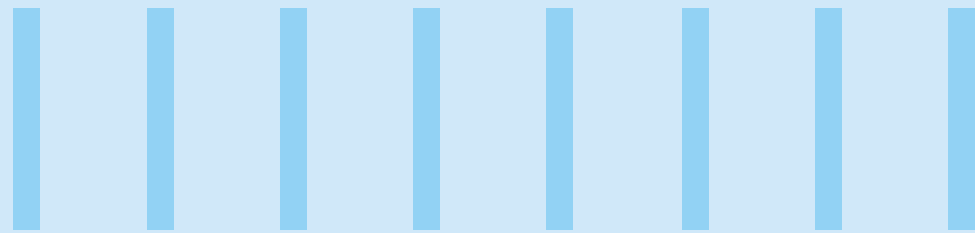


Part I - Reimagine

# A NEW WORKSPACE FOR A NEW WORKFORCE

How a Live Enterprise Approach Can Enable  
Better Experiences and Outcomes

*Thirumala Arohi Manunooru  
Prajith Nair*



## Abstract

A new kind of workplace is here. It's fluid, it's hybrid, it's anywhere. It's a living, breathing, intelligent and collaborative network. It's the live workplace. And it is the next normal.

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## Introduction

### Three Pillars of a Collaborative Digital Workplace: Making the Hybrid Paradigm Work

With teams spread out across geographies and time zones, the only way to enable effective communication and collaboration is through an e-workspace. But one that leverages technology

integrations through sentience to emulate all the elements of a real, physical work environment and augments it with smart edits that add more efficiencies into the workflow.

This kind of an e-workspace is built on three big pillars, each one of which must be reimagined from the ground up to support the workforce of today. See figure 1.



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Pillar No. 1

**Work**

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**RE-CONCEIVE**

- Ways in which humans and machines interact to improve each other's capabilities
- Processes that integrate tech with creative vision and design skills to build superior products
- Methodologies of incorporating open source tools, to save costs, simplify operations, leverage scalability and customizable options
- Mechanisms to add greater value to clients / customers and the society at large

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Pillar No. 2

**Workplace**

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**RE-THINK**

- Forums for communication of individual emotions and expression of these emotions
- Ways to prevent engagement fatigue and provide employees with enough focus time
- Usage of application lifecycle management tools, collaboration tools and dashboards to provide the necessary transparency and automation needed for streamlining workflow
- Daily working experiences so that one integrated app can help the teams achieve what they want and they don't feel the need to use different tools for varied activities

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Pillar No. 3

**Workforce**

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**RE-CONCEPTUALIZE**

- How seamless updation of skills and knowledge can happen for in-house talent, through preemptive sensing of business needs and rapid response to a volatile external environment
- Steps to integrate floating workforce with full-time employees to cover any gaps in skills and business requirements



**RE-CONSTRUCT**

- Ways to enable hyper productivity through accelerated delivery cycles and cater to expectations on turnaround time
- Best practices for maintaining cadence of projects, while making space for errors and quick course corrections



**RE-FORMULATE**

- Spaces that can provide a feeling of inclusiveness at the same time help employees enjoy cohesion with the larger team
- Ways to create a sense of belonging to the organization
- Approach to events, moments and occasions when team members can reach out to each other, celebrate important milestones and build a lasting bond



**RE-DEFINE**

- Reskilling by creating content that helps people change their mindset, moves them into a self-service, self-paced mode, providing an integrated and personalized learning experience
  - Roles for the new collar workers, help them navigate the flexi-skill world through bridge programs + delta training exercises tailor-made to suit the learner's pace and time
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**(Figure 1) What an Innovative Collaborative Digital Workplace Can Do for 'Work', 'Workplace' and 'Workforce'**

With a clear idea of how a sentient collaborative digital workspace can re-shape the three pillars of 'Work',

'Workplace' and 'Workforce' in the WFA era, the question remains, what kind of a workspace platform should you choose?

Choosing the Right Digital Workspace: What To Look For in a Live Enterprise Workspace Platform

To navigate the world of WFH where everyday collaboration is necessary between dispersed teams, you need a live enterprise solution to recreate a live, thriving workplace. A remote-first,

hyper-productive, anywhere, anytime, any device platform can help companies succeed in driving meaningful changes within all three vectors of 'work', 'workplace' and 'workforce'.

But what are key factors that you should look for in a live enterprise platform? What are the differentiators that make it preferable to every other digital collaboration tool? See figure 2.



(Figure 2) Differentiators of a Live Enterprise Workplace Platform



## Simplified Anytime, Anywhere, Any Device Experience

### An Omnipresent Workspace That Fits Everyone's Schedule

Teams are now working across geographies, straddling multiple time zones, engaging from different kinds of devices. It's important that the platform is adaptable to any type of screen and that it provides a single simplified experience to bring all the live enterprise workplace capabilities anytime, anywhere to users.

As new collar workers seek 'temporal flexibility' from their place of work, the ability to give them resources to work with, synchronously and asynchronously, is paramount.



## Sentient and Hyper Personalized

### A Workflow That Adapts to the Preferences of the User

The platform should be intuitive, it should proactively sense the needs of the user and respond intelligently to those needs. This can be done by leveraging smart integration with the enterprise knowledge graph and digital brain to drive value in any interaction.

To further enhance user experience on the platform, it should have embedded customization capabilities beyond the ability to pick custom themes or



add a unique status message. Nudges, notifications and other bot interactions too can be personalized based on the tonality that appeals to the user. Imagine tailor-made task journeys crafted for the user in the form of an adventure or an in-built customizable learning stream where employees can upskill or upgrade their knowledge at their own pace.



## Interactive and Gamified Engagement

### A Workspace That Makes Work Feel Like a Sport

Daily usage of the platform should not feel like solving a riddle or putting together a complicated puzzle. Instead, it should feel like an easy, gratifying game where every small progress is rewarded.

Envision a platform that recognizes employees for hitting targets, learning, interacting and collaborating with their team, incentivizing workers with points, prizes, and badges for their activities, so that at the end of the work day, everyone feels like a hero.



## Delivering on Hyperproductivity Through a Unified Ecosystem

### A Work Platform With One Window To Do It All

There should be a single pane of view to operate across several classes of tools and enterprise applications.

Instead of the user losing out on time by juggling between multiple apps, the platform should become the home of all relevant tools accessible in one click to drive collaboration as well as individual and team productivity.

This requires an open architecture so it becomes easy to fit third-party applications and templates into the API, enabling enterprises to cater to their workers' needs seamlessly, quickly and efficiently.



## AR / VR Events

### Multipurpose Working Environments in Multiple Dimensions

In a traditional office setting where employees are co-located, there are frequent coffee catch ups and in-person team meetings to have brainstorming sessions, celebrate different milestones and key moments.

That's what creates a positive culture and a great work environment. This whole atmosphere needs to be replicated digitally, in 3D. Chats, audio calls and 2D video conferencing can only do so much for employee engagement and morale. There is a need for more immersive experiences by building multi-dimensional spaces that can be used for celebration, learning and bonding. These could be multipurpose as well. Companies could adjust these 3D spaces to be used for company events, product launches and virtual showcases. It can also be delivered through the power of AR and VR.



## Industry-Centric Solutions

### A Workspace That Can Be Customized to the Needs of the Sector

The platform should enable new possibilities across industries with out-of-the-box solutions for every sector. There's a huge scope for reimagining sectors



that need to leverage big data heavily, for instance, financial services, manufacturing, healthcare, education and insurance.

Smart integration of remote operations into workplace platforms can transform business processes like telemedicine and tele consulting.



## Micro Change Management

### A Work Platform With In-Built Change Levers

It's important that the platform provides complete micro change management solutions and drive transformation for employees. The architecture should make space for the change interventions to be instituted bottom up in a way that doesn't completely disrupt the routine of an employee and cause additional stress.

This is where gamification can come in by managing the delta and providing the right cues, nudges, rewards and recognition to change.



## Observability and AI-First

### An Intelligent Workspace That Learns and Evolves Everyday

Choose an AI-led platform that has the advantage of acting as an observer – analyzing workflows and project lifecycles to spot bottlenecks in the system.

Such a platform would identify labour intensive tasks and then suggest tech interventions to automate these processes.

It would be able to provide dashboards for quick decision making based on telemetry data, transcribe video and audio, analyze meetings and dispense meeting reports as well as offer intelligent virtual assistance to enhance collaborations.

It could potentially improve self-service experiences too.



## Driving Meaningful Collaboration

### **A Work Environment That Adds Value to Every Interaction**

Standout workspace platforms make processes simpler and smarter by adding context to every conversation. They have capabilities such as easy asset discovery and digital prototyping tools. They empower digital workers by nudging them towards better decision-making, guiding them with productivity patterns, equipping them with playgrounds to test, learn and succeed.

These platforms improve the process of collaboration across all the users and things within the enterprise ecosystem, bringing that value into every key business process.

These are the features that separate a live enterprise workplace platform from the typical digital collaboration tools available today. Now that we know what they are, let's drill down on a key benefit of the live suite – mitigating harm caused by the biggest productivity killer for the workforce of today: the use of multiple tools.

## The Big Problem

### What a Live Enterprise Workplace Platform Primarily Solves: Inefficiencies Created Through Use of Multiple Tools

One of the realities of being a new collar worker is having to accommodate many different tools. Because each tool is highly specialized, it is capable of performing one task only, or a few tasks at best. As a result, throughout the day, workers have to switch back and forth between these multiple times, to do different activities, and this can have adverse effects on their performance.



### Reduced Focus Time

#### More Time Juggling = Less Time Doing

While shuffling between tools, often, the distractions on the internet take over. This has a direct negative impact on heads-down time. Concentration gets broken and the train of thought is lost. This is where a live workspace platform can come in and prevent that lag time from occurring in the first place, where users don't have to go to a different tab to perform another task. They can do the task within the same window.



### More Stressors Everyday

#### Lower Productivity = Higher Stress

The interruption in workflow also ultimately leads to additional stress as to-do lists keep getting longer and unfinished tasks add up. Completion rates take a nosedive. By streamlining the different tools and organizing them per usage frequency or through self-service mechanisms, letting the employee arrange them in the order of workflow, a live workspace platform can make every day a lot easier for the user.



### Decline in Quality of Work

#### More Juggling Work = Less Meaningful Work

When users are overwhelmed by the number of tools they have to manage and track, it also affects the calibre of their output. A unified ecosystem which seamlessly brings all of these tools together would then be more helpful, integrated with features for easy content discoverability, fast communication and quick prototyping / programming.

Say a user is working on product development. Through a single pane, they can quickly find some relevant old files of similar products made before, reference briefing documents, identify key action points from minutes of previous meetings and even run some ideas past key stakeholders in an informal way.

To get a sense of whether they're headed in the right direction, they could then even build a digital prototype and run some tests, share it live with team members, all done through a single window, each step adding value to the quality of work and enriching it.





## Incorrect Use of Tools

### Utilizing Multitudes of Apps = Improper Utilization of Apps

The multiplicity of tools hinders correct usage of them as users seek to minimize the effort of switching between them. For instance, they might use a temporary group chat to put down ideas instead of using the whiteboard functionality and when the chat gets auto-deleted, they lose the ideas. They could even set two meetings at the same time using different calendar apps and not realize the conflict in their schedule until it's too late. These types of human errors can be avoided with a centralized, AI-led, live workplace platform.



## Lack of Information Parity

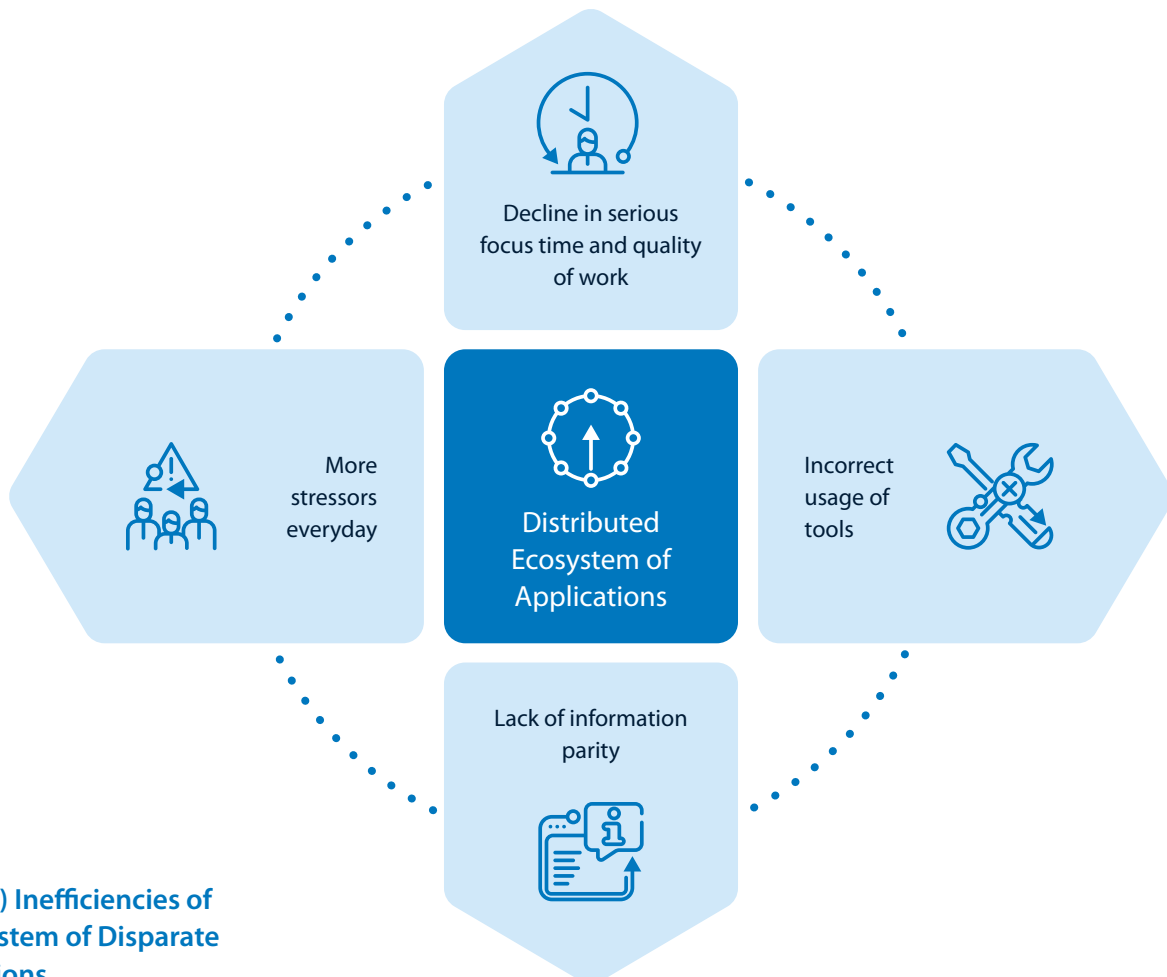
### Glut of Communication Tools = Poor Communication

Because there are multiple apps each for communication, file sharing and other functions, the redundancies lead to various team members distributing updates differently. This results in everyone having unequal levels of information on the same project. The tools exist in silos so that means there's a lack of data transparency too. All of which can be avoided with a live enterprise platform.

It is simply better to have one headquarter for all the tools where there are no

boundaries between them. So all the apps, add-ons, extensions are arranged for optimum productivity and the end user benefits exponentially.

In the next section, let's explore what this kind of a platform looks like, as an improvement over a distributed ecosystem of applications.



(Figure 3) Inefficiencies of an Ecosystem of Disparate Applications

We understand how a live enterprise platform can streamline processes in theory, but what does that look like in practice? In the following paragraphs, we've compared the two systems. And the

conclusions are clear. A polycloud-based, open source, digital work environment operationalized through one window drives efficiencies but also assures resiliency of all enterprise functions.

Here's an overview of the current state of digital workplaces vis-à-vis a live enterprise workplace platform.

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### Unorganized Set of Applications With Similar Purpose

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#### Enterprise Knowledge Management + Enterprise Apps and Data Insights + Content Management and Storage Tools

Currently, most orgs don't have a centralized knowledge management platform that allows for cross functional teams, cross geographical teams to learn, be inspired from each other's projects or leverage learnings from past projects.

Analytics, insights, trend forecasting tools are usually spread out. There are disjointed data dashboards collecting intelligence from multiple sources that require more effort and time from the employees to connect the dots, compare findings, and develop strategies for the future.

Even retrieval and referencing of data becomes a hassle due to ineffective search not bringing up the right results, throwing up relevant content and files, and matching the queries.

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#### Real-Time and Asynchronous Communication Tools

There's a plethora of ways in which team members can talk to one another – social DMs, WhatsApp, SMS, chats, calls, emails. This glut of options leads to different members of the team having their own preferences for where they want to have conversations. This adds to the complexity of communication channels and can negatively impact inclusivity as not everyone will get roped into those conversations.

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### Unorganized Set of Applications With Similar Purpose

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#### A Single Knowledge Store Enabling Usage of Federated Search + Single Asset Store

All the content and knowledge management systems coexist in one place, powering federated search which can look at multiple data sources at once, retrieve information from many different content locations with just one query and within one search interface.

Companies can achieve 100% network visibility through automated processes that enable asset discovery and analytics within a single pane. IT teams can apply best practices through the same window to ensure data integrity, evaluate bandwidth, identify network threats, and reduce downtime.

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#### Integrated Collaboration Spaces and Online Lounges

Imagine an alternative to the usual group chat and conversation thread formats, an interactive, engaging space which replicates the spontaneous, freewheeling nature of real-life interactions, mimicking a real-life conference room.

Think of online lounges where coworkers can relax, listen to some music, chit-chat and explore their project in a

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## Unorganized Set of Applications With Similar Purpose

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In fact, even teams working closely with one another often don't have visibility into what some of the other members are doing. And this creates disparity as well.

Because the project group is dispersed across multiple time zones, this leads to delayed feedback cycles, multiple iterations due to gaps in understanding that don't get solved, missing out on inputs from global teams and paucity of meaningful collaboration.

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## Multiple Customer, Client, Vendor and Partner Interaction Tools

All of the above have their own separate platforms for communication and as a result coordination with third-party vendors becomes tough. Managing relationships and staying on top of project updates becomes tougher.

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## Various Project / Task Management + Design, Development and Productivity S/E Tools

Most digital collaboration tools don't have umbrella solutions for all the things that go into task management, whether that's keeping tabs on sub-tasks, delegating responsibilities, prioritization of activities, time management prompts, deadline notifications, automated callouts for delays, etc.

For design and development as well, the user has to step outside to get stuff done. There isn't an integration with the tool itself for programming, testing, or digital prototyping. This implies an employee is getting more stuff done when outside of the digital work environment, as opposed to inside of it.

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## Unorganized Set of Applications With Similar Purpose

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non-rigid and non-structured way to do some lateral thinking to come up with interesting solutions.

These are just some of the ways in which a live workspace platform can enhance interactions for better outcomes, enabling it all from a single tab.

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## External Partner Hub Within the Ecosystem + Integrations for ISV

Instead of scattered applications being used for conversations with vendors, freelancers and gig workers, all supporting parties are brought onto the platform. Separate channels are started to integrate these partners fully into the org's processes. Doesn't this add more agility to the value chain?

For instance, rather than relying on formal emails to develop a relationship, sales teams can build trust with their customers directly in these channels.

This can be so much more beneficial for business.

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## Mixed Reality Workplace + Interactive Engagement + Virtual Assistant

Envision a workplace platform where a worker can observe and manipulate visualizations of data within their physical space. It opens up so many possibilities. A field engineer can collaborate with an expert from anywhere in the world, receive 3D annotations and visual cues by remote technicians, overlaid over the relevant physical parts.

An architect can import 3D models, scale them, and place them in real environments, to help clients understand the layout with a more realistic sense of space and scale.

A neurologist can view a 3D hologram of a brain MRI

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## Unorganized Set of Applications With Similar Purpose

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## Unorganized Set of Applications With Similar Purpose

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scan, 'peel back' the various layers of tissue and observe the position of a tumour in its precise 3D location, before marking it with annotations, if they so wish.

Within the same platform would be built other components for interactions, rich messaging formats equipped with GIFs, memes, 'take action' buttons and menus.

To help out employees, the platform further adds a digital or remote personal assistant keeping track of work, travels and even leisure time, to ensure employees are taking sufficient breaks in the middle.

Picture the exponential increase in productivity as these features all come together within a unified interface.

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## Different Company, Community and Team Event Platforms + Distributed Scheduling Tools

The digital collaboration tools of the day don't solve for creating team cohesion, building affinity to the company, communicating org values and vision so that all the workers can rally around those, work together to achieve larger goals.

Most digital collaborative platforms are just adept at ensuring piecemeal work gets done and employees overall stay connected to accomplish their tasks of the day.

So while there might be company-wide or department-wise events and meetings happening for knowledge sharing and learning, they do not do the job of infusing company spirit into every action and activity undertaken by its people.

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## Intelligent Scheduler + Virtual Events / Showrooms + Video / Audio Conference + Live Streaming Capabilities

Imagine employees being able to launch live streaming spontaneously to share small but significant moments of achievement and celebrate each step that gets the org closer to its goals.

Annual general meetings aren't just one way audio / video conferences but allow for participation, have quizzes and pools in-built to be congruent with the content.

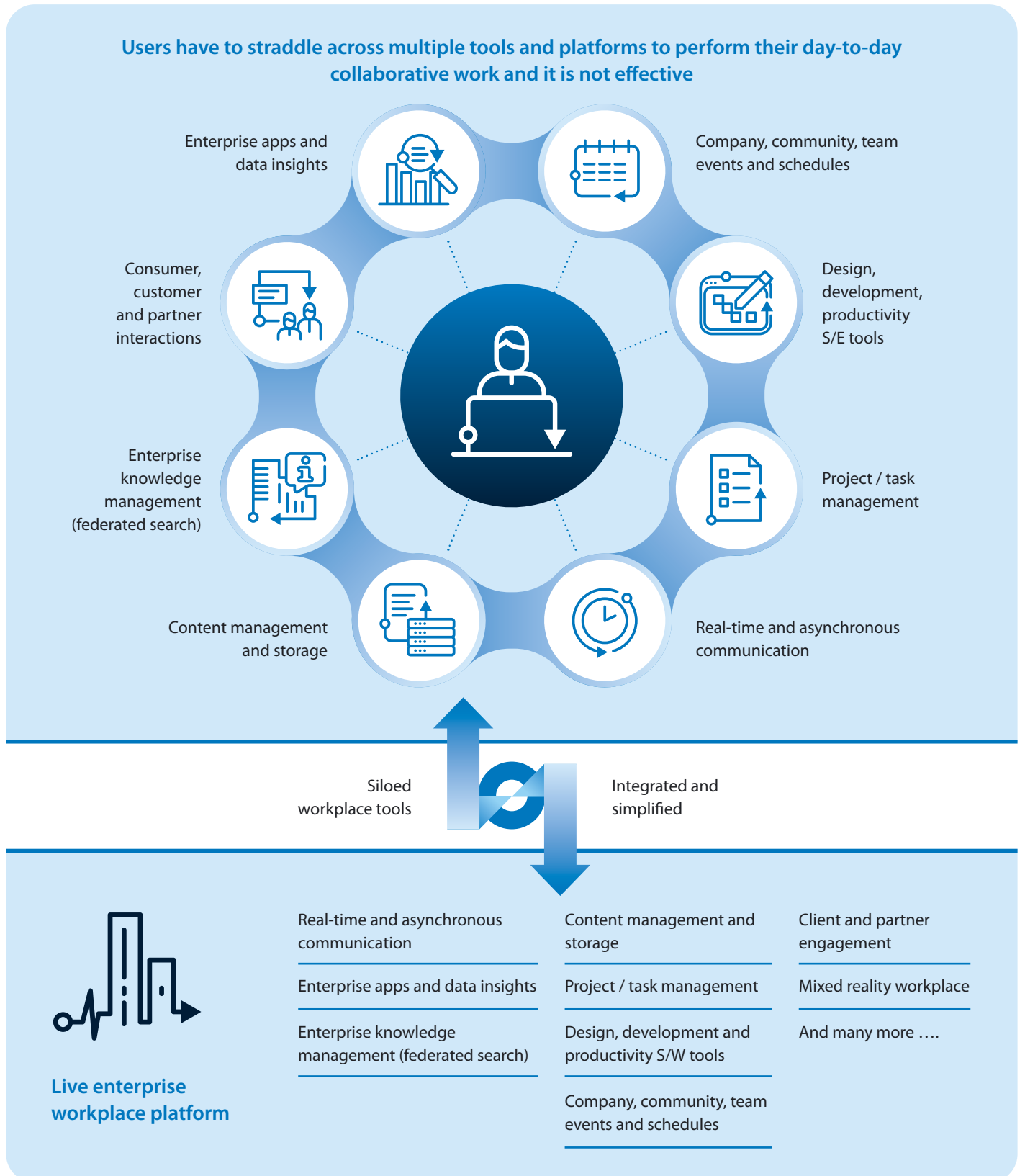
Think of the company values turned into a walkthrough tour that demonstrates real-world impact and meaning of those values. The company's history and the many versions of its products are displayed in virtual showrooms that help employees see where they fit in, within the larger narrative of the brand.

Another application is an intelligent scheduler that automatically ensures employees are not overburdened with countless meetings and can instead choose sessions or parts of those sessions that match with their interests.

These are all achievable through an integrated platform window.

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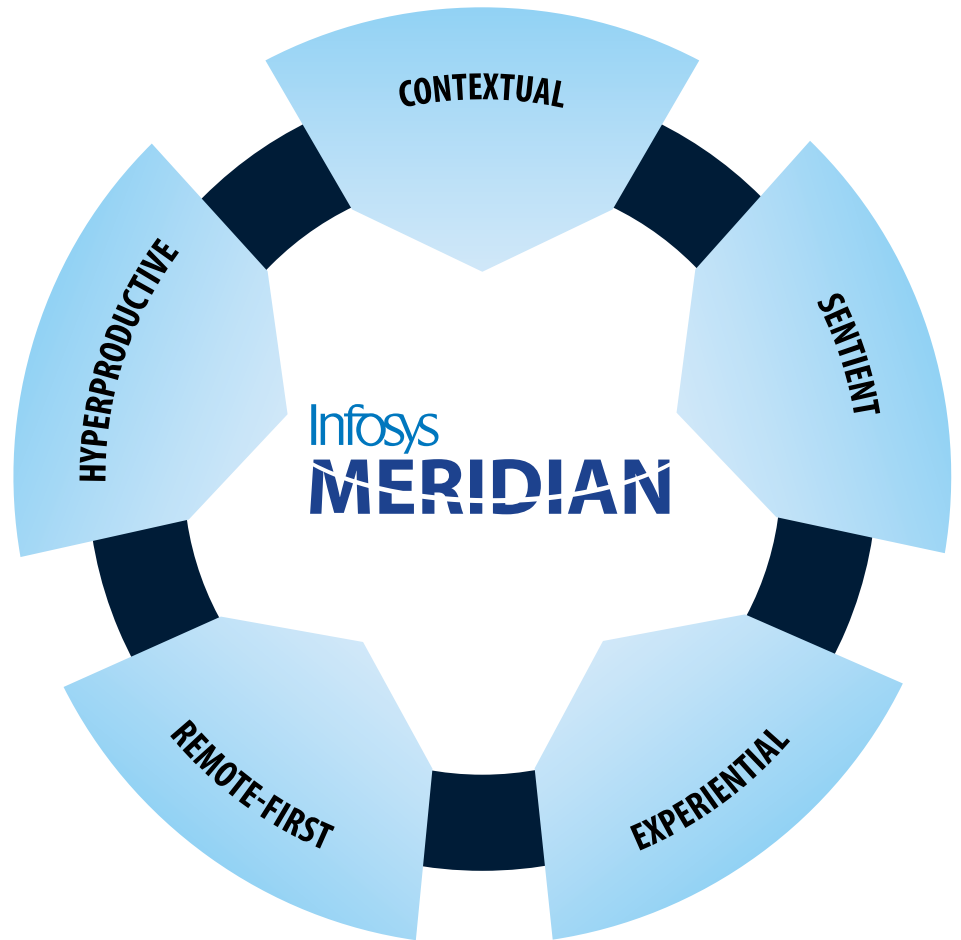
Figure 4 here offers a quick snapshot of how a live enterprise suite can remove the complexities from a typical digital collaboration tool.



(Figure 4) A Smart Digital Workspace Reimagined for Simplicity

Choose the sentence-led suite that empowers your enterprise core, reimagines user experience and accelerates transformation. That's exactly what Infosys Meridian offers. See figure 5.

The platform comes equipped with all the features needed from a digital workspace as mentioned above and is a future-proof way to thrive in the WFA world.



(Figure 5) Facets of Infosys Meridian | The Live Enterprise Suite Made for the WFA Era



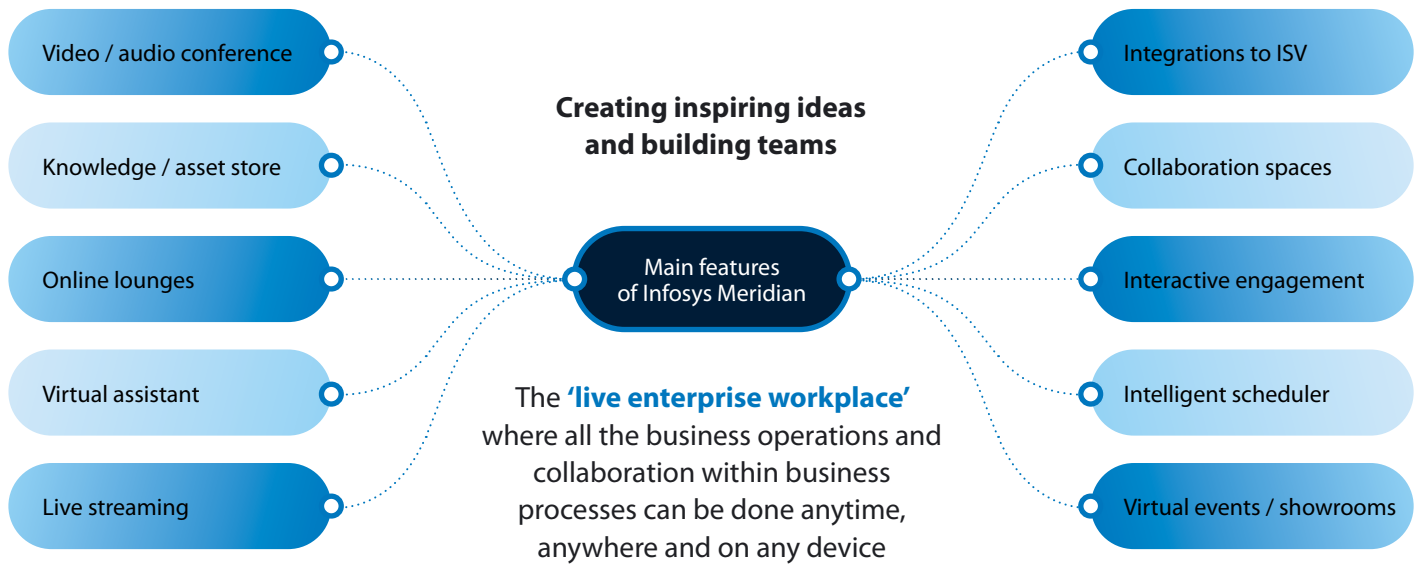
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## Conclusion

### Meet Infosys Meridian: The Live Enterprise Workplace Platform That Can Help Your Business Win in the Hybrid Work Era

Infosys Meridian can help modernize and un-complicate your inefficient digital workscape by harnessing the power of its own unique, intuitive, intelligent platform. See figure 6 for details. It has applications in many sectors including financial services, manufacturing, healthcare, education, insurance and many others.

Curious to know more? Stay tuned for a deep dive into its architectural blueprint that makes this possible.



(Figure 6) Features of Infosys Meridian

## The Authors



### Thirumala Arohi Mamunooru

Senior Vice President and Head –  
Education, Training and Assessments

In his tenure at Infosys, which spans 23+ years, Thirumala Arohi (known as Thiru) has managed many vital client relationships for financial services clients in Europe before taking on the current role of Head of Education, Training and Assessment (ETA). The ETA department is one of the key business enabling departments at Infosys. Thiru drives various learning interventions to enable the workforce to be future-ready.

In this journey of creating next-gen learning experiences, ETA has progressed well in establishing and enhancing digital learning platforms that enable 'anytime, anywhere, on any device' learning. Several partnering agreements are in place with universities and MOOCs like Udacity and Coursera in leveraging their programs. Along with driving content digitally, the learning and development arm of ETA also focuses on developing holistic skills in the areas of business, behavioral and leadership such as design thinking.



### Prajith Nair

Lead Principal and  
Head of Innovation

Prajith is an innovator, author, speaker, maker, and a voracious learner. In his role at Infosys, he has incubated and rolled out multiple ideas, methodologies, and platforms - from digital and pedagogical transformation of learning, to creation of large-scale enterprise and societal platforms. Passionate about mentoring, he has coached a large number of engineers and interns at Infosys.

He has been a speaker at various global forums on technology, innovation, engineering, as well as social & behavioral engineering. His specialty is finding and scaling innovative ideas and perspectives on any product or problem, from toys to AI. In the current journey, the LAB42 innovation initiative and unit spearheaded by Prajith focuses on building the 'art-of-possible'. Along with digital innovation, this initiative also drives mentorship, coaching and fostering a culture of reinvention to be a net talent source for innovation.

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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