

# THE AI ADVANTAGE: REVOLUTIONIZING EMPLOYEE EXPERIENCES WITH LIVE ENTERPRISE



## The Evolving Landscape of Digital Transformation

In the rapidly evolving landscape of modern business, digital transformation has emerged as a critical driver of organizational growth, innovation and resilience. So, it's understandable that enterprises are committed to investing in digital initiatives. IDC's recent report forecasts a continued double-digit global growth in digital assets, leading to a whopping \$3.9 trillion in spending by 2027<sup>1</sup>.

Infosys' quick grasp of this trend led to the launch of "Live Enterprise" a few years back. According to Rafee Tarafdar, CTO of Infosys, "Live Enterprise is our technology vision for the future to help traditional enterprises transform and operate like digital natives."<sup>2</sup>

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<sup>1</sup>Worldwide Digital Transformation Spending Forecast to Continue Its Double-Digit Growth Trajectory, According to IDC Spending Guide

<sup>2</sup>Live Enterprise: Leading by example ([linkedin.com](https://www.linkedin.com))



## Infosys' Vision: Introducing the Live Enterprise

How does it work? The Live Enterprise concept revolves around continuous evolution and innovation, enabling enterprises to optimize themselves, understand their operations and adapt to the ever-changing business landscape. This approach emphasizes the dynamic nature of an enterprise, fostering a comprehensive understanding of various operations within the organization and facilitating better decision-making processes. By integrating different aspects of the business into a holistic framework, Live Enterprise relies on advanced technologies to enhance overall efficiency and productivity, ultimately leading to better outcomes and improved organizational performance.

Live Enterprise is equally effective in enhancing employee experience as it is in customer experience.

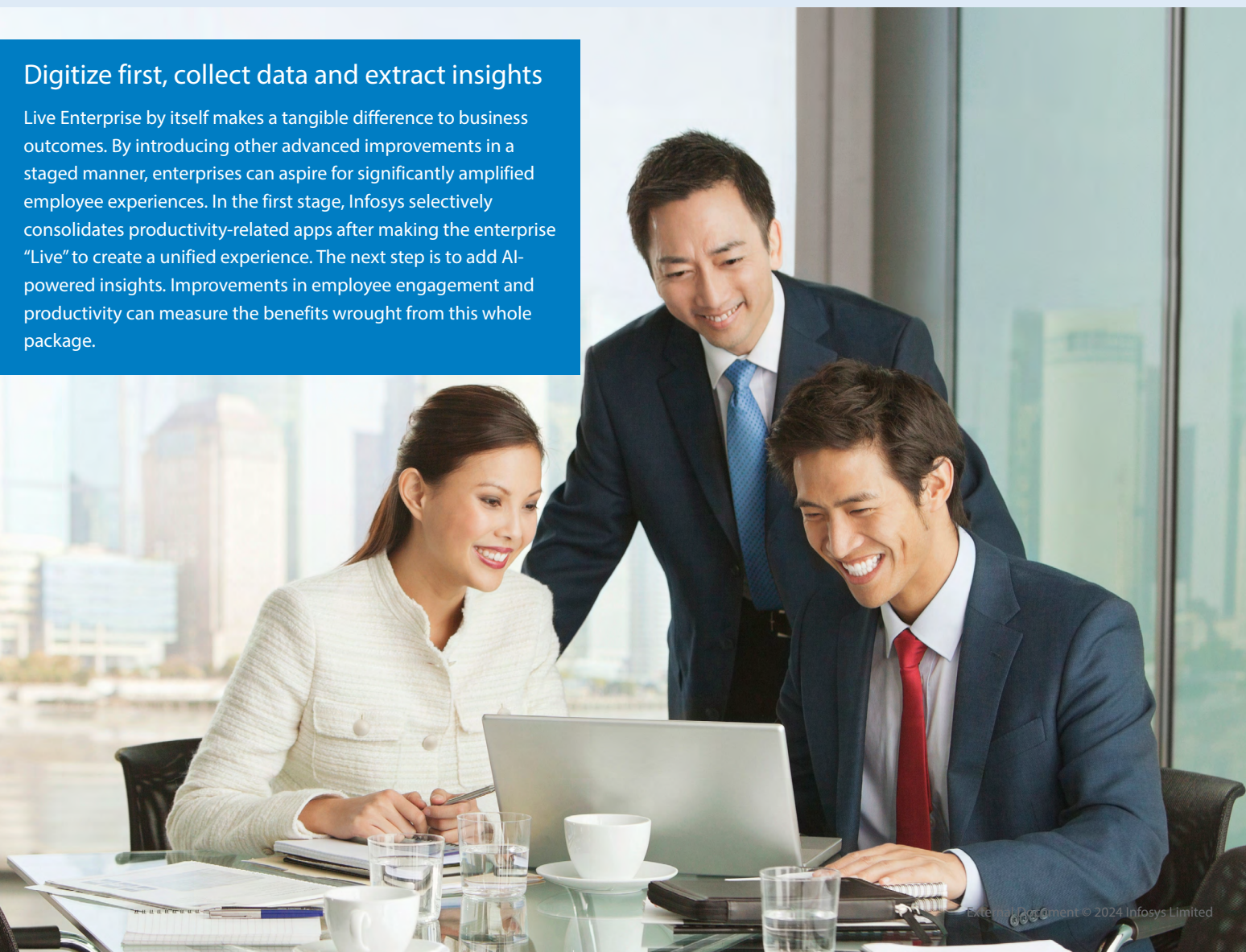
In an employee-centric context, the Live Enterprise approach considers various aspects of human resources. It analyzes employee behavior to identify patterns and trends impacting productivity and satisfaction. This could mean determining when more than half of a team is likely to apply for leave and predicting which employees are at risk of exiting the company based on an AI-powered analysis of historical data and employee behavior patterns.



Tapping into this collective knowledge enables enterprises to make informed decisions, optimize their processes, and create a more conducive work environment that aligns with the organization's goals.

## Digitize first, collect data and extract insights

Live Enterprise by itself makes a tangible difference to business outcomes. By introducing other advanced improvements in a staged manner, enterprises can aspire for significantly amplified employee experiences. In the first stage, Infosys selectively consolidates productivity-related apps after making the enterprise "Live" to create a unified experience. The next step is to add AI-powered insights. Improvements in employee engagement and productivity can measure the benefits wrought from this whole package.



## Seeing it in action: Real-world AI Implementations

The power of Live Enterprise bolstered with AI-enabled insights can be fully appreciated with these real-life use cases. An organization exploring this path must pick those cases that are most relevant in its context and make the employee journey simpler and hassle-free.

### **Your Work Companion:** AI's Intelligent Nudges for Smooth Sailing

Alex, a techie, uses a mobile application for various work-related tasks. The application is integrated with an AI-enabled feature that prompts users with personalized suggestions based on their work patterns and history. When the app detects Alex has not logged in yet, it flashes a message reminding him to submit a leave or a work from home request.

The app encourages a seamless way to balance work commitments and personal time by tapping into Alex's past preferences and behaviors. The personalized nudge not only streamlines task management but also adds a friendly touch to the daily work routine, keeping Alex engaged and motivated.

### **Closing the Loop:** How AI's Productivity Nudges Helps Gets Things Done

Meet Sarah, a professional using a task management feature to manage her daily responsibilities. The application is equipped with an AI-powered feature that highlights crucial pending actions as soon as Sarah logs in. The app prompts her to complete pending actions like closing an account or finalizing approvals. Moreover, the application is intelligently wired to nudge the user towards the following best action. In this case, it sends timely push notifications, reminding Sarah about the pending tasks and ensuring she remains informed even when she's not actively using the app. These gentle reminders encourage Sarah to complete her pending tasks before she leaves the platform, enhancing her overall productivity and time management.

With employees promptly attending to their tasks, the organization experiences improved productivity, timely deliverables, and a more streamlined workflow, ultimately benefiting both the employees and the employer. Including chatbots or virtual assistants can further enhance the experience.

### **The Productivity Pivot:** Success with an AI Personal Assistant

A dedicated mid-level manager, Bruce relies on his AI-powered Personal Assistant to streamline his daily tasks. The assistant efficiently summarizes lengthy documents, allowing him to grasp essential information quickly and focus on critical decision-making. Additionally, it helps Bruce prepare comprehensive notes from the meeting, enabling him to stay organized and informed during team discussions and presentations.

Furthermore, the AI-powered Personal Assistant conducts sentiment analysis on essential emails and communications, providing Bruce with valuable insights into the emotional nuances of the messages. This helps him craft appropriate and empathetic

responses, fostering better communication with his team and clients. With these advanced capabilities, Bruce's AI-powered Personal Assistant is an invaluable ally, enhancing his productivity and effectiveness.

### **Guided Onboarding:** The AI Advantage for Seamless Transitions

Imagine Susan, an eager candidate, beginning her journey with a progressive enterprise. As she navigates the onboarding process, an AI-driven system dynamically tailors her experience, guiding her through a seamless series of questions and document uploads. With precision, the AI recommends the "next best action," steering Susan effortlessly toward a hassle-free onboarding process.

This innovative approach not only simplifies the onboarding process but also creates a welcoming and intuitive environment for new hires like Susan, setting the stage for a positive and productive start to their professional journey.

An extension of this feature is Intelligent Skill Matching for all employees. Here, the system uses a sophisticated algorithm to recommend compatible peers within the organization based on one's expertise, learning accomplishments, and professional interests. This innovative feature promotes a dynamic, collaborative environment by fostering connections with like-minded colleagues, sparking knowledge exchange and inspiring amplified employee productivity.

### **Swift Project Start:** How AI Automates Setups for a Smooth Launch

Alice is excited about joining a dynamic project at her company. Traditionally, setting up various machines and software required for the project is time-consuming and can frustrate a newcomer. However, with an AI-based automation system, all necessary installations are seamlessly orchestrated as soon as Alice joins the project.

The system, guided by the project code, automates the setup process, ensuring that all required software and tools are readily available, making her transition into the project smooth. This streamlined process allows her to dive into his work immediately without the frustration of navigating complex setup procedures. In addition, the system can be further improved to help prioritize tasks in the workspace.

### **Automated Attendance:** Matt's Tech-Savvy Timekeeper

Matt's company demands manual attendance every day. By introducing an AI-powered attendance automation system, Matt experiences a newfound convenience in his routine.

The system, equipped with proximity sensors and advanced pattern recognition, seamlessly logs his attendance as he enters the office without needing to fill out any forms.

As the AI system familiarizes itself with Matt's attendance behavior over time, it accurately predicts his presence, making the attendance process simple.





This practical solution not only simplifies Matt's daily tasks but also creates a more efficient and engaging work environment, allowing him to focus on more meaningful work responsibilities.

These use cases give a glimpse of the possibilities that emerge with AI. But remember that they exist only for those enterprises that have digitized and have the requisite tools to process and analyze data.





## Transforming Employee Experience via AI First Enterprise

The most apparent benefits of automating routine tasks, streamlining workflows, simplifying employee journeys and offering tailored learning opportunities are boosting employee morale and job satisfaction, increasing operational efficiency, reducing errors and enhancing productivity.

That's not where it stops, and here are more advantages of opting for the AI path.

**Emotionally intelligent view of employees:** Leadership gets insights into employee sentiment and emotional well-being, allowing them to make informed and correct decisions, leading to a more empathetic and supportive work culture.

**Enable employee skills:** Suggestions on like-minded peers for learning and collaboration based on various metrics foster a culture of continuous learning and skill development and ultimately improve employee expertise and teamwork.

**Improved efficiency of facilities:** Automated or semi-automated attendance submissions based on employee office proximity save time and effort, improving overall facility management and creating a seamless employee experience.

**Deep analytics:** Analyzing inter-app data and usage patterns offers valuable insights for informed decision-making, resource allocation, and improved business strategies.

**Virtual Assistants for employee service:** Virtual assistants enhance the employee service experience by providing instant support, resolving queries, offering guidance, improving employee satisfaction and reducing response times.

**Automated reporting on employee and digital workplace:** AI systems automate reporting on employee performance and digital workplace operations across various segments, providing comprehensive and accurate insights for informed decision-making, resource optimization, and process enhancement.





## Shaping a New Era of Employee Experience through AI-Driven Innovation

In embracing the dynamic landscape of Live Enterprise powered by AI technologies, organizations not only elevate their operational efficiencies but also nurture a work environment that prioritizes employee satisfaction and growth. The transformative potential of AI in reshaping the employee journey is undeniable, as evidenced by the tangible benefits of enhanced productivity, streamlined workflows, and a more empathetic and supportive workplace culture. By dipping into AI's many advantages, organizations can drive business excellence and create a workplace that inspires and empowers employees to achieve their highest potential

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