



Mindtree


A Larsen & Toubro Group Company

Digital Workplace Solutions

Embracing Change and Turning **Digital Transformation** into a Competitive Advantage



Welcome to possible

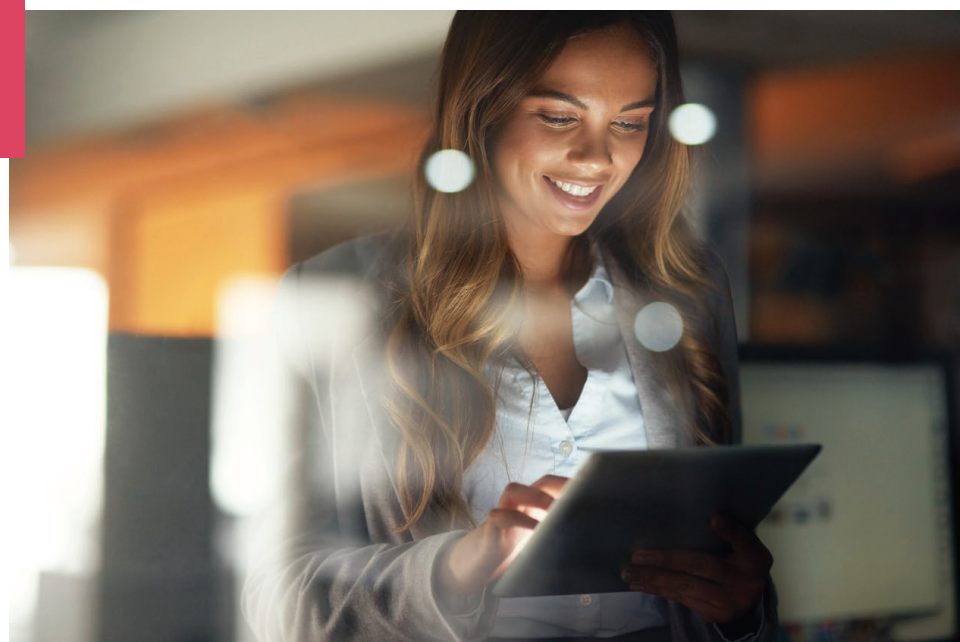


The global pandemic that started in 2020 only accelerated the inevitable. Hybrid work models, as-a-service everything, AI-fueled automation and datafication are here to stay. The pace of change is accelerating, and there's no going back.

Some enterprise leaders approach the prospect of this rapidly evolving digital workplace with concerns. They openly or privately worry about the impact of the digital workplace on productivity, relationship building, employee onboarding, innovation and development, learning and training. But because the digital workplace is inevitable — and more than 74% of knowledge workers want to continue their hybrid models — many of these senior leaders are working to merely “accept” this new reality . Simply accepting the current reality of the digital workplace — rather than transforming it — is likely to put an enterprise at a serious competitive disadvantage on several fronts.

Prioritizing intelligent support and increased automation are not just inevitable business decisions, they're accelerators for improving the user experience.

In organizations where digital workplaces are well-designed and well-managed, companies are seeing measurable improvements in job satisfaction, worker productivity and customer service. It's also becoming a powerful tool for attracting and retaining talent. Committing to the digital workspace concept allows you to hire workers almost anywhere. And giving potential hires the freedom to work in a true hybrid or remote model can separate you from other potential employers.





Want to Improve it? Measure it.

A time-tested reality is that you can't manage what you don't measure. Fortunately, the evolving digital workplace is eminently measurable and manageable. Organizations that embrace rapidly evolving digital workplace realities can benefit by leveraging the data generated by worker's platforms and tools. The insights gained can be used to optimize teams and individual performance.


At Mindtree, we see this in digital workplace engagements of all sizes. The tools and technologies we integrate and deploy help our customers gain insights on key metrics, such as individual employee performance, team-level productivity, asset utilization, customer service levels and even companywide morale. This empowers the organizations we serve to identify patterns and make predictions, encourage positive employee behaviors, optimize organizational performance and simplify compliance. The self-service and automation aspects of our digital workplace solutions also greatly reduce operating costs and ease the mounting burden on stretched IT teams.

At the worker level, the digital workplace serves as a flexible foundation for creating the ideal work experience. Millennials and Gen Z comprise a majority of the world's labor force. A well-designed and managed digital workplace will help attract, retain, engage and motivate these "born-digital" generations. They can choose their own devices, easily access apps, quickly log onto networks, connect with co-workers and customers and facilitate whichever workstyles best fits their situation. By offering persona-based models instead of single services, employees can create fit-for-purpose workplace bundles that are customized to their requirements.

Mindtree digital workplace deployments also allow our customers to securely embed employee content and data in collaboration tools, drop boxes and cloud storage systems, so employees can access data from any device, in any location. Access to these digital assets improves efficiency, increases productivity and enhances organizational agility. It also helps in the innovation process, as workers in any location can collaborate in real-time and use AI-powered tools to quickly create, explore and refine design concepts.

1. <https://www.techrepublic.com/article/74-of-us-knowledge-workers-will-quit-a-job-for-an-opportunity-to-work-from-home/>

2. <https://www.gartner.com/en/newsroom/press-releases/2020-07-14-gartner-survey-reveals-82-percent-of-company-leaders-plan-to-allow-employees-to-work-remotely-some-of-the-time>



Balancing seamless experiences with strong security

One clear goal of mastering the digital workspace is creating seamless experiences for workers. Providing easy access to networks, apps, tools, data and work groups is essential for workers to feel engaged, achieve high levels of productivity and better serve customers.

Employees can choose when and where they work and determine the best ways to innovate, serve customers or perform other critical tasks. Allowing employees to choose where they work — and which devices and apps they use — is proving to deliver important benefits.

Of course, this frictionless experience must also be accompanied by strong security. A majority of enterprise breaches are a direct result of compromised credentials — which typically take the form of lost or stolen passwords. The digital workplace solutions Mindtree deploys for customers are built on a Zero Trust framework. Traditional passwords are replaced by identity-based security that combines the use of multi-factor authentication (MFA), digital certificates and systems that allow for conveniences, like single sign-on (SSO).



Key elements of the Digital Workplace

Digital workplace deployments are designed to empower workers to be as productive as possible, whether they're at home, in the field, at an airport or in a home office. Most knowledge workers require access to networks, data, apps and collaboration tools that allow them to connect with co-workers, customers and business partners. IT teams supporting those workers need automated tools that remove the burden of frequent support desk calls for everything from retrieving lost passwords to solving file management problems. Field employees who are 100% remote or frequently onsite in customer locations typically require an additional layer of services that allow for everything from secure delivery of physical items to virtual training assets.

Laying the Groundwork for a Smooth Transition

A well-executed digital workplace solution accelerates productivity and improves the worker experience when fully scaled, but getting there without major downtime and workplace friction requires deep expertise and a thorough migration plan. This is a different set of skills than strategic long-term management — it's transformation planning. Many organizations internal staff have little to no experience with this stage of the process, and it can result in early losses from an otherwise well-built solution.



For organizations to reach a scale of stable and modern solutions as quickly as possible, they'll need to lay the groundwork through in-depth analysis of the current estate along with a detailed roadmap outlining how to get there. Our 200+ skilled Transformation Services consultants design detailed plans for smooth implementation of experience-focused digital workplace solutions. We ask the right questions, document every contingency, and prepare comprehensive workplans and optimized timetables for a smooth transition from the current state to your future-ready solution.

Digital Workplace service offerings

Ascending User Experience through Amplified Automation and Accelerated Cognitive Support

Challenges



Distributed and siloed delivery model



Lack of end-to-end visibility to End Users
Impacting User Experience



Hybrid working model requiring virtual
collaborations and engagement



Cost overruns due to less-than-optimal
automation and tools strategy



Focus Areas



Automation & Demand Elimination

- Self Service enablement
- Proactive monitoring and healing
- All in One Platform Led Approach



Speed of Resolution

- Left shift through improved automation, Self-heal solutions
- Kiosk, Vending machine solutions



Modern Management

- Unified solution approach
- Cloud first strategy to accelerate anytime anywhere management
- License rationalization based on persona assessment



Factory Based support

- Standardization and predictable solutions
- BYOD implementation
- Device Lifecycle Management



Offerings



AI / ML Powered Service Desk



AR VR enabled Field Services



Smart Workspaces: M365, VDI, MDM



Desktop Engineering

Putting our own tools to work

Mindtree has built up a strong digital workplace portfolio through customer engagement around the world and in markets ranging from retail, healthcare and transportation to manufacturing, mining and utilities. But we have also built our own enterprise on a strong digital workplace foundation.

We have digital workplace experts serving customers in seven innovation centers and centers of excellence (COEs) located in the U.S., Europe and India. We work closely with best-in-class partners, including Microsoft, Google, ServiceNow, AWS, Okta and Sailpoint. We integrate technologies from those partners with our own solutions — ranging from automated employee onboarding and AR/VR training system to systems for connected building and worker safety. Recent acquisitions have also expanded our portfolio with advanced solutions for AR, VR, internet of things (IoT) and machine learning (ML) capabilities.



How to take the next steps

Most likely, your enterprise accelerated its path towards the digital workplace during the pandemic. Your IT department quickly spun up infrastructures that allowed people to work from their homes or other remote locations. You also likely made new digital connections with partners, suppliers and customers. You're probably not starting from zero, but your digital workplace execution isn't a "10" yet.

Mindtree digital workplace experts can assess where you are and help you develop a vision for what you want to become. We can help you cultivate new digital workplace strategies that allow you to unburden IT teams, empower remote workers, perfect your hybrid work models, accelerate innovation and develop deeper digital connections with customers. Then, we can help you bring that plan to life in ways that engage workers, ensure security and safeguard your budget. For more information, or to view our digital workplace case studies, visit www.mindtree.com or send email inquiries to workplace.services@mindtree.com.



About Mindtree

Mindtree [NSE: MINDTREE] is a global technology consulting and services company that enables enterprises across industries to drive superior competitive advantage, customer experiences and business outcomes by harnessing digital and cloud technologies. A digital transformation partner to more than 260 of the world's most pioneering enterprises, Mindtree brings extensive domain, technology and consulting expertise to help reimagine business models, accelerate innovation and maximize growth. As a socially and environmentally responsible business, Mindtree is focused on growth as well as sustainability in building long-term stakeholder value. Powered by more than 29,700 talented and entrepreneurial professionals across 24 countries, Mindtree — a Larsen & Toubro Group company — is consistently recognized among the best places to work.

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