INFOSYS WORKPLACE SUITE - DRIVING EXPERIENCE & RESILIENCE FOR ENTERPRISES

Infosys®

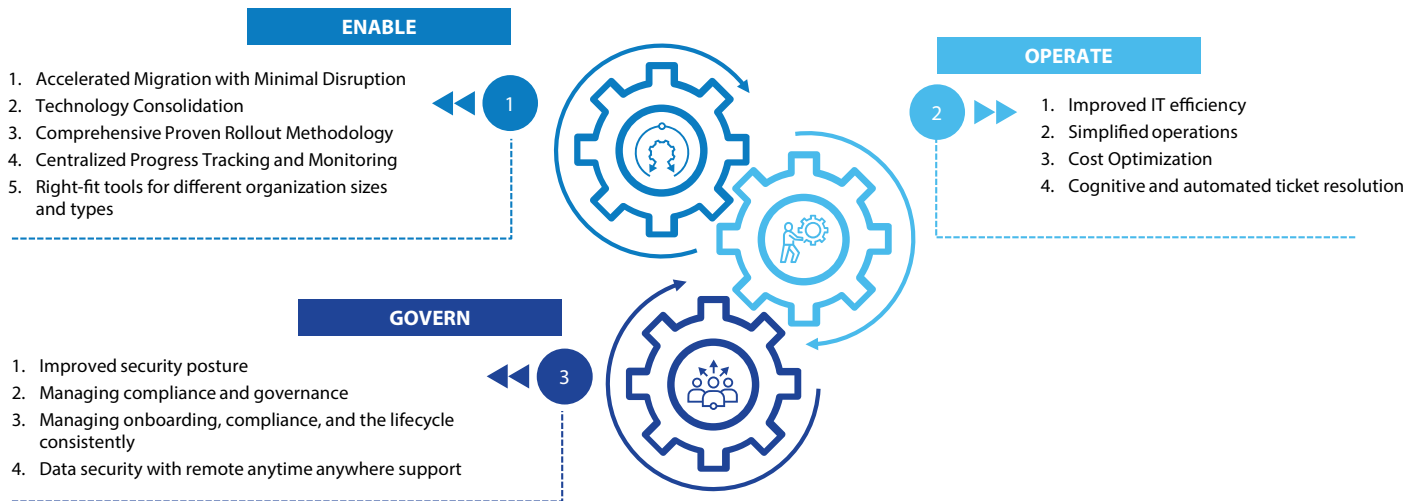Navigate your next

Introduction

Organizations are revisiting their working models in the new normal. Workplace services being the first touchpoint for any employee, play a vital role in employee's productivity. Enterprises are re-looking at workplace strategies for scalable solutions that provide the best-in class user experience and can be deployed with new contact-less support models at optimized costs.

Microsoft 365 (M365) cloud services have emerged as the quintessential choice for Digital Workplaces as they empower employees with latest collaboration services, deliver cost effective and secure infrastructure; and bring in resilience towards the evolving business needs.

The rapidly evolving hybrid workstyle across industries calls for faster and more wide-spread adoption of cloud technologies. The benefits of adoption are manifold in terms of productivity, profitability, secure and easy collaboration and more. For organizations to enjoy these benefits, certain challenges around enablement, adoption, experience, adherence to governance & compliance policies need to be addressed.

Organizational business needs

ENABLE

1. Accelerated Migration with Minimal Disruption
2. Technology Consolidation
3. Comprehensive Proven Rollout Methodology
4. Centralized Progress Tracking and Monitoring
5. Right-fit tools for different organization sizes and types

OPERATE

1. Improved IT efficiency
2. Simplified operations
3. Cost Optimization
4. Cognitive and automated ticket resolution

GOVERN

1. Improved security posture
2. Managing compliance and governance
3. Managing onboarding, compliance, and the lifecycle consistently
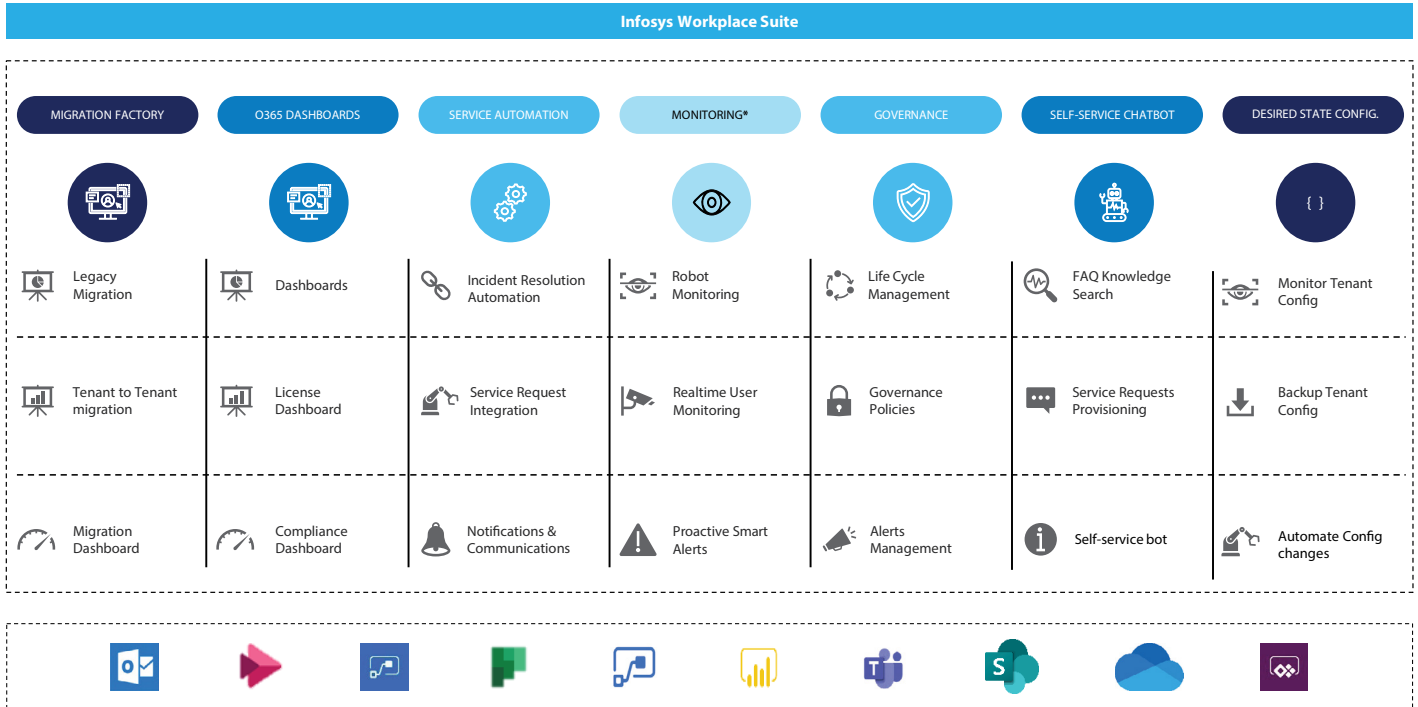4. Data security with remote anytime anywhere support

Seamless and Accelerated Adoption with Infosys Workplace Suite

Infosys Workplace Suite (IWS) is well equipped with set of proven tools and accelerators that can deliver holistic business benefits. IWS can be instrumental in enabling faster adoption, greater employee experience, improved efficiencies and maintenance of governance and compliance regulations.

IWS is a modular or plug-play solution that can be used in separate modules or as a whole subject to requirement. This integrated framework provides solutions to make M365 management easy by providing better experience, better accessibility and better security.

Infosys Workplace Suite						
MIGRATION FACTORY	**O365 DASHBOARDS**	**SERVICE AUTOMATION**	**MONITORING***	**GOVERNANCE**	**SELF-SERVICE CHATBOT**	**DESIRED STATE CONFIG.**
Legacy Migration	Dashboards	Incident Resolution Automation	Robot Monitoring	Life Cycle Management	FAQ Knowledge Search	Monitor Tenant Config
Tenant to Tenant migration	License Dashboard	Service Request Integration	Realtime User Monitoring	Governance Policies	Service Requests Provisioning	Backup Tenant Config
Migration Dashboard	Compliance Dashboard	Notifications & Communications	Proactive Smart Alerts	Alerts Management	Self-service bot	Automate Config changes

* involves additional license cost

The Infosys Workplace Suite Capabilities

Infosys Workplace Suite features

1. Migration Factory

Infosys with leadership and rich experience in digital transformation, bolstered by strong partner relationships and proven inhouse solutions, is the right ally to help enterprises in their transformation journeys.

Our **IWS Migration Factory** focuses on **lean and hyper automation** to accelerate and **cost-effectively** migrate with the ability to **customize** for each organization's legacy transformation & M&A migration requirements.

Infosys migration factory, employing the **migration best practices** automates migration and seamlessly integrates with 3rd party tools to accelerate the tenant-to-tenant migration process. Automated migration activities with **improved throughput** offers 8-10 times better output than traditional solutions. The Migration Factory solution is highly scalable, and can help migration of multiple workloads and applications from on premises platforms or File Shares to Cloud services like SharePoint Online, OneDrive etc. and migrating applications from one M365 tenant to another M365 tenant, with zero downtime.

Migration Factory, an all-in-one solution offers high-speed performance, high security along with following capabilities

- **Rapid Assessment Dashboard** – Consolidated view for insights into source environment complexity to scope the migration and proactively identify blind spots.

- **Planning** – Automated Wave Planning engine to calculate source's object complexity & size and suggest waves based on client/project requirements

- **Live Migration Dashboard** – An intuitive Migration Dashboard for deep insights about migration program status to key business stakeholders.

- **Governance** - to define new governance policies in target tenant and ensure all migrations are performed adhering to governance policies.

- **Adoption** – Adoption bot helps users to get familiar with M365 services for users who are using non-MS cloud platform or legacy platform.

Benefits

Effort Reduction
75% reduction in Manual Effort

Faster Migration Throughput
30% increase in migration throughput

Cost Reduction through Hyper Automation
Approximately **30%** reduction in assessment, planning and migration cost

Enhanced User Adoption
40% effort reduction in adoption and communication through Adoption Chat-bots and multiple channels.

2. Dashboards and Reports

IT need quick and comprehensive views into the key statistics and metrics (such as secured scores, license summary etc.) across Microsoft 365 platforms, to ensure informed actions. To facilitate this our dashboards are supported by a report generation engine which generates configured reports at scheduled intervals and enables stakeholders to access them anytime across any device.

- **Platform** - for key statistics about whole Microsoft 365 platform

- **License** - provides insights about license used and insights for admin to effectively use licenses and optimize operational costs.

- **Compliance** - gives high level view of how clients are following governance policies and identify any deviation in each M365 workloads

- **Monitoring** - monitors the M365 platform and creates actionable insights through user experience and service monitoring.

This report generation engine helps in picking up the usage activity trends of Microsoft 365 services (like SharePoint, Teams, OneDrive, Exchange, VDI) and aligning them to organizational entities (like departments, locations) to derive more meaningful insights.

Infosys Workplace Suite (IWS) comes with **100+ pre-built** charts and reports.

Comm.	Mailbox	Mailbox Details Report	Inactive Mailbox Report	Groups Without Owners	Top Mail Sender & Receiver	Mail Mobile devices by OS	Shared and Resource Mailbox Details

Collaborations	SharePoint	Site Summary with storage	Read Only Sites	Sites By Template	Site usage by Department	SharePoint usage By Location	Sites Exceeding Storage Limit
	OneDrive	OneDrive Usage By Location	OneDrive Usage By Department	User Without MFA	Users having Admin Roles	Non-Active Users	
	Teams	Teams Details	Teams By Type	Teams Usage By Department	Teams Usage By Location	Orphaned Teams	Teams Request Trend

| General | License & Permissions | Cost Saving Report | Disabled Users | E3/E5 Usage Summary | License Consumption | Conflicting Licenses | |
| | Compliance & Monitoring | Site Compliance | Teams Compliance | Mailbox Compliance | SharePoint Performance | Exchange Performance | Teams Performance |

Benefits

Improved monitoring with unified dashboard.

2X Improved User Satisfaction — Derive better insights from usage activity trends.

Alert Help-desk for Service Health incidents

3. Service Request Automation

IWS provides an automation solution, that can cater to service requests spanning across various services of Microsoft 365 (SharePoint Online, Exchange Online, One Drive, Teams, VDI, etc.). This framework powered by flexible integration solutions makes it possible to capture requests coming from multiple sources like ticketing tools, self-service apps, Teams conversations, Chat-Bots etc. and continuously tracks the status of these requests. During deployment, the automation solution is seamlessly integrated with the organization's ticketing tools without impacting the existing processes defined for approvals and change management.

This solution comes **pre-built with 80+ Microsoft 365 automation use cases** for a quick start. The simple UI based configuration helps in integrating any existing or new automations as per organizational needs.

Comm.	Mailbox	Create Shared Mailbox	Update User Mailbox	Add Alternate Email	Enable Mailbox Auditing	Mailbox Access Management	Mobile Active Sync Update
	DL	Create DL	DL Management	Create/ manage Conference Rooms	Create/ manage Mail enabled Groups		
Collaboration	SharePoint	Create Site Collection	Create Sub Site	Site External Sharing	Site Storage Quota	Create SP Group	Archive/ Restore Site
	Teams	Create Teams	Archive Teams	Add/ Remove Teams Members	Delete Teams	Restore Teams	
	OneDrive & Yammer	OneDrive Owner Update	OneDrive Quota Limit	Yammer Group Creation	Yammer Group Delete	Enable/Disable User MFA	
EUC	VDI	Add User to App Group	Remove User From App Group	Modify VM	Add User to VDI Group	Remove User from VDI Group	
General	License & Permissions	Assign License To User	Remove User license	Enable/Disable User MFA	Manage Custom Permissions		

Benefits

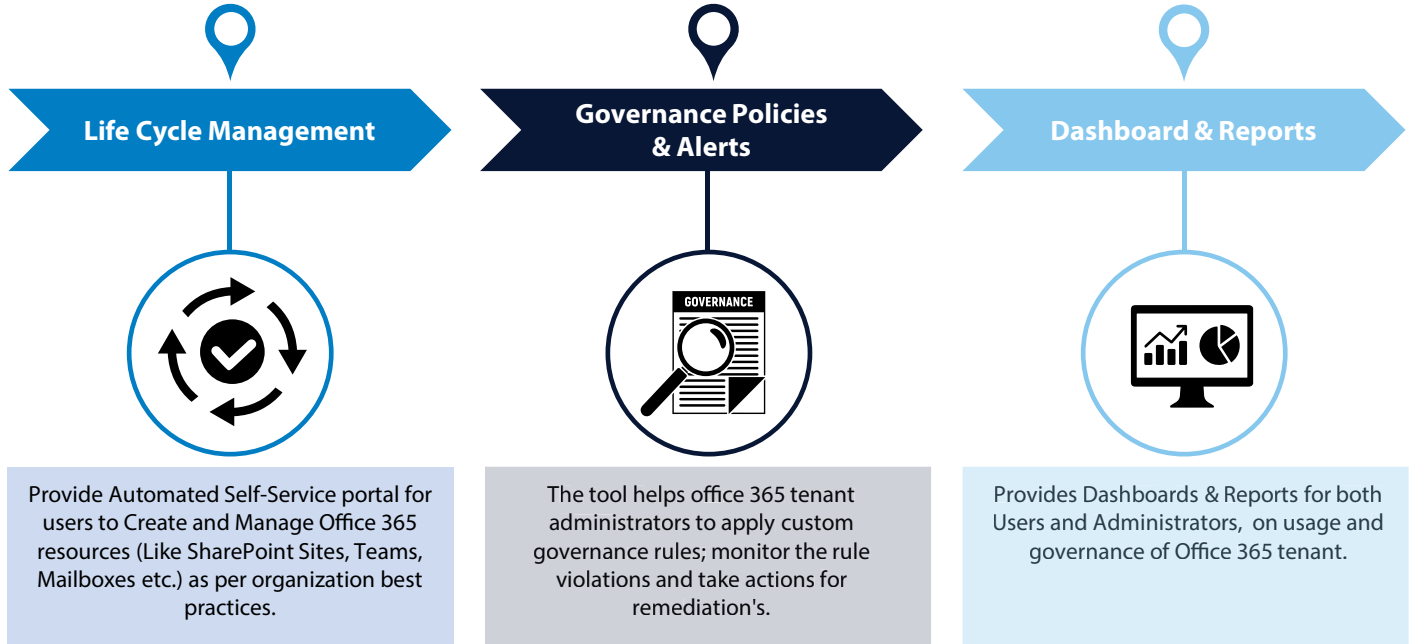|		
Service request automation with zero manual interventions	**33%** Ticket Automation — Flexible integration with organization's ticketing system	**20%** Cost Take-Out — Pre-built office 365 automation use case for quick start

4. Governance Solution

IWS offers a focused solution for governance solution that provides a self-service portal for users to manage lifecycle of Microsoft 365 resources (SharePoint sites, Teams, mailboxes etc.);

and empowers administrators to apply organization specific custom governance rules and policies and best practices on these resources. The scheduled governance rules engine validates the configured rules

and generates alerts in case of violations. It also helps in enforcing various life cycle processes like onboarding, re-certification, and retentions for all Microsoft 365 services in a uniform manner.

Life Cycle Management	Governance Policies & Alerts	Dashboard & Reports
Provide Automated Self-Service portal for users to Create and Manage Office 365 resources (Like SharePoint Sites, Teams, Mailboxes etc.) as per organization best practices.	The tool helps office 365 tenant administrators to apply custom governance rules; monitor the rule violations and take actions for remediation's.	Provides Dashboards & Reports for both Users and Administrators, on usage and governance of Office 365 tenant.

Comm.

Mailbox
- Mailbox Auditing Check
- Mailbox Litigation Hold Validation
- Mailbox Archival Check

DL
- DL Onboarding Process
- DL Recertification Process
- Invalid DL Owner Check
- DL Without Owner check

Collaboration

SharePoint
- Site Onboarding Process
- Site Recertification process
- Site Storage Quota Validation
- Sites with Invalid Contacts
- Not in Governance List

Teams
- Teams Onboarding Process
- Teams Recertification process
- Teams External Sharing Validation
- Not in Governance List

General

PowerApps & Automation
- PowerApps Onboarding Process
- PowerApps Recertification Process
- Invalid PowerApps Owner Check
- Power Automation Onboarding Process
- Power Automation Recertification Process

Benefits

|		
Self-Service portal to manage office 365 resource life-Cycle	**2X** Enhanced Experience — Configurable organization specific Goverance Rules and Policies	**30%-40%** Improved Process Compliance — Actionable Alerts center to review and rectify rules violations

5. Self-Service Bot

IWS provides a conversational AI-based interface to enable knowledge-sharing and self-service capabilities, which enables users to interact with Chat-Bots from the realm of Microsoft

365 services (Teams or web app in SharePoint site).

With this solution, users can engage in interactive queries and search knowledge repositories for information. The Chat-Bot

solution also features request management capabilities, to capture issues and requests. These requests can be further processed by the Service Request Automation solution, without any manual interventions.

Benefits

Conversational Bot Using Azure AI services	**2X** Improved User Experience — Provides FAQ from multiple Knowledge repositories	**10%-15%** Reduced Cost — Enable Self Service with Service request automation.

6. Digital Experience Monitoring

Anytime a performance or service delivery issue arises, the impact on productivity and profitability is material. To deliver a productive and profitable Microsoft 365 experience, it is critical for enterprises to

proactively understand the end-to-end service quality.

IWS offers a framework to monitor the M365 platform and creates actionable

insight through user experience and service monitoring. It also come **pre-built with set of 50+ common monitoring use cases.** Following is a list of top pre-built scenarios.

Comm.	Mailbox	Exchange Synthetic Transactions	Exchange Network Checks	Exchange Mail Routing	Exchange Availability Monitoring	
Collaboration	SharePoint /OneDrive	SharePoint Synthetic Transactions	SharePoint Network Checks	Office Web Apps Synthetic Transactions	OneDrive Network Checks	OneDrive Synthetic Transactions
	Teams	Teams Synthetic Transactions	Teams Voice	Teams Video	Skype for Business Voice	Skype for Business Online Synthetic Transactions
General	Compliance & Monitoring	Real User Monitoring	AAD Connect Sync	URL Monitoring	Hybrid Cloud Monitoring	ISP Performance / ADFS Monitor Certificate expiration
	Dashboard	MS Service Health	Automatic Alarms	Notification to ServiceNow	Power BI Dashboard/Report	

Benefits

Improved performance and ROI for Microsoft 365 services	2X Increase end user satisfaction and adoption	24/7 Digital Experience Monitoring using Robots

7. Desired State Configuration

Microsoft 365, while offering a plethora of capabilities, currently does not offer any out of box capability for change management. The sheer number of configuration options available is staggering when administrator considers each workload on offer. As a result, making changes to any configuration item in Microsoft 365 can be very difficult to test and quite onerous to track and revert.

IWS provides a comprehensive solution for making M365 tenant configuration management simple and stable. M365 Desired State Configuration tool implements configuration as code and continuously monitor and protect M365 tenant and the various workload configurations.

Monitor & Protect Tenant Configurations

- ✓ Automatic monitoring of configuration drifts
- ✓ Notification about detected drifts
- ✓ Autocorrect the Configuration Drift

Azure Automation - Runbooks

Backup Tenant Configurations

- ✓ Back up the tenant settings of M365 production tenant
- ✓ Restore tenant backup during disaster

Azure Automation - Runbooks

Configuration Changes & Deployments

- ✓ Managing Configuration Changes
- ✓ Approval & Automated Deployments

Azure DevOps – Repos & Pipelines

Configuration Management Portal

- ✓ View baselined and actual tenant configurations
- ✓ View configuration drifts data
- ✓ Approval & Various reports

SharePoint Portal

Benefits

Change Management & Approval automation efforts reduced by **25%**.

Threat reduction with Automated Configuration Monitoring and the drift resolution

M365 tenant operation cost reduced by **15%**

Infosys Workplace Suite with its modular, plug-play services, provides a comprehensive set of solutions to help businesses effectively adopt, operate, and govern their digital workplace platforms and drive value from their workplaces faster.

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Navigate your next

For more information, contact askus@infosys.com