



Let's Solve

# Next-Generation Workplace Offerings



A Larsen & Toubro  
Group Company



The world has seen a paradigm shift in the way people communicate and collaborate, evolving from One-on-one communication via mails to one-to-many communication via shared databases. The most recent trend in this shift is, many-to-many communication through social networking sites. Collaborating empowers employees to discuss work, deliver feedback and cross-pollinate their ideas. This ultimately results in better productivity and employee satisfaction.

We have helped organizations across Banking, Insurance, Energy, Consumer Retail and Media & Entertainment industries, ride this wave of enterprise collaboration, enabling them to build more transparent and better connected organizations through sustained engagement.

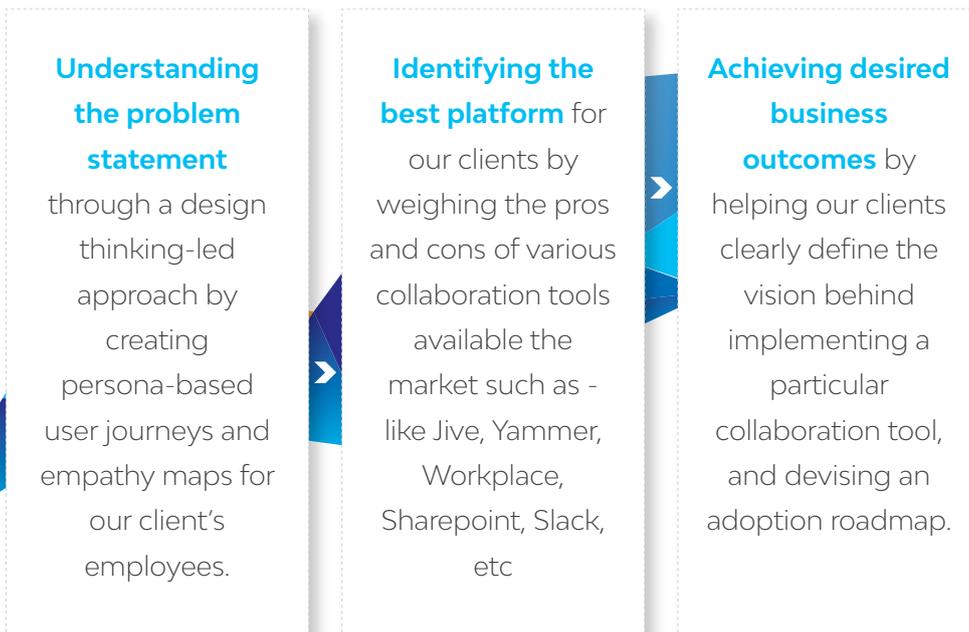
## Our Offerings

As companies grow in size, complexity, diversity and geographic dispersion, it is imperative that they keep their workforce connected and engaged. The technology that a company uses directly, impacts the company's culture. At LTI, we help our clients choose the right collaboration tool that will help them connect faster, collaborate better and innovate smarter.



# Collaboration Assessment

We analyze the existing tools that an organization uses, do a need- gap analysis, and accordingly help consolidate and find the best solution.



Improving Employee Productivity For One Of The Most Innovative Technology Companies

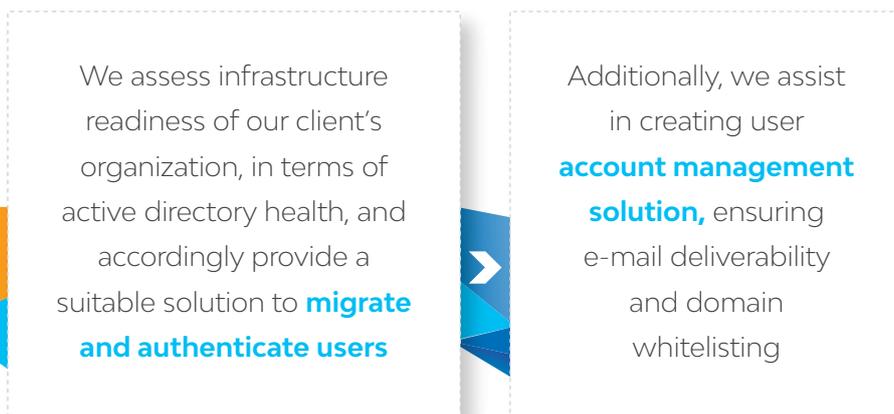
Understanding the user challenges for standardizing on a collaboration platform to remove the problem of plenty. Mapped employee journeys to understand current experience and design future state.

**Created:**

- 6 Personas
- 20+ User Journeys
- 50+ Empathy Maps

# Initial Integration

We ensure a smooth transition of our client's employees from the native tools, to the new collaboration platform.



Improving Employee Collaboration for a leading Australian Financial Firm

- Did **40 user** sensing sessions
- **260+** challenges uncovered
- Roadmap for consolidation of collaboration tools

# Communication Strategy

We create targeted campaigns and a holistic activation plan with immersive events, for an impactful launch and sustained engagement.

Our pre and post-launch communication plan is instrumental in **creating awareness, demonstrating value and capturing success stories**

We also assist in **defining goals and key milestones** in the adoption process

# Adoption & Engagement

Most organizations fail to achieve a peak in adoption, post investment in implementation of a collaboration tool. Our implementation strategy aims to entice, educate and engage employees early on targeting strong initial adoption and sustained engagement. Our expertise as consulting partners helps our clients achieve sustained engagement even after the initial excitement wanes.

We practice a design thinking-led approach to **ideate innovative use cases**, and leverage the collaboration platform to solve business critical problems

We also assist in creating the **right structure, to manage content** flow and ensure active participation by employees

We do workshops to **onboard and train champions**, who then influence the community to use the collaboration tool more effectively

## Powering The Dashboard Capabilities Using Apis For A Construction Major

Unified view of group activity with an option of CSV export for further insights.

Custom Reporting dashboard churning metrics relevant to Business, to

- Conduct trend analysis across Business units
- Understand current adoption
- Gauge success of ongoing campaigns/events
- Analyze posts, comments, and reactions

Sentiment Analysis to analyze employee satisfaction and track emotional well-being for work life balance, work satisfaction, and more.

## Custom Analytics

Once the community starts using the collaboration platform actively for teamwork and strategic connect (usually 4-6 months post launch), it becomes extremely important to closely track usage, and realize benefits.

We build customized dashboards that enable our clients to **effectively monitor metrics** relevant to their organization

Our **sentiment analysis** capabilities enable you to get a real-time feed of the pulse of your employees

### Enhancing Employee Experience For Us-based Midstream Company

Developed a policy assistant bot to help employees find the right policies based on their queries.

Key features of the bot:

- Design thinking-led bot conceptualization
- Natural language processing and artificial intelligence-enabled
- Employee feedback integration
- Personalized communication
- Deployed on Workplace

**100+ policies** implemented for the pilot phase

Policies span across HR, IT, Supply chain, Travel and expenses and more

Enabled real-time reporting of bot's popularity and employees' feedback

## Custom Integrations

We offer an array of integrations that provide rich services and a delightful user experience on the collaboration platform.

We build Custom Integrations using APIs, which **connect with both internal and external applications** to meet your business requirements

Using these integrations, you can practically take any **service to your employee in his/ her work eco-system**, thus eliminating the need to juggle between multiple applications

# Employee Bot Farm

Our employee bot farm enables companies to offer a **one-stop humanized experience** for all corporate support services. This self-service environment makes the support services intuitive and contextual for the employee to consume in a single corporate collaboration platform.

LTI's ready-to-go suite of bots includes:

1. IT Services bot
2. HR Services bot
3. Travel Assistance bot
4. Admin Services bot

# Business Services around employee life events

We are taking collaboration to the next level by integrating with external parties to deliver holistic business services on the same platform.

By extending the capabilities of intelligent bots and APIs, we integrate with internal HR systems to **generate relevant employee services triggered by their life events**

For instance, you can fulfil your employee's all banking needs, right from opening a salary account to facilitating a loan, in **the same eco-system of the collaboration platform**

Similarly, restaurants, hotels and other lifestyle partners can be on-boarded to **provide an integrated experience** within the same collaboration platform

# Our area of expertise -

As a Global Service Partner of Facebook enterprise collaboration platform - Workplace, we help our clients adopt workplace and derive immediate value from it. Our forte lies in giving employees a delightful and integrated experience via workplace. Our systematic six step methodology, shown below, ensures a seamless and swift move to Workplace by Facebook.

LTI has been recognized with the **"Best Workplace Integration"** award at "Workplace Transform South Asia" event hosted by Facebook.



Our innovative approach enables our clients to give their employees a rich and differentiated experience in their journey towards building a more transparent and better connected organization.



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LTI (NSE: LTI, BSE: 540005) is a global technology consulting and digital solutions Company helping more than 300 clients succeed in a converging world. With operations in 27 countries, we go the extra mile for our clients and accelerate their digital transformation with LTI's Mosaic platform enabling their mobile, social, analytics, IoT and cloud journeys. Founded in 1997 as a subsidiary of Larsen & Toubro Limited, our unique heritage gives us unrivaled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 24,000 LTItes enable our clients to improve the effectiveness of their business and technology operations, and deliver value to their customers, employees and shareholders. Find more at [www.Ltinfotech.com](http://www.Ltinfotech.com) or follow us at @LTI\_Global

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