LTIMindtree

Brochure

Future of Work

PRISM – An Enterprise Fabric

The Future of Work is characterized by a shift towards digital employee experience, powered by workflow automation and integration with enterprise IT systems, and delivering a uniform experience.

Importance of Digital Employee Experience in the Future of Work

The next evolution of employee engagement is the digital employee experience. Digital employee experience is powered by workflow automation and integration with enterprise IT systems.

Digital employee experience encompasses a wide range of initiatives, including employee self-service portals, mobile apps, chatbots, and virtual assistants. These initiatives enable employees to access the information they need, when needed, and from any device.

Business Challenges

A successful employee experience in the digital era has many challenges that foster employee satisfaction, productivity, and loyalty. In summary, the following are the key aspects that affect the employee experience in their workplace:

- The disconnected experience that makes it difficult to consume enterprise services.
- Process ambiguity which isolates enterprise functions.
- Siloed systems due to disintegrated platforms, tools, and applications.
- Employee productivity loss yields low satisfaction and less stickiness.

Solution

Our solution addresses the four pillars of the digital employee experience, which centralizes all workplace, employee, and technology aspects in an exceptional way. The key attributes of the individual pillars of Future of Work make the journey map as shown below.

Prism Fabric

WORKFORCE

- Employee Experience
- Improving Productivity Standards
- Ever-evolving workforce

WORKPLACE

- Hybrid workplace & ways of working
- Modern workplace
- Facilities at the fingertips

Future of Work

WORKSPACE

- Connected technologies for seamless experience
- Automation-driven service delivery
- Digitized and Cognitive experience

ALUMNI

- Employee Centricity
- Employee Delight
- Employee stickiness to organization

The solution helps address the key attributes pivotal for such a solution.

Fragmented User Experiences	Complex Environment	Lack of desired features & product capabilities
User experience design strategy	Reduce siloed tasks in old, legacy systems	Onboard users to communicate in omni-channel environment
Automate labor-intensive manual processes	Make ServiceNow portal as scalable	Create personalized user experience
Strategy for automation & omni-channel conversation	Lack of operational visibility	Focus on Citizen Development environment

Our solution offers an enterprise experience Fabric – PRISM, LTIMindtree's flagship ServiceNow offering that puts people at the heart of the business. It infuses empathy with a sense of belonging and helps drive connected and engaging experiences for the IT and non-IT personas.

The PRISM fabric to rebrand your Enterprise Experience

Cross-departmental, frictionless workflows (IT and non-IT) hiding backend

Simple, easy, persona-driven experiences

Agents delivering timely, consistent, and consumer-like service to customer and workspace

Portal Notifications & Announcements. Drag and drop-based personalized widget tiles

Responsive web design for web, tablet, and phone. Dynamic user-region-based translation.

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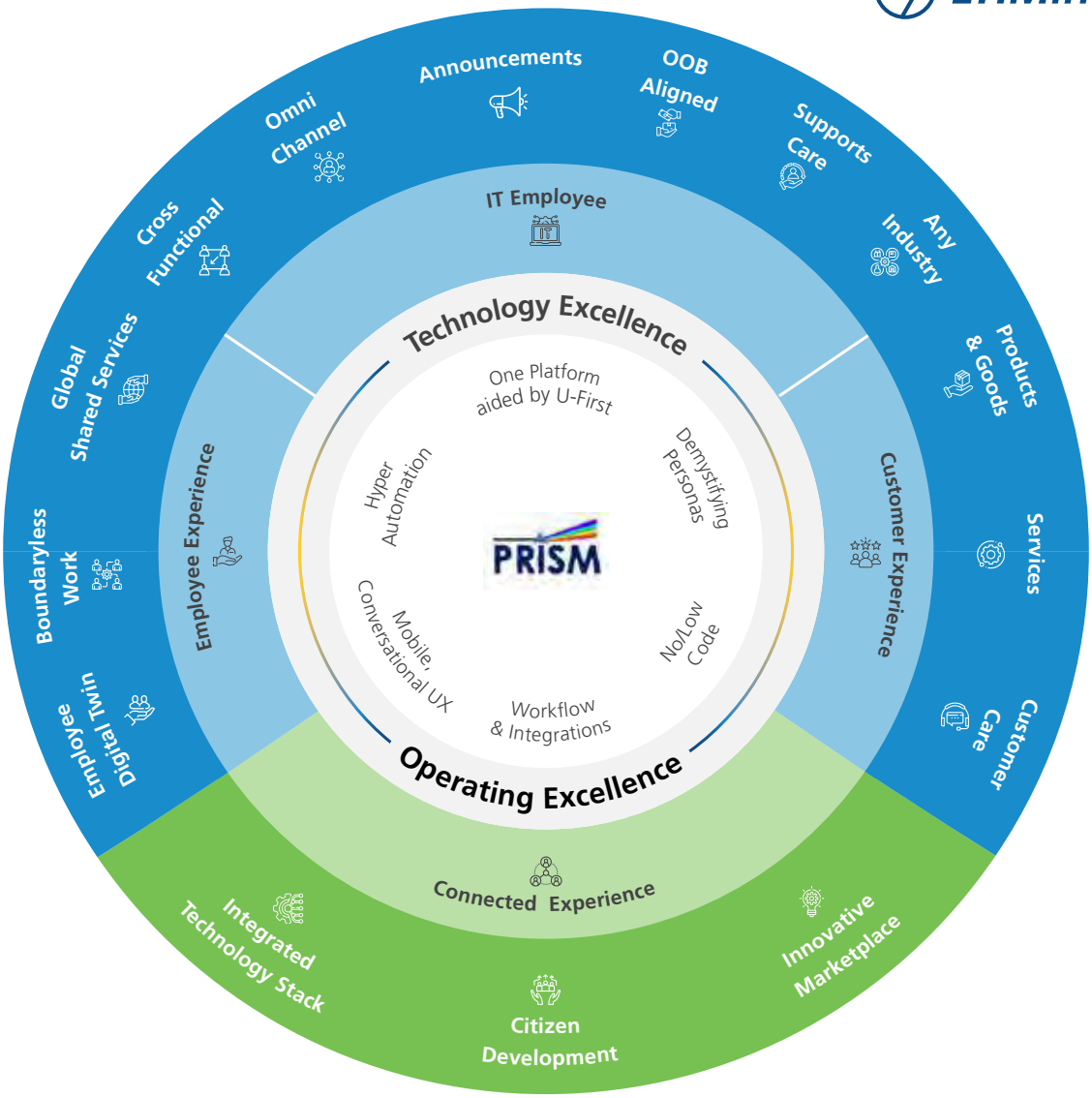

Key Value Outcomes

Experience

- Hyper-personalized Experience
- Human Empathy
- Culture of Excellence

Productivity

- Rapid Time to Value
- Manage Risk & Continuity
- Insights to Action

Security

- Persona based data segregation
- Data Encryption support
- Benchmark Performance Multiplier

If you are planning to modernize your IT Service Delivery and Operations and create a journey map to utilize ServiceNow at its best, our experts will help you make the roadmap step by step.

Please get in touch with us at **ServiceNowPractice@LTIMindtree.com.**

Let's get to the future, faster. Together.

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 81,000 + talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit **www.ltimindtree.com.**