Cognizant®

Virtual Workplace

Elevate employee experience and productivity

It almost goes without saying that the way we work will never be the same again. For business and IT leaders, the challenge ahead is to find ways to achieve real resilience for their enterprise. To meet this challenge, Cognizant's Virtual Workplace solution helps elevate workers' experiences and productivity, securely and from anywhere.

The new reality

The transition to remote working means more than taking a laptop home – it requires a shift in modern workplace technologies, employee training and careful change management. It also requires a new level of focus on business-continuity risks and the need for robust governance, security and compliance measures.

To meet these new demands, companies will need to invest in secure upgrades to experiences, applications and infrastructure so their workforce can be productive from anywhere. These remote solutions, tools and workflows, along with employee adoption programs, will help companies get work done now, and build a foundation for a resilient tomorrow.

Questions you may have

- How do we make it easy and reliable to access enterprise tools and content from anywhere?
- How do we help our employees work more effectively?
- How do we introduce and encourage a unified approach to deploying and using productivity tools?
- How do we enable workers to connect with each other and access relevant data?

- How do we protect our employees, data and infrastructure from increased security threats and vulnerabilities that can arise from working remotely?

How we help

Imagine that your workers are productive and engaged, regardless of their work location. Imagine they can securely connect to each other, and get the critical information and technology resources they need. Sounds good, doesn't it?

Here's how we make it happen:

1. **Experience services** help companies design and build employee experiences that increase engagement and collaboration by simplifying the way work is done, wherever it's done.

   - **Employee experience design**: Apply a human-centered design approach to build experiences for the workplace.
   - **Enterprise collaboration**: Reimagine workflows using modern collaboration platforms to help employees connect to people and data across geographies.
   - **User experience analytics**: Help monitor and manage employees' digital experiences.

2. **Productivity Services** deliver exceptional customer service from anywhere.

   - **Enterprise content**: Help employees retrieve, migrate, manage, create and publish content to streamline workflows and facilitate decision-making.
   - **Unified communications**: Bring together conferencing, content and collaboration

platforms like Microsoft Teams, Wrike, Slack, Amazon Chime, Amazon WorkDocs, Kendo, Cisco Webex, GoToMeeting and more to eliminate management hassles across discrete tools.

- **Digital contact center**: Deliver consistent and seamless customer experiences via an omnichannel, cloud-based contact center solution.
- **Employee experience and business process productivity**: Empower workforces with intelligent intranets, collaboration, content and knowledge management, personalization and application integrations.

3. **Infrastructure services** help companies set up, transition, and operate foundational connectivity and hosting technologies.

- **Cloud workspace**: Deliver desktops and applications accessible anywhere and from any device via an integrated, end-to-end cloud-based workspace solution.
- **Unified endpoint management**: Offer secure access to corporate data and applications from anywhere and any device.

- **Remote desktop**: Facilitate employee access to on-premises resources from anywhere, anytime.
- **Intelligent remote support**: Deliver personalized support for users via a comprehensive digital engagement solution.

4. **Change management services** guide enterprises through each step of helping employees adapt to new ways of working. Our workforce transformation expertise helps employees become more productive and collaborative as they deliver value to your customers.

74% of CFOs intend to shift some employees to remote work permanently.
−**Source: Gartner CFO Survey, 3 Apr 2020**

Getting started

Cognizant builds enterprise-level workplace solutions using a proven four-step approach:

Step 1: Build the foundation

We review your technology environment and organizational culture and identify critical gaps. We help you prepare your workforce and set the stage for a secure, successful transition.

Step 2: Deploy with consistency

We look at all your existing tools and recommend new solutions if needed. Our Infrastructure, Collaboration and Change Adoption experts deploy tools, including governance and AI-enabled bots, to get you up and running.

Step 3: Enable the organization

We start with leadership communications training along with virtual meeting support. Enablement continues with customized training experiences, collaboration tools, change adoption and cultural transformation plans to help your employees be productive anywhere.

Step 4: Embed resilience

After installing software, creating plans and training employees, our Workforce Transformation team works with you to evolve your culture to be more resilient over the long term.

Why Cognizant

Cognizant takes a human-centric approach to design virtual workplace experiences that genuinely enhance productivity. Because we know the challenge is multi-faceted, our offering portfolio spans infrastructure, tools to boost productivity, and experience and change management. We also use advanced technologies like Artificial Intelligence (AI), Machine Learning (ML), Augmented Reality (AR), Virtual Reality (VR) and IoT to create experiences that stick.

We get it done faster. We partner with top technology companies like Microsoft, Dell Technologies and Cisco, and develop in-house proprietary IPs, accelerators and migration frameworks to get you up and running quickly and securely.

We know it's not "one-and-done." Our analytics tool measures the employee experience, so IT teams get real-time data on productivity wherever employees are.

Client success stories

70% CapEx savings with a modern digital workplace

Cognizant established a modern digital workplace for a retail player to ensure business continuity, boost productivity and improve the employee experience during the COVID-19 crisis. The solution enabled anytime, anywhere, any device access to corporate resources while enhancing employee productivity and resulted in more than 70% CapEx savings, post digital transformation. The tech-stack includes Microsoft Intune for UEM, Windows Virtual Desktop for cloud-based VDI and Windows Autopilot for zero-touch provisioning.

30% productivity improvement with migration to Cloud Office (O365)

Cognizant performed a zero-impact migration and transformation to Cloud Office (Microsoft Office 365) for a global industrial gas and services company to modernize its productivity tools and foster more innovative, efficient work practices. The transformation, which improved productivity by 30%, included enterprise mobility implementation, organizational change management and an integrated hybrid identity solution. A comprehensive change adoption program resulted in day-one productivity that exceeded expectations by over 10%, according to an employee survey.

Enhanced employee experience by 30%

This media client wanted to modernize their aging technology stack to become more nimble. Cognizant established a collaboration platform and modern workplace that enhanced their employee experience using the Microsoft Office 365 platform. This included an enterprise mobility strategy, virtual collaboration tools and training, and a detailed organizational change management program to drive user adoption and sustain utilization. Migrating to the cloud-based solution resulted in a 30% improvement in employee experience through improved collaboration.

To learn more, visit

https://www.cognizant.com/cognizant-digital-business/interactive-services/virtual-workplace

About Cognizant

Cognizant (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 194 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us @Cognizant.

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