Infosys
The Advance of
RPA and AI in Banking

Vendor Assessment
Report Abstract

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8 pages

Who Is This Vendor Assessment For?

NelsonHall's The Advance of RPA and AI in Banking Vendor Assessment for Infosys is a comprehensive assessment of Infosys's RPA and AI in Banking offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for RPA and AI in Banking 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

Infosys has been active in implementing automation capabilities for clients' operations since 2005. These capabilities were productized as the first AssistEdge solution, which provided data extraction and updates.

In late 2008, Infosys implemented its first RPA deployment at a retail banking client. A consumer lending client requested automation of data extraction, enrichment, and updates. Infosys implemented this capability using 3rd party RPA tools and using its proprietary RPA AssistEdge.

Infosys started its AI initiatives in banking in 2012 with an engagement at a mortgage lending client. The client asked Infosys to address the loan onboarding audit process and extract data, then analyze the data to predict collectability of loans which might end up delinquent. Since then Infosys has applied AI to many loan portfolios to identify optimum collection paths to improve overall portfolio collection rates.

In capital markets, Infosys implemented RPA in 2016 for a universal bank to improve shared services processing for compliance, HR, and finance. This was followed soon after in late 2016 with a project for a regional U.S. bank to set up a COE for automation of processes used across LOBs, including finance, financial crimes management, core deposit processing, and consumer lending.

Scope of the Report

The report provides a comprehensive and objective analysis of RPA and AI in Banking 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.

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RPA and AI in Banking Vendor Assessments Also Available for:

Atos

Capgemini

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First Source

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IBM

Genpact

Mphasis

NIIT Technologies

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