



Let's Solve

Don't just **Work**
from Home

Aspire to **Grow**
from Home

xFH -

**LTI Design for Thriving in the
WFH Future**

by



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Journey from being
operational from home to
growing from home

Most jobs are designed around '**going to**' work with no widely accepted models for remote working. This must change and organizations need to look at evolving rapidly across these layers.

Layer 1

OFH

Operational from Home



What has become our new remote-design-model at LTI began merely as a response to the emergency situation facing our organization: COVID-19. Our task was to quickly, efficiently, and securely enable thousands of distributed employees to be operational from home.

The OFH layer encompasses all that goes into giving each employee the devices and equipment they need to work from home in a safe, healthy, and productive way. Of course, the needs of one employee might differ from another: OFH needs of North America-based HR manager are different than that of a sales engineer in India. These variations can create a rather complex OFH layer when considered at scale.

Enabling employees at the OFH layer will ask questions of both your IT infrastructure, as well as your business continuity planning (BCP). We've had to take a close look at both given these new circumstances.

Layer 2
SFH
Secured from Home



When we work at office, organizations are tasked with providing reliable and secure connectivity, so we have access to resources, colleagues, and customers. Even in advanced countries, and large organizations known for dependable IT infrastructure, moving to a fully distributed workforce can create bandwidth issues that disrupt business and degrade customer experience.

At LTI, ensuring people have the right connectivity is hygiene. But this has gone beyond providing secure infrastructure for business email, intra-corporate chat, video conferencing capabilities, and WiFi support for connected devices. We've had to assess our broader security posture to make sure that the connectivity solution we first implemented in response to COVID-19 is hardened to ensure enterprise security in the long-term "new normal"—to ensure that security awareness and acceptable use policy is a well-established baseline for all our WFH employees.

Layer 3

EFH

Engaged from Home



If engagement was a challenge facing distributed workforces before, now the challenge is even more acute. Being away from colleagues and friends, teammates, and a familiar work environment tends to engender a lack of engagement that's costly to both morale and productivity. There's a certain immediacy to face-to-face discussions, lunch conversations, or impromptu business chats, the lack of which can require a significant adjustment.

How do we design toward the active engagement of a remote workforce, one that's sitting in thousands of different locations at once—people who haven't met with each other in person for a month or longer?

At LTI, this is what we focused on the most right after initial enablement. Along with technology enablers like Microsoft Teams and Workplace, it needed us to adopt new practices on how we interact with our teams and colleagues. We were amazed with the innovative ideas different teams adopted – daily standups, virtual coffee or drink sessions, 'We care' moments, 5X5X5 initiative – connecting with 5 new team members at 5 pm, 5 days a week. These have now become integral part of LTI's Ways of Working.

Layer 4

PFH

Productive from Home



Think about the companies out there that have to keep critical systems running in order to ship life-saving drugs to hospitals and communities in need. Critical banking and financial systems across the world are needed to keep economies ticking. Some of our clients were in the middle of critical regulatory programs with significant financial liability if we missed key milestone.

The point is, having the preceding three layers of xFH in place still doesn't guarantee the productivity of your remote workforce, especially when everyone is under duress. Are your teams still meeting contractual obligations, meeting and exceeding the expectation of your clients? Is the quality of service and business deliverables where it needs to be?

LTI teams kept majority of our contractual commitments and they kept important go-live dates on track and executed flawlessly, working entirely remotely. In the past month, we have numerous examples where we have witnessed higher productivity working from home.

We have not only managed this in our ongoing projects, but our teams have also evolved our platforms and methodologies to carry out upstream processes like solutioning, requirements workshops, service transitions completely remotely, with very little loss in productivity.

Interventions in the layer of xFH stack gives us confidence that we can not only adapt to this new normal but can actually operate at different level of enterprise efficiency.

Layer 5

GFH

Growing from Home



Finally, it's at the Growing from home (GFH) layer that our teams find the opportunities for professional development and, where appropriate, turn those opportunities into growth for the organization. This layer is about personal growth, about finding ways to continue the journey of professional transformation. At LTI, sales, marketing, support, services, and other teams are all engaged at the GFH layer.

xFH is about organizations evolving their own mature WFH model and driving meaningful interventions at each layer to ensure optimal business outcomes.

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