology Officer

Chidambaram Ganapathi
AVP and Practice Head - Digital Workplace Services

Producers

Ramesh N
Infosys Knowledge Institute

Pragya Rai
Infosys Knowledge Institute

Contributors

Vivin George

Anshuman Agrawal

Sumanth S

Vijay Yadlapalli

Pradeep Madhavan Nair

Sai Kuricheti

Jagan Mohan K

Moses Stanislaus Swamikannu

Jichin Thomas

Sreejith Meeranghat Janardhanan

Mohit Jain

Saurabh Sharma

Mahesh CN

Padma Bhamidipati

Phani Madhav Tummarakoti

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For more information, contact askus@infosys.com