Mindtree
A Larsen & Toubro Group Company

Accelerating Virtual Workforce Powered by Experience and Cognitive Platforms

#ReimagineNewNormal

The recent disruptions that have occurred worldwide, has created a domino effect affecting our personal and professional lives in many ways. The expectations of working in remote locations due to heightened social distancing, without compromising the need for extreme employee productivity, and with legal disruptions like the Defense Production Act (in the US) has introduced a new normal which throws up many challenges for our workforce.
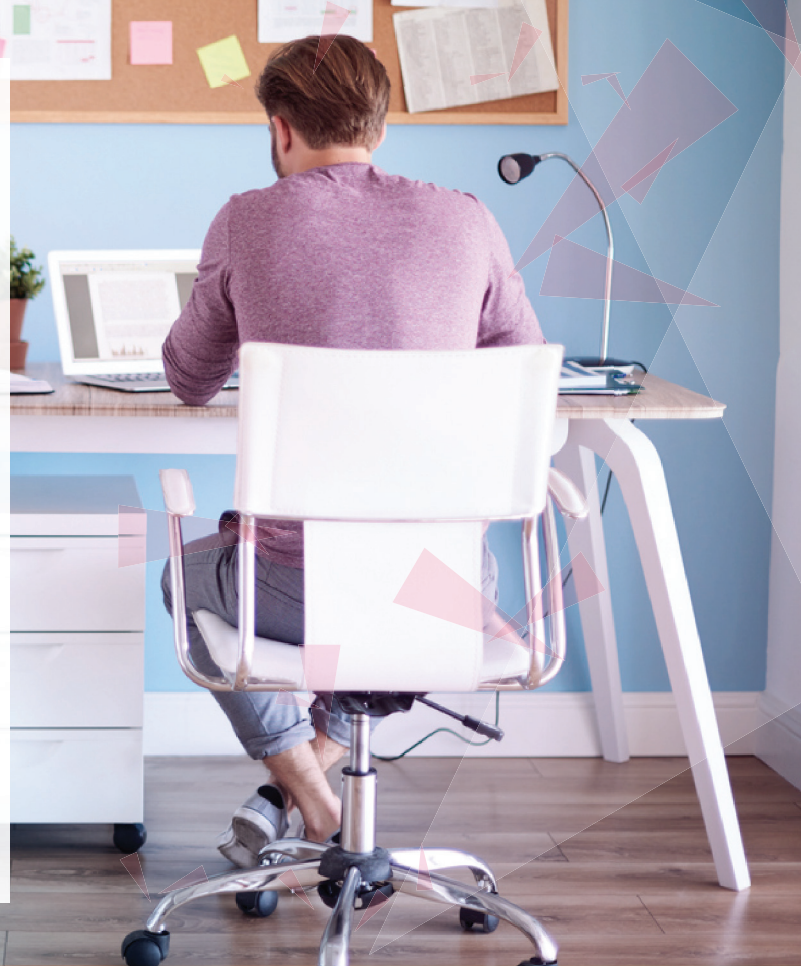
According to Global Workforce Analytics cited by The Balance Careers*, only **56%** of the workforce hold jobs that are compatible with remote work.

- That still leaves about **44%** of the workforce involved in field work such as after sales service, factory or plant operations, retail store associates, and other frontline staff processes that do not have the option of working remotely.

- Even in the **56%** remote compatible jobs, people face the following challenges in times of volatility and adversity:
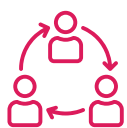
Ability to collaborate and co-work with colleagues

Access to SMEs at the right time on the right device at any place

Handle increased volume without impacting quality of service

To respond to this paradigm shift, organization's need to significantly reduce cognitive load and enable better collaboration for a remote knowledge-based workforce. At the same time, organizations need to bring the field workers to the knowledge fold by providing automation, remote work and training solutions without compromising on safety, security and compliance guidelines of the enterprise.

As an organization, we have been helping businesses make this transition long before it became a norm due to the COVID-19 pandemic. Our fundamental pivots to enable this transformation has been driven by the following tenets.

- Helping enterprises for the next LEAP (Learning, Experience, Access, Productivity) powered by platforms for the knowledge and field workers
- Leverage cognitive, intelligent conversational solutions to support knowledge workforce
- Improve faster learning and onboarding by leveraging micro learning solutions
- Augmenting physical reality with virtual reality for seamless support and assistance in remote operations
- Drive hyper automation to expand human capabilities by automating work which covers tacit and explicit knowledge

Why Teleworking Should Be an Option for Employees, The Balance Careers, March 25, 2020

Here is a snapshot that illustrates how we enable those tenets into solutions for our customers.

	Self-Service	Hyper Automation and Collaboration	Training and Learning	Guided Selling	Remote Operations
Value Proposition	■ Use of Virtual Assistants for self service ■ Augmenting workforce by supporting front and back office employees	■ Accelerating Automation and Collaboration across Distributed Teams supporting front and back office employees	■ Self learning with personalization and interactivity	■ Leveraging convergence of Physical and Digital for selling high touch products	■ Leveraging Convergence of Physical and Digital Realities for field workers
Use Cases	■ Employee, Customer Service, Field Service Bots ■ Quick FAQ's, automate emergency response, resolve L1 and L2 issues	■ Augment human workforce with bots ■ Quick setup, onboarding and kickoff of Meetings and Teams Workspace	■ Byte Sized Training ■ Avatar based training modules	■ Shared Remote walkthrough of products	■ Remote Support ■ Remote Monitoring with AR overlays, annotations
Technologies and Accelerators	■ Bot Powered by MindFlow, a Mindtree Accelerator and LivePerson ■ NLP powered by Microsoft LUIS, Intelligent Automation with PowerApps ■ Teams as a Channel	■ Microsoft Power Apps ■ Microsoft Power Automate ■ Microsoft Teams	■ Shotclasses – Mindtree Platform ■ Avatar-based training delivered through Virtual Reality using Mindtree IP	■ Experience delivered through Shared Augmented Reality powered by Vuforia	■ Shared Augmented Reality powered by Vuforia and Vuforia Chalk ■ IoT Accelerators – Gladius IoT Core, Asset+ ■ Avatar-based Training IP and InspectMind
Success Stories	■ 24x7 Self-Service using Virtual Assistants and Call Triaging for North American Life and Annuity Insurer ■ Enabling employee self-service bots for a large American humanitarian organization, Mindtree and other customers		■ Implementation of Shotclasses for a CPG Major ■ Avatar-based Training for a Benefits Administration Software Company	■ Augmented Reality-based mobile app to visualize colors on walls for a global paints company	■ Digital Twin of operational platform using sensor data and IoT Analytics fora global leader in Oil and Gas Engineering

Knowledge Workers   Field Workers

Figure 1: Snapshot of the Virtual Workforce Solutions

- **Enable Self Service using Virtual Assistants to support front and back office employees** – Mindtree deploys a Microsoft Azure-based conversational platform supported by our MindFlow accelerator for customers, which will automate emergency response, FAQ, L1 and L2 issues with no manual intervention.

- **Drive hyperautomation and collaboration leveraging Power Apps and Microsoft Teams** – We augment the human workforce with bots to automate business processes by leveraging automation solutions and Microsoft Power Apps.

- **Integrate accelerated quick learning modules for faster employee onboarding** – By leveraging Shotclasses, our mobile-first, micro learning platform and avatar-based training solution, we accelerate employee onboarding and encourage ongoing learning.

- **Enable guided selling powered by augmented reality** – Leverage augmented reality platforms to drive guided selling for high touch products like housing, apparel, etc. powered by PTC Vuforia.

- **Remote Operations** – Leverage shared augmented reality powered by PTC Vuforia and Vuforia Chalk and our IoT accelerators to offer expert help to remote field technicians and remote monitoring.

Enabling the Paradigm Shift leveraging the intersection of Journey, Experience, Technology and Speed

Based on our engagements with customers, we have tailored an approach which ensures success at a rapid pace. The section below elaborates this bespoke approach

- **Journey-based** – Driving adoption for these solutions are dependent upon tailoring the above-mentioned use cases to the key personas of an enterprise. We start with defining simple persona-based journeys to deliver future capabilities that accelerate adoption by employees. Our virtual innovation lab, Digital Pumpkin has created a fast-paced approach to drive and define these personas in a matter of hours and not days.

- **Experience** – Our virtual innovation lab, Digital Pumpkin, helps define the future experience in parallel, while outlining these personas.
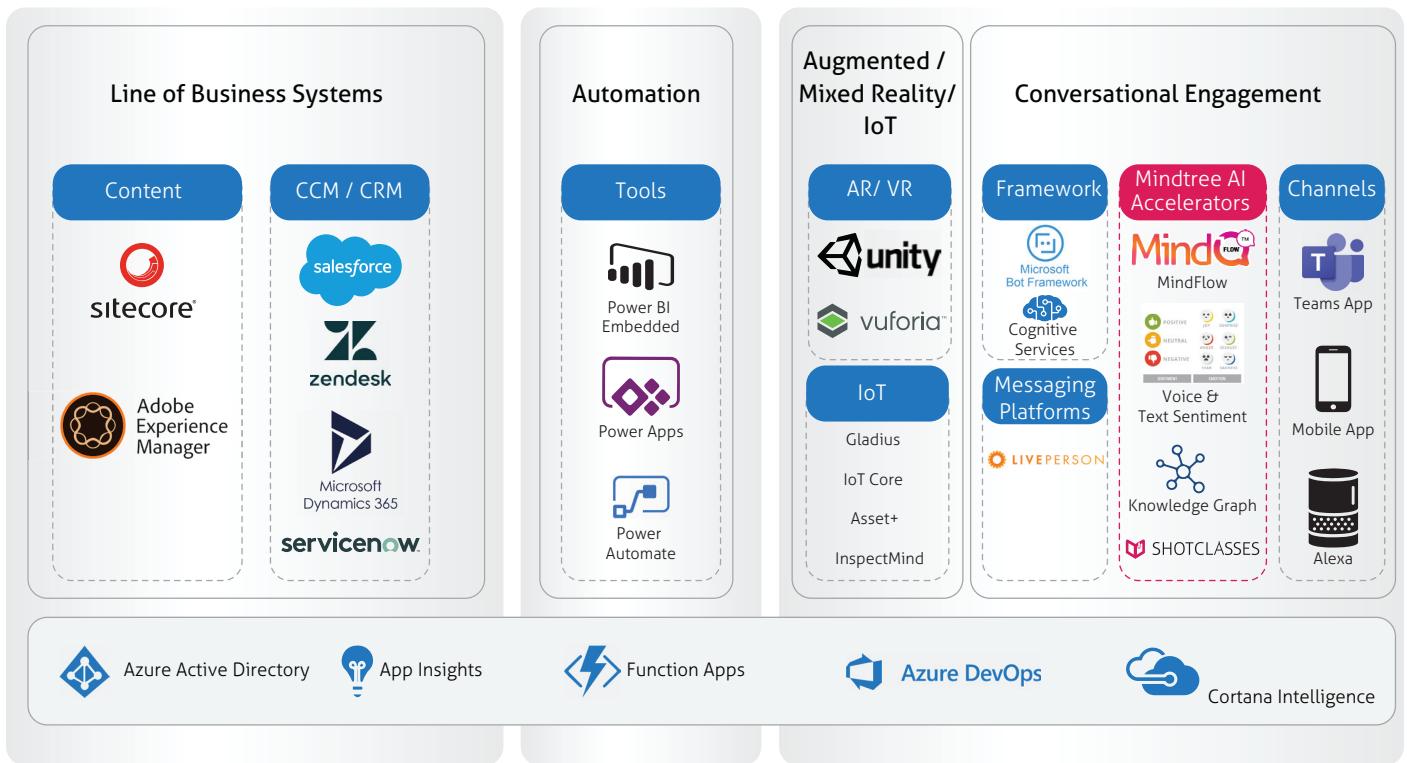
Figure 2: Architecture Diagram of the Virtual Workforce Solution

- **Technology** – The acceleration of this solution is enabled by leveraging industry standard technologies and best practice combined with a combination of Mindtree intellectual property as illustrated above

- **Speed** – We have created a rapid execution framework, which helps us execute these solutions in weeks, and not months, completely remotely with our virtual solution pod teams. The intent is to reduce the need for contact in these uncertain times without reducing the desired levels of collaboration. An illustration of our approach to execution is given below.

Concept to Deploy in 4 weeks

Understand the focus area, the current state and envision the solution

Virtual Design Thinking Workshop

Customize and improve the solution based on the learnings

Customize

| ½ or 1 Day | 2 to 4 weeks | 4 to 8 weeks | Scale (as required) |

Snap-in

Scale up the solution to handle more use cases or volumes

- Elaborate the solution needs
- Select the right technology ecosystem
- Address security and authentication aspects
- Use our virtual solution pod teams to design and implement the MVP
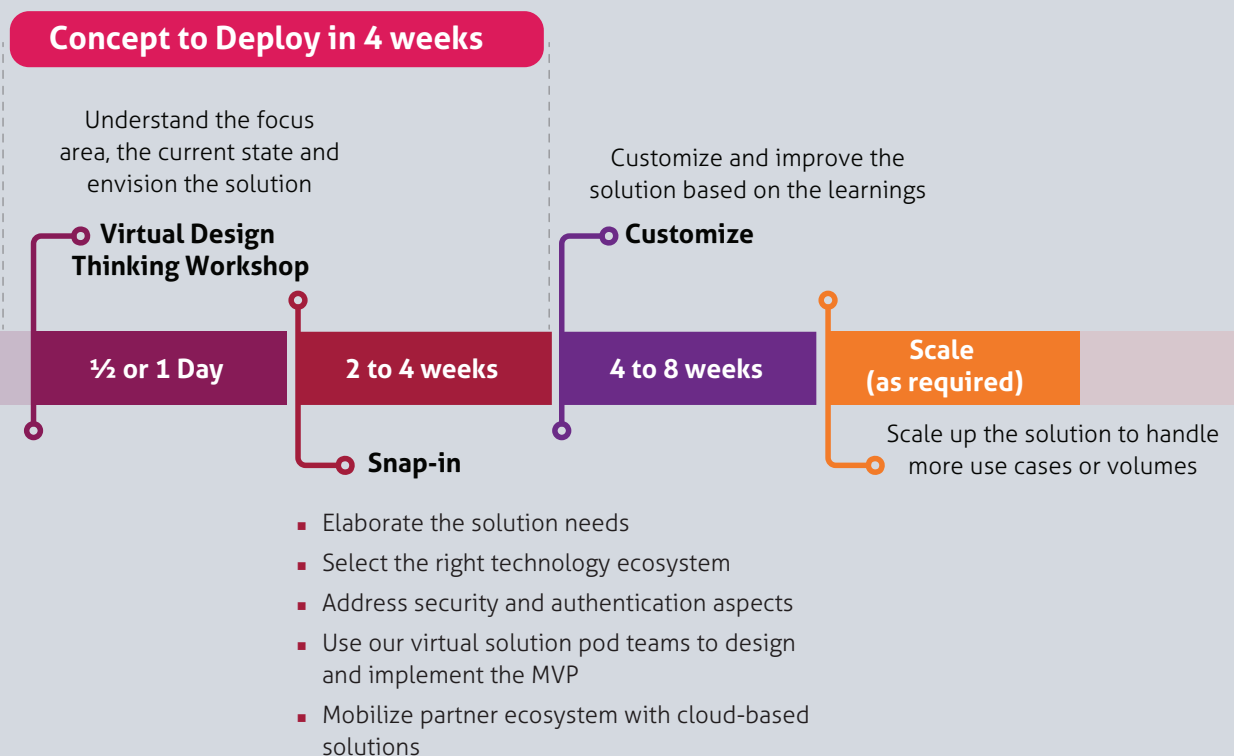- Mobilize partner ecosystem with cloud-based solutions

Figure 3: Solution execution approach and timeline

An illustration: Augmented Reality Powered Remote Maintenance Operations

Getting Started

The virtual workforce paradigm is the best path, that enables businesses to collaborate and deliver results securely, even in times of heightened disruption. We start with a half-day virtual Digital Pumpkin workshop for organizations to define a work ecosystem for your employees that is
cognitive, guided, and hyper automated. We have the approach and execution framework to do it for you with limited contact and less friction which can focus on defining a path to achieve:

- Reduced call volumes to agents by **15 to 30%** and faster L1/ L2 service resolution by nearly **50%**
- Increased front office productivity and remote assistance scale up by **20%**
- Reduced onboarding time for new employees
- Increased access to subject matter expertise

All you need to get started is signup for a four-hour Virtual Design Thinking Workshop.

About Mindtree

Mindtree [NSE: MINDTREE] is a global technology consulting and services company, helping enterprises marry scale with agility to achieve competitive advantage. "Born digital," in 1999 and now a Larsen & Toubro Group Company, Mindtree applies its deep domain knowledge to 300+ enterprise client engagements to break down silos, make sense of digital complexity and bring new initiatives to market faster. We enable IT to move at the speed of business, leveraging emerging technologies and the efficiencies of Continuous Delivery to spur business innovation. Operating in 18 countries and over 40 offices across the world, we're consistently regarded as one of the best places to work, embodied every day by our winning culture made up of over 21,000 entrepreneurial, collaborative and dedicated "Mindtree Minds."