



Infosys Big Data and Analytics Services

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Big Data and Analytics Services Vendor Assessment for Infosys is a comprehensive assessment of Infosys' big data and analytics service offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for digital services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector.

Key Findings & Highlights

Infosys provides big data, analytics, and information management (BDA) services, mostly through its Infosys Data and Analytics (DNA) practice.

DNA is a horizontal service line with P&L and delivery responsibility. It is organized by sub-service line including analytics, data management, and support functions, e.g. training and education, talent management, and IP design and development.

DNA currently has a headcount of ~15k (as of September 2017), representing ~7.5% of Infosys' total headcount. It has ~500 clients. DNA's major clients include a U.S. CPG firm, and a large Australia based telecom service provider.

At a broad level, DNA has aligned its service portfolio around the organizational demand for:

- Modernizing data-related investment
- Monetizing data with the intention of creating new business models/complementing existing revenues.

In more detail, DNA is focusing on several key principles:

- Ensuring data quality across sources
- Operating at scale (through an industrialized approach), at high speed (through the implementation of new technologies), and focusing on real-time data
- Identifying business process blind spots
- Reducing cost, through the use of open source software and cloud hosting.

With these principles in mind, DNA is driving the creation of IP and accelerators in several areas:

- Analytics and big data
- Statistical model-based solutions
- AI: notably with its Nia for Data platform
- Adoption of open source software (OSS): DNA is using OSS in two main areas: big data (around the Apache Hadoop ecosystem), and AI tools (the Nia for Data AI platform is partly based on OSS and standalone AI OSS).

Finally, with BDA and AI being pervasive, DNA is working with other Infosys units (consulting and BPS units) to cross-sell its capabilities and build new offerings.



Scope of the Report

The report provides a comprehensive and objective analysis of Infosys' big data and analytics service offerings, capabilities, and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- 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 strengths, weaknesses and outlook.

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