



# Vendor Profile

Salesforce Services

# Infosys

## Report Abstract

July 2022

By Dominique Raviart

IT Services Practice Director

NelsonHall

19 pages

## Contents of Full Report

1. Background
2. Revenue Summary
3. Key Offerings
4. Delivery Capabilities
5. Target Markets
6. Strengths & Challenges
7. Outlook

## Who is This Vendor Assessment For?

---

NelsonHall's Salesforce services profile on Infosys is a comprehensive assessment of Infosys' offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing IT services suppliers of front-office, Salesforce, and digital transformation applications
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector and examining growth areas within IT services.

## Key Findings & Highlights

---

NelsonHall estimates that ISP had, at the end of 2021, ~7,000 personnel, including ~1,800 MuleSoft practitioners and ~260 Tableau ones.

ISP has a comprehensive offering ranging from core products (Sales and Service Cloud) to Marketing, Community, and Commerce Cloud and consulting services and specialized services such as Revenue Cloud, Salesforce Industry, Einstein, Field Service, and CloudSense (Commerce subscriber management).

ISP continues to expand its consulting capabilities, be positioned early in the decision lifecycle, and drive follow-up implementation and post-implementation services. The acquisitions of Fluidio and Simplus have enhanced the consulting capabilities of Infosys.

It has a rich partnership ecosystem. The company has partnered with AppExchange partners such as ServiceMax, IQVIA, Veeva, and ncino (mortgage origination). Thanks to Simplus, Infosys received a quote to cash specialization in contract management with partnerships with Conga and DocuSign. It also has a regional GTM strategy, e.g., working with Xactly in APAC around sales performance management.

A vital element of the strategy of ISP is to build IP in the form of industry solutions. Most of these industry Solutions are Bolt-On (i.e., industry templates) with an intent to monetize Infosys' systematic attempt at shortening implementations. One of the priorities of ISP is to create micro-vertical solutions in partnership with Salesforce with an emphasis on automotive, telecom, CPG, and communications along with healthcare.

During the pandemic, Infosys has witnessed accelerated client interest in adopting quote-to-cash and B2C Commerce in the U.S. Globally, ISP has also accelerated its upskilling effort towards specialized services, with Fluidio leading the initiative.

ISP also benefits from Infosys' comprehensive portfolio. The practice works, for example, with WongDoody/Brilliant Basics, the UX and product design unit of Infosys.

## Scope of the Report

---

The report provides a comprehensive and objective analysis of Infosys's Salesforce service 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 the location of delivery locations.

## Salesforce Services Vendor Assessments also Available for:

---

- Capgemini
- CGI
- Coforge
- Cognizant
- EPAM Systems
- Grazitti Interactive
- Infostrech
- Mindtree
- NTT DATA
- Persistent Systems
- TCS
- Tech Mahindra
- Wipro.

## About The Author

Dominique Raviart is the IT Services Practice Director at NelsonHall, with global responsibility for IT Services research programs.

Dominique covers IT Services research in the areas of Software Testing/QA, Big Data and Analytics Services, Salesforce services, and IoT Services. Dominique has been part of NelsonHall's IT Services analyst team since 2007, providing comprehensive and insightful coverage of IT services markets in the world. In particular, he is widely known for his extensive knowledge and coverage of software testing, having examined recently digital testing and DevOps/continuous testing. Dominique assists both buy-side and vendor organizations in assessing opportunities and supplier capability across IT service lines.

Dominique can be contacted at:

- Email: [dominique.raviart@nelson-hall.com](mailto:dominique.raviart@nelson-hall.com)
- Twitter: [@DominiqueR\\_NH](https://twitter.com/DominiqueR_NH)



## 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](mailto:guy.saunders@nelson-hall.com)

### Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466  
Phone: +1 857 207 3887

### London

Unit 6, Millars Brook, Molly Millars Lane, Wokingham, RG41 2AD  
Phone: + 44(0) 203 514 7522

### Paris

4 place Louis Armand, Tour de l'Horloge, 75012 Paris  
Phone: + 33 1 86266 766

Copyright © 2022 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.