



Transforming Intelligent Automation in Banking

Infosys

Report Abstract

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10 pages

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Who is this Vendor Assessment for?

NelsonHall’s “Transforming Intelligent Automation in Banking” profile on Infosys is a comprehensive assessment of Infosys’ offerings and capabilities for the BFS sector, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of intelligent automation process services and identifying vendor suitability for intelligent automation services 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 implementing automation capabilities for clients’ operations since 2005 and began delivering AI services in banking in 2012. It has built out a large portfolio of solutions, partnerships, and offerings in IA since its inception. Currently, it focuses on embedding advanced AI to further build out its IA offerings.

It approaches client engagements using a three-pillar strategy when it automates client processes. The pillars are:

- Discover: assess and discover effective use cases where AI can make an impact
- Democratize: accelerate deployment and scaling of AI enterprise-wide to make it available to the widest possible audience in an enterprise
- Derisk: deploy enterprise-wide AI to enable security, quality assurance, and risk mitigation.

Today Infosys is focusing its efforts on growing its data analysis and management capabilities across all client domains.

Potential service buyers will be interested in this report’s analysis of the existing areas of client demand for Infosys’ BFS sector intelligent automation capabilities—it may well offer some ideas for additional areas well suited to IA.

Scope of the Report

The report provides a comprehensive and objective analysis of Infosys' BFS-focused intelligent automation service offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, 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.

Intelligent Automation Services in BFS Vendor Assessments also available for:

Accelirate

Capgemini

Coforge

Datamatics

EY

Firstsource

FIS

Infosys

L&T Infotech

Mphasis

Sopra Steria

TCS

Tech Mahindra

UST

Wipro.

About The Author

Andy is the Banking Sourcing Research Director at NelsonHall, where he has global responsibility for Retail and Commercial Banking and Capital Markets.

Andy assists both buy-side and vendor organizations in assessing opportunities and supplier capability across Banking services, including in the areas of Core Banking, Payments, Mortgages & Loans, and Securities Processing. In these domains, Andy covers professional services, hosting, and BPS.

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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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