



Vendor Profile

Salesforce Services

Infosys

Report Abstract

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25 pages

Contents of Full Report

1. Introduction
2. Revenue Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
 - 7.1. Strengths
 - 7.2. Challenges
8. Outlook

Who is this Vendor Assessment for?

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

- Sourcing managers monitoring the capabilities of existing IT services suppliers of Salesforce
- 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

Infosys had revenues of \$18.2bn in FY23, the year ending March 31, 2023. Its calendar year 2022 revenues were \$17.9bn. The company has given a CC revenue growth guidance of 1-2.5% for FY24, the year ending March 31, 2024. Its headcount at the end of September 30, 2023, was ~329k.

Infosys has a dedicated Salesforce practice (ISP) horizontal line. ISP has its P&L, sales force, and delivery organization. It is structured around four key components:

- Simplus in the U.S. and ANZ for client-facing activities, including sales, advisory services, and onsite delivery. The company also had a presence in New Zealand
- Fluido, initially in Finland and the Nordics, and now deploying its capabilities to Europe
- A delivery organization with its core in India
- A CoE in charge of portfolio and IP management, including industry solutions, accelerators, and methodologies, alongside training and upskilling.

NelsonHall estimates that ISP had, at the end of 2022, ~8,200 personnel, including ~2,200 MuleSoft and 800 Vlocity practitioners. Additionally, it has 300 Tableau practitioners.

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 Industries, Einstein, Field Service, Data Cloud/Genie, 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 Fluido and Simplus have enhanced the consulting capabilities of Infosys.

Scope of the Report

The report provides a comprehensive and objective analysis of Infosys' Salesforce capabilities, 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 centers.

Salesforce Services Vendor Assessments also available for:

- Apexon
- Coforge
- Cognizant
- EPAM Systems
- Grazitti
- LTIMindtree
- Mastek
- NTT DATA
- TCS
- Tech Mahindra
- Wipro.

About The Author

Kishore is a Principal Analyst and a member of NelsonHall’s IT Services research team along with Dominique Raviart, John Laherty, Eric Levine, and Mike Smart.

Kishore focuses on application services related to cloud-based/SaaS platforms.

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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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