



# Infosys Salesforce Services

Vendor Assessment  
Report Abstract

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## Who Is This Vendor Assessment For?

NelsonHall's Salesforce Services Vendor Assessment for Infosys is a comprehensive assessment of Infosys' Salesforce service offerings and capabilities designed for:

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

## Key Findings & Highlights

Infosys provides Salesforce services mostly through its Salesforce Practice. Infosys' Salesforce Practice (ISP) is a horizontal practice that has its P&L, salesforce, and delivery organization. It is part of Infosys' Horizon 2 portfolio, which includes practices and offerings with high growth potential such as big data and analysis, cybersecurity, digital experience, API economy, IoT, AI, and automation.

ISP has a headcount of 3k.

The strategy of ISP is multi-folded and includes

- Being involved early in the project lifecycle, working with organizations including Infosys Consulting
- Working across all SFDC clouds
- Verticalizing its offering, including in banking through the integration with Infosys' Finacle software banking product; healthcare space, around care and patient management, and in other industries, of which the semiconductor, telecom, and automotive industries
- Recruiting onshore. The practice is making use of Infosys' overall new delivery centers in the U.S., where it already has a headcount of 3k, in locations including Indianapolis, IN.

ISP's key clients include Telstra, Daimler, BP, and Liberty Global, Johnson Controls, Wells Fargo.

## Scope of the Report

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

- Analysis of the company's offerings and key service components, accelerators, and "platforms"
- 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
- Analysis of the company's strengths, weaknesses and outlook.



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## Report Length

Ten pages

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