



Infosys – Multi-Process FAO

Vendor Assessment Report Abstract

March 2013

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14 pages





Who Is This Key Vendor Assessment For?

NelsonHall's multi-process F&A BPO (MP FAO) Vendor Assessment for Infosys is a comprehensive assessment of Infosys's MP FAO offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of F&A services and identifying vendor suitability for F&A RFPs
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector



Key Findings & Highlights

The success of Infosys' MP FAO contract with Philips (now in its 6th year) has not been replicated often enough over the past five years and in part this has been due to management ambition (achieved with some success) to establish Infosys first and foremost as a leading infrastructure services provider and systems integrator.

Infosys has however made significant investments in its FAO business. One such investment has been the recent opening, in December 2012 of its newest, purpose built service delivery center in Lodz, Poland which holds ~2,000 seats and can be expanded to ~4,000 seats. The center is Infosys' prime F&A delivery hub serving its clients' European operations and in its new location, presents a shop window for attracting new clients.

Contents

1.	Background	<hr/>
2.	Revenue Summary	<hr/>
3.	Key Offerings	<hr/>
4.	Delivery Capabilities & Partnerships	<hr/>
5.	Target Markets	<hr/>
6.	Strategic Direction	<hr/>
7.	Strengths & Challenges	<hr/>
	7.1 Strengths	<hr/>
	7.2 Challenges	<hr/>
8.	Outlook	<hr/>

Scope of the Report

The profile provides a comprehensive and objective analysis of Infosys's MP FAO offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases and new developments
- Analysis of the company's strengths, weaknesses and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

Report Length

16 pages

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MP FAO Vendor Profiles Also Available for:

Accenture

Capgemini

Genpact

HP

IBM

Infosys

TCS

Wipro

WNS Global Services