



Driving operational agility with a virtual workforce

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**Are we
there yet**



Executive Summary



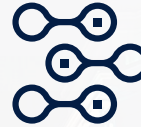
The pandemic has forced companies to evaluate their place in the **hybrid virtual continuum**



Rapid progress on the **automation** front is changing the way work is done in an organization



An optimally distributed workforce empowered with **augmented intelligence** is now possible



Practical **building blocks** need to be put in place to achieve this



This redesigned state should lead to **improved efficiencies, better experiences, and improved agility**

Pandemic style working may not translate into the new normal

The responses vary by location and industry

37% executives prefer return to office-based environment*

51% executives prefer remote/hybrid workforce*

Outcomes

Scale

Re-imagined
home workspace

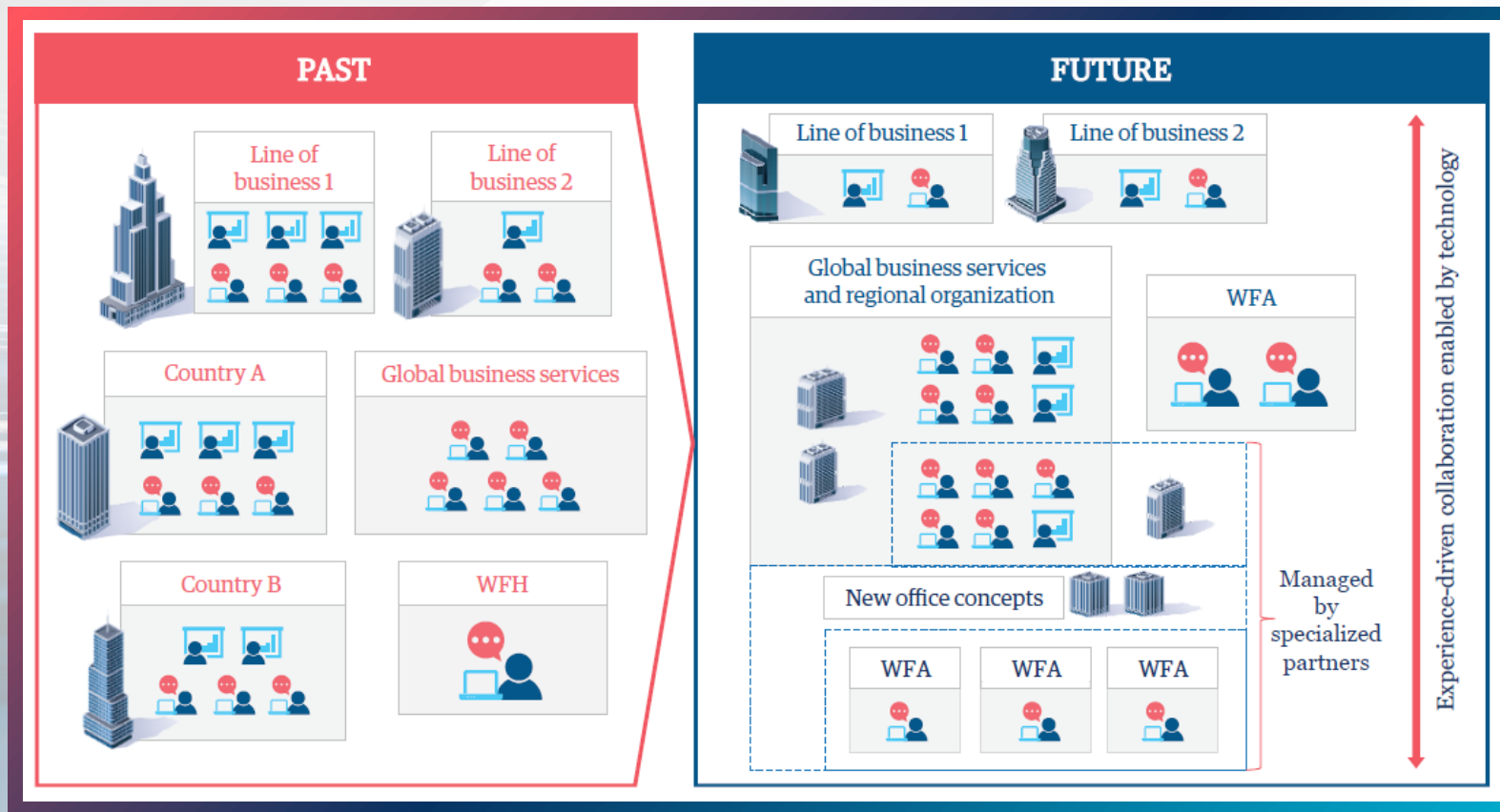
Culture

Mentoring

*Source: HFS

Which part of the hybrid virtual continuum is right for you?

Mixing virtual and on-site working is harder than it seems





Organizations around the world are using automation to maximize the output of their most valuable assets – their people. By automating previously time-consuming and largely manual tasks, employees can refocus on higher-value work.

Tiger Tyagarajan, CEO, Genpact



Building blocks – shaping an adaptive workforce

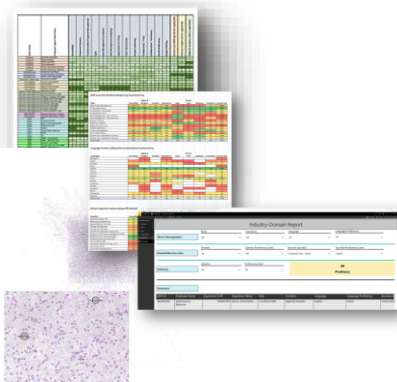
Reskilling at scale: almost 100,000 people, 25 countries, 300 skills

g e n o m e

Because

Skill inventory

Assessment and network identification



Immerse

Incisive self-learning

Curated knowledge e-modules



Transform

Guru connect

Seminars with knowledge nodes



Solidify

Learning through doing

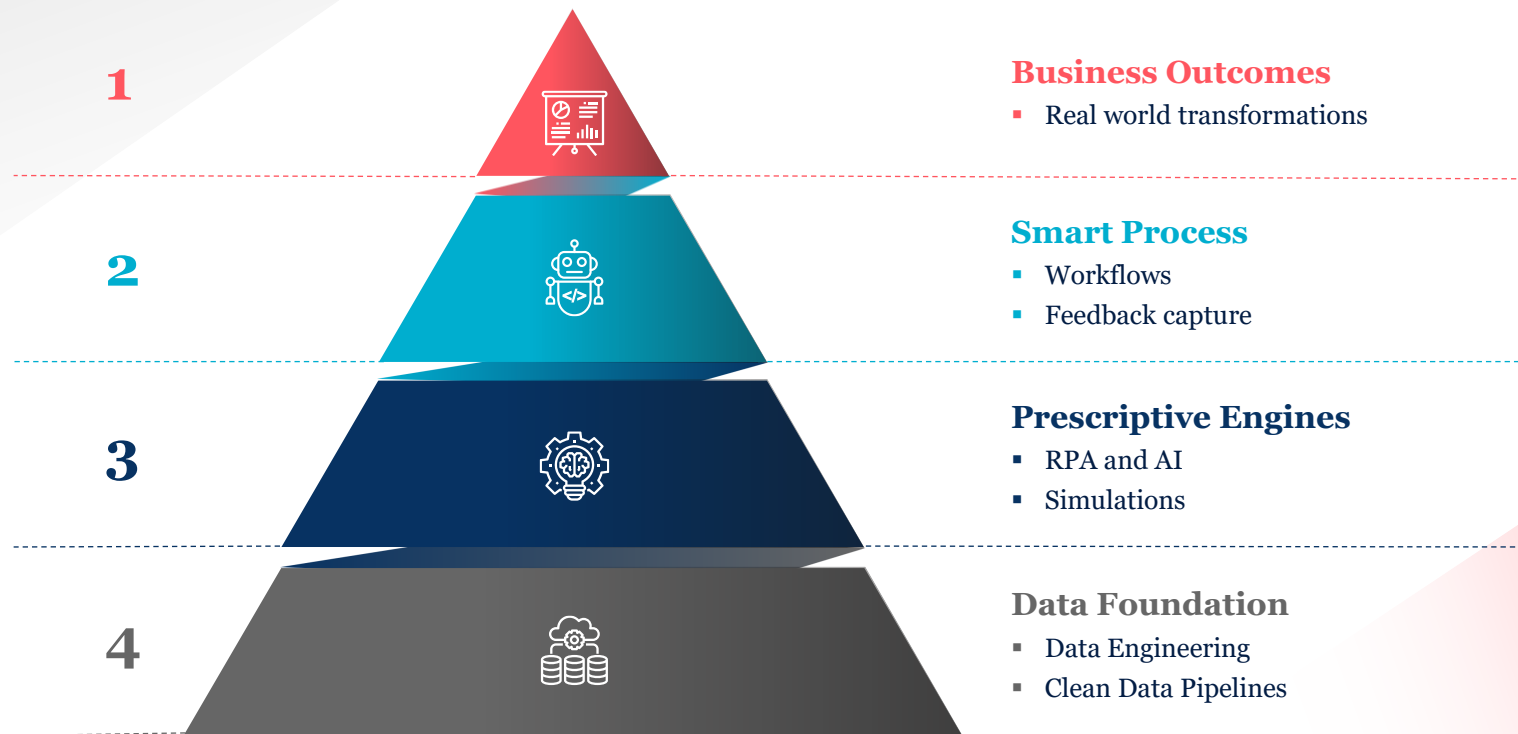
Learning opportunities database

Gurus' "light coaching"



Building blocks – harnessing the power of AI

Transforming the workforce through upskilling while harnessing the power of data to leverage AI



Key pieces of the puzzle

Customer experience

- Persona specific design
- Perceptive benefits of augmented human intelligence
- Reduced hassles

1



2



Workforce transformation

- Upskilling
- Change management

5



4



3



Technology modernization

- Cloud migrations
- Robotic process automation (RPA)

Target operating model

- Location strategy
- Process maturity
- Distributed workforce strengths

Data ecosystem

- Volume, velocity, variance
- Analytics

Journey toward augmented collective intelligence

Leaders

- Inspirational
- Cultivate informal relations
- Don't rely solely on virtual interactions
- Track informal networks

Hybrid virtual teams

- Create safe spaces
- Recognize the time zone boundaries
- Bridge the cultural gaps creatively

Automation portfolio

- RPA
- AI
- Cloud and analytics



Learning Enterprise

- Systematically track skills gap
- Harness organizational knowledge
- Build an agile and scalable model

Operational efficiency

- Intelligent location strategy
- Process maturity across different functions
- Workflow redesign

Customer experience

- Personas
- Touchpoints
- Inconveniences/Friction



Thank You