

INFOSYS
WORKPLACE
SUITE - DRIVING
EXPERIENCE &
RESILIENCE FOR
ENTERPRISES



Introduction

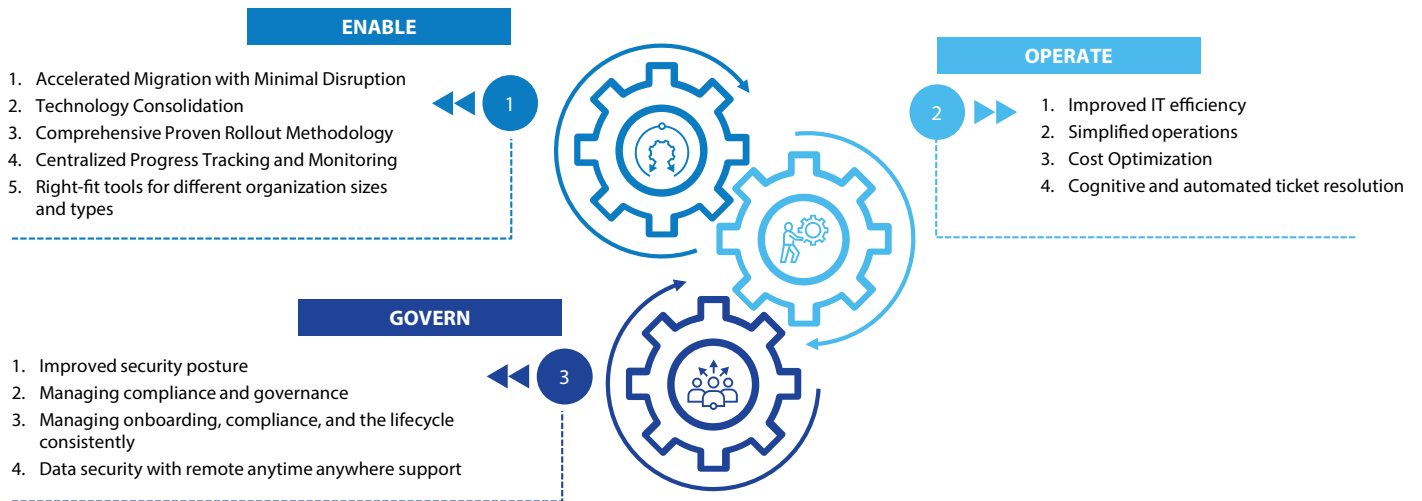
Organizations are revisiting their working models in the new normal. Workplace services being the first touchpoint for any employee, play a vital role in employee's productivity. Enterprises are re-looking at workplace strategies for scalable solutions that provide the best-in class user experience and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



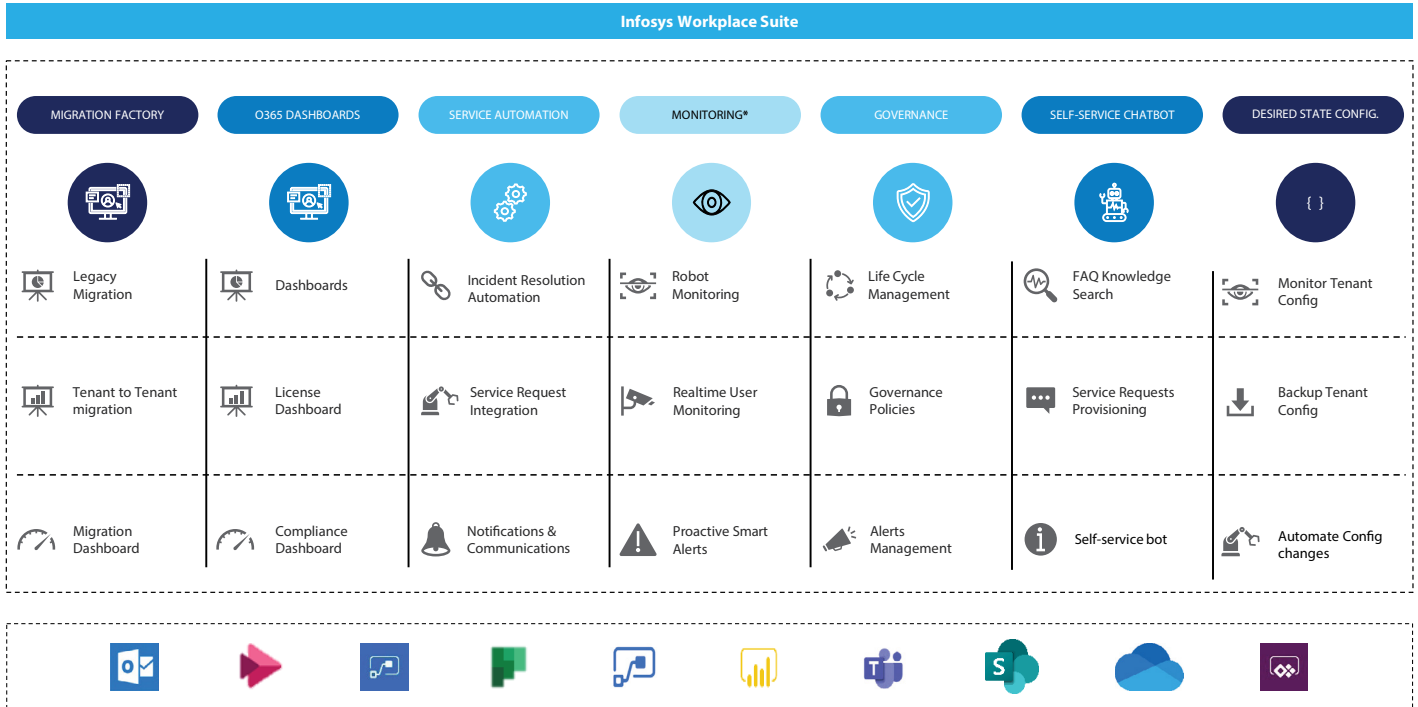
Seamless and Accelerated Adoption with Infosys Workplace Suite

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.



* 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 |
| 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

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|---------------------------------|---|--|
| | 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 | |

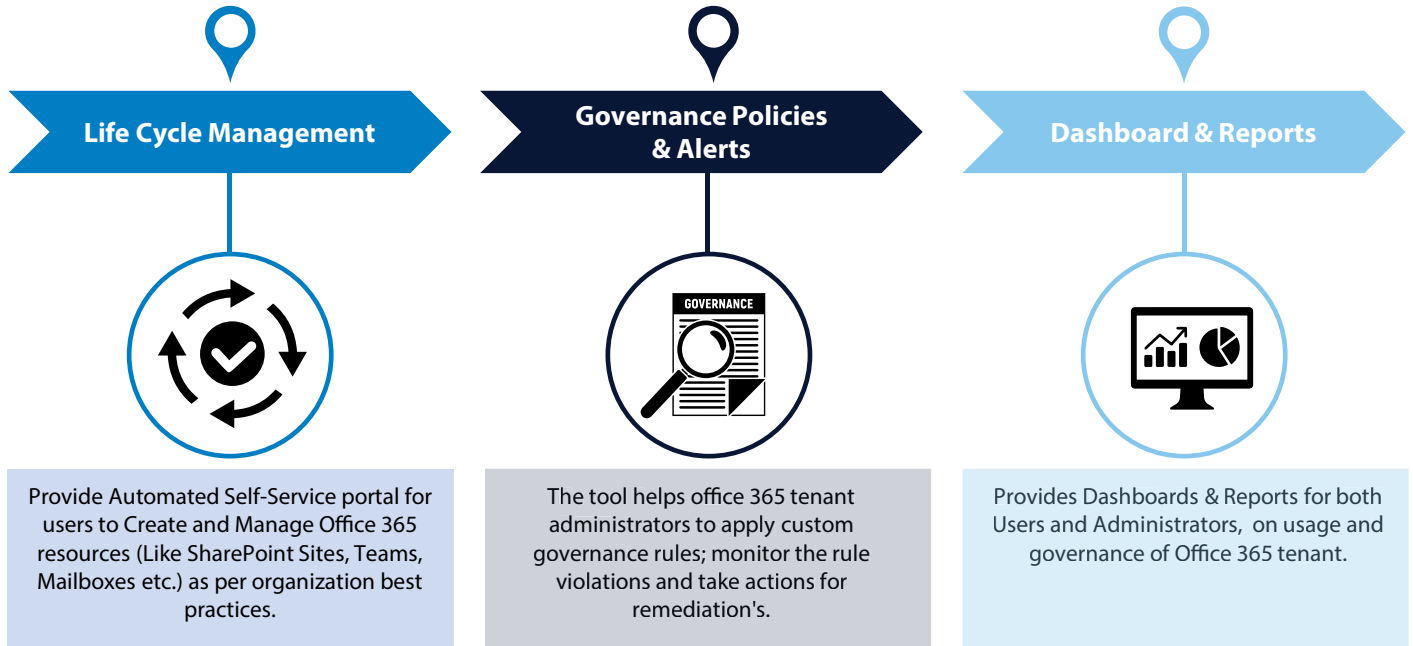


4. Governance Solution

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.);

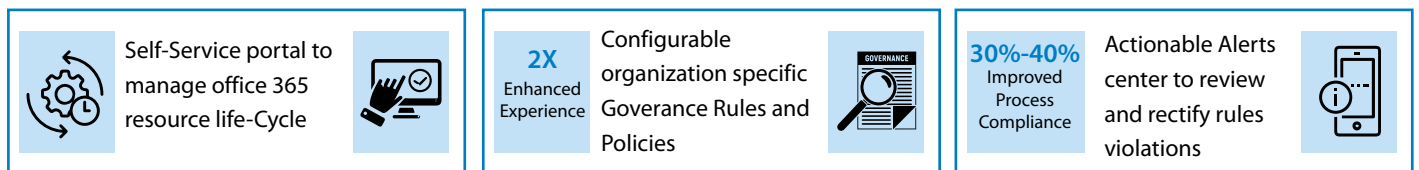
and empowers administrators to apply organization specific custom governance rules and policies and best practices on these resources. The scheduled governance rules engine validates the configured rules

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.



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|---------------|------------------------|------------------------------|------------------------------------|-----------------------------------|--|
| 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 |
| | 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



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

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

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

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







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 <ul style="list-style-type: none">✓ Automatic monitoring of configuration drifts✓ Notification about detected drifts✓ Autocorrect the Configuration Drift Azure Automation - Runbooks |  Backup Tenant Configurations <ul style="list-style-type: none">✓ Back up the tenant settings of M365 production tenant✓ Restore tenant backup during disaster Azure Automation - Runbooks |  Configuration Changes & Deployments <ul style="list-style-type: none">✓ Managing Configuration Changes✓ Approval & Automated Deployments Azure DevOps - Repos & Pipelines |  Configuration Management Portal <ul style="list-style-type: none">✓ View baselined and actual tenant configurations✓ View configuration drifts data✓ Approval & Various reports SharePoint Portal |
|--|---|--|--|

Benefits

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|---|---|--|
|  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.

For more information, contact askus@infosys.com

Infosys[®]
Navigate your next

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