

# POST-COVID: REOPEN WITH CONFIDENCE

Enable exceptional  
employee  
experience with  
Qualtrics



As the world begins to adapt to the new normal during the COVID-19 pandemic, organizations are faced with the challenge of ensuring healthy and safe workplaces for employees returning to the office. Managing employee experience, nurturing the human connection and monitoring employee safety every minute are top priorities for the C-level leadership.



## What does the new normal at the office look like?

From conversations with HR stakeholders on how they are addressing these issues, Infosys has observed that many have formed core groups and created CxO-level dashboards to manage new working conditions. However, these are mostly manual and effort intensive, and do not

necessarily provide capabilities for effective employee engagement.

To ensure that employees stay engaged and feel safe at work, Infosys has developed an employee experience solution that caters to globally diverse clients. The solution aims to help

organizations 'reopen with confidence and enable the safe return of employees'. It will help companies take the required steps to ensure that employees feel safe and customers confident when engaging with brands in-person.

## Infosys solution

The Infosys employee experience solution uses the industry-leading platform, Qualtrics, to implement experience management (XM) capabilities. Deployable within a few weeks, it gauges and acts on employee sentiment.

The three pillars of our strategy to 'Reopen with confidence' are:

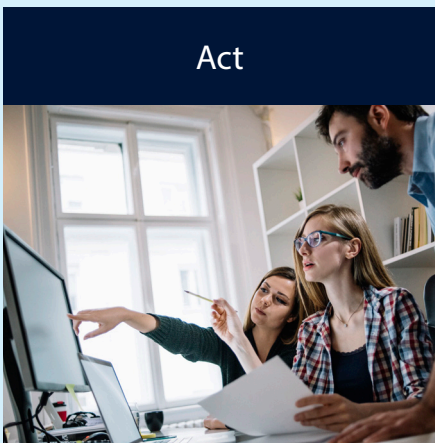
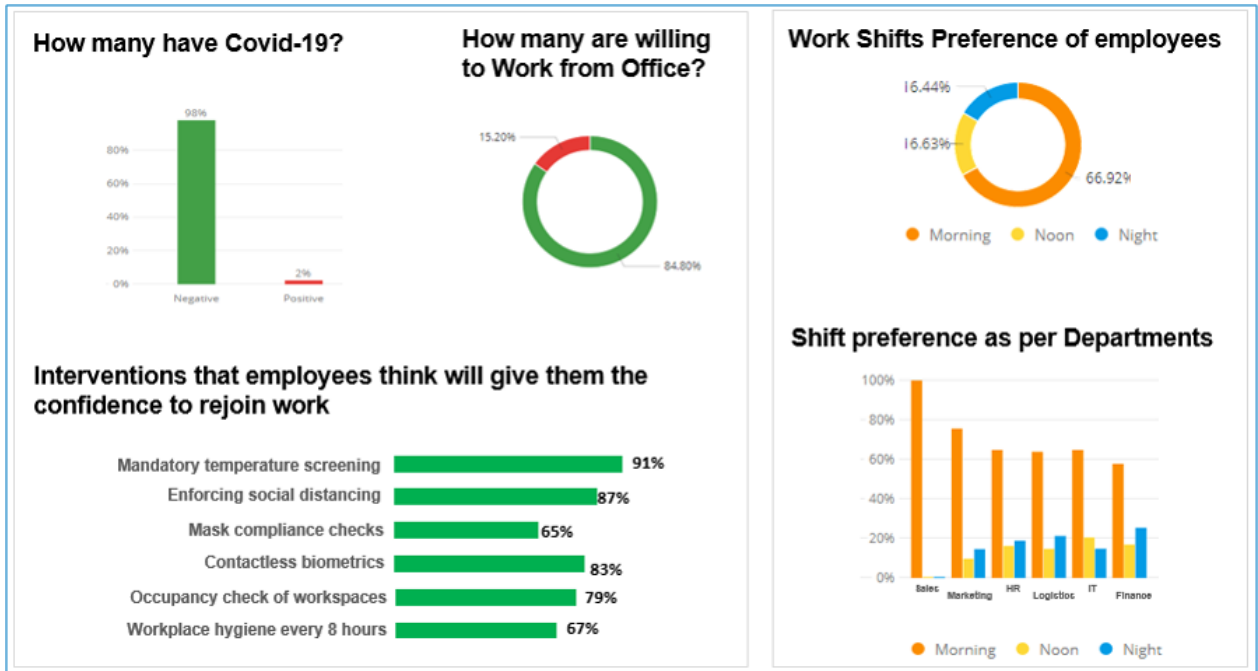
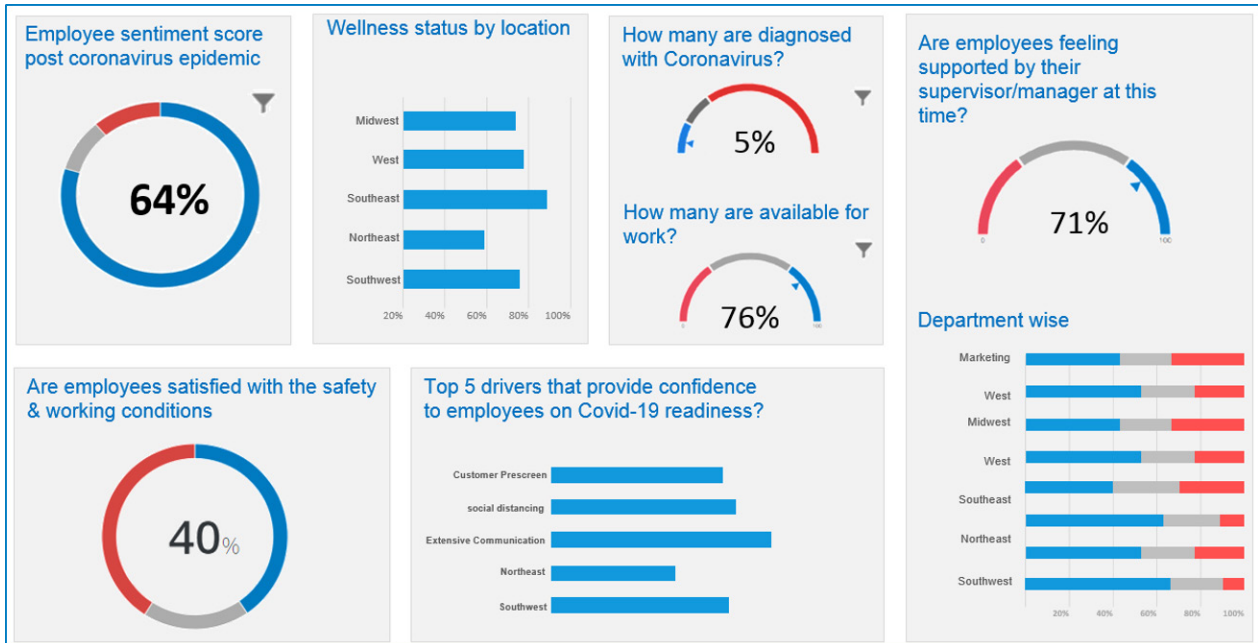


The solution gives employees a voice so leaders can listen to their sentiments and uncover gaps. It gathers information on key questions like:

- How many people are healthy? How many are available to work? How can the organization plan daily or weekly work shifts?
- What are the issues employees face when joining back at work?
- Are employees engaged and receiving the right training?
- What are the reasons for low confidence in workplace safety?
- How strong is their trust in the company leadership? Do they feel the steps taken by the company are sufficient?
- Is the organization doing enough?



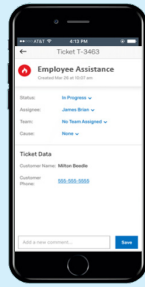
The above employee feedback is converted into insights that are delivered in real-time to leaders and managers through intuitive dashboards. The 'Employee Safety and Readiness Command Center' gives information on the root causes of employee concerns and issues as well as drivers for improvement. These real-time insights and early watch indicators help organizations make timely and informed decisions about employee well-being.



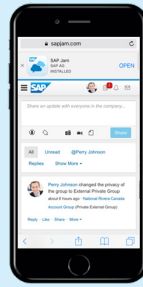
The solution platform provides a system of action that helps bridge the employee experience gaps. These closed loop interactions can help organizations prepare to re-open the office in a smart manner. It also demonstrates these steps to employees to create greater confidence.

## Key solution features

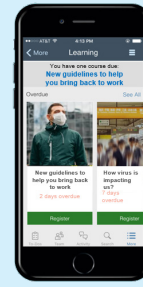
- **Perform real-time and automated actions** like helping employees in need, enabling communication and collaboration, and setting up emergency training and coaching



Real-time employee assistance follow-ups

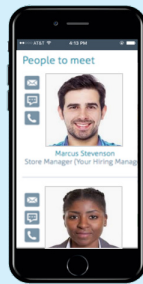


Alerts and communication

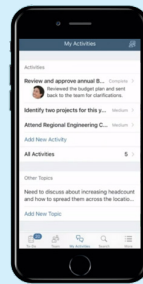


Emergency training and coaching

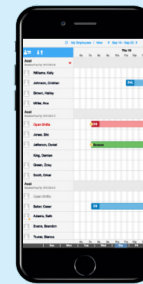
- **Integrate with HR applications** like SAP SuccessFactors to enable virtual onboarding and recruitment, and optimize goal settings and workforce shift planning



Virtual zero contact onboarding and recruiting

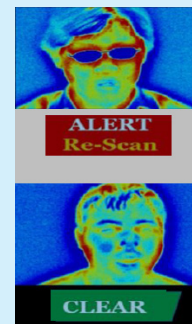
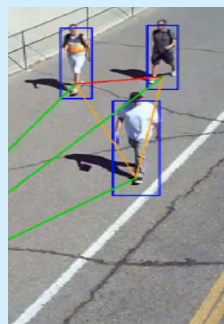


Goal updates as per the new normal



Workforce scheduling and shifts

- **Integrate with HR applications** like SAP SuccessFactors to enable virtual onboarding and recruitment, and optimize goal settings and workforce shift planning



Infosys can set up these solutions for your organization, quickly and cost effectively, so you can navigate and fast-track your recovery.

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

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Navigate your next

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