

G Cloud 15- Framework Service Definition

Crown Commercial Service

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Infosys Wingspan

Wingspan is an AI-first, cloud-first and mobile-first solution, designed to be accessible anytime, anywhere and on any device. Wingspan is an LxP platform which completes the learning experience across OCM, Re-skilling, Refactoring and Knowledge Management. It is a configurable, extendable, modular learning experience platform built for scale. It is built on an API-driven Micro-Services architecture, and this helps Wingspan to seamlessly integrate with any third-party application/system through APIs. Wingspan can also integrate with an organisation's directory services to provide a Single Sign-On experience for the organisation's personnel.

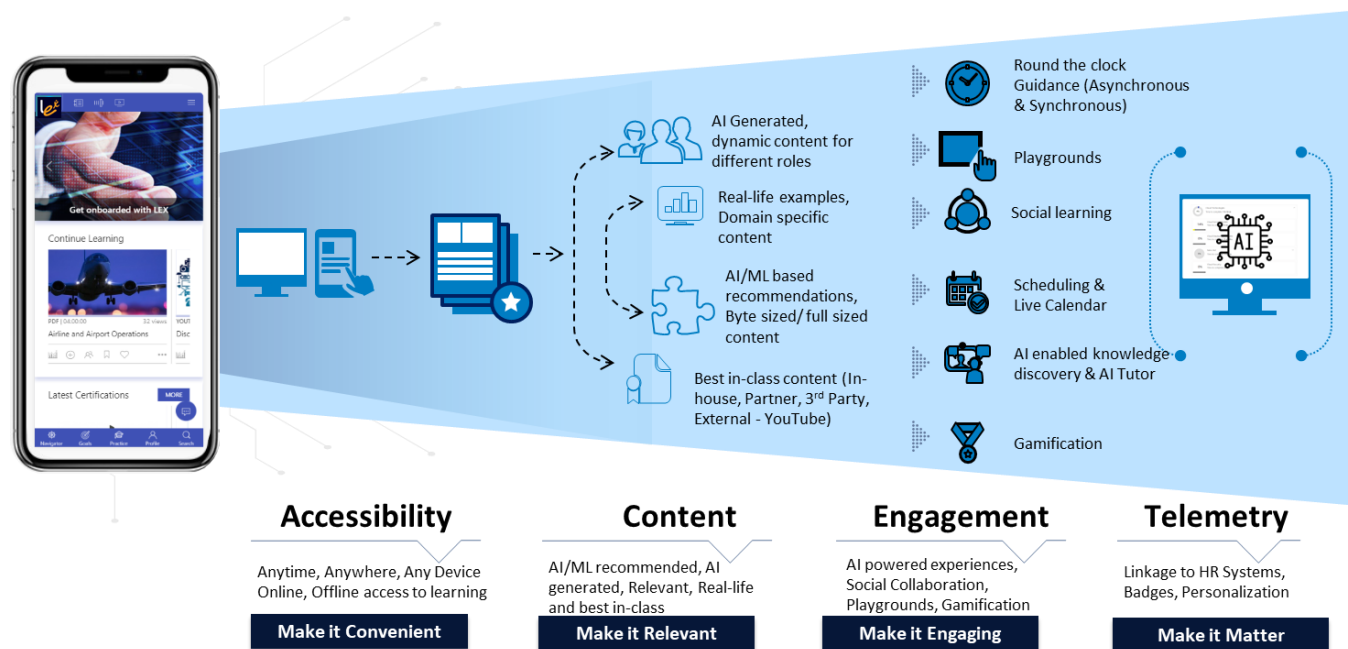


Figure 1. Wingspan – Our solution tenets for continuous learning

Infosys Wingspan helps clients with

- ✚ Re-skilling and Refactoring their talent pool through the experiential learning platform.
- ✚ Ability to help design the learning content (the content player) not just on the IT skills but also in other areas like service reps, finance, design, languages and other domain and process related topic.
- ✚ Guided and smart learning and onboarding paths for the new/ existing talent to learn from the best practices and the immediate needs of the organisation.
- ✚ Promote Collaboration amongst the learners/experts and content creators in the organisation as well as external partners to create your unique learning modules (by reusing the Infosys Wingspan library for micro or macro learning frameworks)
- ✚ Help the talent benefit from reaching out to the experts and stakeholders as well provide Just in time learning on areas of focus.

1.1 Wingspan Genesis – driven by the DNA of lifelong learning.

With lifelong learning in the culture of Infosys, we developed an experiential learning platform called Wingspan to help realise our objectives of continuous learning, re-skilling and refactoring our talent force, and help them to stay motivated and committed to continuous learning. When we realised the benefits that the platform can bring, we created, additional variants of Wingspan, built on the same roust platform but serving multiple different objectives.

Infosys Impact Story



Figure 2. Infosys Impact Story with Wingspan and its variants

Having released Wingspan within Infosys called Lex (Learning Amplified), we gathered feedback, and suggestions and improved on the platform to bring in more features, and productivity micro-apps.

Client	Implementation Details
One of Europe's largest Industrial Manufacturing Company	SABA Integration, Leadership training, multi-language support, Channels for communication
American Multinational automaker	Dealer training, informal, analytics based personalized, learner centered learning, 14 countries.
An US based, global provider of benefits and investment administration	Playlists, Goals, Learning Pathways, Ringfencing (access restrictions), learning analytics
One of Europe's largest rail organizations	Channel Pages (Onboarding), Navigator, Skill/Role framework, Mobile Application, Content Integration
Worlds premier Soccer Federation	Video based learning, learning segregation for global and local affiliate bodies, certifications, and proficiency/level driven learning journeys
One of the largest multinational banks of UK (India/Europe/Mexico)	Onboarding new hires, Blended Learning model
One of America's large Regional Bank	upskill their engineers through the incubation program leveraging Wingspan. Navigator, Playgrounds, continuous training across multiple devices

Figure 3. Sub-set of Wingspan clients added since we introduced it to our customers.

1.2 Infosys Wingspan – Salient outcomes that clients can achieve.

1.2.1 Leverage AI to augment the learning experience of learners on the platform

- Contextualised AI Learning Assistant to be the learning companion for the learners
- In-the-course, Learning Tutor to help learners, with multiple interventions to expedite their learning including the different pedagogical learning styles and language translation of the chapter that is being learnt
- A one-on-one and/or a one-to-many interventions with document (s), for the learners to glean out the specific patterns/searches
- An AI-driven simulator to help build corporate scenarios as simulations for the learners to learn by doing
- An AI-driven content generator to help learners and authors alike to generate new content complete in a instructional-designed look-alike for a particular topic.

1.2.2 Learn – Unlock the Power of Learning with Infosys Wingspan

- Browse the best-in-class curated content seamlessly from any device at work, at home or while commuting. Access when off the organisational network too.
- Get an overview with micro learning content like resources and learning modules or dive deep through a macro learning path with courses and programmes.
- With Infosys Wingspan's Navigator, access dynamic learning paths created for every individual based on roles, skills, and their interests.
- Enjoy an extensive catalogue of videos, PDFs, podcasts, rich HTML & other interactive content formats.

1.2.3 Personalise – Make Learning Personal with Goals & Playlists

- Through Playlists on Infosys Wingspan, curate learning paths on topics of interest and share them with peers and teams easily.
- Prime learning fitness by setting Goals. Make use of Time Spent to measure of individual performance against the company average.

- Use Learning History to view courses commenced and yet to be completed.
- With gamified learning, win cool Badges and get on top of the learning Leaderboard.

1.2.4 Practice – Augment Learning with Hands-On Practice and Coding Challenges

- Use Infosys Wingspan's Technology Playground to practice acquired skills for a wide range of technologies on a web browser.
- Make the most of the Hands-On Coding practice and Simulated Labs in a cloud environment.
- Create an exciting and competitive environment by creating coding Contests and Hackathons with Infosys Wingspan Hands-On.

1.2.5 Assess – enhance learning with assessments & certifications.

- Validate what you've learned through Assessments and Quizzes at the end of each course.
- With Virtual Proctored Certifications, get the team certified on trending technologies and skills.

1.2.6 Collaborate & Get Guidance – make learning a social experience with cohorts & learning assistant.

- Make learning a social experience with Infosys Wingspan Cohorts. Co-learn with peers and engage with the Experts and Tutors anytime, anywhere.
- Also, interact with AI powered voice-enabled Learning Assistant for guided learning.
- Ask an expert and engage with educators for query resolutions. Get assistance via blended-sessions, live streaming classrooms and discussion forums.

1.2.7 Insights - enable learning with intuitive dashboards & analytics.

- Drive impactful learning initiatives with Infosys Wingspan's Telemetry. Monitor learning health metrics, such as time spent on learning and learning progress, through an intuitive dashboard.
- Get a bird's-eye view through personalised dashboards and learning Analytics on any topic.

2. Our Differentiators

Infosys Wingspan is an AI First Learning Experience platform which is backed up by a flexible commercial model and a technically strong team to support on future roadmaps, and implementation capabilities.

2.1 Flexible Commercial Models

Infosys Wingspan is deployed in the SaaS model across 2 flexible commercial models.

Fixed Fee for the Whole Enterprise	User based Pricing
- One time implementation cost applicable - Fixed Monthly Fee (License and Software maintenance) for the complete enterprise irrespective of the number of users - Content and Data Migration from client systems into Wingspan is excluded from the pricing but will be supported after studying the scope and volume of data - Considered more applicable for organizations with user base of above 10,000 users	- One time implementation cost applicable - Monthly Subscription derived from the user base - The user base is derived on a slab basis – 0-500 501 – 1000 1001 – 5000 5001 to 10000 10001 users - A minimum user base of 100 is mandatorily required - Content and Data Migration from client systems into Wingspan is excluded from the pricing but will be supported after studying the scope and volume of data

Figure 4. Commercial models suited for all organisation needs and objectives

2.2 Multiple use cases to suit organisational objectives.

Leverage Wingspan to execute.

1. The Learning Advisory service of Wingspan provides an in-depth discovery on the organisation's readiness to learning and the skills gaps that need to be addressed.
2. Organisation Change Management initiatives.
3. Re-skilling of Talent force
4. Drive the AI initiative on learning and enablement for the organisation.
5. Refactoring of Talent force to match organisation initiatives.
6. Manage talent productivity through effective Knowledge Management

3. Benefits

3.1 Case Study 1:

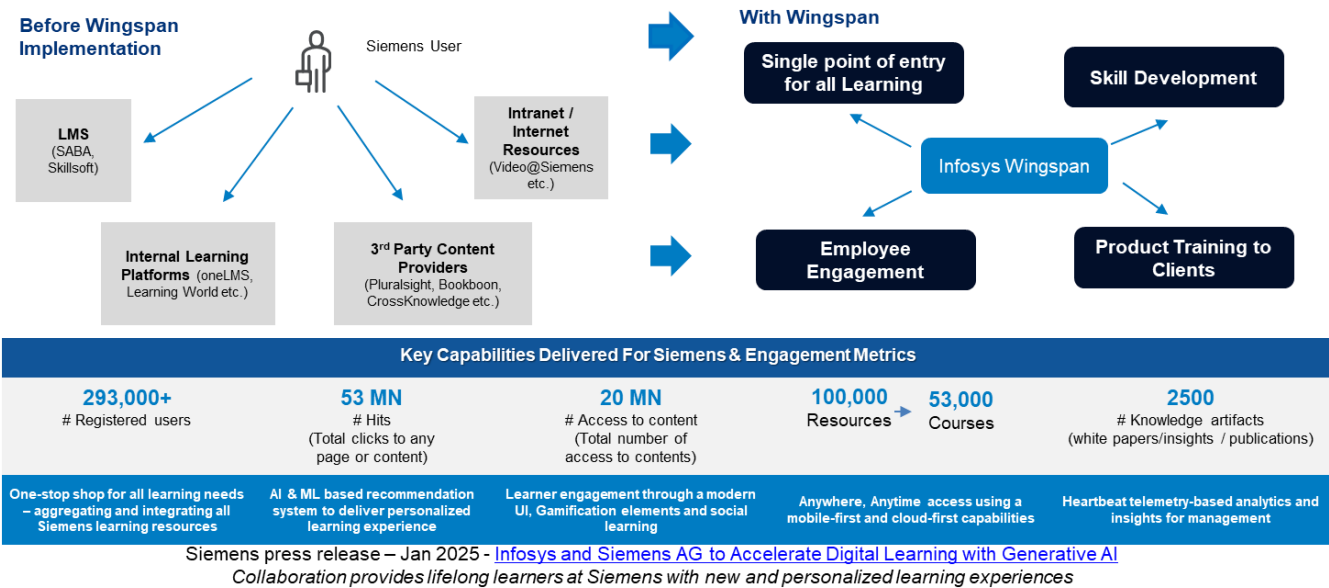


Figure 5. Learning Experience at Siemens AG - Powered by Infosys Wingspan

3.2 Case Study 2

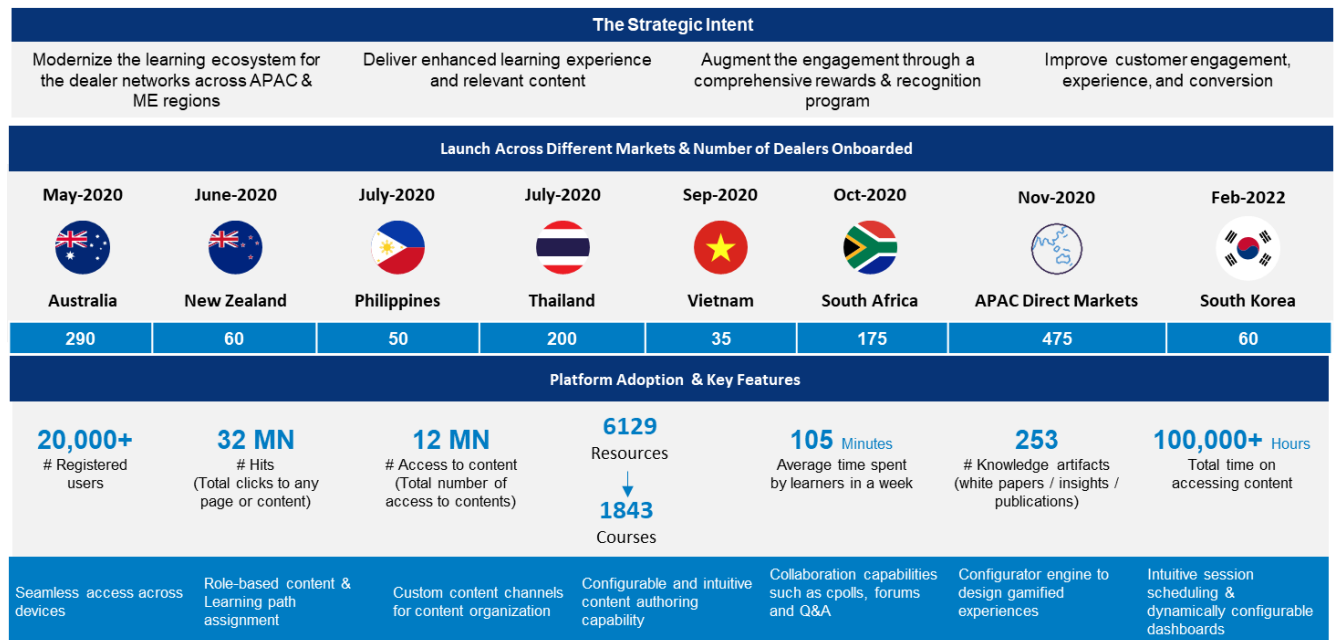


Figure 6. An Automaker's L&D Technology Ecosystem for Dealer Network Employees powered by Infosys Wingspan LxP

3.3 Case Study 3

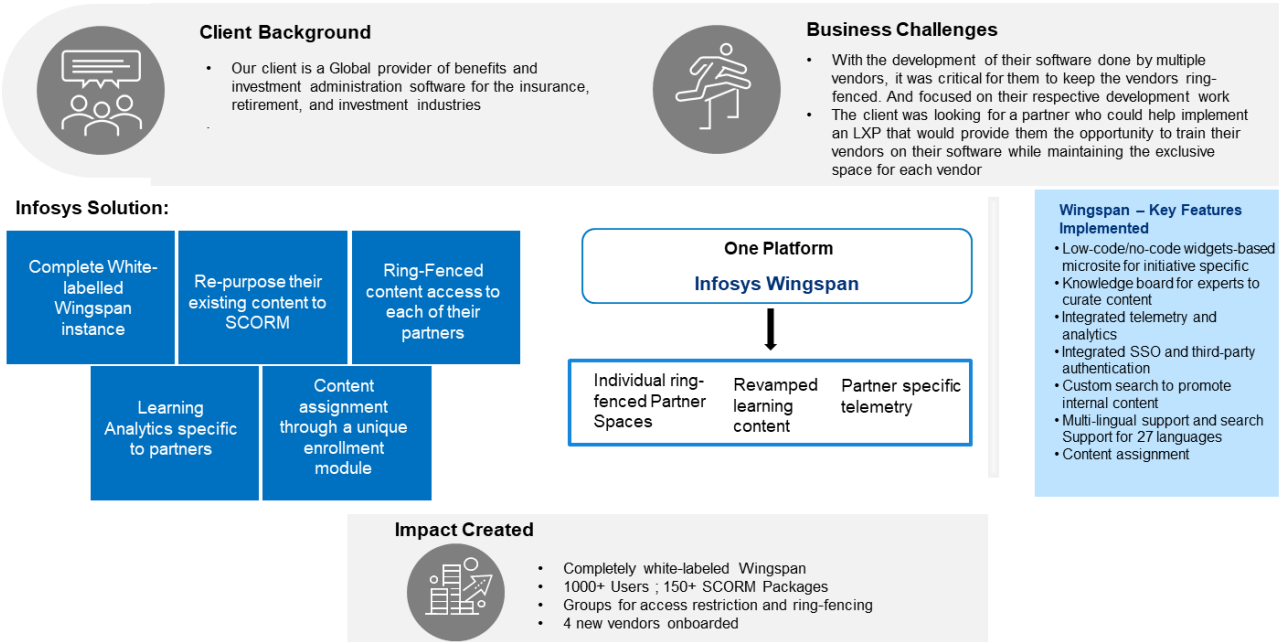


Figure 7. Infosys Wingspan – Powering vendor enablement with clear exclusivity

4. Media Mentions and Recognitions



THE STEVIE® AWARDS
The World's Premier Business Award Competitions

Infosys Wingspan bagged 2 Gold and a popular Choice award at the 2021 Stevie Awards for career and workforce readiness solution under the education category



Infosys collaborated with **Pierre Audoin Consultants (PAC)** GmbH, a part of **teknology Group**, to take a closer look at Infosys Wingspan.



Brandon Hall awarded Infosys with the Gold Award for Best Advance in Learning Management Technology (LMT) for Lex – Next Generation Learning Platform. Infosys was recognized with the Silver award for 'Best Advance in Instructor Led Training (ILT) Management and Delivery' for its Foundation Program – Steppingstone for fresh hires.



Infosys is one of the two winners in the 'Outstanding' category of Global Most Innovative Knowledge Enterprise (MIKE) awards for 2019 along with EY



Infosys was recognized 2020 ATD BEST Award winner



Digital strategy and talent capabilities ★★★★★
Talent transformation ★★★★★
Talent investments and innovation ★★★★★

Avasant has recognized Infosys as a leader for Digital Talent Capability, 2021

Lex Case Study is published in CLO, April 2019

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LEX CASE STUDY
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LEARNING DELIVERY
The Success of Lex
Infosys' open-source, user-friendly learning platform draws 10,000 learners daily and enables the company to drive a culture of continuous upskilling.
Sarah Pister Gale
April 16, 2019

ENTERPRISE EXECUTIVES MUST LOOK TO PROVIDERS FOR CONTINUAL LEARNING EXCELLENCE—INFOSYS WINGSPAN PROVES WHAT CAN BE DONE
Mar 27, 2020 • Ollie O'Donoghue
A short while ago at an HfS event, we had a candid conversation with a group of enterprise executives eager to embrace continual learning—or at the very least, ensure their team had the tools and resources they need to meet the shifting sands of the modern business environment. While their peers will undoubtedly tout the open and collaborative culture they have fostered that ensures their team is constantly abreast of the next big thing, the real work is taking place in service providers. In part, it's because people are the very core of their business—they trade the skills and capabilities of their service delivery teams; now, more recently, it's because the smart providers have recognized they can repackaging internal training and development tools and resources and sell them to their clients. For this reason, enterprise leaders must look to providers for continual learning excellence.

Infosys' innovative learning solution Wingspan is proof of how providers' internal solutions often lead to the best external services
Since 2018, Wingspan, Infosys' innovative learning platform, has been used by over a million employees internally; however, over the past two years, Infosys has pivoted the platform toward its clients. Thanks to the extensive internal deployment, Wingspan is recognized for its personalized and engaging learning experience, deployed at scale. It is helping level the balancing act between personalization and industrialized capability linked to current and business needs, which has been a major challenge for most enterprises.

Content by Ollie O'Donoghue
• HfS Highlight: CSS Corp moves 100% of staff to work from home
• COVID-19: Microsoft managers need to nail their soft skills in this crisis
• HfS HIGHLIGHT: Microsoft invests in cloud solutions to help clients through the post COVID-19 era

More IT Outsourcing / IT Services Research

HfS Research – PoV on Infosys Infosys Wingspan

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