



Infosys Intelligent Automation Services in Banking

Vendor Assessment
Report Abstract

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12 pages





Who Is This Vendor Assessment For?

NelsonHall's Intelligent Automation Services in Banking Vendor Assessment for Infosys is a comprehensive assessment of Infosys's Intelligent Automation in Banking offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of intelligent automation processes and identifying vendor suitability for intelligent automation services 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

The BFS industry is the largest single vertical in its intelligent automation practice. Infosys has been implementing automation capabilities for clients' operations since 2005. Initial engagements provided clients with automated data extraction and updates. In late 2008, Infosys implemented its first RPA deployment at a retail banking client, which was for the automation of data extraction, enrichment, and updates.

Infosys began delivering AI services in banking in 2012 with an engagement to extract and analyze loan onboarding data to predict the collectability of loans for a mortgage lending client. Lending automation and analysis is a major focus of Infosys' intelligent automation practice. Infosys most frequently applies AI to loan portfolios to identify optimum collection paths to improve overall portfolio collection rates.

In 2016, Infosys initiated its RPA services for capital markets clients. The initial engagement was an RPA implementation for a universal bank to improve shared services processing for compliance, HR, and finance.

Intelligent automation technology has been developing rapidly. Infosys has developed proprietary tools to support rapid deployment for its clients (See offerings section). For the past two years, Infosys has been aggressively expanding its ecosystem of emerging technology vendors to provide its clients with the emerging functionality (See Delivery section).

Infosys has made acquisitions to enhance its intelligent automation offerings including:

- Skytree (April 2017): machine learning software
- Fluido (September 2018): Nordics based salesforce advisor and consulting firm
- Compaz (November 2018): JV with Temasek, Singapore to offer advanced solutions for cloud, data, analytics, cybersecurity, digital experiences, and AI
- Simplus (February 2020): consulting firm for Salesforce in the areas of cloud, data integration, change management, and training
- GuideVision (October 2020): Europe based enterprise service management consultancy
- Blue Acorn iCi (October 2020): Adobe partner focused on customer experience, commerce, and analytics

Scope of the Report

The report provides a comprehensive and objective analysis of intelligent automation services offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases 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.

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Report Length

12 pages

Managed Services in Banking Vendor Assessments Also Available for:

Accelirate

Atos

Broadridge

Capgemini

CGI

Cognizant

Conneqt

Datamatics

FIS

Genpact

Infosys

LTI

Mindtree

Mphasis

Quantifi

TCS

Tech Mahindra

Teleperformance

UST

Virtusa

Wipro