



F&A Transformation

Infosys

Report Abstract

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Who is This Vendor Assessment For?

NelsonHall's F&A transformation profile on Infosys is a comprehensive assessment of Infosys BPM's F&A BPS and transformation offerings and capabilities, designed for:

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

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Infosys' offerings and capabilities in F&A BPS and transformation.

Infosys BPM has been active in F&A BPS since 2004. Key foundational clients included contracts with Alcoa, Arrow, Level3 Communications, and Ingram Micro. The company now estimates that it has ~135 F&A clients.

Infosys BPM is finding that ~80% of clients are now seeking combined BPO, applications, and IT infrastructure capability and that enterprises are increasingly prepared to switch vendors to increase their speed of transformation. Infosys BPM has achieved recent wins of CEVA Logistics and NetApp from competitors.

Infosys's F&A BPS practice operates from 29 delivery centers. The company has a Finance CoE headquartered in India and mirrored across each of its delivery centers. The Finance CoE supports:

- Training & development, including F&A foundational training and domain intervention training
- Tax CoE, covering both indirect and direct taxes
- Control & compliance
- F&A benchmarking metrics, best practices, and transformation levers and Infosys' Finance Excellence Model 2.0
- F&A transformation projects supported by a knowledge bank.

Infosys has a separate practice for change management with ~350 consultants, instrumental in achieving ~96% staff retention for the contract with the major professional services firm.

Scope of the Report

The report provides a comprehensive and objective analysis of Infosys F&A BPS and transformation offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, 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 key partnerships and the location of delivery locations.

F&A Transformation Vendor Assessments also Available for:

Capgemini

Cognizant

Conduent

Exela Technologies

EXL

Genpact

IBM

Infosys

TCS

Wipro

WNS

About The Author

John is CEO of NelsonHall, the leading business process services (BPS) and IT services (ITS) research and analysis firm, and is widely regarded as one of the world's leading authorities on achieving business transformation through the application of BPS.

John is well-known around the world for his detailed analytical approach to research and his pragmatic style. He founded NelsonHall in 1998 on the principle that genuine market insight can only be derived from a bedrock of hard, empirical facts drawn from original market research, and this philosophy persists to this day, making NelsonHall one of the most highly valued global research firms.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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