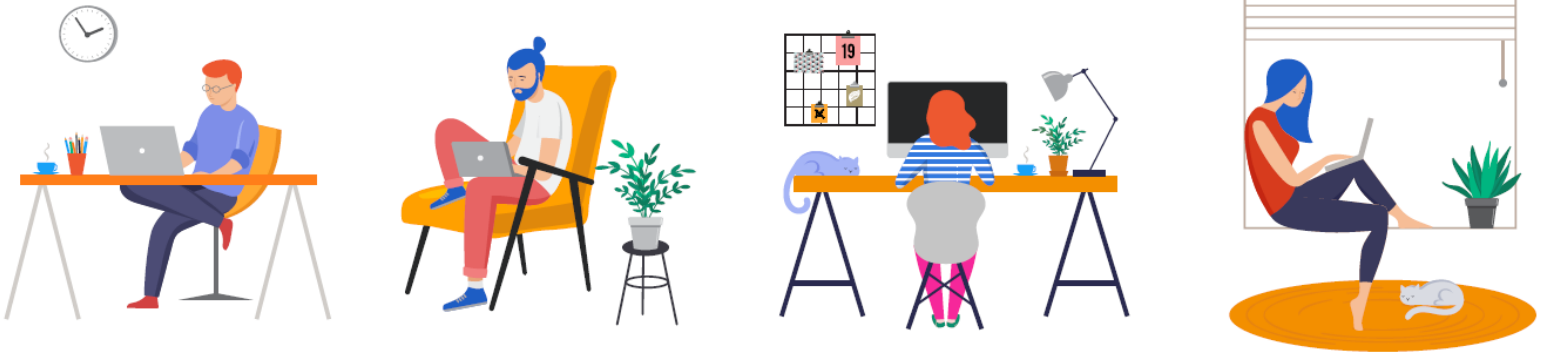


THE FUTURE OF EMPLOYEE ENGAGEMENT AND EXPERIENCE

INFOSYS SERVICE OFFERINGS FOR MICROSOFT VIVA





Digital transformation has moved far beyond technological advancements, and experience is pivotal. **Future of work is Employee Experience (EX) driven.** The focus on employee experience and related tools and approaches has intensified, and analysts estimate EX Platforms category at \$300 Billion in annual spend.

EMPLOYEE EXPERIENCE CRITICAL FOR FUTURE WORKSTYLE

Organizations are challenged to ensure connectedness, anywhere-anytime collaboration, personal, and professional wellness and knowledge management, in these times of hybrid work. These elements are crucial for a consistent experience for employees.

Current Workstyle

Future Workstyle



~ 60% of people say they feel less connected to their team after shifting to remote work.

- Keep everyone connected
- Make it easy for people to contribute
- Unite and inspire your organization



85% say wellbeing has declined & 56% say job demands have increased in hybrid workstyle

- Deliver personalized and actionable insights
- Quantify the impact of work on people and business
- Address complex business challenges



People spend about an hour a day—or up to seven weeks a year—searching for or recreating information

- Turn content into usable knowledge
- Organize knowledge into topic pages
- Make knowledge easy to discover and use

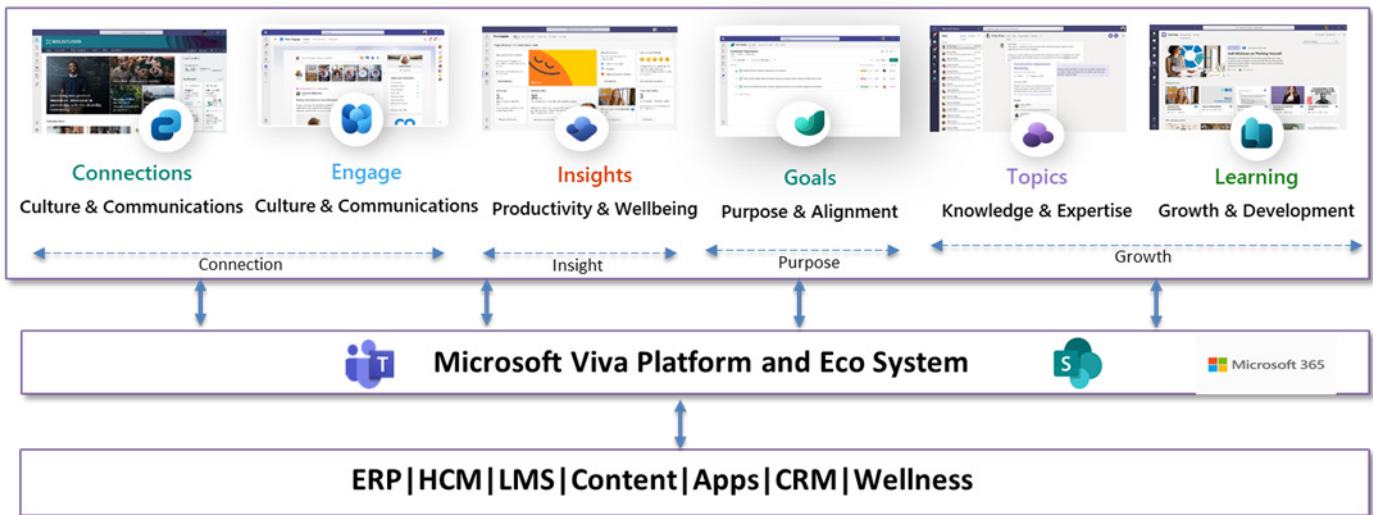


Organizations & Teams without defined Goals, Planning & ETA have less chances to succeed & grow

- Bringing goals into the flow of everyday work
- Create clarity and stay aligned at scale
- Greater focus on impact rather than output

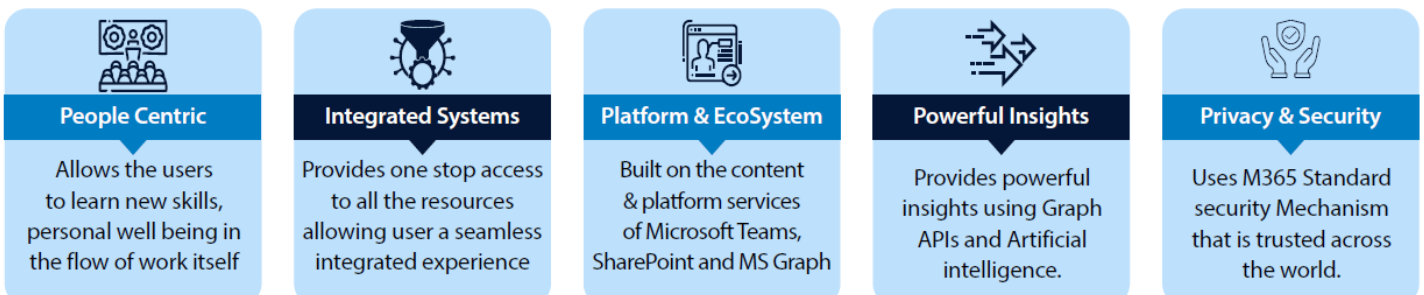
DELIVERING EMPLOYEE EXPERIENCE WITH INFOSYS' MICROSOFT VIVA OFFERINGS

Microsoft's new offering, Viva, consolidates communications, purpose, knowledge, learning, resources, and insights to empower employees, teams, and culture. MS Viva built and experienced on Teams with MS 365, offers curated news, content, welfare, and career growth to the employees and knowledge preservation, identification and remediation of team struggles, well-being for the organization, efficient way of communicating/taking the feedback from users using Stories and Creating the Organization/Project Goals & working towards the goals from the granular level in the team & tracking at regular intervals.



1. **Connections –**
 - a. Discover news and conversations - Keep everyone informed about what's happening across the organization with an individually tailored feed
 - b. Curate a centralized destination - Personalized dashboard to streamline visibility into the company's critical employee resources
2. **Engage -**
 - a. Stories - Connect people across the company to strengthen professional relationships and build social capital
 - b. Build communities that support diversity, shared interests, and business initiatives
 - c. Conversations - Exchange knowledge, find answers, and crowdsource ideas across working groups and business silos
 - d. Spark engagement with leaders to scale vision, shape culture, and foster listening and dialogue
3. **Insights –**
 - a. Delivers personalized and actionable insights - Help individuals and teams to build better work habits, and for organizations to improve business outcomes.
 - b. Quantifies the impact of work on people and business - Data-driven, privacy-protected visibility, that can be used to improve wellbeing and productivity.
 - c. Addresses complex business challenges - Use advanced tools and additional data sources to perform deeper analysis and respond quickly to change.
4. **Goals -**
 - a. Combines the power of the OKR framework with an intuitive platform that simplifies the work required to succeed in reaching shared goals
 - b. Reduces friction and develops the habits needed to drive real results
 - c. Helps employees prioritize and perform at a high level by giving visibility into how their projects connect to team and organization goals and OKRsA central hub for end-to-end goal management to update OKRs, make check-ins on the progress, and get context on team priorities
5. **Topics –**
 - a. Turns content into usable knowledge - AI by automatically identifying processing and organizing it into easily accessible knowledge.
 - b. Organizes knowledge - Topic pages by enabling experts to share and refine knowledge through curated topic pages, automatically generated and updated by AI.
 - c. Makes knowledge relevant and discoverable - Automatically displays topic cards across Microsoft 365 apps to discover knowledge in the context of your work.
6. **Learning -**
 - a. Enable the Learning hub by adding learning management systems and content providers.
 - b. Discover and share - Easily search for and share learning content in Microsoft Teams chats with groups or individuals.
 - c. Recommend and track - Managers, leaders, and employees can easily recommend learning content without leaving Microsoft Teams.
 - d. All in one place - Aggregates a variety of information, including assigned content from learning management systems, recommended learnings

BENEFITS



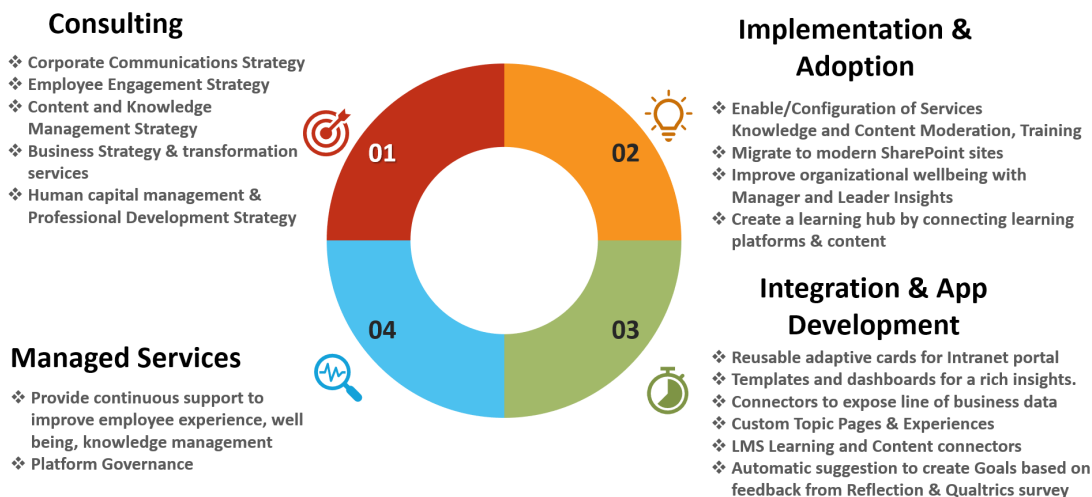
OPPORTUNITIES TO REIMAGINE EMPLOYEE EXPERIENCE

With employee experience and wellbeing being the highest priority for organizations today, MS Viva's capabilities open pathways that enable a modern workstyle putting people first and driving better business results. The various functionalities presented by Viva can help an organization:

	STRATEGIZE	DEVELOP	INTEGRATE
Connections	<ul style="list-style-type: none"> Employee engagement during hybrid work New ways of working enablement Employee wellbeing 	<ul style="list-style-type: none"> Hyper-personalized employee connections Modern collaboration & Engagement functionalities 	<ul style="list-style-type: none"> Social network Collaborative apps Line-of-Business apps
Engage	<ul style="list-style-type: none"> Future of employee communities and conversations Building of social capital 	<ul style="list-style-type: none"> Digital communities & professional networks Next Gen experiences that enable sharing stories & points of view 	<ul style="list-style-type: none"> Existing organizational engagement channels
Insights	<ul style="list-style-type: none"> Profile & asses Hybrid work needs Organizational behavior and sustenance Future of work and its impact on people and business Privacy by design 	<ul style="list-style-type: none"> Actions based employee work habit led insights Organization wellness Strategies Employee productivity improvement approaches 	<ul style="list-style-type: none"> Organizational strategies, framework, templates & dashboard
Goals	<ul style="list-style-type: none"> Organization mission, business priorities and success criteria Employee alignment, awareness, and engagement 	<ul style="list-style-type: none"> OKR model that aligns with organizational business needs and priorities 	<ul style="list-style-type: none"> Integrations with organization tools and data sources
Topics	<ul style="list-style-type: none"> Enterprise content & knowledge management Content rationalization, migration, and security 	<ul style="list-style-type: none"> Integration and processing of M365 related data 	<ul style="list-style-type: none"> With Line-of-Business apps Enterprise data organization and migration
Learning	<ul style="list-style-type: none"> Skill development Enabling anytime Learning Course content design & development 	<ul style="list-style-type: none"> Curated learning Content Personalized learning and coaching 	<ul style="list-style-type: none"> Integration with learning content providers & learning information sources

INFOSYS'S OFFERINGS FOR MICROSOFT VIVA

Digital Workplace Services and Infosys Consulting offer an integrated set of services on Microsoft Viva across Consulting, Implementation & Integration, and Managed Services.



For more information, contact askus@infosys.com

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