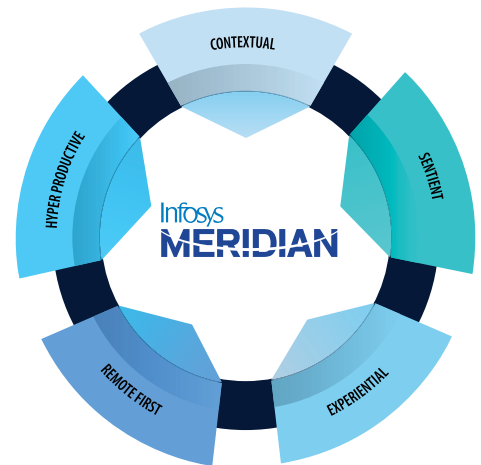


INFOSYS MERIDIAN - LIVE ENTERPRISE WORKPLACE PLATFORM

Overview

As companies transition to a hybrid work model and adapt to the new normal, they must pay heed to key business imperatives, such as modernizing work processes, boosting employee morale and productivity, and switching to virtual engagements. A recent Gartner survey found that only 9% of CHROs agreed that their organization is prepared for the future of work*. We think this hints that organizations need to plan for and leverage the changes in the way work gets done over the next decade.

Infosys Meridian, a Live Enterprise Workplace Platform, a part of Infosys Cobalt, enables enterprises to evolve into a remote-first, hyperproductive anywhere workplace that helps **reimagine work processes, enhance workforce productivity, and deepen stakeholder engagement.**



Key Highlights

- **Remote-first:** A simplified and unified digital workplace platform that enables collaboration for a distributed workforce
- **Hyperproductive:** Enhances employee productivity through reimagined work processes
- **Contextual:** Helps classify and document knowledge assets, and bring together various ISVs and platforms to connect knowledge and information in a contextual manner
- **Sentient:** Drives value exchange in each interaction by enabling intelligent connections and the ability to sense, process and, respond in real-time
- **Experiential:** Brings together disparate enterprise applications and platforms to help deliver immersive and intuitive experiences for key stakeholders

Offerings



Infosys Meridian is a pioneer in providing an integrated platform that offers solutions related to process reimagination, workforce productivity, and virtual events. Its key offerings include:

Reimagining Work Processes: Infosys Meridian helps companies manage knowledge artifacts better to streamline work processes and enable better collaboration. Be it a patient accessing his medical reports, pharmacy details, etc. or a doctor accessing his appointment calendar, they can do it seamlessly on Infosys Meridian.

Infosys Meridian makes it convenient for employees to work by providing anytime, anywhere access to work-related knowledge resources.

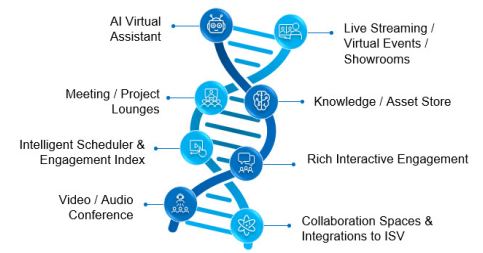
Enhancing Workforce Productivity: A digital-native, cloud-first platform, Infosys Meridian can help improve productivity of your workforce through seamless collaboration and reduced issue-resolution time. It provides a single pane of view to operate across several class of tools and enterprise applications in a collaborative manner to drive individual and team productivity.

Deepening Stakeholder Engagement: With a strong partner ecosystem, Infosys Meridian brings together disparate enterprise applications and platforms to co-exist with your IT landscape, to deliver immersive and intuitive engagement experiences with key stakeholders. Be it a town hall, the annual general meeting (AGM), a client event, or a showcase of solutions and services, Infosys Meridian can help you simulate live experiences that can be accessed virtually from remote locations, seamlessly.

Key Features

Through a rich set of microservices and micro frontend-based integrations, Infosys Meridian helps bring together disparate workflows together in a sentient and contextual manner allowing for faster and better closures, without having to hop between ecosystems and tooling. It helps companies conduct virtual

employee town halls, sales meetings, and annual AGMs while offering industry-specific solutions - whether it is about setting up a virtual contact center, a tele health clinic, or a video-based banking experience, and more. The illustration below highlights the key features of Infosys Meridian.



Why Infosys Meridian?

- **Speed:** SaaS platform that helps enterprises hit the ground running
- **Built for the Enterprise:** Integration with COTS (MS Teams, Office 365, Salesforce, Git, Jira, WebEx, Slack, Zoom) and Custom applications
- **Industry Scenarios:** Vertical and functional business processes out of the box
- **Digitally Native:** Cloud-first, mobile-first, open-source based workplace platform
- Proven internally and externally as a reliable platform
- **No App Installation:** It is a browser-first workplace platform that does not necessitate any app to be downloaded

Industry-specific Use Cases



Reimagining Processes – Doctor Consultation

A patient can meet a doctor through an online meeting on Infosys Meridian. During the meeting, they can access the 'healthcare app' which is embedded within the workplace platform. Questions about an X-Ray report can be answered by using the annotation feature on Infosys Meridian. Additionally, they can use the whiteboard feature to better understand the case, using simple diagrams.

The 'Shared Notes' feature in Infosys Meridian can be utilized to share a prescription of medicines, which is downloaded as a Word or PDF document. The 'chat' functionality enables effective communication through texts, while in-built features such as persona-based content, annotations, whiteboarding, shared notes, etc. enrich the user experience, thus making Infosys Meridian an ideal fit for the telemedicine / healthcare industry.



Redefining Account Opening and KYC Processes in a Bank

A customer can carry out the procedure of completing the KYC video verification process in a bank through a video meeting on Infosys Meridian. A banker can host a presentation to better explain the KYC video verification process to a customer, and also describe the stages in the KYC verification process by using the whiteboarding feature on Infosys Meridian.

Banker can also utilize the 'Shared Notes' functionality to provide key information such as bank's phone numbers, nearest bank branches, additional procedures, etc., while a customer can download these notes in his/her local storage for future references. With in-built features such as persona-based content, embedded applications, shared notes, etc. on Infosys Meridian, a customer can successfully complete the KYC video verification process.



Streamlining Insurance Claim Processes

A patient admitted in a hospital can raise an insurance claim through Infosys Meridian. S/he can connect with the insurance agent on a video call for assistance in filling the claims form. An insurance agent can address primary queries and also share his/her screen to assist a patient in filling the claim form. They can also switch to the insurance company's mobile app seamlessly as it is embedded within Infosys Meridian. While being on the video call, an agent can take control over the claim-filling form and assist a patient to complete the process.

*Smarter With Gartner, 5 Imperatives for HR Leaders to Tackle the Future of Work, October 28, 2019, <https://www.gartner.com/smarterwithgartner/5-imperatives-for-hr-leaders-to-tackle-the-future-of-work/>

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