

Gain enhanced traceability of inventory

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/inventory-management.html> ----- Overview Our automated systems streamline management of second and third-tier suppliers to address inventory requirements. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to rationalize inventory costs while maintaining optimal inventory. You should assess landed cost of inventory to determine breakeven price, discount for finished goods, write-off, and other P&L adjustments. You require visibility into stock across plant, warehouse and supplier locations. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Inventory Management The Infosys Industrial Manufacturing practice adopts a data-first approach to inventory management. Our suite of Artificial Intelligence (AI)-powered predictive models and forecasting tools drive order fulfillment as well as pricing through real-time visibility into costs and demand for subassemblies, spare parts, process resources, consumables, and indirect materials. Superior inventory management maximizes margins by accurately accounting for all overheads including freight, taxes and duties, and carrying cost. Our Warehouse Management System (WMS) incorporates wireless technology and automation to manage operations using AI-enabled hand-held devices. We align the product lifecycle with WMS and bill of materials, which ensures better inventory control, and unified scheduling and distribution across manufacturing facilities. The integrated system automates instantaneous update of accounting and financial applications. Infosys blends advanced technologies for a 'single version' of inventory and traceability of built-to-order products - from raw materials through production and shipment of finished goods. Industrial manufacturing enterprises having the ability to track inventory based on serial number of parts, batch number of a product, bin location, and / or product groups are better positioned for prompt reporting and statutory compliance. Our blockchain network allows paperless transaction processing across procurement and payment. Moreover, blockchain technology eliminates errors in multi-currency purchase / invoicing and validates information in real time, while accelerating processing. Our team leverages AI models to determine minimum and maximum inventory levels for stock keeping units, and implements an automated reordering system based on diverse criteria such as lead time and long-term price trends. Optimal stocking across inventory categories enables industrial manufacturing enterprises to increase revenue from warranty plans while rationalizing the cost of warranty management. Significantly, our data analytics solutions for decoding inventory based on age, turnover, cost, supplier performance, and operational risks help sourcing and procurement professionals make informed business decisions.

Success story: Hilti empowers customers with self-service Infosys developed a mobile application for construction and maintenance professionals to search Hilti's product portfolio, make a selection based on technical criteria, and order or save it for later. Machine learning-based forecasting models synchronize demand and available stock for lean inventory. Robotic process automation ensures on-demand access to costs while supporting FIFO / LIFO / weighted average principles, intercompany transactions, and multi-warehouse stock transfer. Cloud-hosted integrated applications provide a comprehensive view of inventory across stocking locations, including transaction history, current position, and an audit trail of movement between sites. Case Study PIM system supports e-commerce Case Study Product order code information system offers visibility into pricing Article Digital Configure, Price, Quote (CPQ) systems grow revenue Insights Infosys Product Configurator Solution Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Align information and operational technology to architect a seamless enterprise

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/it-ot-integration.html> ----- Overview Our intuitive IT systems enable OT engineers and industrial control system operators to better manage critical systems and assets across the plant / factory. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should adopt IT-driven operational systems for smart manufacturing. You require a risk management strategy to maximize the value of connected systems. You should safeguard IT and OT systems from vulnerabilities, and monitor industrial systems 24/7 to avoid downtime. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us IT-OT Integration The Infosys Industrial Manufacturing practice integrates Information Technology (IT) and Operational Technology (OT) to capitalize on 'digital twins' for superior enterprise management. A digital twin allows the enterprise to validate business ideas while rationalizing capital expenditure as well as mitigating risks. IT-OT integration facilitates advanced technology to boost production (3D visualization, additive manufacturing and industrial robots), improve process efficiency (intelligent control and traceability), and ensure sustainability (predictive analytics and data science) at an industrial manufacturing enterprise. Our cloud-hosted solutions transform legacy enterprises at the technology, process, application, and data level. Further, it provides the enterprise with capabilities to sense and respond to events, without disrupting shop floor or supply chain operations. Data tools embedded in industrial assets offer

contextual intelligence to streamline operations and maximize resource utilization. Our experts have rich knowledge of engineering systems, production equipment / assets, microprocessors / sensors, and communication protocols for interconnected industrial control systems. It addresses unique requirements of mission-critical systems and control processes of industrial manufacturing enterprises. In addition, it enables our team to develop seamless IT-OT networks for engineering, production, maintenance, and field operations. We use a pilot network to address governance and compliance issues prior to go-live. Infosys develops APIs and Human Machine Interface (HMI) for integrating connected production assets, Industrial IoT (IIoT) tracking / monitoring devices, and process control systems in real time. An integrated data network and digital platforms facilitate automation, distributed control, embedded software, and self-monitoring systems. White paper: Collaboration is a business imperative in the service economy Our experts discuss how connectivity and collaboration empower enterprises to deliver manufacturing-as-a-service. Digital ecosystem ensures operational excellence while addressing challenges of an aging infrastructure. IT-OT convergence teams map integration points across processes and create a plan of action to mitigate risks. Non-intrusive security solutions combine network authentication, access control and alert mechanisms to ensure safety of IT inventory and operational assets. Blog A long-term approach to Industrial IoT is crucial for success Case Study MDM system enhances visibility into operations Blog Manufacturing goes several notches up on the cloud Case Study Data lake distills business insights across lifecycle of equipment Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Capture enterprise knowledge for smart manufacturing

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/knowledge-management.html> -----
Overview The Infosys Center for Emerging Technology Solutions (ICETS), in association with leading universities and global manufacturing enterprises, establishes co-innovation labs to capitalize on knowledge. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You require state-of-the-art training infrastructure for continuous re-skilling of the workforce. You need a conduit between business and IT systems to maximize technology investment. You should collate ideas and feedback from stakeholders to manage the complex lifecycle of industrial products. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Knowledge Management The Infosys Industrial Manufacturing practice helps enterprises adopt knowledge management systems for strategic decision making. Our digital tools harvest, update, process, integrate, share, and use

generic as well as domain-specific knowledge for smart operations. Knowledge captured in searchable, easily retrievable, and readily usable forms and formats is an asset for a digital workforce. Wingspan, our cloud- and mobile-first learning solution, supports knowledge discovery, curates the training regimen, and assesses skill levels after learning. Our knowledge management mechanisms accelerate training and re-skilling of the talent pool. Further, our knowledge systems enable decision makers to use actionable insights from large data sets. Our data scientists, architects and machine learning experts capture knowledge to develop and train process bots, machine learning algorithms, and deep learning networks to address specific enterprise needs. Infosys creates knowledge management repositories as a unified data source for products (conceptual design, detailed design, drawings, material property, and engineering interpretations), manufacturing processes (operation tables, process plans, capability graphs, equipment maintenance history, inspection reports, and production schedules), and support functions (supplier assessments, work orders, lease agreements, and contracts). Our team codifies technical, process and experiential knowledge in the form of diverse knowledge constructs such as business rules, logical expressions, ontologies, predictive models, and statistical systems. Knowledge entities embedded across the enterprise boost the product lifecycle, while facilitating the transition to self-organizing systems. White paper: Interdisciplinary collaboration accelerates product enhancement A structured knowledge-based engineering methodology distils experiential skills and enables concurrent development. Infosys Wingspan, our learning solution, drives talent development with skill-specific knowledge modules. Digital knowledge tools elicit business requirements and use cases to grow the business using technology. Knowledge ecosystem unifies physically distributed teams and facilitates collaboration across processes, including R&D, design, production, inspection, sales and marketing, and project management. Case Study Knowledge templates accelerate product development Article Digital ecosystem drives continuous learning Case Study RPA validates trademark status and validity White Paper Connected enterprises can deliver manufacturing-as-a-service Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Balance production capacity with the pipeline of products

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/production-planning-control.html> -----
Overview Our production management approach addresses needs of local markets while avoiding reengineering / analogous product development programs. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to integrate distributed production systems to maximize return on investment. You should minimize the cost of product localization /

customization. You should replace shift-by-shift planning and review cycles with long-term plans. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Production Planning & Control The Infosys Industrial Manufacturing practice streamlines production planning and control systems to accelerate product delivery, facilitate just-in-time inventory management, and launch 'zero defect' products. We connect the ecosystem of an industrial manufacturing enterprise, which helps synchronize sales forecasts with production schedules, materials planning and logistics systems. In turn, it optimizes planning and control by assigning production targets based on the dynamics of manufacturing centers (low-cost location, larger plant capacity, technical capabilities, and availability of materials and skilled personnel), market (proximity to customers and logistics), and regulations (duties and tariffs, trade barriers, and obligation to sell products in the local market). Our insights-as-a service offering blends machine learning, augmented / mixed reality, and predictive analytics to facilitate real-time modifications to production plans and schedules. Color-coded dashboards display operational data along with predictive and historical values, enabling comparisons and permutations to maximize capacity utilization, rationalize product costs, and better manage inbound as well as outbound inventory. Significantly, our ergonomics-oriented production systems ensure sustainable operations by preventing health and safety issues. Infosys develops feature-rich, mobile applications for geographically distributed functional and product teams to manage global operations. Anytime, anywhere access to standard operating procedures, production schedules, checklists and status reports, and approval forms enable real-time collaboration. White paper: Collaboration is a business imperative in the service economy Our experts discuss how connectivity and collaboration empower enterprises to deliver manufacturing-as-a-service. Connected ecosystem opens opportunities for resource reallocation and economies of scale. Agile production management programs blend standardized global processes for basic operations and site-specific systems, ensuring uniform quality while addressing business / statutory requirements of regional markets. Integrated dashboards for real-time visibility and predictive analytics allow managers to mitigate machine, labor and supply chain risks. Blog Amplifying human potential with robotic automation Blog Manufacturing goes several notches up on the cloud Case Study Smart factory solution ensures sustainable MRO operations White Paper Industry 4.0 maturity index: A primer Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Augment human skills with a digital workforce

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/robotic-automation.html> ----- Overview We identify automation opportunities to enhance manufacturing via layout

optimization, safer operations and resource efficiency. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to safeguard the workforce and minimize monotonous tasks, while maximizing productivity. You should integrate enterprise systems to realize the value of automation. You require an agile IT infrastructure to address requirements of automated hardware, embedded software and connected networks. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Robotic Automation The Infosys Industrial Manufacturing practice introduces robotic automation across processes to streamline operations. Our experts automate components of motion, logical reasoning, and data processing by leveraging robots and Robotic Process Automation (RPA). Our design thinking approach decomposes physical movement and processes into discrete components to ensure business continuity during the deployment of industrial automation mechanisms on the shop floor and software robots in the virtual environment. Significantly, an ecosystem of humans, industrial automation solutions, and process bots boosts productivity and improves throughput. We implement RPA in back offices and shared service operations to execute repeatable, rules-based tasks such as regression testing, payroll processing, and employee / supplier on-boarding. Our non-invasive software bots modernize legacy processes, including Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), Supply Chain Management (SCM), and project management. End-to-end automation simplifies order-to-cash as well as procure-to-pay processes, while ensuring the accuracy of finance and accounting, trademark management, inventory management, and compliance systems. Infosys RPA Centre of Excellence uses a 'factory model' to transform industrial manufacturing enterprises into cognitive units. Robotic automation of the data mining process allows enterprises to capture content in any format (text, image, audio, video) from any source (structured, semi-structured and unstructured) across devices. Moreover, it simplifies data extraction, migration and reformatting for reporting and analytics. Our artificial intelligence-powered chatbot enhances Interactive Voice Response (IVR) systems by generating accurate and contextual responses. It can be trained to ingest large volumes of data to provide consistent and reliable service at HR, IT and customer helpdesks. White paper: Collaboration is a business imperative in the service economy Our experts discuss how connectivity and collaboration empower enterprises to deliver manufacturing-as-a-service. Artificial intelligence-powered automation boosts operational efficiency, leading to better quality of work life as well as industrial output. Simulation of physical manufacturing systems and end-to-end validation of digital models ensure smooth automation. Team of consultants defines the automation roadmap based on the architecture of hardware platforms, applications, processes, connectivity infrastructure, and third-party components. Blog Amplifying human potential with robotic automation White Paper Industry 4.0 maturity index: A primer Article Digital ecosystem drives continuous learning Case Study Automation of invoice imaging process for suppliers Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopt digital technology to better serve customers

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/sales-marketing.html> ----- Overview Our cloud-hosted marketing solutions are optimized for diverse devices, including smart phones, tablets, laptops, and personal computers. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to rationalize selling and administrative expenses to maximize revenue. Your strategic marketing initiatives should be aligned with the emerging needs of customers. You require customized tools to accelerate the quote-to-order process. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Sales & Marketing The Infosys Industrial Manufacturing practice offers digital sales and marketing solutions for direct-to-customer as well as indirect distribution. We support branding and marketing strategies with mobile, digital and Artificial Intelligence (AI)-driven services. Our AI tools for omni-channel marketing enhance effectiveness through contextualization and analytics-powered campaigns / programs. Infosys creates digital catalogs to help customers search products based on features / attributes. Our product configuration solution accelerates the sales cycle by enabling sales teams to configure products and estimate product costs accurately. The solution captures customer requirements, automatically maps requirements with the product portfolio, and optimizes pricing. Further, our solution enables industrial manufacturers and distributors to better manage inventory, pricing and orders for components / parts of configure-to-order products. Our cloud-hosted portals are virtual product showrooms displaying comprehensive information – from pre-sales content, interactive visualization, demos, and instructional / tutorial videos to customer experience stories. We address latency and web compatibility issues as well as constraints of legacy applications and revamp websites for e-Commerce. Our team integrates social media widgets, payment gateways, and shipping modules with web portals to grow sales. Our digital professionals optimize sales and marketing portals for functionality as well as search engines. Real-time integration with diverse business processes enables sales teams to identify and convert leads faster. In addition, it helps customers download technical manuals, check stock availability, track orders, and seek after-sales support. Infosys Nia, our AI-powered chatbot, answers customer queries about products, price and orders. Success story: Hilti empowers customers with self-service Infosys developed a mobile application for construction and maintenance professionals to search Hilti's product portfolio, make a selection based on technical criteria, and order or save it for later. Process optimization, automation tools, and scalable platform solutions ensure cost-effective marketing while driving sales. Teams of functional experts and analysts recommend pathways to reach a broader audience based on an assessment of IT systems and marketing technology solutions. Digital quoting systems

support customized pricing for complex products and turnkey projects. Case Study PIM system supports e-commerce Case Study Cummins partners with Infosys to revamp online presence Article Digital Configure, Price, Quote (CPQ) systems grow revenue (A) Case Study Product order code information system offers visibility into pricing Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Servitization: Make Outcome-as-a-Service A Reality

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/servitization.html> ----- Overview Unlock new revenue streams and improve profitability with end-to-end Servitization Challenges & Solutions Resource center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings With shrinking revenues from new product and increasing competition, manufacturers are struggling to sustain revenue and margin growth Customers are asking for uptime guarantees and assumption of risks Manufacturers unable to fully exploit the power of data and insights from their increasingly smart and connected products Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Manufacturing is at a tipping point. Shifts in business, technology and demographics present opportunities as well as challenges. On one hand, customers expect superior services while transferring risk. On the other hand, there is unprecedented commoditization pressure depleting margins and increasing competitive forces. To rise to the occasion, manufacturers need to make a shift from product to service orientation. Servitization enables manufacturers to leverage their core product strengths by providing a suite of services and solutions that help deliver maximum value for both the customers and the manufacturers. Infosys partners with global manufacturers in their endeavor to attract and retain customers by providing an integrated product-service offering that serves as a competitive differentiator. Infosys' manufacturing, technology, and design thinking experts enable clients to unlock new revenue models in their aftermarket business We leverage our toolsets and frameworks to help define the optimal aftermarket solution to deliver higher NPS, better first time fix rates and increased equipment reliability. The focus is on using levers such as predictive maintenance, proactive spare parts management and technician productivity enhancement tools such as AR/VR Our business process management offering allows our clients to provide 24x7 support to customers and field technicians while lowering the cost to serve Point of View How Digital Enables Servitization Article Planning for Servitization Success Insights Servitization Business Models Point of View Building the right foundation for Servitization Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys Smart Manufacturing

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/smart-manufacturing.html> ----- Overview Infosys Smart Manufacturing connects people, processes, and systems to deliver an intelligent manufacturing shop floor. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Smart manufacturing initiatives can get bogged down in pilot purgatory for lack of stakeholder buy-in. Lack of last-mile machine connectivity hampers digitization of manufacturing processes and impedes productivity. Manufacturing environments are complex and contain diverse and inflexible legacy systems from multiple suppliers. Gaining from the interplay between physical and digital systems requires harmonizing how IT and OT work together. A truly connected value chain requires strong security processes and infrastructure to protect data acquisition and sharing. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Smart Manufacturing Tailored. Connected. Intelligent. The path to smart manufacturing isn't the same for all manufacturers. Different goals, challenges and systems call for unique approaches and focused changes. The Infosys IIoT Maturity Assessment Framework and our Connected Operations on Cloud solution help you map your own path to a smarter, connected shopfloor and unlock efficiencies precisely where you need them. Infosys Smart Manufacturing brings a structured approach to shop floor transformation by studying your needs, processes, and digital maturity. The goal: A connected factory designed to deliver visibility, collaboration and orchestration of equipment, people, and products around demand signals. White paper: Predicting Asset Health and the Root Cause of Failures Using Smart Fault Trees Business Solutions: Infosys Connected Operations on Cloud Infosys has developed a comprehensive consultative technique and toolset to identify quality, cost, and productivity challenges in production processes. The toolset helps develop a robust business case and incorporates stakeholder inputs to assure their buy-in. Infosys Smart Manufacturing solution addresses all the building blocks of ISA_95 stack including capturing signals from OT infrastructure. The approach includes both hardware and software aspects of signal capture. Infosys Smart Manufacturing solution approach includes identification of common process patterns and solution components that can then be templated in the construct of a Minimum Viable Product. In addition, the approach provisions flexibility to leverage legacy investments across production lines and plants. Digital factories are born at the convergence of IT and OT. While IT has detailed practice frameworks like ITIL in place, Infosys introduces a framework of standardized processes into the OT environment to bridge the gap between the two. Manufacturers can then run their OT business in line with the IT side, to reap the real benefits of this convergence. Infosys helps manufacturers implement modern and intelligent OT security protocols that allow for selective sharing of data while retaining complete control over functionality and services. White Paper Manufacturing Execution Systems: Digital Foundation for Smart

Manufacturing Case Study Delivering Just-In-Time Manufacturing
Capabilities for an Aerospace Manufacturer Case Study Enabling Remote,
Vision-Based Quality Control at the Assembly Line of an Automotive Major
Video In Conversation with ServiceNow – Service Experience in
Manufacturing Company Subsidiaries Programs Support Connect with us
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Mitigate supply chain risks in real time

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/supply-chain-transformation.html> -----

Overview Our integrated solutions rationalize inventory and related costs by synchronizing the supply chain with sales and production plans. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to capitalize on global customers / suppliers and multimodal freight networks to grow revenue and rationalize costs. You require visibility into the supply chain for real-time inventory management. You should maintain a robust planning and execution system for smooth transportation of inbound raw materials and finished goods. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Supply Chain Transformation The Infosys Industrial Manufacturing practice undertakes supply chain transformation to rationalize the supplier base, capitalize on economies of scale, and grow the business footprint. We digitize disparate processes for sustainable supply chain operations by establishing a digital command center. The center integrates applications in the supply chain ecosystem to aggregate data, which is used by analytical tools to predict potential events / failure points. Further, integration facilitates automation of supply chain processes as well as the use of machine learning models to align production capacity, customer orders, sales forecasts, and procurement plans with logistics. Infosys upgrades master data management as part of supply chain transformation by leveraging rich experience of executing turnkey programs. A 'single source of truth' is a prerequisite to address supply chain challenges and fulfillment issues such as incorrect shipment, price disparity, product returns, and rework. We migrate data from legacy supply chain systems to a single ERP system, and build business rules for cleansing data, eliminating duplication, and simplifying maintenance and governance. Our Industry 4.0 ecosystem for smart supply chain operations blends telematics, blockchain and traceability solutions to track inventory from suppliers to customers. In addition, it helps industrial manufacturing enterprises cultivate global and local suppliers. Our machine learning-based tool for real-time supplier risk management assigns operational risk score to suppliers based on parameters such as past performance, quality, lead time, sustainability practices, and financial records. Our tool collates data from enterprise systems, newsfeeds, social media, and third-party reports. The

operational risk score enables procurement managers to negotiate supplier contracts and make informed purchase decisions. Success story: Hilti empowers customers with self-service Infosys developed a mobile application for construction and maintenance professionals to search Hilti's product portfolio, make a selection based on technical criteria, and order or save it for later. Integrated information and control systems enable business units to share product, inventory and order data, and realize the benefits of a global supply chain. Knowledge-based automation and process standardization support category-based inventory strategies. Advanced logistics solutions and freight analytics identify the most cost-effective combination of transportation modes based on plant-level requirements. Case Study Automation of invoice imaging process for suppliers Article A holistic systems approach maximizes Industry 4.0 Blog How sustainability is disrupting today's supply chain Blog Capitalize on big data and AI to renew logistics Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Ensure sustainable manufacturing operations

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/sustainable-manufacturing-operations.html>
----- Overview We incorporate best practices for resource conservation, pollution prevention and safety into business processes and enterprise systems. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should focus on meeting sustainability goals for long-term growth. You need to monitor EHS performance in real time for prompt statutory reporting. You require an EHS information management system to acquire data and track performance metrics. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Environment, Health & Safety The Infosys Industrial Manufacturing practice applies insights to help enterprises achieve Environment, Health and Safety (EHS) goals. Our sustainability programs enable manufacturing enterprises to analyze data sets and performance metrics to identify emerging risks, evaluate deviations in preset parameters, and determine root causes of sub-par performance. A nuanced understanding of the EHS paradigm enables targeted interventions to prevent incidents. Infosys partners with industrial manufacturing enterprises to identify key performance indicators across EHS programs, and monitor energy consumption, greenhouse gas emission, water usage, effluent treatment, and scrap and e-waste management. Our portal solutions enable EHS teams to encourage a sustainable lifestyle among stakeholders – employees, suppliers, customers, contractors, and communities. Moreover, our portals support joint initiatives to assess and develop capabilities of suppliers and contractors for industrial safety, occupational health, and environmental protection. Our IIoT ecosystem reduces the carbon footprint

of industrial operations and ensures the wellbeing of local communities through energy demand management, recycling of waste, and prompt response to untoward events. In addition, IIoT systems drive continuous improvement. Significantly, it rationalizes the cost of compliance with ISO 14001 and OHSAS 18001 standards. Our automated EHS document management system ensures timely internal and external reporting. White paper: Interdisciplinary collaboration accelerates product enhancement A structured knowledge-based engineering methodology distils experiential skills and enables concurrent development. 'Digital twin' of operational systems helps identify opportunities to minimize the carbon footprint and reduce resource consumption across the enterprise. IIoT ecosystem enables continuous monitoring, proactive management, and accurate reporting of EHS parameters. Digital EHS reporting and analytics framework simplifies collection, retrieval and dissemination of technical data as well as audit and compliance. Case Study Agile model accelerates business reporting Feature Infosys develops asset efficiency testbed in partnership with Industrial Internet Consortium Case Study MDM system enhances visibility into operations Case Study Smart factory solution ensures sustainable MRO operations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Blend knowledge and automation to maximize product value

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/value-engineering.html> ----- Overview Our automated systems capture, classify and reuse enterprise knowledge for value generation. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need smart tools to identify criteria that enhance a product, including quality, aesthetics, performance, reliability, durability, maintainability, and safety. You should develop use cases and validate value prior to product rollout. You require an experienced team to steer value engineering programs. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Value Engineering The Infosys Industrial Manufacturing practice offers value engineering services to refine / improve the form and function of existing products, and minimize the design and development time and cost of new products. 'Digital twinning' enables us to define value drivers, and explore alternative designs, materials, processes, and testing systems. Further, it identifies infrastructure, process, service, and data issues that affect program execution / value realization. Infosys combines knowledge-based engineering, computer-aided design / engineering / manufacturing systems, and artificial intelligence-powered automation for value analysis and value engineering. It helps reuse knowledge and leverage integrated tooling to minimize rework, thereby accelerating prototyping as well as development of Minimum Viable Product (MVP). Our 'tear down and

process benchmarking' framework analyzes legacy products and bills of materials to enhance features and functions. It analyzes the arrangement of equipment, parts, systems, and tools as well as the time and sequence for assembly, dismantling and reassembly to generate improvement plans. Our framework evaluates opportunities to simplify a product, while rationalizing material, personnel and financial resources across its lifecycle. Infosys adopts cost flow analysis to determine overheads for enhanced product value. We optimize product costs through design innovation, standardization of parts / components, simplification of production processes, and digital transformation of supply chain operations. White paper: Infosys framework accelerates servitization Our readiness framework empowers manufacturers to identify and adopt digital technologies that maximize value of servitization programs. Knowledge templates gather functional and non-functional requirements, collate ideas, and guide programs to achieve desired value(s) at minimal cost. Modeling and simulation solutions enable product teams to explore business / technical feasibility and evaluate value drivers from stakeholder perspectives. Cross-functional team of designers, manufacturing engineers, data scientists, business analysts, cost accountants, and supply chain professionals deliver end-to-end service. Case Study Infrastructure-as-a-service ecosystem boosts business Blog Minimize failure and maintenance effort with digital capabilities White Paper Data analytics approach to warranty management Insights Infosys Product Configurator Solution Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Insights

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Success A Holistic Systems Approach Maximizes Industry 4.0 Customization
Imperative: Can Your Operations Manage Unique Customers?
Manufacturing the Next Industrial Revolution Cummins Collaborates with
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Manufacturing Being Resilient. That's Live Enterprise. Digital Core
Capabilities Digital Operating Model Empowering Talent Transformations
Tales of Transformation Industries Services Platforms Infosys Knowledge
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Article Video Video Point of View Report Video White Paper View point
Report Point of View White Paper Insights View point Report White Paper
Point of View Podcast View point Business Solutions Video Point of View
View point Point of View Insights View point View point White Paper
Business Solutions Point of View Report White Paper Blog View point View
point View point Event Event Point of View View point View point White
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ArcelorMittal Taps Infosys for Digitalization

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/accelerate-digital-transformation.html> -----

Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The need to accelerate digital transformation is now more critical than ever, in the manufacturing sector. Infosys recently announced a strategic long-term collaboration with ArcelorMittal, the world's leading steel and mining company. ArcelorMittal chose Infosys to enable next-generation application management and business process management (BPM) services for ArcelorMittal Europe. Through this engagement, Infosys will work with ArcelorMittal Europe, share best practices around next-generation application management services to optimize, stabilize, and transform ArcelorMittal's IT landscape. Infosys will also establish a robust, state-of-the-art Business Process Management (BPM) service in ArcelorMittal Europe's Business Center of Excellence (BCoE) shared services center. The collaboration will further strengthen Infosys' presence in Europe and will enable Infosys to maximize synergies across the ArcelorMittal Group worldwide. Read this coverage on Mining Magazine. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys and KONE - Amplifying Human Potential with a Shared Vision

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Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys and KONE share a long-standing and successful partnership that is rooted in shared values and culture. Infosys' value framework, C-LIFE firmly resonates with KONE's key values defined by 4Cs- Care, Customer, Collaboration and Courage. Sukanya Bose, Infosys, Kristiina McGarvie, Head of End User and Workplace Services, KONE and Kati Turunen, Head of ICT and R&D Services Procurement, KONE come together to discuss about the partnership and how Infosys is helping the global elevator and escalator company amplify their potential and create

sustainable success with customers. Watch the fireside chat here Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Second Shift: Manufacturing After COVID-19

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/being-resilient-new-normal-covid19.html> ----- Digital resilience and 3D printing speed Secure and future-proof supply chains New buying behaviors and servitization Employees — protect, motivate, upskill Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings References Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The global spread of COVID-19 has created an unprecedented situation for the manufacturing sector, resulting from mandated lockdowns across the global ecosystem, not just local or regional ones as in previous disasters. Supply chains are disrupted, stopping the flow of materials, intermediate parts and finished goods. Assembly lines are forced to halt or curtail operations because of a lack of workforce and parts. Innovative adjacencies and health imperatives (like ventilator shortages) have driven product mix changes with alternative components. Even employee health is a serious concern, and physical interaction is risky. Governments and manufacturers should be quick to sense the situation and respond accordingly during such pandemics in the future. While the immediate impact is challenging, if not brutal, manufacturers can take steps to ensure their survival and then, as conditions improve, relative prosperity. Leaders are already moving forward and implementing changes. Based on recent discussions with clients and updated research, the Infosys Knowledge Institute has identified five areas to plan and accelerate response. We offer these recommendations to assist manufacturers with their recovery and growth plans for the long term. Corporations have moved fast in the fight against the new coronavirus. If they are so nimble in a crisis, why do so many seem slow to act in ordinary times? Perhaps drastic times spur heightened awareness, rapid analysis, and decisive response. This offers a blueprint for maintaining intelligent agility as the crisis subsides. Manufacturers should evaluate their ability to know what is happening across the enterprise and externally, and to act upon it quickly. The sense-analyze-decide-respond function is a core capability for a live enterprise that exists in a connected, interdependent world. Create a nerve center that connects information collected with experts who can determine recommendations, leaders who can approve, and those who can act on the front line. While a central team in a single location is ideal, the realities of distributed expertise and mandated isolation require use of collaboration tools and adapting to individual circumstances. When this crisis passes, the nerve center concept can be extended as a digital brain for the entire enterprise. Manufacturers have been on this path for some time (think

supply chain network centers), but the pandemic has accelerated this trend along with others, like having a remote workforce. The COVID-19 pandemic has clearly emphasized the role of technology in business continuity. Digital technology has enabled businesses to retain a sense of normalcy by substituting the bits of online collaboration for the atoms of physical offices and interaction. Our research has shown that digitally mature companies have greater resilience, and the pandemic has provided further evidence of that resilience, particularly in employee engagement and supply chain operations. Manufacturers that have moved critical applications to the cloud have been able to function more smoothly as their employees access what they need from their homes. Concerns about data security and performance have been either disproven or outweighed by the flexibility cloud applications provide. Enterprises that invested in advanced analytics make even better use of these capabilities. Rolls-Royce has started a global cross-industry alliance called EMER2GENT to consolidate data and harness the power of analytics.¹ The purpose is to provide practical applications and new insights in response to COVID-19. One plan is to use the data to identify lead indicators that signal economic recovery cycles to build confidence for investments. Not only has the pandemic changed norms for the remote workforce, but it will also accelerate the shift to digital manufacturing. Technologies like 3D printing can be pursued more aggressively now that additional use cases have emerged. 3D printing has proven to be a valuable technology to rapidly convert designs to finished products, even for challenging designs, such as ventilators. Regulatory bodies such as the U.S. Food and Drug Administration have helped repurpose 3D printers for lifesaving medical purposes. The FDA has been forthcoming in collaborating with 3D printing experts to set a path for the technology. Designs in clinical settings are validated by the agency and shared widely to achieve scale. These initiatives depend upon a robust digital platform. For manufacturers who lack one, significant remediation may not be required, because commercially available platforms offer targeted functionality, flexibility and user experience. Importantly, manufacturers should move their systems and data to the cloud as quickly as possible. Cloud-based solutions enable manufacturers to scale their costs to their revenues, achieving tighter demand-supply agility and financial health. Manufacturers can no longer depend upon price as the primary criterion to source components globally. Apple had to limit the online sale of its popular iPhones to two per customer, because of part shortages across Asia. To mitigate similar global supply disruptions in the future, regional supply sources need to be developed. Beyond price, additional materials will be considered national security priorities, creating yet another layer in the patchwork quilt of global trade compliance requirements. This is imperative for better assessment of supply chain disruption risk, making trade-offs to optimize product cost while ensuring reliable supply. Supply chains have multiple layers, meaning some impacts may not be felt for months, requiring visibility beyond first-tier suppliers. Manufacturers should accelerate development of local, lower-risk suppliers to supply critical parts in case of supply stoppage across borders. They can assist suppliers to move up the value chain by delegating work of increasing value in the product life cycle — for example, early involvement in design and transfer of proprietary or complex capabilities. This is also an opportunity for fresh thinking on stakeholder capitalism, a sense of higher purpose as evidenced by medical-device firm Medtronic, which produces the

popular PB 560 ventilator. Instead of protecting its intellectual property rights for competitive differentiation, Medtronic decided to share the specifications and let anyone use its design to make this critical product, for the benefit of broader society. According to Medtronic CEO Omar Ishrak, "An unprecedented human challenge requires an unprecedented response." Consumer buying behavior has shifted because of the pandemic, along with industrial buying decisions. Well after the stay-in-place orders are lifted, effects of social-distanced commerce will linger. Sales and marketing organizations will need to scramble to adapt to new buying behaviors. Awareness and triggers will change as customers develop different concerns and needs. Each product line should be reviewed in the new context, for affordability, relevance and potential new uses. Many products are traditionally sold face to face because they are high-touch (and high price), like automobiles. Marketers need to create rich, interactive online experiences that give prospective buyers compelling reasons to purchase. Accelerate new commercial arrangements, such as SaaS recurring payment models. While hardly new — enterprise software and aircraft "power by the hour" are examples — affordability is now a critical issue. The lockdown of the entire economy has resulted in loss of income for large population segments, especially those lower in the economic pyramid. When normalcy is restored, affordability will be a pervasive issue. Manufacturers should aggressively adopt commercial arrangements around value add services and subscription-based models, acknowledging new buying behaviors and locking in customers with predictable revenue streams. The pandemic has also demonstrated product mix as a value lever. Using the ventilator example above, healthcare manufacturers do not have the capacity to meet the surge in demand.² Ford is working with GE Healthcare as part of a consortium to quickly simplify the ventilator design. The production plan calls for 50,000 ventilators in only 100 days. Luxury goods maker LVMH switched from making perfumes to hand sanitizers in only 72 hours, according to media reports. Apparel makers are producing personal protective equipment such as masks and gloves. A silver lining of the pandemic is to show manufacturers potential flexibility to rapidly change product lines when conditions improve, optimize new trends and manage cyclical demand drops. Whatever the advances in technology, it is humans (employees) who make decisions and perform the work — and are consumers and citizens themselves. The COVID-19 crisis has created personal health concerns, a historic spike in unemployment, and a deep apprehension about the future. To keep employees motivated, many organizations have announced a 90-day window of no layoffs. This period is an opportunity to reskill employees in preparation for post-COVID-19 needs, and online learning platforms have come of age to meet this need. Large enterprises should protect both the health and employment of their employees. Use automation aggressively to reduce infection risk and also improve operations. Walmart's robot-run warehouse in New Hampshire is an example for micro-fulfillment to reduce human handling of goods, and the concept can be extended to other industries. Communicate assurances on wages and benefits once financial liquidity is addressed. With more people working remotely and digital becoming the primary mode of transaction and interaction, it is essential to cultivate a new operating environment that will ensure workforce health and productivity. This will also be critical to attract and retain the best employees as conditions improve. The COVID-19

pandemic highlights the importance of supply chain management and remote work. It is also an opportunity for manufacturers to take a fresh look at their operations and take bold steps to convert these challenges into opportunities for diversification and growth. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Delivering on Carbon Neutral Goals With Sustainable Manufacturing Practices A 2022 joint report by Infosys and Manufacturers Alliance (MAPI)

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/carbon-neutral-report.html> ----- Manufacturing is Moving to a Cleaner, Greener Future The Numbers Speak for Themselves The Need of the Hour: Visibility and Analysis Tackling Emissions, One Scope at a Time 5 Key Findings Sustainability Begins at Home Key Areas of Focus Roadblocks on the Journey to Sustainability Automotive & Aerospace: Ahead of the Curve Thinking Outside the Unit Putting Net Zero Within Reach A Panel Discussion on Carbon Neutral Manufacturing Manufacturers Alliance Foundation and Infosys Issue Industry Progress Report on Carbon Neutral Goals Download our Joint Report to Navigate Your Journey to Sustainability Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The manufacturing industry alone accounts for With countries enforcing climate change policies and eco-conscious business operations becoming a global priority: Scope 1 Scope 2 Scope 3 Delivering On Carbon Neutral Goals Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us 20% of the total greenhouse gasses emitted* Manufacturers are being pushed to implement climate-positive changes Job seekers are prioritizing eco-conscious workplaces and companies And consumers are actively choosing products with the lowest carbon footprint \$53Trillion projected in global sustainable investments by 2025 79%Investors are focused on sustainable assets 99%Millennial Investors are looking to invest in climate conscious companies Manufacturers are eager to lower their carbon footprint but are facing challenges in tracking and analyzing relevant data: 39% of companies feel hindered by a lack of climate impact data from the different areas of manufacturing A further 15% cite the lack of tools to derive insights from available data as an impediment The search for functional models and best practices that can be shared across industries and scaled across different company sizes is underway. Direct emissions from operational fuel combustion Indirect emissions from company's energy usage Indirect

emissions from the supply chain and product lifecycle 45% of surveyed manufacturers are already tracking their direct (Scope 1) and indirect (Scope 2) emissions 70% manufacturers said that tracking Scope 3 emissions is the hardest and are yet to start, with the exception of the automotive and aerospace industries Digital technologies are key to tracking and reducing emissions, as they inherently enable transparency and accelerate decision making Top three impediments to carbon neutrality action: Top three goals of companies for the next 5 years: Katie McGinty Vice President & Chief Sustainability, Government and Regulatory Affairs Officer at Johnson Controls How well are manufacturers equipped to tackle their own emissions and realize their sustainability goals? Notably, companies of all sizes, across industries, say that sustainability goals, including carbon footprint, are part of the company's culture and best practices. Top initiatives by manufacturers to reduce carbon emissions over the next 3-5 years 20% of respondents said that they have no dedicated entity or budget to drive and meet their sustainability goals. This lack of funding and ownership snowballs into a variety of issues: Inability to measure all related factors Lack of resources or bandwidth to tackle all our goals Ownership and roles are not clear within the company Internal data is not complete or not reliable Energy consumption across factories Tracking environmental impact in different locations Inconsistency of frameworks and metrics across industries No dedicated budget allocated to these activities Limitations on the innovation of sustainable products and processes External data not accessible Lack of adequate tools to create insights from our data Inability to identify metrics or KPIs Other The automotive and aerospace industry are not only keeping up with Scope 1 & 2 initiatives, but are leading the charge in tracking Scope 3 emissions Tracking Scope 3 emissions requires looking upstream and downstream to identify specific and granular emissions drivers Notably, more than 70% of the companies said it was moderately or extremely difficult to track the carbon footprint of the product once it was sold While upstream and downstream emissions present a real challenge, adopting the right technologies can help manufacturers meet them head-on and unlock a host of benefits, like: A Panel Discussion on Carbon Neutral Manufacturing Join Jasmeet Singh, Head of Manufacturing at Infosys, in conversation with Katie McGinty, Vice President & Chief Sustainability, Government and Regulatory Affairs Officer, Johnson Controls and Danielle Merfeld, VP & Chief Technology Officer, GE Renewable Energy on how manufacturers can lead the journey to sustainability and deliver on carbon neutral goals, in this webinar organized by the Manufacturers Alliance. Stephen Gold President and CEO of Manufacturers Alliance Jasmeet Singh Executive Vice President and Global Head of Manufacturing, Infosys Opt in for marketing communication Privacy Statement Sustainable Manufacturing Practices Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Cummins Honors Infosys with Category Partner Award

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/category-partner-award.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been named a 'Category Partner' for IT Consulting by Cummins. The Category Partner list recognizes the performance and commitment of Cummins' suppliers to deliver value. Significantly, Infosys is the first partner to be recognized in the IT Consulting category. Cummins, a Fortune 500 corporation, designs, manufactures, distributes, and services a broad portfolio of power solutions. The company works with global partners and selects category partners for their ability to achieve a competitive advantage in the marketplace. Infosys has been a Global Preferred Vendor (GPV) of Cummins for more than a decade. The 'Category Partner' recognition elevates the Cummins-Infosys relationship to: Cummins collaborates with Infosys to revamp supply chain planning system Cummins amplifies online presence Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Re-Imagining Manufacturing: Cloud-Led Innovation for the Enterprise

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/cloud-led-innovation-enterprise.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Cloud is empowering manufacturing companies to reimagine their value chain, from shop floor to top floor, and helps deliver business resiliency, discover new revenue streams, achieve superior process efficiency and more. In this webcast, Carrier Corporation, a world leader in heating, air-conditioning and refrigeration solutions explains how they've partnered with Infosys and AWS to leverage the cloud to solve a 35 Billion Dollar problem around temperature controlled logistics failure that bio-pharma companies face every year. Learn more about how manufacturing companies can leverage Infosys Cobalt and AWS to build and drive impactful cloud strategies. In this IDG webcast, Joe Schulz - CIO, Carrier Corporation,

along with Sanat Joshi - Global Head - Business Development, Automotive and Manufacturing, AWS, Anant Adya , SVP and Business Head – Americas and APAC, CIS, Infosys and Vijay Narayan - SVP and Regional Head, Industrial Manufacturing, North America, Infosys share their perspectives on enabling transformation with cloud. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Monetizing Data in Manufacturing

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/data-monetizing.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us How manufacturers can increase efficiency, drive innovations and new business models based on data Data is a key building block of a successful digital transformation strategy as it is a vital enabler to either optimize efficiency of manufacturers' value chains or to develop new data-driven business models. According to PAC's vision, there will be a future business architecture that puts data at the center and allows to capture, store, transform, and analyze both internal and external data from a wide variety of sources and in different formats in a way to make this data available and accessible to processes, interactions, and applications. However, data by itself is not a value driver. In fact, many industrial manufacturers today are not challenged by a lack of data but too much data, which has been captured, for example, from production machines and tools in operations or maintenance, and repair data that is kept in service and support applications. Monetizing this data does not necessarily mean that manufacturers have to come up with and develop new business models right away, which is what many manufacturers today often think due to data-driven "as-a-service" business models and innovations being hyped by the trade press, trade shows, and media. We will take a closer look at how data can be monetized by increasing efficiency in some of the core manufacturing value chains, namely in R&D and engineering, shop-floor operations, and service and support. Download the whitepaper on "Monetizing data in Manufacturing" written by PAC (Pierre Audoin Consultants) Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Data-Powered, Adaptive Supply Chain to Become Future Fit: A Focus on the Manufacturing Industry

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/data-powered-adaptive-supply-chain.html> -----

Highlights Key Findings Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Forrester Consulting Thought Leadership Spotlight Commissioned by Infosys

The manufacturing industry is undergoing a rapid change. Manufacturing organizations are under immense pressure to transform into digital businesses, become increasingly agile and efficient, and reduce production costs to a minimum — while maintaining high quality. To survive in this fast-changing digital world, manufacturers must build more resiliency and responsiveness in their supply chains. Infosys commissioned Forrester Consulting to leverage Forrester research and Business Technographics® data to explore the importance of the supply chain imperative, including the perceived challenges, drivers, and benefits of investments in supply chain management. The study highlights that data-driven supply chain management has become a strategic priority; ensuring its support in the market will enable manufacturing enterprises to accelerate their innovation. Further, the study also uncovers how data-driven supply chains help to automate business processes, reduce risks, produce new levels of intelligence, improve employee experience, deliver better customer experience, and ultimately fuel digital transformation. More than one-third of manufacturing decision-makers involved with digital transformation efforts in their organizations said they will focus on "supply chain transformation." Two in five manufacturing decision-makers said that their focus is on applying data and analytics to accelerate their organizations' journey toward digital transformation. Three in five manufacturing decision-makers said they will invest in IoT as a part of their organization's digital transformation efforts. Register to download the study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Decarbonization: A Roadmap for Manufacturers

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/decarbonization-roadmap-manufacturers.html> -----

Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The manufacturing sector accounts for a significant proportion of global CO2 emissions. In fact, manufacturing poses a carbon conundrum. On one hand, industrial processes and products are over reliant on fossil fuels and natural resources. On the other, carbon intensity across the value chain increases operational risks for industrial manufacturers. In this Point of View (POV), Jasmeet Singh, Executive Vice President and Global Head of Manufacturing, Infosys, shares insights on how CXOs can place the carbon issue at the core of their business agenda. This POV aims to provide clear pathways using which organizations can decarbonize their operations, while shining a spotlight on sustainable manufacturing. As a first step, manufacturers should monitor their Scope 1, Scope 2 and Scope 3 emissions. Visibility into CO2 emissions from direct and indirect sources enables enterprises to commit to a sustainable business framework, and devise policies to reduce their carbon footprint. Secondly, the focus should be on achieving reduced greenhouse gas emissions across the supply chain. Leveraging clean energy sources is the next step in the transition to a low-carbon economy. Download the viewpoint Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Digital manufacturing in COVID times -Jasmeet Singh, Infosys in conversation with Dominique Raviart, NelsonHall

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/digital-manufacturing-time-covid19.html> ----- Key notes Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The COVID-19 pandemic has impacted demand, supply and workforce availability across the world. Digital manufacturing holds the key to revival as global supply chains face unprecedented disruption. Jasmeet Singh, Infosys EVP and Global Head, Core Manufacturing Unit, Infosys and Dominique Raviart, NelsonHall IT Services Practice Director, explore the future of manufacturing in these times. They also discuss the strong consulting capabilities of Infosys along with its specialized offerings that leverage the latest technologies. Dominique reflects on what makes Infosys a leader in terms of its ability to deliver immediate benefits as well as meet future requirements. Company

Digital Transformation in Industrial Manufacturing: Opportunities and Challenges

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/digital-transformation-opportunities-challenges.html>

----- Key takeaways from the discussion: Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us A real-time look at how traditional B2B companies are adapting to the modern consumer In March 2021, Blue Acorn iCi, an Infosys Company, Adobe, and BWG Strategy undertook a survey of professionals leading digital transformations in the industrial manufacturing sector. The survey addressed the key opportunities and challenges facing these organizations in early 2021, approximately one year after the onset of the COVID-19 pandemic. In an interactive discussion, leaders from Infosys, Adobe and BWG Strategy spoke about the key findings of the survey. The panel comprised Ravi Shankar, Executive Director Global Customer Program Strategy, Commercial Excellence at Johnson Controls; Jeff Hennige, Practice Director, Digital Strategy Group at Adobe; and Vijay Narayan, Sr. Vice President & Head, Core Manufacturing Americas at Infosys and was moderated by Aaron Conant, Co-Founder & Managing Director at BWG Connect. Industrial manufacturers see the need for both long-term and short-term change but are now faced with the challenge of how to navigate it. However, they have identified three main categories as essential for progression: efficiency, resiliency, and adoption of digital business models. Watch the video here. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Economic success through workplace transformation

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----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms

Infosys Knowledge Institute About Us Digital transformation of the workplace is essential to the growth and success of businesses. In the wake of digitization, it has become an essential part of every company's business strategy. However, organizations sometimes fail in this all-important transformation process. They still focus too little on crucial aspects of collaboration and underestimate the outstanding importance of user-friendliness when designing a modern workplace. In this webcast, you will learn: Speakers Profiles: Andrea Hendrickx, Country Head, Germany, Infosys Martin Mitega, Principal Consultant, ISG David Benkelberg, Head of Workplace Services, E.ON Franck Furno, Senior Vice President, Product Line Digital Services, Evonik Industries AG Watch Video Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Enabling Engineering Digital Thread on AWS for Carrier

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/engineering-digital-thread.html> ----- Highlights from the discussion: Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us How Infosys and AWS are transforming Carrier's engineering solutions on the cloud Cloud is redesigning manufacturing enterprises for a resilient future. Organizations are leveraging the cloud to not only bring agility and cost variability into their operations but also boost market responsiveness. With the need for an enterprise-wide digital continuity strategy on the rise, companies should enable the complete digital thread of engineering on the cloud. Hear from Fayaz Mohammed, Associate Director - Engineering Systems at Carrier; Abhijit Chattopadhyay, Senior Sales Director - Engineering Services at Infosys; and Manish Yashvant, Senior Partner Development Manager at AWS, who share their thoughts on how the cloud can help reduce time to market, improve business agility and lower total cost of ownership (TCO) of operations. In a panel discussion conducted as a part of AWS for Industrial Web Day, the three leaders also discussed the migration of PTC Windchill PLM on AWS including plans to rollout Creo CAD and CAE applications in the same environment. Watch the video here. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys Transforms User Experience with a High-Performance Warranty Management Platform for Johnson Controls

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Infosys applies its own tools and accelerators to deliver IoT-enabled aftermarket services for manufacturers and OEMs

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/iot-enabled-aftermarket-services.html> ----- Highlights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us A research report by 451 Research LLC With the as-a-service economy becoming mainstream and appetite for large capital investments reducing, there is increasing pressure on OEMs to switch to outcome-based business models. These pressures are driving increased

adoption of IoT-enabled service models and Infosys is engaging with manufacturing clients embarking on such servitization projects. In its research report, 451 Research LLC highlights that as-a-service economy requires the convergence of enterprise IT systems with operational insights derived from connected products. Further, it shines a spotlight on how Infosys has a core competency in working with industrial clients to integrate these systems and in applying IoT data to enable new business models. To support these projects, Infosys has also built accelerators spanning both IT and IoT such as its AI framework KRTI 4.0, developed in partnership with consulting and engineering company Poyry and Nokia, as well as its collaborative workplace Infosys XR platform and its Infosys Wingspan online learning platform. Register to download the report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys recognized as leader by NelsonHall Vendor Evaluation & Assessment Tool (NEAT) in Digital Manufacturing services

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/leader-digital-manufacturing-services-2020.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been positioned as a leader in the overall market segment in the space of digital manufacturing services by NelsonHall Vendor Evaluation & Assessment Tool (NEAT). This market segment reflects Infosys' overall ability to meet future client requirements as well as delivering immediate benefits to digital manufacturing services clients. The NEAT tool also showcases the specific capability of Infosys in consulting, build, and managed services. The Infosys Manufacturing practice offers digital solutions to address business imperatives for sustainable growth. Our 'smart' manufacturing systems reduce time-to-market and rationalize costs, while ensuring compliance with standards and regulations for product safety and data privacy. The evaluation highlights Infosys strengths in the following areas: Register to download the report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys Recognized as a Leader in Avasant's Manufacturing Digital Services 2020-2021 RadarView™ Report

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----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been recognized as an Avasant RadarView™ leader for Manufacturing Digital Services 2020-2021. A comprehensive evaluation of 21 top-tier providers supporting the manufacturing industry in digital transformation, the study assesses service providers across three dimensions: practice maturity, investment and innovation, and partner ecosystem. In its report, Avasant highlights how Infosys has been delivering business benefits to clients through industry-specific IPs and solutions, strategic acquisitions, focused investments on next-gen technologies, and robust partner ecosystem. The evaluation highlights the strengths of Infosys in the following areas: Swapnil Bhatnagar, Senior Research Director at Avasant noted, "Since pandemic, progressive manufacturers are evaluating new operating/ business models, prioritizing SKU, reducing human dependency to ensure business continuity and stability. Infosys has emerged as a leading service provider catalyzing digital transformation for this shift in the industry. It has developed several differentiating solutions such as Digital Factory Framework and KRTI 4.0 to improve operational efficiencies and manage operations remotely. It has also made strategic acquisitions in 2020 to complement the on-going investments in next-gen technologies for bolstering its product designing, manufacturing, and supply chain capabilities. Delivering business benefits to manufacturers through customized, industry-specific, digital solutions, focused investments, and robust partner ecosystem has placed Infosys as the leader in Avasant's Manufacturing Digital Services 2020-2021 RadarView." Read Avasant's Manufacturing Digital Services 2020-2021 RadarView™ Report excerpt here and Infosys RadarView profile here. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys positioned as a 'Leader' in IDC MarketScape for Worldwide Manufacturing Intelligence Transformation 2020 Vendor Assessment

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/leader-manufacturing-intelligence-transformation2020.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been recognized as a 'Leader' in the IDC MarketScape: Worldwide Manufacturing Intelligence Transformation 2020 Vendor Assessment. The report shines a spotlight on the strong focus of Infosys on the manufacturing industry, expertise and IP in data management and advanced analytics, innovation with new technologies such as IoT and AI, and a focus on enabling client success. In addition, this report highlights how the breadth of services, capabilities, ongoing strategic relationships, and investments in the development of employees and partners are augmenting the strength of Infosys. Source: IDC MarketScape: Worldwide Manufacturing Intelligence Transformation 2020 Vendor Assessment by Reid Paquin, Sep 2020, IDC Doc# US46844820 IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5-year timeframe. Vendor market share is represented by the size of the circles. Vendor year-over-year growth rate relative to the given market is indicated by a plus, neutral or minus next to the vendor name. The IDC MarketScape: Worldwide Manufacturing Intelligence Transformation 2020 Vendor Assessment study analyzes selected service providers in the worldwide manufacturing intelligence transformation (IX) market. Key highlights from the report: Register to download the report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys positioned as a 'Leader' in IDC MarketScape for Worldwide Manufacturing Intelligence Transformation Strategic Consulting 2020 Vendor Assessment

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Infosys positioned as a 'Leader' in IDC MarketScape for Worldwide Manufacturing Service Life-Cycle Management Systems Integrators/Business Process Outsourcing 2020 Vendor Assessment

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Infosys Positioned as a Leader in IDC MarketScape: Worldwide Manufacturing SLM SI/BPO 2022-2023 Vendor Assessment

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Infosys positioned as a 'Leader' in IDC MarketScape for Worldwide Manufacturing Service Life-Cycle Management Strategic Consulting 2020 Vendor Assessment

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Infosys Identified as a Leader in NelsonHall's NEAT Vendor Evaluation for Digital Manufacturing

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Infosys Brings Managed Services to Digital Manufacturing: Dominique Raviart, NelsonHall

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/managed-services-digital-manufacturing.html> -----
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Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The pandemic has put digital manufacturing firmly at the top of the agenda and enterprises are now looking at optimizing their plant operations through remote work and increased automation. Cybersecurity concerns have also accelerated their focus on digital manufacturing. Manufacturing plants have heterogeneous OT and IT systems; they rely on diverse equipment and ICT with different communication protocols and limited security capability. This OT/IT diversity in the shop floor makes monitoring and security difficult. In this blogpost, Dominique Raviart, IT Services Practice Director at NelsonHall, highlights how Infosys advocates a comprehensive managed service approach to plant OT/IT and has developed comprehensive managed service offerings which include cybersecurity solutions. Further, Dominique shines a spotlight on how Infosys is looking to bring to the OT world the structured approach common to service desk organizations. The OTSM offering of Infosys are articulated around: Read the blog post on NelsonHall here. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Preparing Manufacturing Enterprises for the Metaverse

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/metaverse-manufacturing-enterprises.html> -----
Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Jasmeet Singh, Executive Vice President and Global Head of Manufacturing, Infosys How can manufacturers take the leap into the Metaverse? How can organizations deliver next-gen user experiences to employees and customers, by navigating barriers to adoption and charting a roadmap for successful adoption of the technology? Jasmeet Singh, Executive Vice President and Global Head of Manufacturing, Infosys, shares his perspectives about how organizations can capitalize the technology to unlock new ways of working, in conversation with Deborah Yao, Editor of AI Business. Listen to the exclusive podcast on AI Business here. Listen to the exclusive podcast on Spotify here. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Metaverse in the Manufacturing Industry

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Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Metaverse in the manufacturing sector holds an enormous potential for transformative growth. While there is still sometime for the concept to become mainstream in the industry, early adopters will stand to gain significantly. The first step to unlocking these benefits is the adoption of the building blocks that already exist, such as IoT and digital twins. As more and more manufacturing enterprises hop on the Metaverse bandwagon, distinct functions and benefits will emerge, thereby delivering competitive advantages to manufacturers. In this POV, Avinash Kamat and Alok Sharma, Infosys lay down a few use cases for implementing and bringing the best relevance of Metaverse to the manufacturing industry. Read more here. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Fostering Talent with Infosys Wingspan

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/personalized-learning-experience.html> -----

Highlights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us A whitepaper by Pierre Audoin Consultants (PAC) GmbH Diversity drives innovation in companies and, thanks to better health and later retirements, European companies have a high generational diversity. If managed correctly, this heterogeneity in age can bring about many advantages for enterprises. With diverse workforces, companies need the right tools to manage their teams and nourish employees' skills. In fact, with the ongoing digital transformation, businesses understand that efficiently managing their staff's competencies and increasing agility in learning will be critical for success. One of the tools that play a major role in this are Learning Experience Platforms (LXPs), which facilitate employees' knowledge acquisition in diverse subjects and allow faster reskilling and upskilling. Infosys collaborated with Pierre Audoin Consultants (PAC) GmbH, a part of teknowlogy Group, to take a closer look at Infosys Wingspan, the LXP developed by Infosys. The

whitepaper highlights how the platform focuses on high customization and delivers a very personalized learning experience to employees. Amongst others, these are the features that convinced the German conglomerate Siemens to partner with Infosys and create “My Learning World” based on Wingspan. Read the whitepaper here. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Building a Smarter and Sustainable Future with Johnson Controls

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/smarter-sustainable.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Nancy Berce, Chief Information Officer, Johnson Controls talks about the 360° partnership between Infosys and Johnson Controls in the Smart Buildings space. Infosys is not only a preferred partner for strategic projects and programs at Johnson Controls but is also one of the largest customer in India. 90% of the HVAC solutions in the Infosys campuses are from Johnson Controls. Nancy also explains that Infosys understands the Johnson Controls ways of working, products, technology and building solutions and are helping them execute their long term vision and increase competitiveness in the marketplace. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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AGCO and Infosys: Sowing the Seeds of Sustainable Agriculture

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/sowing-seeds-sustainable-agriculture.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us AGCO Corporation, a global leader in the design, manufacture, and distribution of agricultural solutions, is on a mission to feed the world in a sustainable way. From electric tractors to sustainable biofuels, the agtech major has been pioneering several tech-powered innovations to realize its vision. In The Economist Impact's 'Scope for

Change' series, Eric Hansotia, Chairman, President and CEO, AGCO Corporation; Louisa Parker-Smith, Director, Global Sustainability, AGCO Corporation and Jasmeet Singh, EVP and Global Head of Manufacturing, Infosys discuss how AGCO and Infosys are working together to help farmers across the globe increase their yields in a sustainable manner. "Our partnership journey with AGCO is five years in the making. We are delivering a digital platform tool set for AGCO that delivers the solutions and products to AGCO's end customers, i.e., farmers and dealerships. What the farmers can do is tremendous and can have a phenomenal impact in a sustainable way." - Jasmeet Singh, EVP and Global Head of Manufacturing, Infosys "Feeding the world is a passion for all of our employees and sustainability is an important topic as we look at what we can do with our farmers to help make the planet more sustainable." - Eric Hansotia, Chairman, President and CEO, AGCO Corporation "At a very high level, our focus is firstly on electric and hybrid tractors. The second area is the use of sustainable fuels and electrification of agricultural equipment. This could be renewable diesel, biofuels and alternatives like Hydrogen. And lastly, how do we build in intelligence and technology into the machine so that they operate as efficiently as they can." - Louisa Parker-Smith, Director, Global Sustainability, AGCO Corporation Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys Extends Strategic Relationship with Caterpillar Inc. to Deliver IT Transformation

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/strategic-relationship-it-transformation.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys recently announced a five-year extension of its longstanding relationship with Caterpillar Inc. ("Caterpillar"), the world's largest construction equipment manufacturer. The extension of this relationship aims to help Caterpillar transform its IT services across infrastructure, enterprise integration, and application management. Infosys will also help Caterpillar to modernize and manage IT operations and services, IT support systems, and enhance business productivity in a qualitative and cost-optimized manner. As part of the agreement, Infosys will: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Towards a Sustainable Future with Infosys

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The Transformative Power of AI and Generative AI in Manufacturing- Fireside Chat with Sobha Mulukutla, Johnson Controls

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/insights/transformative-power-generative-ai.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us In this fireside chat, Sobha Mulukutla, VP and CIO, Global Products and Supply Chain, Johnson Controls, and Vidyasagar Narasimhan Pavoore, AVP, Delivery Partner, Infosys, discuss the transformative power of AI and generative AI with a focus on the manufacturing industry. They talk about the challenges of adopting AI in business functions and how manufacturers can overcome them and the importance of embedding ethics in all AI strategies. Sobha lays down five key points to be kept in mind by manufacturers before they embark on their AI journey. Watch the video

Transforming Governance with PMO-as-a-Service

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Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Program Management Office (PMO) is gaining importance in high-performing IT organizations. A PMO aims to add value by ensuring alignment to organizational strategy, focusing on business benefits, and providing better guidance. PMOs have delivered values such as improvements in projects delivered under budgets, improvement in customer satisfaction, increase in productivity, and reduction in failed projects. In this POV, Anagha Kulkarni and Aftab Manzoor from Infosys present an approach to set up an effective PMO function that can predictably drive value to the programs. This approach is based on two pillars: Read the POV here. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Six Ways to Unleash the Power of AI in Manufacturing

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Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys at the World Economic Forum 2024 The manufacturing industry has grown into an AI-heavyweight in the 21st century. This article by Jasmeet Singh, EVP and Global Head of Manufacturing, Infosys, published in the World Economic Forum (WEF) as part of the WEF Annual Meeting 2024, highlights six aspects manufacturers can leverage to up their AI game. In their journey to Industry 4.0 and the creation of highly efficient, connected, and smart manufacturing operations, manufacturers can tap the constructive collaboration between AI and manufacturing to transform every aspect of their business. Read the article on WEF Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigate Your Next In Manufacturing

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Evolving competition. Supply chain disruptions. Changing customer expectations. And a global push towards greenification. Manufacturers are up against multiple challenges across the world. And with the next challenge always looming, the choice is simple: adapt or get disrupted. At Infosys, we combine our deep understanding of manufacturing with AI solutions to help you navigate these challenges. With AI-driven insights and solutions, we're enabling smarter decision-making, enhanced operational efficiency, and disruptive growth to navigate the complexities of modern manufacturing. At Infosys, we're reimagining manufacturing with AI for you. The tide is turning in manufacturing. For decades, robotics and automation have fuelled growth. No longer a rigid system of one-task robots, production lines are becoming adaptable and intelligent, with the introduction of AI. This integration streamlines complex processes, makes smarter decisions, and leads the way for an evolved manufacturing landscape. After decades of observing and enabling the

evolution of the manufacturing industry, we have identified seven key dimensions of holistic manufacturing transformation. Modernize your core to strengthen the whole Unlock efficiencies across the shop floor Fortify operations with data-driven intelligence Differentiate every product with unique services Bridge the gap between people and technology Go from selling to connecting with customers Decode and map your journey to sustainability Read more about our manufacturing capabilities across: Find out more about how we can help you transform into a future-ready and disruptive manufacturing enterprise Opt in for marketing communication Privacy Statement

With the growing complexity of operations and processes, manufacturers are finding ways to work smarter instead of harder. Infosys helps you connect machines, people, processes, and systems to create smarter manufacturing environments where efficiency comes as standard. We are redefining smart manufacturing with AI for an intelligent, more efficient tomorrow. At Infosys, AI becomes a catalyst for improved decision-making, streamlined workflows, and enhanced productivity. We go beyond helping you adapt; we bring in AI-driven smart manufacturing solutions to drive innovation and efficiency in production. Find out how Infosys can equip you to overcome organizational, technological and infrastructure challenges to realize your smart manufacturing vision. Manufacturers are pairing products with value-driven services to diversify revenue streams and deliver differentiated experiences for customers. Infosys helps you navigate the opportunities of this future through the power of data, digital platforms, and technology modernization. At Infosys, we leverage AI to reimagine servitization, enabling manufacturers to transform their service models. Our AI solutions enhance operational efficiency, target new customer segments, and improve both customer satisfaction and loyalty. By integrating AI, we help you achieve higher profitability, unlock new avenues of growth, and drive innovation. Find out how Infosys' manufacturing and technology expertise can unlock new revenue streams for your business and new experiences for your customers. Manufacturers are leveraging technologies like the cloud and IoT to connect with customers, understand them and create smarter products that deliver greater value. Infosys helps you build environments that enable connections across your products, services, and operations. At Infosys, we leverage AI to transform your connected products. Our AI- and cloud-powered solutions work seamlessly with your IoT to analyze data, enabling devices to learn, predict failures, and automate processes. This boosts efficiency, reduces downtime, and provides deeper insights for better decision-making, leading to smarter, more valuable products. Find out how our Connected Products on Cloud solution delivers a harmonized, cloud-based landscape for greater visibility and control over your operations. Customer-centricity requires connecting and engaging customers across the lifecycle of products. Infosys helps you achieve this through B2B2C models that strategically infuse traditional manufacturer-dealer-partner networks with digital technologies and processes. AI strengthens B2B2C business models for manufacturers by providing deep consumer insights, enabling personalized offerings, and streamlining operations. Infosys AI capabilities are aimed at creating more robust B2B2C models that enhance connectivity, personalization, and efficiency across the value chain. Find out how Infosys can enable you to leverage large-scale connectivity and mobilize data from across your value chain with IoT. As shop floors get smarter and products become connected, manufacturers

need to strengthen their core technologies to get the most out of these transformations. Infosys helps you modernize core components like your ERP so every transformation has a solid foundation. Integrating AI to such core technologies plays a pivotal role in building a foundation that is adaptive and responsive to ever evolving business needs. With the combined power of Core Refresh and AI, you can enable intelligent automation, advanced analytics, and process optimization across the value chain. Find out how Infosys can deliver tailored SAP S/4HANA transformation for your business and enable truly next-gen manufacturing operations. As global governments enforce emissions policies and consumers actively seek out sustainable products and businesses, manufacturers need to greenify operations across the value chain. Infosys enables this by helping you track, understand, and reduce your carbon footprint. By leveraging AI, we enable sustainability-first decision-making and enhanced operational efficiency, ensuring you not only meet regulatory requirements but exceed customer expectations. With Infosys, you can seamlessly integrate AI into your sustainability efforts, driving green IT innovation and disruptive growth. We are not just helping you adapt; we are empowering you to lead the future of sustainable manufacturing. Find out how Infosys can help you outline and ace your journey to sustainable manufacturing. Increasing demand and a constantly changing business landscape are making supply chain responsiveness critical to business health. Infosys helps you analyze performance and infuse intelligence across key business processes to unlock predictability and ensure resiliency. By leveraging AI for these business processes, manufacturers can enhance their ability to anticipate, adapt and respond to challenges. With our AI-enabled business process solutions, you can become better equipped to handle uncertainties and disruptions, thereby ensuring long-term stability and growth. Find out how Infosys can help you strengthen supply chain operations by delivering greater visibility and intelligence at every touchpoint. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Navigate your next in Industrial Manufacturing

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/overview.html> ----- Overview Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The COVID-19 pandemic has deeply impacted manufacturers globally, from demand declines and supply disruption to employee health and safety risks. But it has also thrown light on key areas of digitization, automation, employee welfare and commercial models that can be built upon to create more resilient manufacturing systems in future. You need to safeguard the enterprise and constituents from near-term disruptions and

emerging risks. You should diversify the product portfolio and reevaluate cost structures for sustainable growth. At the same time, you should maintain world-class quality of products as well as services. The Infosys Industrial Manufacturing practice opens new revenue streams and automates processes for operational excellence. We implement data solutions to enhance preparedness for contingencies such as order deferment, equipment downtime, and shortfall in resources. Our business continuity management systems manage change, and calibrate response to incidents. We use visualization tools to benchmark performance and monitor improvement programs. Infosys partners with industrial manufacturing enterprises to become more resilient with the Live Enterprise framework - Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigating your next in Insurance

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----- Insights What's New Success Stories Our Offerings Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Service Offerings Explore Solutions Our Products Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Report Infosys CMO Radar 2024 Offerings Infosys Policy Migration Solution Testimonial CAA Partners With Infosys for Its Seamless and Innovative Digital Transformation Client Testimonial NN Life Insurance Company partners with Infosys for its Cloud and Agile Transformation Campaign Navigate Your Next in Insurance with Speed, Accuracy & Trust The coronavirus pandemic of 2020 has delivered shocks to innumerable systems. The Insurance sector can address the consequences of COVID-19 by reassuring customers and employees, reassessing their business and reinforcing customer. Insurers need to look at ways to re-imagine and apply technology more broadly to traditional functions to face the disruptions that COVID -19 has brought. Agile Digital Services Architecture:Insurance Agile Digital Services Architecture:Insurance Learn from our experts how the Insurance Industry is getting a facelift Changing Customer Demands and Insurtechs redefining the Insurance Industry Infosys Cobalt - Accelerating Enterprise Cloud Journey read more Is Gamification in Insurance Distribution a passing fad? Think Again! read more With Business Automation stay Responsive, Flexible and Ensure High-Quality Service read more Don't Blame Modeling - Explore a new dimension of Predictability in Insurance read more With Big Data Analytics: Undercut your Risk, Enhance Profitability and Customer delight read more Insurance against Disruption READ MORE Catch what's hot and buzzing in the Insurance Industry White paper Harnessing the Power of Artificial Intelligence in Fraud Detection Whitepaper Transforming Insurance IT Operations to Unleash Innovation White paper Augmenting Human Intelligence with AI in Insurance: An SME-centric Approach Whitepaper Navigating Successful Outcomes with DigitalOps View Point Maximizing Performance, Driving Excellence - The SAT Framework for

Tracking Insurance KPIs Flyer Navigating Digital Operational Resilience Act (DORA) video Infosys Insurance Conclave 2024 Here's how we've been enabling our clients get closer to their goals Client Testimonial NN Life Insurance Company partners with Infosys for its Cloud and Agile Transformation Case Study Customized ServiceNow implementation by Infosys helps Swiss Re attain Enhanced IT Capabilities Case Study Claims Transformation Improves Productivity, Reduces Processing Time by 20% Case Study Infosys helped Reduce Cycle-Time to launch new services by 25% Explore our Services, Solutions and Products that can empower your business Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Success Stories

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Partnering to deliver better customer services

----- Article source ----- <https://www.infosys.com/industries/insurance/case-studies/better-customer-services.html> ----- Success Stories Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Länsförsäkringar AB is a leading Swedish insurance company and a mutual organization of 23 regional insurance companies. Maria Jerhamre Engström - CIO, Länsförsäkringar AB, talks about their experience of working with Infosys and how the partnership is enabling them deliver better customer services. She also talks about their business priorities and how Digital will be a game-changer for their business. The processes that Infosys brought to the client have helped them enhance their business and internal operations. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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NN Life Insurance Company partners with Infosys for its Cloud and Agile Transformation

----- Article source ----- <https://www.infosys.com/industries/insurance/case-studies/cloud-agile-transformation.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Drew Flynn, Vice President and CTO, NN Life Insurance Company Limited, sat down with Manish Chandra, Associate Vice President, Head of Banking, Financial Services and Insurance, Infosys, Japan, for a conversation on their cloud transformation and legacy application remediation. Drew highlights their journey, key success factors and the role of our partnership in achieving this complex program in the agile model, which saw a wide scale impact across the organization. We leveraged the Infosys Modernization Platform, part of the Infosys Cobalt suite, for end-to-end transformation to Azure Cloud, deployed agile processes and introduced cloud native capabilities for NN Life Insurance. NN Life Insurance is a leading player in Japan for the SME segment, and has been providing innovative Insurance solutions over the last 3 decades. NN Life Insurance is a part of the larger European Financial Services firm, the NN Group, headquartered in the Netherlands with presence in 11 countries. Watch the

entire conversation to understand the details of the Cloud Transformation program and the benefits NN Life Insurance achieved for its end customers. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Resolution Life advances its smart growth strategy with Oracle ERP Cloud

----- Article source ----- <https://www.infosys.com/industries/insurance/case-studies/growth-strategy-oracle-erp-cloud.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Resolution Life, a US life insurance company, partnered with Infosys to establish robust finance and accounting processes. The company sought to implement an enterprise general ledger (GL) system that can support current business and future merger and acquisition (M&A) activities. In this video, Simon Packer – Chief Transformation and Operations Officer and Peter Philips – Consultant Finance Systems at Resolution Life, talk about their journey with Infosys. This was the first Oracle Enterprise Resource Planning (ERP) cloud implementation in the insurance industry and Resolution Life wanted a technology partner who could conceptualize and think ahead. Our functional expertise along with flexible engagement models made it easier for Resolution Life to choose us as their transformation partner. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

CAA Partners With Infosys for Its Seamless and Innovative Digital Transformation

----- Article source ----- <https://www.infosys.com/industries/insurance/case-studies/innovative-digital-transformation.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Join us in this insightful testimonial from CAA's key executives, Matthew Turack, Group President, Apra Sekhon, Chief Innovation Officer, Sathya Parthasarathy, VP of application delivery and Abhinav Khare,

Assistant VP, as they highlight their transformative journey, key success factors, and the role of Infosys's partnership in achieving a critical Guidewire upgrade. CAA leaders share how Infosys helped them meet complexities with precision, fast-tracked innovations with strategic planning, and revamped business structures with minimal disruption. This is a testament to Infosys' global expertise seamlessly integrated into the Canadian landscape, ensuring the 11-month project was not just delivered as planned but exceeded expectations. Watch the video to learn how CAA partnered with Infosys to create a synergy of collaboration, excellence, and strategic vision. For over 120 years, CAA has it's been helping Canadians stay mobile, safe, and protected by providing roadside assistance, travel insurance, advocacy, and member savings for 2.5 million plus members. CCG has been utilizing Guidewire Insurance Suite to handle all personal lines of business since 2012 to improve online experience for its members Agents and stakeholders CCG aims to upgrade Guidewire Insurance Suite from version 7.X to version 10.X.

Matthew Turack: Hi, I'm Matthew Turack, I'm the group president of the insurance companies here at CAA club group. CCG decided to partner with Infosys because of Infosys rate and vast global experience both on human experience management system but also from an application support to a project management and their ability to scale in terms of resources and their vast experience with Guidewire applications. Infosys played a really great partnering role in both helping us implement our success factor system and integration with our SAP system and helping us upgrade in support of our ongoing guidewire system.

Apra Sekhon: My name is Apra Sekhon. I am the chief innovation officer at CAA club group. You know implementing an upgrade of the magnitude and size and complexity of upgrade the existing system needs to continue to work and then continue to offer business value acquire the new system is being built and on the cut over date as soon as you cut over date is over then the new systems needs to come into effect with all the data for the past 10-12 years. Meanwhile, old system is still in production and successfully migrated over with all the workflows functioning as designed with all the features and functionalities the existing ones and the new ones coming into effect and working well for the business with the no business impact so that's a huge undertaking, choosing the right partner who you can partner with who shares your vision and Infosys came through all along and went right from having their senior Guidewire leadership team engaged us as part of the process to providing their a team to providing access to their center of excellence for resolving our technical issues ramping up their resources at the right time so that we can manage our budget carefully Infosys was an absolutely amazing partner.

Abhinav Khare: My name is Abhinav Khare. Here at CCA Club Group, I work in role of assistant vice president. We worked very closely with Infosys leadership management to develop a holistic comprehensive plan in order to deliver this project. It was certainly a big change and a complex change because you are talking about upgrading a system, we're not only system we are upgrading the infrastructure which this system works on. You are working upgrading the platform which your developer used to develop the system and database upgrade and all the functionalities. Innovations which we built over years, and we wanted to do it really fast to minimize any business structure.

Sathya Parthasarathy: My name is Sathya Parthasarathy and I am the vice president of application delivery and I have oversight of architecture

technology and data at CCG. As we were going through the upgrade along with the Infosys team brought in their experts and help us to upgrade to an alternate path there was a lot of fun as I said there were a lot of planning metrics that were developed. The best part that I liked with Infosys was the access to their senior leadership and their ability to respond to concerns that we would bring up in a timely manner so we had both onshore and offshore resources from Infosys that were working on the project Infosys did understand the criticality of the success of this project that is required and they did bring in very qualified and certified architects developers and QA into the project and this greatly helped us in delivering quality software to business in the time that is 11 months that we had planned that we were able to deliver this as originally planned. Abhinav Khare: We really wanted to do more with left and we wanted to do it in time and with quality and Infosys leadership they very well understood that or constraints and they were interested in making this program Infosys director job and making sure they've been there exhaustive testing and strategy which course of testing to make sure that we deliver according to product. Matthew Turack: Infosys was a perfect partner not only because of their vast global experience and their ability to take what they have learned from different clients around the world to see what's the best practice how can we do things efficiently but their ability to to implement that with scale, size, efficiency and the knowledge base to do that here in Canada and for us that was extremely important to keep to the schedule to keep to the budget but not only that to drive the best solution at the end of the day was you know the best partnering. Apra Sekhon: Overall, it was an absolutely incredible partnership with Infosys. I am so very glad we went through it with Infosys for this critical Guidewire upgrade project. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Legacy Modernization for Leading Insurer

----- Article source ----- <https://www.infosys.com/industries/insurance/case-studies/legacy-modernization-leading-insurer.html> ----- The Solution Integrated Framework Implemented Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study The client is among the largest global providers of insurance, annuities, and employee benefit programs and a Fortune 500 company with a revenue of more than \$50 billion (2018). The company offers a wide range of products including annuities, life, and disability to individual customers and life, dental, disability, long-term care, critical illness, legal insurance, and pet insurance to institutional customers. The client's existing Actuarial System was an in-house legacy system, where most of the processes setup were manual in nature. There are multiple

modelling systems for risk management, liquidity risk, etc, wherein data for all these feed from various systems. The source systems transferred data to the staging environment in an unstructured manner using disparate technologies. With these systems built over 15+ years, there was no documentation of the data transformation wherein all logic resides only in code. Infosys collaborated with the client as a part of their modernization program to move the data and data loading logic into a Hadoop based big data platform to improve efficiency and accuracy of the modelling process. The Business Rule Extraction (BRE) approach accelerates the journey of harvesting ASIS rules from Legacy Applications for any modernization, digitalization or platform consolidation program. This is a Zero distance initiative pioneered by Infosys. Key Challenges Ready to experience? Infosys Methodology Leveraged Reduced the requirement definition time for large transformational initiatives and helped implementing them sooner by three months Reduced the risk and cost avoidance of missing requirements by identifying the business rules in legacy applications early in the analysis phase for the modernization initiatives Helped in improving the productivity of customer service reps by 30% Reduced the cost of the original project from 600K to 200K and executed with >30% PAT using few resources Mined rules from 30+ applications covering 4M LOC at 2.5 MUSD additional revenue 99% accuracy in rule extraction achieved 35% reduction in cost/ time along with 100% test automation Resulted in a productivity gain of approximately 30% over and above the offshore cost savings Reduced the elapsed time required for the Business Rule Extraction process considerably Supported documenting the current system's functionality Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

a.s.r. Netherlands partners with Infosys for enhanced operational and business efficiencies

----- Article source ----- <https://www.infosys.com/industries/insurance/case-studies/operational-business-efficiencies.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us a.s.r. Netherlands is a leading Dutch insurance company. They are 300 years old and 4000 people in size. a.s.r. is one of the top 5 insurance providers in the Dutch market and sells all types of insurance to six million customers. John Adegeest, Director, IT and Change, says they chose to partner with Infosys, because they found the company came closest by way of a shared culture with a.s.r. Since then, what started small has scaled to a bigger initiative of outsourced IT and business processing for life insurance and pension. 'The quality and commitment of colleagues from Infosys is tremendous. The intention to do things right and keep improving is

outstanding and works well with a.s.r. principles,' adds John. The benefits a.s.r. has received from this interaction with Infosys are many; some of these are - their ability to tap into an extensive knowledge base, strong commitment and the intention to do things better. This has enabled a.s.r. to constantly review their offerings and locate ways to improve customer experience. Infosys helps a.s.r. across business and coordinates to improve processes and IT by bringing in innovation. Today, a.s.r. has not just a client relationship with Infosys but rather considers the Infosys team as colleagues in search of innovative solutions. John Adegeest ends by saying it is a valuable relationship that they have with Infosys. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Venerable & Infosys: A Strategic Partnership to Launch a New Variable Annuity Company

----- Article source ----- <https://www.infosys.com/industries/insurance/case-studies/strategic-partnership-launch.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As part of our Insurance Client Speak series, we recently hosted Tim Billow, EVP, Chief Information Officer, Venerable. Tim emphasized Venerable's strategic partnership with Infosys to drive digital transformation by implementing a workflow and imaging system that serves as the operational backbone of the company. Tim also discussed Infosys' role as an IT security partner and in developing the customer and agent portal. He also mentioned our long-term collaboration in developing and testing their core PAS system. As Tim points out, Infosys has been and will continue to be an important partner in the Venerable growth story. You can watch the entire video here. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====
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Digital Transformation in Group and Voluntary Benefits

----- Article source ----- <https://www.infosys.com/industries/insurance/industry-offerings/digital-transformation-group.html> ----- Overview Trusted Partner for Group and Voluntary Benefits Services Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Core Innovation Services Digital Transformation Levers Enterprise Transformation Capabilities Accelerators Enhance Customer Experience to gain Trust Amplify Operations and Services by leveraging Data Reduce Cost and Enhance Business Value at Speed Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us

The group benefits space is characterized by a diverse ecosystem of players in which carriers collaborate with a wide range of service providers. This market is rapidly expanding and there is a need to transform platforms to support product development and speed to market. The benefits system includes features to manage enrollment, eligibility, self-service, billing, claims across multiple products like group life, dental, disability, critical illness and more. By embracing rapid technological transformation, Infosys helps carriers in staying one step ahead of digital disruption. We work with some of the top carriers to help them manage enrollment, improve the experience of plan sponsors and participants, and deliver better outcomes by leveraging digital solutions. With industry-relevant expertise and a proven track record, our solutions enable insurers to adopt digital tools to gain a better understanding of customer requirements, improve industry processes and provide a seamless customer experience. Success Stories Boost customer experience to build trust by leveraging digital capabilities such as role-based corporate website, education and planning tools, online product selection tools, online claims submission, billing statements download and payments, and self-service. Infosys provides cognitive chatbots as well as differentiated communications solutions for agent/underwriting collaboration and virtual assistants to participants regarding benefits. Infosys helps carriers via use of data warehousing and business intelligence to develop compelling products, develop AI/ML driven 'nudges', perform productivity and profitability analysis, improve market operations efficiency and customer retention, reduce sponsor claims cost, provide optimize shopping experience to end customers, and create analytics-based reporting and dashboards. Infosys enhances business value by reimagining business processes, improved underwriting workflow standardizing data systems, using analytics to cross-sell voluntary benefits, and evaluating experience for current groups. For brokers, plan sponsors, and participants, Infosys employs user journey maps from case preparation through enrollment and claim. Optimize cost by automating processes like underwriting, claims adjudication, online enrollment, and identify early claims fraud using business rules

Insight Infosys Analytics Workbench Article Infosys Data Workbench Insights Infosys Live Enterprise Application Development Platform Case Study Infosys Workplace Suite - Driving

Distributed Subrogation Ledger

----- Article source ----- <https://www.infosys.com/industries/insurance/industry-offerings/distributed-subrogation-ledger.html> ----- Overview A decentralized blockchain solution can help insurers reduce subrogation costs and accelerate recovery time Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Missed or relinquished subrogation claims Reduce manual reconciliation and prevent monetary loss Prolonged recovery time Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Distributed Subrogation Ledger Manual claim subrogation process is always a huge challenge for non-life carriers, as it usually requires a significant amount of involvement from insurers and third-party companies. Introducing blockchain here could provide an efficient automation mechanism for insurers to manage the subrogation process. Insurers around the globe face the challenge of excessive subrogation costs and reducing claims recoverable. Though insurers use well-defined processes and technology to reduce the overall costs, they struggle due to following challenges: Distributed Subrogation Ledger helps you achieve: Blockchain acts as shared ledger across multiple participants, helping in securing and sharing information. Additionally, Smart Contracts automate the business process on blockchain, minimizing administrative overhead, resulting in increased coverage of subrogation claims with a lower ROI. Distributed ledger stored on blockchain enables instantaneous and common reconciliation between claiming insurer and insurer of party at fault, reducing potential reconciliation errors and monetary loss. Common distributed ledger saves reconciliation time between claiming insurer and insurer of party at fault. In addition, Smart Contracts enable automated refund of the deductible to the insured and transfer of salvage recoverable to the insurer of party at fault, resulting in faster recovery of subrogation claims. Offerings Infosys Insurance Distributed Application Offerings Insurance Claims Management System Solutions and Services White Paper Changing Face of the Insurance Industry View point What's Your Enterprise Blockchain Archetype? Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Insurance Application Maintenance and Support Services

----- Article source ----- <https://www.infosys.com/industries/insurance/industry-offerings/insurance-application-maintenance.html> ----- Overview Reimagine an Agile, Efficient, and Scalable Application Services Landscape by Leveraging Digital Solutions Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Make IT operations efficient Reduce IT maintenance cost Scale to new business needs Integrate new applications with existing systems Security from cyber threats Comply with industry standards Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Effectively managing complex and diverse IT landscapes is difficult and expensive today. It takes time, expertise, and money to navigate through the stages of application life cycle while developing solutions that reduce support expenses to lower total cost of ownership over time. To stay relevant to changing business needs in the post-COVID digital age, insurance carriers need to attain a competitive edge and win the faith of their customers. Insurers require effective management of complex application environments to ensure smooth, secure, and reliable operations. This can be a significant challenge that requires specialized expertise and experience. Our global presence and extensive experience enable us to provide efficient and cost-effective management of application landscapes. Additionally, our expertise and proven track record in disruptive technologies empower organizations achieve their innovation potential and stay competitive in the rapidly changing digital landscape. We work with some of the top Insurers in the world to maintain and update their existing applications including troubleshooting and resolving technical issues and providing ongoing support and maintenance. We also offer consulting services to help carriers optimize their applications and improve their overall performance. Insurers operate in an increasingly complex world disrupted by new digital technologies that throw up opportunities and threats from unexpected places. The challenge is to be able to sense and respond quickly, frequently and almost instinctively after analyzing them like living creatures do. This is the vision driving the Live Enterprise – the organization that is always ready for what's next. There is a need to reimagine Application Management Services (AMS) strategy to create an enterprise IT and application landscape that supports the realization of this Live Enterprise vision. Infosys Live Enterprise Automation Platform (LEAP) for insurance provides a platform-centric approach for AMS services that makes application management agile, intelligent, integrated, resilient, and business-aligned, thereby enabling insurers to realize the live enterprise vision. Success Stories Infosys LEAP (Live Enterprise Automation Platform) provides a platform centric approach for AMS services that makes application management agile, intelligent, integrated and business aligned. It enables enterprises deliver business outcomes. Infosys AI Operations solution built on LEAP (and powered by Dynatrace / AppDynamics) helps clients transform

application management from a “fail fix” model to next gen “predict prevent” model driven by full stack observability (predictive analytics and cognitive automation). Infosys helps insurance companies implement and maintain IT systems while helping them balance their IT budget with the need to stay competitive in the market by modernizing the core IT systems through automating complex decision-making processes, implementing DevOps and agile practices, etc. Infosys helps insurance companies scale their IT systems to accommodate increased demand or new services through agility resulting in minimized handoffs, maximized accountability, and faster launch of new products. Businesses with multiple touchpoints have an immediate requirement for collaboration and connectivity between the applications, data, and processes. Infosys helps carriers through the complex and time-consuming process of integrating new applications with existing systems that use different technologies or data formats. Infosys’s API Economy and Microservices, part of Infosys Cobalt, focuses on business transformation through ecosystem connectivity, unlocking the value of data, and simplification and agility in digital initiatives during these times. Infosys helps insurance companies secure the sensitive data on their IT systems from cyber threats through constant monitoring and updating security systems by implementing security incident management, security awareness training, risk, and compliance. Functioning amidst strict regulations and complying with industry standards can be a challenge for insurance companies, especially when implementing new applications. Infosys assures digital trust with our secure by design, integrated approach. Report Infosys Positioned as a Leader in ISG Provider Lens™ Next-Gen Application Development and Maintenance Services U.S. 2022 Report Article Application Maintenance and Support Video Infosys Live Enterprise Automation Platform View point Using AIOps Solutions to Achieve Business Resilience Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Insurance Business Process Outsourcing (BPO) Services

----- Article source ----- <https://www.infosys.com/industries/insurance/industry-offerings/insurance-bpo-services.html> ----- Overview We handle your operational needs, so you can focus on the 'core' Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings New Business Underwriting Support Policy administration Claims management Finance and accounting Modernizing The Foundation Property and casualty Insurance Powered by Analytics Life and annuities Engineered with a platform-based solution for life and retirement services. Support for the following products Fixed premium life insurance. Fixed premium life insurance. Annuities Stringent Customer Demands Shrinking Operating Margins Intense Competition and Strict Regulations Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge

Institute About Us Insurance Business Process Outsourcing (BPO) services
Several challenges cloud the insurance landscape of today. On one hand, insurers must deal with intense competition and stringent regulations. On the other hand, they grapple with thinning operating margins. Ever-increasing customer demands for best-in-class services make the market even more challenging. Operating in such an environment is a tough proposition, where merely reducing cost of operations will not get you very far. You need to strategically assess your organizational resources and adopt an innovative approach. This way you can not only improve business operations, but also grow faster than your competitors. Insurance Business Process Outsourcing Services We focus on business process improvement, quality customer interaction and leveraging analytical insights to improve decision-making, revenue growth, and profitability. With deep subject matter expertise and Six Sigma tools and strategies that drive efficiency in processes, we offer embedded BPO and technology solutions to help you enhance your business. We have a global resource pool of over 20,000 experts, delivering a range of horizontal and industry-specific BPO services for clients. Our drive for innovation and comprehensive suite of capabilities make us a compelling business partner. Deliver Best-in-Class Customer Service We offer robust process management with continual improvements, to deliver exceptional and consistent service to your customers. Achieve Cost Optimization Our proprietary platform-based solutions and Global Delivery Model enable significant cost savings through near-shore and offshore delivery models. Enhance Business Agility Our solutions help you develop the flexibility to adapt to a changing business and regulatory environment. Offerings Infosys BPM Services Article Life Matters – Infosys BPM journal on next-generation insurance Case Study Two enterprises, one seamless customer experience Case Study Design Think your way to awesome apps Company Subsidiaries Programs Support Connect with us
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Insurance Genome Solution

----- Article source ----- <https://www.infosys.com/industries/insurance/industry-offerings/insurance-genome-solution.html> ----- Overview A comprehensive data management and analytics solution with a 360-degree view Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Complex and fragmented technology landscape comprising of legacy, distributed, external, cloud platforms generating structured, semi-structured data Imperatives for digital transformation, leveraging analytics to deliver cutting edge excellence to business and end users Time to market for technology to support evolving business needs Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Insurance Genome Solution enables insurers to emerge as leaders in embracing digitalization and data nativity. The solution delivers a unified data platform for the entire product line (P & C, Life, Specialty, Auto) across complete

policy lifecycle, starting from sales to claim settlement. Our Genome Solution treats customers, agents, and partners as entities. The solution integrates and unifies data from fragmented enterprise data, external data, digital data, etc. The unified data platform helps with a 360-degree semantics view for all entities/processes catering to enterprise analytical and insights needs in an accelerated manner. 360-degree customer genome includes demographic information, policy, billing, payment, claims, and systems data along with browsing and service request information which can help with descriptive and predictive analytics. The solution provides a suite of components — Deep Domain Data models, Open Source/Native hybrid suite of technology assets to integrate data sets and library of operational insights and analytical models. The solution seamlessly aligns business vision with technology objectives. Delivers immense value to business by generating insights that will lead to insurers providing great customer experience. It helps generating more sales leads and improving brand value by application of unified semantics insights generated from this solution. These aids improve operational efficiency and plug claim leakage through fraud. It brings insurance-specific accelerators which help the technology team to realize 40% cost savings at the time of rolling out new features. We help navigate complex technology landscape by building custom solutions to interface data from legacy, internal, and external platforms. The solution provides a suite of components — Deep Domain Data models, Open Source/Native hybrid suite of technology assets to integrate data sets and library of operational insights and analytical models. Pre-defined data solution and accelerators help propel solution to production swiftly. Insight Infosys Genome Solution Offerings Decode the customer DNA with Infosys Genome Solution View point Monetize Data White Paper Infosys Analytics Workbench Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

New Business and Underwriting Excellence

----- Article source ----- <https://www.infosys.com/industries/insurance/industry-offerings/new-business-underwriting-excellence.html> ----- Overview New Business Offerings from Infosys Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Macro and Micro Environment Strategy Process Technology Increasing customer engagement and identifying cross-sell and up-sell opportunities Managing customer expectations for quotes and illustrations Overcoming inefficient underwriting systems and processes Lower automation rate and higher elapsed time for life insurance underwriting Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us New Business and Underwriting Excellence New business and underwriting functions are of paramount importance in the insurance value chain with insurers striving to

achieve excellence by embracing the latest cutting-edge technologies. Traditional paper-based processes have largely been replaced by workflow engines and automation. A transformation mindset with the adoption of document management tools, intelligent information capture, as well as workflow automation, is highly desirable to help new business and underwriting specialists achieve efficiencies in the process and scale agility and customer satisfaction. Success Pillars The New Business and Underwriting offering from Infosys are designed to address critical challenges and key requirements. We help insurance organizations redesign and transform their business acquisition and risk assessment functions thereby enabling value driven decisions. Leveraging our digitally infused solutions and services, insurance carriers can better handle their new business and underwriting function to better engage customers, ensure higher compliance, achieve process efficiencies, and provide better business outcomes using data driven decision making. Underwriting as a business function has historically been underserved. In addition, many insurers still bear the burden of legacy, excessive paperwork with repetitive tasks. Infosys' capabilities and solutions are crafted to help underwriters focus on the right areas, keeping the strategic vision of the underwriting organization in view. Our solutions are tailored to client needs and optimize their technology to enable the right technology in the right place at the right time. Smart prospecting is our social network-driven referral solution for prospect identification by engaging and rewarding insurers' customers to promote offers and recommendations within their social network. This solution will lead to enhanced customer loyalty, increased acceptance of social media as a distribution channel, improved lead conversion, and operational and cost efficiency. Personalized video provides dynamic content to handheld devices for insurance prospects and customers helping in better engagement, smooth onboarding, and more cross-sell and up-sell opportunities. InsureAssist is a tablet-based tool designed for insurance sales force (planners, sales agents, brokers) to assist prospective customers in selecting the right insurance policy by helping them in determining their insurance needs, recommending products, showing illustrations, obtaining quotes, and binding policies. Targeted campaign is aimed at discovering the relationship between life events and consumer needs for pinpointing marketing windows and approaches. Patterns arising out of life events may be used to rethink customer/prospect segments and personalize products. Infosys' smart underwriting solution provides underwriter to extract valuable information from the public domain (unstructured data) along with internal data to get intelligent information about customers and assets for better risk assessment. This facilitates enhanced user experience, improved effectiveness in underwriting process, faster turnaround time, and reduced cost, hence leading to an improvement in productivity. Risk survey and recommendation is an offering that is bundled with collaboration and workflow-based apps to help adjusters carry out work efficiently, leading to efficiencies in risk assessment surveys, real-time assessment, and improved recommendations. Infosys' AI-powered underwriting solution enables life insurance underwriting to be less invasive by predicting risk classification of incoming applications using predictive analytical models. The predictive analytical model can help achieve zero-touch underwriting for higher proportion of relatively fewer complex applicants. Insights from the model can be used for triaging of incoming applications, and flagging high-risk

applications and routing appropriately. Insights AI & Automation Services
for Business Operations Business Solutions Insurance Technology
Optimization Services and Solutions Business Solutions Insurance Business
Process Outsourcing (BPO) Services White Paper Digital Outlook -
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Insurance Policy Administration Systems Transformation

----- Article source ----- <https://www.infosys.com/industries/insurance/industry-offerings/policy-administration-system-transformation.html> -----
Overview Future-proof your legacy systems Challenges & Solutions
Resource Center Experience Insight Innovate Accelerate Assure Application
Development and Maintenance Business Process Management Consulting
Services Incubating Emerging Offerings Strategic consulting Solutions and
services PAS consolidation Products, platforms, and packages Data
management and analytics Frail Systems Slower Time-to-Market Rigid
Framework Being Resilient. That's Live Enterprise. Digital Core Capabilities
Digital Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us Policy Administration System (PAS) Transformation The market is
zooming to the future at 'warp speed,' but your policy administration system
(PAS) is stuck in the past. You need to launch products faster while being
customer-centric and regulatory compliant. But with legacy systems,
product development cycles are long; maintenance costs, high, and
processes, inflexible. You need to transform your PAS – a complex task that
requires you to build a compelling business case. A well-defined PAS
transformation is a complicated journey. It may secure agility for your
company, but you need to overcome multiple challenges along the way. From
building a robust business case (based on the assessment of current
capabilities) to drawing up a focused implementation roadmap (that aligns
with your objectives) and ensuring a clear execution framework. We not only
ensure a smooth transformation journey but also help you address issues
around redundant platforms, simplify existing processes, and reduce cost
pressures. Next-Gen Solutions We have defined target capability models and
technology architecture to serve as baselines, while creating solutions to
meet current and future strategic goals Rapid Product Launch Our
consultative approach, along with our analytics expertise and research, will
help you innovate product offerings, streamline your overall product
introduction cycle, and reduce time-to-market for new products
Customizable Framework Our customizable, well-defined and overarching
governance framework helps you build new business processes and
implement them using our technology accelerators and a robust program
management system Case Study Policy management system for a global
retail insurance brokerage and risk manager White Paper Policy
Administration System Upgrade - an agile, lean, and flexible approach Case
Study Two enterprises, one seamless customer experience Case Study
Design Think your way to awesome apps Company Subsidiaries Programs

Infosys Policy Migration Solution

----- Article source ----- <https://www.infosys.com/industries/insurance/industry-offerings/policy-migration-solution.html> ----- Overview Infosys Policy Migration Solution - Leveraging GenAI to Accelerate Migration Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Incomplete product requirements and documentation No supporting documentation for logic embedded in code Increased Cost and Project Delays - Gaps in product features configured, conversion & mapping rules identified during migration lead to increased conversion testing cycles impacting timelines & cost. Quick time to market is not possible using manual migration. Manual conversion takes many months of effort, is error prone and requires many iterations. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Policy Migration Solution, an AI-based solution, is a game-changer for insurance companies seeking to modernize their policy administration systems (PAS). By leveraging generative AI (GenAI), Infosys Policy Migration Solution automates various migration tasks, reduces costs, and accelerates time-to-market while enhancing accuracy. The PAS is the backbone of insurance companies, managing the issuance and maintenance of insurance policies. Many existing PAS are built on legacy systems developed using COBOL decades ago during the mainframe era. Further, given the age of the systems, the documentation is often incomplete or inconsistent. This poses significant challenges when insurers seek to modernize their systems, leading to inefficiencies and increased operational costs. PAS Migration - A Business Imperative Migrating to a modern platform allows insurance companies to leverage the latest technological trends and modularize their PAS as well as introduce a mix of commercial off-the-shelf (COTS) and custom-built solutions as needed. The transformation helps businesses improve time-to-market, prevent single point of failure, enhance customer experience, and leverage cloud platforms for hyper-scaling. Infosys Policy Migration Solution - Leveraging GenAI to Accelerate Migration Traditional migration relies extensively on manual effort and involves multiple challenges such as missing, fragmented, or outdated documentation, undocumented complex logic in the codebase, and potential data errors. These factors increase the cost and complexity of the migration leading to implementation delay. Infosys Policy Migration Solution provides multiple GenAI features that can be leveraged at various phases of migration to significantly enhance the outcomes. These include: Utilizing GenAI yields significant benefits such as shorter implementation time by up to 40%, cost savings of up to 30%, and reduced reliance on subject matter experts by up to 60%. Leveraging Infosys Policy Migration Solution for migration results in transformation that improves speed, accuracy, and predictability, while reducing cost, risks, and time-to-market. Infosys Policy

Migration Solution uses GenAI to extract product specifications, rules, and rates/taxes from unstructured documents. Powered by advanced NLP, semantic search, and summarization, it uses the retrieval augmented generation (RAG) model to enhance the generation of coherent and context-aware information. Infosys' proprietary Business Rule Extraction tool which has an intuitive user interface can be used to analyze legacy applications and extract business rules/logic by leveraging accelerators for code parsing and chunking. Through use of heuristics, core data elements/ transformation rules can be derived from legacy DBs using pre-built product library with automated mappings to target file format. This tool employs regression techniques & Large Language Models (LLMs) to arrive at probable calculations. Using GenAI to automate most of the processes will accelerate the end-to-end workflow, increase data accuracy, and shorten the overall timeline to migrate. Brochure Infosys Live Enterprise Application Development Platform Report Infosys Positioned as a Leader in ISG Provider Lens™ Next-Gen Application Development and Maintenance Services U.S. 2022 Report View point Maximizing Performance, Driving Excellence – The SAT Framework for Tracking Insurance KPIs White Paper Adopting a Low-Code Platform: a.s.r. Puts in Place a Solid Foundation for Modernization Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Producer Sales Enablement Solutions

----- Article source ----- <https://www.infosys.com/industries/insurance/industry-offerings/producer-sales-enablement-solutions.html> ----- Overview Producer Sales Enablement Offering from Infosys Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Macro and Micro Environment Strategy Process Technology Need for personalized customer recommendations Identifying cross-sell and up-sell opportunities Compliance with new regulations Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Producer Sales Enablement Solutions The recent times have witnessed several changes in the insurance industry with leading insurers moving towards digitization across the value chain. Despite the emergence of distribution channels, insurance producers still occupy the center stage when it comes to big ticket sales. Producers, be it exclusive or independent agents, brokers or financial advisors, are indispensable for business acquisition and maintaining customer connects. Personalized service is the crux of the game and this is where producer sales enablement solutions become so important as they empower the agency force to bring in new business, provide assurance for customer retention and loyalty, revenue growth, and increased social collaboration. Success Pillars The Producer Sales Enablement offering from Infosys is designed to empower producer acquired business through highly personalized

interactions with customers. More specifically, our solutions help generate accurate and consistent customer information and messaging, leverage social, mobile, and analytical capabilities of the solution platforms, and manage stakeholder relationships in an integrated manner, ensuring transparency and operational ease. We help clients assess their current producer enablement platforms, tools, technologies, and systems, identify future goals, and lay down architectural roadmaps to achieve them. We take a comprehensive approach to implement solutions that address specific requirement areas related to agency, spanning training and recruitment, management and reporting, sales and business acquisition and customer management, and more. The time for bringing in changes for producer and agency focused platforms in insurance has never been better. As markets continue to change, businesses evolve, new products get introduced, new regulations come into play, changes across all touchpoints in the insurance value chain is inevitable. The producers occupy an important piece in this value chain, and we are increasingly seeing new solutions being launched in the market that address specific needs in this area. We have helped many insurers scale up capabilities and offer services for producer enablement for streamlined operations, reporting, and increased customer satisfaction. InsureAssist is our tablet-based tool designed for insurance sales force (planners, sales agents, brokers) to assist prospective customers in selecting the right insurance policy by helping them in determining their insurance needs, recommending products, displaying illustrations, obtaining quotes, and binding policies. Targeted campaign is aimed at discovering the relationship between life events and consumer needs for pinpointing marketing windows and approaches. Patterns arising out of life events may be used to rethink customer/prospect segments and personalize products. Our transformational projects in the area of providing cross-selling and up-selling opportunities enable enhancing the producer systems and tools with the help of cutting-edge technologies. Producers are viewed as trusted partners in the insurance value chain rather than a transactional partner to insurance sales. This makes it easier for producers to be a part of the strategic vision of insurers and serve their goals of keeping constant revenue inflows as well as maintain customer loyalty. Infosys' expertise in quick system upgrades to abide by the ever evolving State and Federal regulations when any such regulatory challenges pop up. Changes in processes to accommodate new rules and regulations have been complemented with the system changes, thereby providing a seamless transition to the new phase of the regulations. Infosys' proprietary next-gen AI platform Nia and its robotic process automation (RPA) solution AssistEdge can be utilized to bring operational efficiencies towards compliance in the producer sales and customer data handling processes. Point of View AI and insurance: Everything Changes Insight Infosys NIA - The Next-Gen Enterprise AI Platform Insight AssistEdge - Cohesive Automation Platform View point Fireside Chat: Accelerating Innovation in the Insurance Industry Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Insurance Technology Optimization Services and Solutions

----- Article source ----- <https://www.infosys.com/industries/insurance/industry-offerings/technology-optimization.html> ----- Overview Do More with Less: Manage scarce technology dollars to build the future Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Optimize Improve Standardize Outcomes Sluggish Business Growth Slower Time-to-Market Customer Dissatisfaction Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Technology Optimization The annual cost of managing the existing technology landscape is going up by three to five percent on an average, across the insurance industry. If old technologies and systems are not managed effectively, you are bound to lose more money in maintaining them. Even a simple regulatory change, which is a frequent event these days, will potentially impact several applications. This increases the risk of non-compliance arising from multiple points of failure. Similarly, if you fail to identify and leverage new technologies, it will result in dissatisfied customers, slower time-to-market, and declining business growth. Technology optimization offerings from Infosys Enhance Business Agility Respond to future business needs and move to a 'capability view' via modular and modern architecture - helping you to not only stay relevant in the dynamic operating environment, but also spur business growth. Rapid Product Launch Reduce time-to-market through quicker product launches and improved service delivery Improve Customer Experience Increase customer satisfaction through relevant product offerings, integrated service delivery and self-service capabilities Offering Application services Article Infosys Validation Solutions Article Infrastructure Management services Offering Cloud offerings Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Transforming Claims Management

----- Article source ----- <https://www.infosys.com/industries/insurance/industry-offerings/transforming-claims.html> ----- Overview Claims Transformation Offerings from Infosys Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Macro and Micro Environment Strategy Process Technology Long claims settlement time Loss of information and better control during real-time processing of claims Need for efficient management of claims data Need for expediting claims

processing cycles Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Transforming Claims Management Claims is one of the most critical service components for an insurer, that plays a big role in driving customer satisfaction and increasing share of wallet. It is a key differentiator in customer experience and helps attract new customers and deliver healthy underwriting profits. Yet this process faces many inefficiencies. Despite years of efforts to improve claims processes and systems, claims teams are still challenged to optimize operations and remain competitive. The need today is a unique value proposition that provides a superior claims experience not just for the customer, but everyone associated with the claims value chain. Insurers should be able to position claims performance as a growth leverage in alignment with their strategic business vision and technology optimization. Success Pillars Infosys offers digitally driven end-to-end claims transformation services that help insurers achieve competitive differentiation arising out of reduced claim cycle times and total cost of ownership. Our bouquet of services enables insurers transform core claims processes and systems harnessing the power of digital technologies, leading to better brand image and higher customer satisfaction. Leveraging our claims solutions and service offerings, we can deliver a holistic claims experience across all touchpoints in the claims value chain. We enable decision making purely driven by data that helps integrate enterprise systems and technology, leveraging industry leading tools and frameworks as well as our in-house offerings and expertise. Despite years of efforts to optimize claims function and minimize redundancies, challenges still remain in the form of legacy systems, outdated claims processes and policies, disparate systems that lack integration amongst themselves and third party software, gaps in the claims value chain that lead to longer settlement times and higher costs. Insurers need to take customer experience to a whole new level leveraging digital technologies, modernizing claims capabilities, and effectively managing claims resources that would eventually earn customer loyalty. Guided Claims processing is our mobile application for claims adjuster on tablets that shows adjusters necessary information about claims, allows to register required data during claims inspection and then forward it to client claims systems. It is an IoT-based solution powered with analytics that helps in potential loss control and prevent equipment breakdown losses. The solution has additional features of collaboration (chat, document sharing, audio and video), speech recognition, photo capture and upload, GPS/map integration, and knowledge base. It provides interactive claims analytics dashboard and KPI reporting for complete spectrum of claims operation. Textual and graphical reports with real-time information for decision support in easy to read format. Losses from equipment breakdown insurance can be huge considering the exposure of the risk cover like damage to the equipment, loss of business income, extra expense, and other consequential losses. Our IoT and analytics-enabled solution for claims helps the insured as well as the insurer to prevent equipment breakdown losses. This helps loss control through preventive and predictive monitoring, risk profiling of equipment, faster claim settlement, reduced fraudulent claims and superior customer experience, self-care assistance through alerts, and reduction in service disruptions. Interactive Claims Analytics and KPI reporting dashboard is our

out-of-the-box solution to suit the needs of CXOs, claims directors, managers, and adjusters. It covers the complete spectrum of claims operations including claims-specific dashboards, KPIs, and metrics. The textual and graphical reports provide instant information on claims. It provides a 360-degree view of end-to-end claims operations, insights from historical claims, and critical claims data that can improve pricing of risks in future. The solution also has advance analysis options such as trend lines, claim forecast depending on historical data and improved efficiency based on real-time information and help make decisions faster. Infosys' blockchain-based application for claims provides a secure and transparent way of handling claims process. Typical claims process involves multiple entities like lead insurers, secondary insurers, and third parties and can lead to multiple iterations to capture data and getting required clarifications. Legacy claims process has data quality issues due to disparate legacy systems and higher percentage of manual hand-offs. Blockchain-based claims application enables capturing FNOL, related data, and documents using Distributed Ledger Technology. This solution provides capabilities like straight through processing, instantaneous updates to all entities that are part of the claims process, easy integration to existing systems through ACORD messages, and transparent workflow management. The benefits derived are faster turnaround time of claims processing, transparency in claims settlement and transaction accounting, data integrity, and single source of truth for auditing. Case Study Insurance Technology Optimization Services and Solutions Case Study Claims Transformation Improves Productivity, Reduces Processing Time by 20 Percent Case Study Legacy Modernization for Leading Insurer White Paper Digital Outlook - Insurance Industry Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Transforming Life Insurance Policy Servicing With Infosys Policy Servicing Platform Powered by Newgen

----- Article source ----- <https://www.infosys.com/industries/insurance/industry-offerings/transforming-life-insurance-policy.html> ----- Overview A new generation of insurers will benefit from the Infosys Policy Servicing Platform powered by Newgen Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Elevated Customer Experience for Unwavering Trust Enhanced Operations and Services through Data Prowess Cost Optimization and Rapid Business Value Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Life insurance policy servicing is one of the most important applications in an insurer's application landscape.

Modernizing policy administration is complex due to several customizations and integrations over the years. Insurers typically spend huge sums of money to license top-of-the-line commercial off-the-shelf (COTS) applications. This is followed by an intensive phase of implementation, validation, user training, and rollout. During the time taken to implement this, the insurance business may change in unexpected ways requiring further modification to the newly implemented system. Insurers try to mitigate these challenges by selecting the most robust, flexible, and future-proof technology-based solution that they can afford. However, the modernization process need not be so complex and challenging. Infosys Policy Servicing Platform, powered by Newgen's low-code platform, can be easily integrated with a wide host of existing applications. Our solution offers most of the benefits of digital transformation faster than and at a fractional cost of typical large-scale policy servicing system modernization initiatives. By leveraging Newgen's powerful low-code platform, we can create robust as well as flexible applications that work well within client-specific technological and business constraints to infuse agility cost-effectively. This gives clients the ability to respond quickly to changes in the business environment. The platform offers all the benefits of technology modernization, drives efficient operations, accelerates response times, and ensures accurate data integration. With an ever-growing array of automation and digital capabilities, the Infosys Policy Servicing Platform, powered by Newgen is propelling insurers into a future where policy servicing becomes a customer-centric and well-managed operation.

Solution Highlights

- Seamless digital interaction:** Our solution offers easy integration with customer-facing websites, an intuitive workflow, and customizable screens, automation capabilities, and user-friendly experiences that enable customers to be in control
- Self-service empowerment:** With an intuitive online experience and a powerful business rules engine that improves straight-through processing, customers gain autonomy in managing their policies and payments leading to higher trust and satisfaction
- Improved efficiency:** The platform enables insurers to streamline operations, automate workflows, boost customer retention, and optimize employee experiences, leading to higher profitability and reduced operational costs
- Actionable analytics:** With the ability to generate analytics-based reports and dashboards, clients can make informed decisions, thereby enhancing overall operational effectiveness
- Process revamp:** Our solution helps reimagine business processes, improve policy servicing workflows, and standardize data flows to reduce manual efforts and increase efficiency
- Strategic growth:** Client can automate and optimize 'lights on' activities and increase focus on growing the business
- Automated efficiency:** Leveraging the power of robotic process automation (RPA) and document automation capabilities, clients can reduce manual effort and mitigate the cost of errors
- Insights**

Infosys Partnership with Newgen Report Infosys Positioned as a Leader for its Low Code Application Services by NelsonHall Insights Scaling Cloud for Financial Services Article Infosys Tech Compass - Low Code, No Code Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Innovation and Design Thinking

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Insights

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of Data and AI in Insurance Industry COVID-19 Crisis - Rewiring through the Great Reset Cloud as a Change Catalyst in Insurance Infosys recognized as a Leader & Star Performer in Everest Group Life & Annuity Insurance Application & Digital Services PEAK Matrix® Assessment 2021 Building Resilience for Corporates: Role of Commercial Line Insurers Personalized Interactive Video for Insurance Being Resilient: Impact of Covid on P&C Segment Coping with the Pandemic - Insurance Industry: Life & Annuity How Insurers Can Effectively Manage Their Data in the Wake of Data Privacy Regulations COVID-19 Pulse Check: State of the EMEA Insurance Industry Adapting to Changing Customer Mindset and Digital Acceleration Infosys Helps Insurers Onboard Clients with AI and ML Being Resilient: Cutting through COVID-19 Crisis Being Resilient: Unlocking Opportunities and Combatting Challenges in Insurance 5 Ways to Stay Agile in A Covid-19 Virtual World Being Resilient: Four Steps Insurers Should Take To Address Covid-19 Being Resilient: Assuring Digital Trust While Working Remotely. That's Live Enterprise. Endless possibilities with data for Financial Services and Insurance: Navigate from now to your next Navigating your Digital Transformation with Cloud for Financial Services and Insurance Assuring Digital - Trust in the Banking, Financial Services and Insurance Industry Is Gamification in Insurance Distribution a passing fad? Think Again! With Business Automation stay Responsive, Flexible and Ensure High-Quality Service Changing Customer Demands and Insurtechs redefining the Insurance Industry Opening the Gateway to a Smart Insurance Future with Digital Policy Administration System Upgrade - An Agile, Lean, and Flexible Approach With Big Data Analytics: Undercut your Risk, Enhance Profitability and Customer delight Don't blame Modeling - Explore a new dimension of Predictability in Insurance Insurance against Disruption Insurance Business & Cots Products: A Perfect Blend for Offering Agility and Flexibility What's your enterprise blockchain archetype? Innovation and Design Thinking Digital Maturity is a Journey - Infosys can help you embark on it Create a Differentiated Identity with Tailor-made Digital Strategy Exploring Opportunities: Omni-Channel and the Internet of Things Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us White Paper White Paper White Paper White Paper View point Flyer Video Point of View White Paper Article Point of View White Paper White Paper Infographic Video Insights Video Insight Video Video Video Point of View Infographic White Paper Point of View Report Report Report Report Perspective Brochure White Paper Insights White Paper Video White Paper White Paper Insight Video White Paper White Paper White Paper Article Report White Paper Video Report White Paper White Paper Article Insight Report Report Report Article Article White Paper Point of View White Paper White Paper White Paper Perspective Point of View White Paper Podcast White Paper White Paper White Paper Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Fireside Chat: Accelerating Innovation in the Insurance Industry

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In a thought-provoking conversation, Matteo Carbone, Founder and Director, IoT Insurance Observatory, and Karam Singh, Infosys, delve into accelerating innovation in the insurance industry. They explore the transformative power of technology and data in driving growth, improving customer experiences, and enhancing risk management. Watch this conversation to discover how insurers are embracing digital transformation, adapting to changing customer expectations, and leveraging cutting-edge technologies like AI and IoT. Gain insights into the key pillars of Infosys' approach, focusing on speed, accuracy, and trust, and how it supports the industry in staying competitive and customer centric.

Karam: A very good morning, Matteo to you. I wanted to begin this discussion by introducing myself. My name is Karam Singh, I'm based out of New York. I've been in the insurance industry for about 20 plus years, my role at Infosys is, I am a global head of partnership and alliances a responsible for scaling up the partnership and alliances ecosystem for our Infosys Insurance vertical and a pleasure having a discussion with you today. As you know, the theme of the discussion is all about innovation in the insurance industry and looking forward to the discussion here.

Matteo: Thanks for inviting me to discuss with you a topic that is definitely a priority in all the activities that I have done in the sector over the past 10 years. Really a pleasure to discuss today with you and to talk about the Infosys activity in the insurance sector. Globally, our sector has gone through a wave of innovation over the past 10 years. Billions of dollars have been invested a transforming the core processes, the customer interfaces. So today, I would like to discuss some trends and a thesis that has characterized all my activities in the past few years. I worked with hundreds of insurers around the world and one of the core thesis of this job has been that the technology and data will represent for them today even more in the future a key competitive advantage something that will allow the players more ammo to mastering the usage of the data and the technology to achieve their strategic goal. So on these thesis I publish a book back in 2018 all the insurance players will be issued after years investing in Innovation we have seen that in the past 18 months a couple of quantitative evidences about this I must published a study on Property and Casualty insurers showing how the best innovators achieved higher growth of their Top Line and a better technical risk. So, recently an Accord published a study about digital maturity. So looking at the same topic from a slightly different angle, all the players with a higher maturity generated the higher growth and higher shareholder return over 10 years

then players with a lower digital maturity. So what is your perspective on the Innovation journey in the insurance sector and now new technologies as artificial intelligence are but modifying this trend. Karam: Matteo, thanks for the question. I totally agree with you and this topic resonates very well with me. Firstly, pardon me I've got a cough so hopefully I'm audible. But yeah, insurance is typically not considerable as a leader in Innovation despite a long track record of creating new and exciting markets across the industry and across emerging risks. For example, the Cyber Insurance Market is forecast to surpass now about 23 billion by 2026, and this is going in the annual growth rate of about 25 percent in the next five years it's supposed to grow. After COVID, many insurers are rapidly digitizing their customer and agent experience. They are permanently shifting away from traditional face-to-face models. We have also seen an increase in the direct-to-Consumer models. Other carriers are responding to Consumer Demand with loyalty and gamification programs that promote customer engagement. For example, a global insurer launched a Vitality program that gives customer points as incentives for practicing healthy habits and good driving behavior. So these are the patterns that we are seeing so there's definitely innovation. There is a change across the industries and the same applies to Insurance. Firstly, the new customers in New Markets. So new customers plus new world is equal to new Solutions. So how does Infosys or how we see that we come out and develop solutions that address these new customers. Customers today are fundamentally different from their parents; the way they buy and the channel which they use is different. They are typically digital native. With so much focus on instant gratification, endless choice, and consistent change, it's important to have an omni-present channel. With comparison sites, ratings, and testimonials just a click away, our customers are quick to abandon the sign-in process. So we have to come out with new solutions to address these new customers, which are basically digital savvy. Secondly, digital is extremely important, digital is the primer driver of the growth. As per leading analyst by 2024, 33 percent of the premium insurance volume will come from brand new propositions. That means the industry is rapidly shifting from a product led to a service led offering. It also means that the cutting-edge technologies are quickly maturing. While AI, IoT, and Big Data are the buzzwords and we've seen a lot of buzz around ChatGPT, today it is difficult to imagine the future of insurance without these technologies, Thirdly, and you'll have seen that Matteo, there's a shift in culture from legacy to innovation. Insurance always has a reputation of a very conservative industry. Therefore, for traditional insurers, is a challenge to modernize their legacy systems and be more agile. Clients expect more digitized self-service capabilities, more than ever before. One of the prior primary roadblocks that insurance carriers face when aiming to deliver high quality experiences is a seamless integration with their existing legacy systems. So with the help of, at least that's what we've seen at Infosys, with the help of no code application platforms, new technologies and insurtechs, organizations can transform and digitize the customer life cycle from customer engagement to a quote request to underwriting to policy generation and even doing this without replacing the existing ecosystem. We are also investing in building solutions and ecosystems with core platforms. Now the fourth bit is personalization. Personalization is extremely important, is the name of the game now. It is crucial for acquiring new customers. From the moment a potential client

lands on Insurance website or Insurer's website, it is up to the insurer to understand how to use the data and how to make most of the data. So, the ability to deliver personalized well-timed offers is a primary driver of the conversations in this digital world. Not only do new policy sales benefit from personalization but they also plenty of cost-selling opportunities. Now Matteo, I liked what you talked about AI, and we are seeing plenty of use case is of AI being leveraged in Insurance. We're already seeing this in the P&C as well as in the life insurance carriers. So, for example, for life insurance providers, AI improves the chance to increase revenue, improve efficiency, reduce the risk and among the many benefits of AI are the ability to improve mortality and lapse projections and optimize decision making. We have seen wearable technology coupled with AI can help the insurance companies leverage historical data more than ever before and it helps with pricing, prevention, reduction, personalization of life insurance plans. Variable data now provides information that helps us understanding the health and mortality and risk factors of policy holders. Like for example, one of the large insurance clients that we work very closely with sells interactive life insurance policies that track fitness and health data through wearable devices and smartphones. So, these are some of the trends that we are seeing in the insurance industry and at Infosys we're developing point Insurance solutions to address them along with our customers. Matteo: Thanks, and a couple of elements you mentioned we resonate with the activity and discussions I have a weekly with the insurers around the world that I'm working with. These aspects of the instant gratification and the services wrapped around risk transfer solution, for sure, are two of the areas that I believe can be pretty beneficial for many more carriers compared with the few pioneers that have already been able to achieve results using it. You mentioned Vitality program, are exactly 10 years from the moment I had my first exchange with the CEO of Discovery that created the Vitality program, and I was in Johannesburg a few weeks ago with older partners from Japan to Latin America in Johannesburg, discussing the evolution of this behavioral change as a service wrapped around the risk transfer solution. So, the two elements you mentioned at the end are two aspects that in their case history are burdened and I perceived how in these 10 years the sector has changed. So honestly, 10 years ago this was something that was exotic in the sector. Try to change the behavior of policy holder to make them safer instead of only paying a claim when something will happen. So, insurance sector is a typically and probably superficially considered resistant to any change, conservative but we have such stories we have pioneers that have been able to create a tangible impact on their business, on the relation with their intermediaries, the agencies, their brokers, the financial advisors, and with their clients. So, considering that we are seeing year after year war incumbents that are committed in the innovating the way they do business. Some obviously are still at the beginning of their journey, others have already reached a more mature stage. I would like to ask how your company and the recent initiatives, the new campaign that you introduced the market are fitting in this context. Can you share something about the division and the key pillars of this approach that you are bringing to the market. Karam: Yeah, Matteo, you summarized it very well that insurance industry is conservative, but they are getting on the path of the transformation some of the pioneers are leading the way. And what we see is the insurance industry is global, they are grappling with

climate change, aging demographics, financial uncertainties, political instability, and fundamentally what is insurance, we ask ourselves what is insurance. Insurance is all about managing risks and protecting against it. So, it's about managing risk and protecting against it, and insurers have a critical role to play here. At Infosys, we believe, we serve the ecosystem that are guardians of economic global financial risk. So that's our positioning that we are supporting the ecosystem that are guardians of economic global financial risk. Our value proposition and approach include promoting transparency, creating trust, and delivering with speed and thus maintaining the financial stability to protect both individuals and businesses from potential financial losses. The insurance industry ecosystem has expectations higher than ever before when it comes to speed, accuracy, and trust. These three elements are the cornerstone of a strategy. Stakeholders and customers want fast, they want efficient services, accurate information and advice, and complete trust in the company they choose to do business with. Digital transformation has become critical for insurers to streamline new product development, enhance customers, enable hyper personalization, reimagine functions from marketing, distribution, underwriting, claims to financial accounting, and do all this by bringing in operational efficiencies and providing better customer experience. So, all this has to be done in an agile, speedy manner with accuracy and long-term trust with a customer. So that's the cornerstone of a strategy speed, accuracy, and trust, and we have categorized a number of our solutions for the P&C industry, for life, reinsurance in these three broad categories to enable our customer and be a part of the success. Matteo: Interesting. I would like to focus on one of the three elements you mentioned, speed. Is inevitable that large organizations established with a history have their legacy systems, organizational constraints, and so on. So, it's common to hear conversations in our sector, their executives, the executives of the incumbent, talking about their organizations is beginner. Its complex from where they are but we know when they move typically there are impacts, results come. How speed can help these kinds of players. Can you elaborate a little more about your vision on supporting the sector with the additional speed? Karam: Yeah, speed is a key, that's important. And we are seeing the product mix change, we're seeing the distribution and channel change, there's a need for expedited time to market. So being flexible, easy, personalized, accessible and visible is the need of a customer and all of it needs to be quick. There's only one way for insurers to stay relevant in the industry and to be competitive is the need for them to be agile. So Matteo, what we've seen is the product mix is evolving with the market dynamics and changing buying patterns. For example, P&C insurers need to adapt their go to market strategies, reallocate capital between the personal lines and the commercial lines, and compete to insure new types of risk. On Commercial lines, for instance, data and cyber security, terrorism are the new types of risks that need new product offerings. So, the systems have to be flexible, elastic enough to launch these products. In personal lines, especially in the auto industry, we've seen a transformation with the advent of autonomous driving and millennials using Uber there's so much data the cars like Tesla can collect. So, the product mix is changing, the user patterns are changing. We've seen Progressive and Allstate have products like Name Your Price, discounts based on the driving patterns. In life insurance, we've seen insurers are playing an increasingly prominent role in health of the

customers as life expectancy increases and the health trends change. So speed is a key and at Infosys our solutions are based on New Gen technology architecture, microservices architecture, we rely heavily on the ecosystem like no code platforms. I think InsurTechs will play a key role here. And it's important that the insurers are able to react, respond to the market, enable expedited time to market. So that's one of the pillars we focused upon and bringing the solutions to our clients. Matteo: Thanks. Next aspect to discuss with you, I'd love to address other pillar that you mentioned, that is the trust. This essence of the insurance, is of the activity of an insurer is to assess, manage and to transfer risks. So obviously in doing this Insurance are dealing with the larger quantity of data, with diversified kind of data and different sources, with a frequency that was not experimented before. So even the insurance sector is characterized today by the four Vs : volume, variety, velocity and veracity. So I would like to discuss with you how trust is one of the core element that you mentioned about vision that characterized your initiative on the insurance sector fits with this, Because I'm an insurance guy and from my perspective trust is already a fundamental element of the insurer DNA, so if I am expecting that an insurer need more speed, it's not something that is historical in the sector. From the bias of the foundation of the sector, trust is something that is already present, All the insurance business is about trust. In any business line, policy holders pay in advance an amount of money to the insurance, which we call premium that is a based on the trust that the insurance will be able and fair to reimburse the claim itself in about the short event what is written in the contract happens. So can you articulate a little more what you mean with trust and what you are supporting the insurer with? Karam: Matteo, whatever you said resonates really well with me because you know what is insurance, insurance is matching the risk, transfer of the risk and trust is so very important. It's the center point of all the business in an insurance industry. For example, you buy a life insurance maybe once in a lifetime. Now when you buy a life insurance once in a lifetime, you would like to insure yourself with a credible trusted organization, so extremely important. And along with trust, accuracy is also one of the cornerstones of strategy. I mentioned speed, accuracy, and trust. So I'll talk a little bit about and you'd mentioned data there's plenty of data that is available right now, so I'll bring both aspects of data and accuracy to this conversation. Now we've seen an increase in the volume of data and we've seen very few insurance have harnessed its true value. So if you want to gain a competitive edge, there's no option but to leverage the data with vast amounts that are available but derive accurate insights and drive decisions. So by using data driven accurate insights, Insurers can streamline the customer journeys and substantially improve up the conversion rates. One of the examples I'd like to give is about a leading insurer that is using advanced analytics to mine the data it receives both from the internal and external parties and that significantly reduces the number of questions prospective customers must answer in order to receive a quote. By using AI, this company was able to automate, enhance its code accuracy, and simplify the customer experience. So data analytics extremely important, that changing the play in customer acquisition, risk selection, underwriting and pricing. And now you have the rise of IoTs, sensors and telematics, so you have more data available than ever before. Driving accurate insights from data has become critical. Now when we talk about accuracy, the accuracy is important because you need to

drive actionable insights which help the insurers create long-term value. We've seen cyber security as the number one threat and it's a top priority for insurers, so organizations are realizing that's imperative to protect against cyber-attacks. They are investing in making the networks secure and launching cyber security products or to protect the customers, this is extremely important. This caters to the trust aspect part of it, that the systems have to be secure against the cyber security. An insurance carrier must invest in robust, scalable security platforms to protect the data of the policyholders. So trust, extremely important. So all these are related and as we discussed earlier insurance is all about managing risk and we think that trust is a critical to create a long-term value and a relationship with the customer. Matteo: Thanks, thanks for clarifying and detailing the meaning of trust in your vision. So it has been an extremely interesting and though provoking discussion. Would you like to wrap up with some final comments highlighting some aspects for the transformation of the sector? Karam: Yes Matteo, and Matteo pardon me again, I've got a bad cough hopefully I'm audible, but it's been a pure delight having this discussion with you. You are thoughts leader in your space, and I do follow you. So really enjoyed the chat today. I just want to mention that in this industry it's important to create a customer-centric efficient and sustainable platform by using the power of technology and innovation. We have already seen Generative AI and use cases of such in the industry. We must focus on creating a culture of innovation and continuous improvement where the customers at the heart of everything we do, so customer centricity is extremely important. That's why earlier on I mentioned about personalization, hyper personalization, understanding from the data available, to come out with the voice of the customer, understand the customer and we need to do all this in a transparent, speedy manner with accuracy and with trust. So those are some of the thoughts that I had today, Matteo. Matteo: Thanks, it's been a pleasure. Karam: Likewise, a pleasure. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys Nia uses AI, ML & Automation to improve Insurer client engagement & ROI with reduced risk

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foundational component of this experience with a direct impact on the client relationship. However, the complexity of this process incurs a high risk and cost. It involves a lengthy legal contract negotiation with a high volume of complicated documentation. Infosys Nia Contracts Analysis is an intelligent business application that enables the simplification of this process. It is a powerful tool leveraging Artificial Intelligence, Machine Learning and Automation to reduce the manual effort and legal requirements enabling effective negotiation, facilitating easier onboarding and enhanced client engagement. Learn how Infosys Nia can help Insurers minimize operational risk while improving ROI and operational efficiency. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Building Resilience for Corporates: Role of Commercial Line Insurers

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Cloud as a Change Catalyst in Insurance

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About Us As insurance firms navigate the post-pandemic landscape with measures to become more nimble and agile, deliver superior customer experience, and run business as usual, they are realizing the importance of leveraging the cloud as a key enabler of their growth and efficiency needs. We believe that the cloud strategy for insurance firms should rest on the following four pillars, namely experience transformation, data centricity, talent management and cost efficiency. To manage this transformation, insurance firms will have to rethink customer journeys, develop attractive talent models, and carve out an end-to-end transformation strategy considering their dual objectives of growth and efficiency. Such a strategy will help them thrive beyond the pandemic's impact and stay ahead of industry disruptions. This report, which Infosys is pleased to provide to you, captures Everest Group's perspectives on the global insurance industry and summarizes industry practitioner observations made in a virtual roundtable moderated by Everest Group practice leaders. You can read the full report here. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

The industry, the experience, and the tech shaping it all

----- Article source ----- <https://www.infosys.com/industries/insurance/insights/conversations.html> ----- From real-world challenges to digital solutions In the spotlight Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Kannan and Keith talk about all things insurance. The insurance industry is evolving but how can insurers keep up with the change? Senior Vice President & Global Head - Insurance, Infosys Executive Director & Co Head - Life, Pensions & Retail Investments, Alpha FMC Kannan Amaresh Senior Vice President & Global Head - Insurance, Infosys Keith Aylwin Executive Director & Co Head - Life, Pensions & Retail Investments, Alpha FMC Kannan Amaresh Senior Vice President & Global Head - Insurance, Infosys Keith Aylwin Executive Director & Co Head - Life, Pensions & Retail Investments, Alpha FMC Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Fireside Chat: How Specialty Insurance is Paving the Way for Disruptive Innovation and Customer-Centric Transformation

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Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us

In a thought-provoking conversation, Kent Black, a Technology Executive and Industry Veteran in Specialty Insurance, and Umakant Narkhede, the Head of Midsized Insurance Segment at Infosys, delve into some of the key challenges and opportunities facing the specialty insurance industry today. They explore how the industry is paving the way for disruptive change and emphasized the importance of speed-to-market and simplicity in the face of significant growth opportunities. Specialty insurers face unique challenges in adopting digital disruption due to specialized products, fragmented technology landscape, and complex risk analysis resulting from diverse products. The experts discuss prioritized areas for specialty carriers to invest in, where it maximizes value to the organization in the areas of distribution, underwriting, and claims. The discussion covers various digital initiatives, ranging from cloud-native opportunities to modular approaches in modernizing legacy systems, leveraging open API integration capabilities to create hubs and marketplaces, using LCNC platforms, centralizing data and exploring opportunities for straight-through processing using AI and automation. Watch the entire conversation to gain valuable insights into how specialty insurance carriers can accelerate their digital transformation journey by implementing new ways of working, achieving desired outcomes efficiently, meeting customer expectations, and staying competitive in the insurance industry. In this fireside chat, Umakant Narkhede and Kent Black delve into some of the key challenges and opportunities facing the specialty insurance industry, explore how specialty insurance is paving the way for disruptive change, and offer practical insights for insurance businesses looking to stay ahead of the curve. With the competition from new entrants, evolving customer needs, and increasing demand to embrace new technologies, specialty insurers face tough challenges that impact their ability to grow and remain competitive in today's market. In this part, Kent discusses how specialty insurers can thrive in this competitive market with the right set of strategies and tools. In order to stay competitive in the digital landscape,

ensure operational efficiency, and meet the needs of their customers, Kent advises that specialty insurers adopt a modular approach when modernizing their legacy systems. In this part, Kent emphasizes the significance of utilizing innovative technologies to simplify processes and highlight the core values that set specialty insurance carriers apart in the market. Specialty insurance carriers face significant challenges when it comes to managing claims transformation. In this part, learn how by leveraging the power of data, they can streamline processes, gain insights into customer behavior, and make better-informed decisions. In this part, Kent provides valuable insights and practical tips on how AI and automation capabilities can enhance straight-through processing and increase productivity across the value chain of specialty insurance business. Kent and Umakant wrap up their fireside chat on the future of specialty insurance. Key takeaways include initiatives enabling speed-to-market for various distribution channels and products, modularized approach to legacy systems, centralizing data, managing claims transformation, and leveraging AI and automation for increased productivity. Stay ahead of the curve with these valuable insights. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Fireside Chat: Disruptive Innovation in Insurance

----- Article source ----- <https://www.infosys.com/industries/insurance/insights/disruptive-innovation-insurance.html> ----- Part 1: Introduction Part 2: Challenges faced by mid-sized insurers Part 3: Digital transformation with a blueprint and layered approach Part 4: Accelerating digital transformation with Newgen platform Part 5: Starting with complex digital transformation journeys Part 6: Success stories and impacts Part 7: Infosys - Newgen partnership Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us In a candid conversation, Anurag Shah, Vice President, Newgen and Rajaram (Raj), Vice President, Infosys, delves into the intricacies of how to accelerate digital transformation for insurers. The technology leaders exchange ideas and insights, outlining a path toward digital transformation for insurers. They also highlighted the challenges faced by mid-sized insurers. Anurag discussed the need for digital transformation to improve productivity and processing times. Rajaram agreed, emphasizing that, in addition to focusing on digital transformation, it is also crucial to pay attention to legacy technology to effectively boost customer retention. Watch the entire conversation to understand how insurers can accelerate their digital transformation journey, achieve desired outcomes efficiently, and stay competitive in the insurance industry. In this series, Anurag and Rajaram, delve into the world of disruptive innovation in insurance, explore how midsize insurers are impacted and offer practical insights for insurance

businesses looking to stay ahead of the curve. With the competition from large carriers, evolving customer needs, and increasing demand to embrace new technologies, mid-sized insurers face tough challenges. In this part, Rajaram discusses how mid-sized insurers can thrive in this competitive market with the right set of strategies and tools. In this part, Rajaram elucidates that embracing digital transformation with a blueprint and a layered approach is crucial for businesses to stay competitive. With this approach, companies can optimize their operations and improve customer experience, leading to increased profitability and growth. Digital transformation is a critical need for insurers to adapt to the ever-changing market demands. In this part, Anurag shares how Infosys and Newgen are the perfect partners for insurers to accelerate their digital transformation journey and gain a competitive edge in the industry. Digital transformation journeys can appear complex, but they're more manageable than they seem. In this part, discover how to initiate these journeys and accelerate your insurance business. In this part, Anurag shares insights into real-world success stories and impactful outcomes. Discover how Newgen and Infosys can help your business achieve its digital transformation goals. In this last part, Anurag and Rajaram, discuss how the long-standing Newgen and Infosys partnership is a strategic collaboration enabling mid-sized insurers orchestrate their digital capabilities and generate business value. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Staying Ahead of the Curve: Trends and Strategies to Drive Digital Disruption in Insurance

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Infosys Insurance Conclave

----- Article source ----- <https://www.infosys.com/industries/insurance/insights/insurance-conclave.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys recently hosted Insurance Conclave 2023, a virtual event bringing the insurance ecosystem together for a thought leadership forum. The Conclave is an endeavor to bring together leaders to share insights into trends and opportunities in the Insurance sector that matter. This was an opportunity for attendees to hear from key thought leaders sharing industry best practices and network with industry peers. The 2nd edition of this marquee event aimed to explore the innovations existing in the sector, with a mix of panel discussions and keynote addresses by industry experts. Digital innovation is the primary driver of growth for our industry. But for its power to be maximized, it needs to be supported by Speed, Accuracy & Trust. Insurance Conclave 2023 keynote speaker, Kannan Amaresh, Infosys outlined the importance of these three pillars. By integrating platforms, automating workflows, migrating to the cloud, and improving user interfaces, insurance providers can increase the speed of service. By implementing 360-degree customer solutions, digital fraud management, and automating underwriting, accuracy can be increased at every point. With increased touchpoints, privacy assurance, and commitments to social and environmental issues, insurers can earn the trust of new and existing customers. Watch the session to learn more. Managing risk has always been closely linked to ESG frameworks, so what's different in 2023? For one, more stakeholders want greater capabilities. Having a defined ESG strategy can help insurers build credibility and trust amidst cultural change. Our panel at the Insurance Conclave explored: Watch this discussion featuring Maneesh Sagar, Chairman and CEO, RS Metrics, Paul Cullum, Head of Specialist Risks, HSB Engineering Insurance, Corey Glickman, Infosys and Susan Winkler, VP & Executive Director, CT IFS to learn more. The InsurTech sector is rapidly changing the traditional insurance industry through innovative solutions. Insurance Conclave 2023 keynote speaker Dave Castellani, Operating Partner, Brewer Lane Ventures, outlined how disruption has led to significant investment with the potential for more growth. The need for collaboration between traditional insurance companies and InsurTech startups is evident. Traditional insurers are leveraging their expertise in risk management and regulation while benefiting from the innovative technologies and business models of startups, including AI, machine learning, blockchain, personalization, and more. The InsurTech sector provides valuable lessons for investing in innovation, embracing technology, and collaborating with startups to stay competitive and meet the evolving needs of customers. Watch the video to learn more. Every sub-sector of Insurance is undergoing some form of digital transformation. Companies are taking different approaches - technology led vs. process led to drive transformation. Watch our panel featuring Brenda Antkowsky, VP, Advanced Markets Transformation, Northwestern Mutual, Jake Sloan,

Global Industry Leader Insurance, Appian, Praveen Kombial, Global Sales Head, EdgeVerve and Yogesh Bansal, Infosys delve deeper. Artificial Intelligence (AI) has become an increasingly important technology in the Insurance industry. Companies are leveraging its capabilities to improve efficiency, reduce costs, and enhance customer experience. In this Fireside Chat with Karam Singh, Infosys, Krishna Gade, CEO, Fiddler AI, outlines how AI is being used to build the future of the industry. AI is a powerful tool for insurers to become more competitive. It personalizes policies, allows 24/7 communication with chatbots, analyses customer behaviour data, and creates more preferences for tailored coverage. The future of AI in insurance is bright, with the technology poised to transform the industry in the coming years. Watch the complete session here. Disruption and transformation are terms not always associated with Insurance - but without these values, the sector will suffer. It's time to empower the insurance industry with a whole-of-system approach leveraged by the latest in digitization to improve customer experience. Our panel explored: Watch our industry experts Mark Halverson, Founder & CEO, Precision Autonomy, Michael Gordon, Head of Insurance, Axonic Capital, Srinivasan "Nat" Natarajan, Infosys and Deepak Subbramaniam, Infosys explore these topics of utmost significance. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys Insurance Conclave 2024

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journey. He delves into AI's power to unlock efficiency, build connected ecosystems, and accelerate growth. Watch the session to understand how prioritizing AI can enhance Speed, Accuracy, and Trust in insurance. Dive into the heart of innovation to explore the dynamic interplay of creativity, the human touch, and engineering excellence—a trifecta poised to drive exponential growth in the insurance industry. This panel discusses the strategies to seamlessly integrate innovative thinking, empathetic engagement, and cutting-edge engineering practices. Watch this discussion featuring Suhas Krishna, Principal, Digital Strategy Group - Financial Services and Insurance, Adobe; Karthick Palaniswamy, Senior Vice President, Head of Software Development & Delivery, Arch Capital Group Ltd; Avi Greenfield, Vice President of Product Management, Quadient, and Emily Wilhoit (Moderator), CMO, Blue Acorn. Learn how the synergy of creativity, the human element, and engineering excellence can not only meet but exceed the challenges of an ever-evolving insurance landscape. AI's rapid ascent in the insurance sector comes with significant investment plans, but challenges linger around data readiness and regulatory compliance. According to the Infosys Generative AI Radar, companies are set to invest billions, yet many AI initiatives struggle to deliver tangible business value. Infosys Insurance Conclave 2024 keynote speaker Rafee Tarafdar, CTO, Infosys, unraveled the AI imperatives for the insurance industry. Drawing from Infosys Topaz's extensive experience in scaling AI, he shared the top 10 learnings. Gain insights to navigate the intricacies of AI adoption and discover strategies to derive meaningful business outcomes in the evolving insurance landscape. Watch the video to learn more. In the quest for enterprise-wide AI adoption, organizations encounter a spectrum of challenges. From technical hurdles to ensuring ethical AI governance, this panel featuring Jason Demby, Head of Generative AI & Machine Learning, Insurance and Capital Markets, AWS; Sri Vangala, Senior Vice President, Kore AI; Vibhor Gupta, Vice President - Enterprise Data, Shelter Insurance; and Rajeshwari Ganesan, Distinguished Technologist ML/AI, Infosys delves deeper into the intricacies of overcoming barriers to scale AI. Explore insights from industry leaders as they share strategies, best practices, and governance frameworks crucial for unleashing the full potential of AI across the enterprise. In this engaging fireside chat session featuring Santosh Keshavan, Executive Vice President and Chief Information Officer, Voya Financial in conversation with Deb Dey, Portfolio head & Strategy execution office, Infosys, as he shares insights on leveraging AI innovation in the insurance industry. Discover how cutting-edge technologies are reshaping the insurance landscape and learn from real-world experiences in implementing AI solutions to drive business growth and enhance customer experiences. Watch the complete session here to gain valuable perspectives. Explore the profound impact of AI on the insurance landscape in this enlightening panel discussion. Delve into the transformative power of AI in key areas such as underwriting, claims processing, and contact center servicing. This Infosys Insurance Conclave 2024 panel discussion featuring Ragesh Naik, Enterprise Architect, SiriusPoint; Paul Tyler, Chief Marketing Officer, Nassau Re; Fu'ad M. Butt, Vice President, Enterprise Digital Strategy and Optimization, One America Financial; and Yogesh Bansal, Partner, Infosys Consulting unravel the innovations, challenges, and future possibilities as AI reshapes traditional insurance practices. Watch the full conversation for a deep dive into the AI-driven evolution of the insurance

industry, gaining insights that will shape the future of underwriting, streamline claims, and redefine customer service. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys recognized as a Leader & Star Performer in Everest Group Life & Annuity Insurance Application & Digital Services PEAK Matrix® Assessment 2021

----- Article source ----- <https://www.infosys.com/industries/insurance/insights/leader-star-life-annuity-insurance-2021.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been recognized as a Leader and Star Performer in the recently concluded Everest Group Life & Annuity Insurance Application and Digital Services (ADS) PEAK Matrix® Assessment 2021. This research included analysis of 21 IT service providers that offer ADS services to insurance clients, where Infosys has emerged amongst the top 3. Infosys has been recognized as a Leader for three years in a row in this vendor assessment by Everest Group. The report recognizes Infosys for demonstrating strong credentials in the Life and Annuity Insurance ADS space with end-to-end transformation capabilities, covering global delivery proficiencies, domain specific services/solutions and digital capabilities. The evaluation highlights Infosys strengths in the following areas: Click here to download the custom report Everest Group's PEAK Matrix assessments provide the analysis and insights enterprises need to make critical selection decisions about global services providers, locations, and products and solutions. Likewise, providers of these services, products, and solutions, look to the PEAK Matrix to gauge and calibrate their offerings against their peers. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopting a Low-Code Platform: a.s.r. Puts in Place a Solid Foundation for Modernization

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Innovate Accelerate Assure Application Development and Maintenance
Business Process Management Consulting Services Incubating Emerging
Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities
Digital Operating Model Empowering Talent Transformations Tales of
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About Us Lex van de Geest, Enterprise Architect, a.s.r., sat down for a
conversation about a.s.r.'s low-code adoption journey with Meghana
Shivaram, Global OutSystems Center of Excellence (CoE) Lead, Infosys. Lex
and Meghana delve into the intricacies of low-code adoption, exploring the
pivotal decisions, challenges faced, and the collaborative efforts that have
shaped the insurer's technological transformation journey. Lex shares
insights into the partnership with Infosys to deliver high quality applications
using OutSystems as the Low-code/No-code platform. He highlights the key
priorities and deep dives into the strategic plan focused on delivering value
by modernizing existing applications and decommissioning outdated
technologies. Lex also emphasizes the pivotal role played by Infosys and
OutSystems in their journey to become a future-ready IT platform in order to
retain the insurer's leadership position in the Dutch income market.
Meghana navigates through Lex's experiences, emphasizing the need and
impact of the program. Read this thought-provoking conversation that
unveils the key strategies, collaborative partnerships, and transformative
outcomes in a.s.r.'s low-code journey. Read the complete conversation here
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COVID-19 Pulse Check: State of the EMEA Insurance Industry

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Process Management Consulting Services Incubating Emerging Offerings
Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital
Operating Model Empowering Talent Transformations Tales of
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About Us Covid 19 has been a wakeup call for Insurers across geographies.
It is pertinent that Insurers heed the impetus for innovation and transform
and strengthen their business processes. Customer behavior is one such key
metric which is expected to witness a major shift in Insurance. A recent
survey of European insurers conducted in collaboration with Information
Services Group (ISG), delves into the insights regarding the following
questions: Read the full survey here. Company Subsidiaries Programs
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Discover how we can empower your digital journey

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Navigate Your Next in Insurance The Pillars of Change Reimagine Insurance Insights Ask us how Request for services Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings PROVIDING SPEED PROMOTING ACCURACY PROTECTING TRUST Dive into a World of Insurance with Infosys' Immersive Experience! Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us 'Digital' has opened doors for the insurance industry in the present and will be the primary driver of growth in every next. It's a new world with a new breed of customers to serve and new opportunities to explore. And it's time for the industry to shift from a product-based approach to a service-driven one. Where customers are at the centre of the change and superior experiences are the outcome. Where digital powers opportunities and Infosys helps: Today, insurers need to sense with data, respond rapidly and evolve to secure their future. And the Infosys Insurance vertical is here to Navigate Your Next: We're infusing availability and responsiveness into every process and system. And we're accelerating the transition to better experiences. We're connecting the data to insights, insights to precision and precision to decisions. And we're leveraging intelligence to drive better outcomes. We're fortifying visibility and sustainability to build credibility across the value chain. And we're working towards a better tomorrow. Let Infosys be your trusted partner in navigating the next phase of your insurance journey. Step into the Infosys' immersive experience and unlock the power of digital transformation in the insurance industry. Explore our innovative technology solutions across four key areas: Sales and Distribution: Reach customers faster through digital channels, empower agents with unified workbenches, and build trust with personalized offerings and secure digital workplaces. New Business and Underwriting: Accelerate decisions, enhance accuracy with real-time data and collaborations, and foster trust with automated verifications and advanced risk analysis. Policy Servicing: Automate workflows, onboard quickly, and provide self-service options to enhance speed, accuracy, and trust. Claims Processing: Settle claims quickly using connected devices, ensure accuracy with advanced analytics, and build trust through fraud detection and responsible claims services. Resources White papers Speed, Accuracy, and Trust: Why Insurers Need Digital Transformation to Succeed Read More White papers What's Next for the Insurance Industry Read More View Point Leveraging AI for the Competitive edge in Insurance Read More Trends Global Trends in the Brokerage Industry 2022 Read More Trends 2022 Global Trends Reshaping Technology in Insurance Read More Trends Report: 2022 Trends Reshaping Personal Lines Insurance in North America Read More Trends Coping with the Pandemic - Insurance Industry: Life & Annuity Read More solutions Infosys Digital Workplace Transformation Suite Read More solutions Infosys Cognitive Email Workbench Read More

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Insurance Read More solutions The Infosys Insurance Distributed
Application Read More Our insurance offerings help insurers rethink the
fundamentals, reinvent their business models, reimagine experiences for
their stakeholders and revolutionize the future of insurance. With the shift of
traditional insurers to digital, there is greater scope for increased
productivity and agility, flexibility and visibility, security and possibility. And
that’s exactly what we deliver as we Navigate Your Next in Insurance.
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Promoting Accuracy. Promising Outcomes.

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Services Incubating Emerging Offerings Being Resilient. That's Live
Enterprise. Digital Core Capabilities Digital Operating Model Empowering
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Platforms Infosys Knowledge Institute About Us While the volume of data
has increased exponentially, very few insurers have tapped into its true
value. And in an age where digital drives growth, data should drive
decisions. Infosys enables data-driven solutions that reduce risks, improve
experiences and create new business opportunities for insurers. We offer a
360-degree customer view for holistic solutions and personalized products.
We use bots to automate regulatory compliance reporting and analytics on
risk retention techniques for capital management. We eliminate fraud to
ensure faster turn-around time on policy issuance and servicing. We
leverage AI/ML based triaging and processing to mitigate risks and
accelerate claims settlement. We automate risk assessment with AI/ML and
simplify underwriting and pricing decisions by delivering insights. Discover
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Protecting Trust. Promising Tomorrow.

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Providing Speed. Promising Experience.

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personalized, seamless, unified experiences for customers, agents and employees. Discover how we can help you Navigate Your Next in Insurance. Let us know your areas of interest so that we can serve you better. Opt in for marketing communication Privacy Statement Thank you for connecting with us. We will respond to you shortly. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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New business models to renew customer experience in the Insurance industry

----- Article source ----- <https://www.infosys.com/industries/insurance/overview.html> ----- Overview Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Internet of Things (IoT) has changed the way industries function. In the insurance industry, non-traditional players now have access to large volumes of customer data and are able to provide holistic pre-purchase and purchase information, albeit in an unstructured form. This is a huge advantage for customers in the pre-purchase stage, and this new empowerment has made them more demanding, aware, and considered of their insurance requirements. Our insurance offerings help insurers rethink their strategies to cater to these new discerning customers by renewing their analytics infrastructure using solutions such as the Infosys Information Platform (IIP) – our big-data-in-a-box package. With industry-relevant expertise and a historical track record, our solutions enable insurers to: With the shift of traditional insurers' needs to digital insurers, there is greater scope for increased flexibility and agility, faster and more efficient back-office processing, and an overall readiness for disruptions. Our solutions also translate into clear cost benefits. We do this through the: Looking ahead, the IoT is shifting risk profiles through the use of new technologies like connected cars and connected homes. Here, insurers need to renew themselves to be future-ready. We have the capabilities, tools, and experience to help insurers better understand their customers' risk profiles, and create tailored products to suit their needs. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Navigating your next in Life Sciences

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Technology Behind Self-Management of Chronic Diseases Report Infosys
CMO Radar 2024 Press Release Expanding Footprint in the Nordics with
BASE life science Webinar Infosys Commercial Insights Platform - Data-
Driven Insights for Life Sciences Commercial Operations The current
pandemic has tested the Pharma industry's resilience -- from demands for
vaccines and treatments to supply disruptions. But it has also brought about
opportunities for technological advancements, with an emphasis on patient-
centric innovative business models that accelerate capabilities and deliver
real-time patient outcomes. Agile Digital Services Architecture:Life Sciences
Agile Digital Services Architecture:Life Sciences Get inside perspective on
Pharma from an IT point of view COVID-19 impact: A wake-up call for the
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Clinical trials made smarter, faster

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Infosys helps Becton, Dickinson, and Company (BD) launch a new ecommerce platform on Hybris

----- Article source ----- <https://www.infosys.com/industries/life-sciences/case-studies/hybris-ecommerce-platform.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute

About Us In this video, Erik Molitor, VP of IT, Becton, Dickinson and Company (BD), talks about how Infosys partnered with BD to roll out a cross geography e-commerce solution on Hybris platform, in an accelerated time frame. Infosys has implemented many projects in the customer-facing and e-commerce space for BD, and has emerged as a strong collaborator. Becton, Dickinson and Company is a \$12 billion company that has over a century of expertise in manufacturing and selling medical devices, instrument systems, and reagents. Erik Molitor mentions that one of the biggest projects handled during the collaboration was in the area of e-commerce, where they wanted to implement the Hybris platform. The objective was to eliminate the obsolete systems and replace them with a solution that was faster and could work across geographies. The new solution was required to be capable of working across the US and Europe and enable integration with the existent SAP solution at the back-end. It came with a timeline of having to be launched within nine months. BD needed a seasoned partner with expertise on delivering projects within stringent timelines. Erik further mentions that the biggest challenge faced by BD was to reduce the time taken by a customer to place an order. Their customers took eight minutes from the time they identified a product to placing an order for the same, while the solutions offered by BD's competitors took only two minutes. Infosys helped BD design a better solution and transition to Hybris, and reduced the time taken by a customer to place an order, to under two minutes. BD's sales from reagents that accounted to 6% of their worldwide sales, increased to 8-10%. Erik expects this growth trajectory to continue. Speaking about the strong relationship with Infosys that BD enjoys, Erik says BD will consider Infosys especially for new projects in the e-commerce and customer-facing space.

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Key Challenges The Impact The Solution Infosys ensured painless transition to the new processes and tools Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study The client, a Boston-based drug discovery company, with state-of-the-art research facilities in Bangalore, India, accelerates discoveries by providing products and services that eliminate bottlenecks in the drug-discovery value chain. The company has built several capabilities centered on the structure-based drug design platform, that enables easy identification of drug candidates and boosts the success rates of drug generation. Over the years, the company has created a wide research network through strategic alliances with technology pioneers and has provided its customers access to diverse technology platforms. The client wanted a cost-effective way to optimize processes across the organization and ensure high effectiveness levels. The project set a benchmark for the company's future optimization initiatives. The client witnessed a significant improvement in efficiency levels across its departments. A cost-effective way to optimize processes across the organization and ensure high effectiveness levels. Looking for a breakthrough solution? The client asked Infosys to develop and implement

optimized processes for one specific department. The primary mandate for this consulting exercise was simple – all processes designed had to be simple to understand and easy to follow, especially by the scientific personnel. Infosys first focused on understanding the various technical needs of the department in question. The team assessed the IT deployment across departmental processes. After creating and documenting the workflow for each activity, they developed a set of business processes and mapped each to its departmental function. Next, they designed and implemented all the necessary templates and formats required for key documents across functions. The Infosys team also worked with the client department to understand, identify, and clearly define roles and responsibilities at various levels of the organization. The client witnessed a significant improvement in efficiency levels across its departments. The client gained in-depth perspective on its human resources Map skills to functions more effectively and also plan and structure the overall company organization better. Painlessly transition to the new processes and tools

Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited ===== ----- Article source ----- <https://www.infosys.com/industries/life-sciences/case-studies/streamlining-project-management.html> ----- Global CRO Streamlines Project Management, Cuts Clinical Trials Lead Time Key Challenges The Impact Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study The client, one of the top five global CROs, provides clinical development, laboratory and research services to leading pharmaceutical, biotechnology, and healthcare organizations around the world. Reducing study-setup lead time. Reducing study-execution lead time Standardizing tasks, milestones, and metrics to enable enterprise-level reporting. Improving maintainability and portability of project management systems. Enabling analysis of metrics, risks, milestones, and resources, at project/ program/enterprise level Improving efficiency in project plan creation, task tracking and status reporting Improving portability of extensions. Leveraging advanced Microsoft tools through a user-friendly system Enhancing maintainability and usability of project management systems Maintaining a repository of current and past trials Efficiency in project plan creation, task tracking and status reporting Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited ===== ----- Article source ----- <https://www.infosys.com/industries/life-sciences/case-studies/virtual-predictive-tool.html> ----- Key Challenges The Impact The Solution The novel algorithm from Infosys for the Ligand Identification and Matching tool improved sensitivity while lowering computational costs. Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study Virtual predictive tool rationalizes lead compound identification for new drug discovery The client sought a partner in research

informatics, to collaborate in the development of a new virtual predictive tool which would rationalize the process of identifying and validating lead compounds to aid in the development of new drugs. The traditional process of identifying lead compounds Available tools had proved unsatisfactory in terms of sensitivity resulted in systemic errors. Rationalization of drug design addressing issues of safety and efficacy Fast and accurate predictive high throughput screening (HTS) Novel algorithm for the virtual predictive tool, resulting in cycle time reduction for lead identification. Looking for a breakthrough solution? The preliminary binding affinity results of chemical inhibition were available while the atomic details of the target active site were unknown. A consensus profile was computed from a group of known inhibitors with respect to groups of atoms or moieties best aligned among the Simplified Molecular Input Line Entry System (SMILES) strings. The method used a cost-effective computational technique to identify homologues. Molecules, which matched either a part of, or the entire profile, were selected to re-construct sub-structures or moieties of the final lead compound, which had the optimized inhibition characteristics. Researchers then tested the binding affinity of these screened chemical homologues, and suggested combinations to improve the binding characteristics. The novel algorithm from Infosys for the Ligand Identification and Matching tool improved sensitivity while lowering computational costs. Set up in a framework leveraging access to multiple services and applications, the tool was validated with the family of Cox-2 inhibitors. Infosys relied on innovation in this new frontier of pharmacological research to successfully develop a novel algorithm for the virtual predictive tool, resulting in cycle time reduction for lead identification. Validation through correction of false positive experimental data by deterministic methods Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Turbocharge your clinical trial supply management

----- Article source ----- <https://www.infosys.com/industries/life-sciences/features-opinions/clinical-trial-supply-management.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Faster processes | Smarter operations | Safer trials Clinical trials are a critical phase in the long and complex drug development lifecycle. Although several pharmaceutical companies use SAP for commercial supply chains, they are often unable to effectively leverage it for clinical trial supply management (CTSM). Drug makers need an efficient supply chain with an effective IT infrastructure to meet their clinical trial goals. These may include accurate and timely supply of drugs to patient sites at optimum cost, while ensuring compliance with regulations and good manufacturing practices (GMP). Some unique challenges posed by the

clinical trials process includes: Infosys CTSM solution helps address these challenges. The solution is now available on cloud with specific focus on the mid-market segment and CROs. The cloud enablement facilitates agility and cost optimization, while maintaining the best-in-class features of the highly scalable on-premise CTSM solution. It enhances inventory visibility, cost tracking throughout the supply chain, and ensures adherence to regulations. These enhancements help you turbocharge your CTSM by making it work faster, smarter, and safer. Brochures:CTSM Add-on Suite®: An effective SAP solution for efficient Clinical Trials Supply ManagementInfosys Clinical Trial Supply Management solution Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys Life Sciences leaders join SAP and IDC on VoiceAmerica™ radio show

----- Article source ----- <https://www.infosys.com/industries/life-sciences/features-opinions/coffee-break-game-changers.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us In the first series of 'Pharma Trends with Game-Changers', Infosys, IDC and SAP speakers share their thoughts on the life sciences industry and the shifting dynamics in clinical trials. In today's uber competitive world, there is an extreme urgency to bring new pharmaceutical drugs to market - quickly, safely, and with high efficacy. With aging populations, increasing number of chronic illnesses, and skyrocketing healthcare costs, there is also the added pressure to develop innovative drugs. Download the point of view that captures the insights shared by leaders from SAP, IDC and Infosys on the VoiceAmerica™ radio show. Listen to the Part 1 of the SAP radio series 'Pharma Trends with Game-Changers' where the panelists delve deeper into how pharmaceutical and medical devices companies can prepare for the future. Part 1 - episode 1 Part 1 - episode 2 In the second part of 'Pharma Trends with Game-Changers' radio series, Infosys, IDC and SAP leaders discuss how technology is going to play a crucial role in reducing drug counterfeits. Listen now to the Part 2 of the radio show Infosys Life Sciences: Transform for a healthier tomorrow Infosys Clinical Trial Supply Management Infosys Pharmaceutical Serialization Track and Trace Infosys Cited as a Leader and Star Performer in the Life Sciences Industry - 2014 Everest Group PEAK Matrix Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Significance of ERP in Empowering Pharma - The HuaHai and Infosys story

----- Article source ----- <https://www.infosys.com/industries/life-sciences/features-opinions/empowering-pharma-companies.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us On VoiceAmerica's "Coffee Break with Game Changers", the radio business talk show presented by SAP and hosted by Bonnie D Graham, participants had a conversation about what's worrying today's C-suite the most - the need for a comprehensive ERP solution. Inspired by a quote by Eric Pearson, the CIO of InterContinental Hotels Group, "It's no longer the big beating the small, but the fast beating the slow", the discussion looked at how enterprise resource planning (ERP) capabilities can help companies in the life science industry stay ahead of the curve even when making their entry into new markets. Participants who reflected on what it takes to drive business growth with an ERP solution, were: During the conversation, Sandy revealed that her company was in the process of entering the US market and needed a scalable ERP solution to support this growth. Adding to this were the challenges of moving their entire infrastructure from the datacentre to cloud computing and of establishing their datacentre within 6 months. Overall, they needed the support of a partner who could help achieve all this, within the time-frame provided, and Infosys did just that. Vivek shared about how collaborating the right way with clients can help provide the support needed to implement a strong ERP solution and can result in a successful business case. Vivek spoke about how Infosys CaPSule has three key features that enable it to deliver the edge that businesses need from an ERP solution. He stated that firstly, Infosys "CaPSule is on S4/HANA. It is a completely configured end-to-end business processes instance that can be on cloud or on-premise. It has 70+ end-to-end business processes for pharma manufacturers, med device players and supply hubs, comprehensively configured in it." Secondly, it has a complete list of documentation necessary for SAP implementation and also has 35+ country-specific requirements, pre-built in it, so that it can handle the needs of businesses with a global presence. Vivek said that thirdly, it has all the implementation accelerators that it brings to customers. Vivek then went on to speak about the relevance of Infosys CaPSule for life sciences, especially in the highly regulated environment that companies function in. To discover all about it and more, listen to Vivek on "Coffee Break with Game-Changers". To see a video recording of the same, visit [Link](#). Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Real-time resource planning tool streamlines ramp operations

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/streamlines-ramp-operations.html> ----- Infosys Solution Infosys - Resource Planning Tool Streamlines Ramp Operations Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY The ramp operations group of a US-based airline carrier. Key Challenges The airline sought a web-based work assignment tool to manage ramp and bag transfer operations. Ready to experience? Infosys developed a web-based work assignment tool to manage ramp and bag transfer operations of a US-based airline Infosys integrated disparate enterprise planning systems for real-time ramp operations management. We developed a robust web-based application using J2EE architecture. It captures real-time flight data and resource information, applies business logic to allocate resources, and provides a web-based planning interface for resource planners. Our application helps ramp operations supervisors/ managers assign work based on flight schedules, passenger and cargo data, and resource availability. In addition, it updates airline staff about their assignments. The application provides granular visibility into day-to-day operations, which enables better cost management. Looking for a breakthrough solution? Real-time resource planning tool streamlines ramp operations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Aeromexico's Fernando Rocha on Synergy in Technology and People

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/technology-people.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Watch this exclusive interview shot at AWS Reinvent, featuring Fernando Rocha, VP IT, CIO, Aeroméxico, interviewed by Kumar Paramasivam, VP and Global Head - Travel and Hospitality and Professional Services, Infosys, which highlights about leveraging right technology such as AWS Cloud solutions, in this rapidly changing industry and the importance of constant upskilling, reskilling of the workforce by learning new ways of working. He continues by emphasizing on cloud adoption, how

AWS plans to bring scale and agility to AeroMexico's operations and commerce, and strong partnership with Infosys, as their digital transformation partner. Enterprises can leverage the full potential of the cloud ecosystem such as AWS and Infosys Cobalt's thriving community of business and technology innovators to drive increased business value. AWS Cloud is helping organizations like AeroMexico become digital native in the airline world, by enabling new capabilities to unleash potential for digital disruption, improving customer journey and leading to higher revenues and lower IT costs. Infosys Cobalt offerings help businesses redesign the enterprise, from the core, and build new cloud-first capabilities to create seamless experiences in public, private and hybrid cloud, across landscapes. To know more about Infosys Cobalt: Enterprise Cloud Solutions to Enhance Business Value Company Subsidiaries Programs Support Connect with us
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NDC-compliant ecosystem drives value-added airline services

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/value-added-airline-services.html> ----- Infosys Solution Infosys - NDC Ecosystem Drives Airline Services Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY An enterprise that aggregates and publishes airfare and related data for the air travel industry. Key Challenges The enterprise wanted to implement the New Distribution Capability (NDC) of the International Air Transport Association (IATA) to enhance services to airlines and travel agencies. Ready to experience? Infosys implemented New Distribution Capability (NDC)-compliant processes to boost offerings of an airfare data services provider Infosys developed a message platform on AWS for translation and transformation of messages from legacy schema to NDC, an XML-based data transmission standard to streamline communication and simplify distribution of rich media content. We undertook field-level mapping of messages in the NDC format to ensure reliable transmission of a high volume of content. Our NDC-compliant ecosystem addressed architectural constraints in the legacy Global Distribution System (GDS). Further, standardized communication optimized revenue accounting for all stakeholders in the airfare ecosystem. Looking for a breakthrough solution? Curbside check-in delights airline passengers The enterprise's NDC-compliant systems boost offerings of the data services provider. It helps airlines and travel agents - Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Undertake predictive maintenance to maximize aircraft uptime

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/aircraft-maintenance.html> ----- Overview Our predictive maintenance solutions support mechanical and structural requirements of aircraft fleet spanning diverse OEMs. Challenges & Solutions Resource Centre Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your aircraft maintenance program should focus on avoiding flight delays and cancellations while accelerating turnaround time for overhaul. You need to rationalize maintenance and repair services to minimize costs as well as aircraft downtime. You require robust planning and scheduling solutions to streamline inspection and address maintenance issues between flight schedules. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Aircraft Maintenance The Infosys Travel & Hospitality practice helps airline enterprises leverage digital tools for safe and sustainable operations. We integrate diverse data streams using scalable data architecture to capitalize on data mining tools, predictive analytics, and machine learning-based rare event and Complex Event Processing (CEP) models. A digital ecosystem facilitates predictive maintenance to minimize grounding of aircraft for servicing Our analytical solutions collate, correlate and analyze data from various aircraft systems, including Maintenance, Repair and Overhaul (MRO) history, engineering data, aircraft utilization records, flight parameters, crew logbooks, and weather reports. Our approach enables contextual diagnostics to predict failure and identify optimum maintenance intervals. The correlation of messages and patterns helps mitigate malfunctions, while revealing factors contributing to potential maintenance issues; for example, flight routes or flying practices causing safety issues, excessive wear and tear, or structural damage. We create a 'digital twin' of critical airplane parts such as the engine and landing gear. Simulation and 'what-if' scenarios provide insights to maximize performance as well as the lifespan of aircraft components. We integrate augmented / virtual / mixed reality into fleet management systems to boost productivity of engineering teams as well as maintenance and repair crew. Our real-time remote equipment monitoring solutions distil knowledge from engagements with leading aircraft manufacturers. It helps us address maintenance requirements across airplane models and structural components. We align predictive maintenance programs with enterprise systems, which streamlines workforce scheduling and improves spare parts inventory management. Our holistic strategy minimizes aircraft downtime and fuel costs. Significantly, accurate insights allow airlines to rationalize capital investment via informed repair or replacement decisions to manage an aging fleet. Success story: Robotic process automation streamlines travel and leave management US airline saves ~ 300 person days per year by automating HR processes using Infosys AssistEdge. Brochure: Infosys predictive maintenance offering for airlines Infosys Sense-Find-Action

framework boosts fleet uptime through accurate diagnostics and condition-based maintenance. Data tools identify potential maintenance events through textual analytics of maintenance logs, statistical modeling of flight parameters, and analysis of airplane sensor data. Integrated inspection and maintenance planning modules ensure compliance with statutory requirements for aircraft airworthiness and passenger safety. Case Study Predictive maintenance improves airline fleet utilization Case Study Real-time resource planning tool streamlines ramp operations Perspective Renew travel and hospitality with technology Case Study Infosys process bots support airline HR team Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Avoid baggage loss and mishandling

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/asset-tracking.html> ----- Overview Our mobile apps allow passengers to trace baggage, and initiate claims and compensation procedures when required. Challenges & Solutions Resource Centre Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need real-time visibility into location and status of assets to better serve passengers. You should track baggage across the journey to minimize insurance liability. You should empower ground staff with mobile tracking solutions to boost productivity. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Asset Tracking The Infosys Travel & Hospitality practice offers automated asset tracking solutions for airlines and airport operators. We capitalize on mobile connectivity, tracking technologies, and text and video analysis tools to monitor the movement of baggage / freight as well as assets at airport terminals such as luggage trolleys, shuttle carts, buggies, strollers, and wheelchairs. Our solutions streamline check-in, scheduling and indoor navigation at airports. Infosys Enterprise Cognitive Platform (iECP) is the digital automation backbone for our track and trace solutions. It combines machine learning, cognitive learning, and artificial intelligence to process and analyze image, voice and video streams. iECP extracts content from labels and images, categorizes it, and presents asset movement on a map. The ability to track the location and visualize the movement of assets on mobile devices enables airport administrators, gate agents and airline staff to provide timely assistance, thereby, enhancing the passenger experience. Our GIS solutions capture and display a consolidated view of every asset in real time and provide status updates in enterprise systems and master data repositories. Sector / zonal checkpoints simplify tracking of assets. We incorporate business rules into tracking solutions for an automated alert mechanism to notify stakeholders in the event of deviations. We replace legacy barcode-based tracking systems with cloud-hosted tracking solutions

to be accessed on diverse mobile devices. Our mobile apps for location-based asset tracking reduce the risks and costs due to delayed or lost baggage while improving the quality of service. Significantly, our configurable dashboards support reporting, operational analytics, and inventory management. White paper: Redefine the millennial travel experience Big data analytics, automation, artificial intelligence, and machine learning help travel and hospitality enterprises address business challenges and manage customer expectations. Read more Team of experts identify bottlenecks and reengineer processes to improve baggage / asset tracking. Smart baggage solutions support load balancing, which minimizes aviation fuel usage and ensures flight safety. Rich experience in Radio Frequency Identification (RFID), Bluetooth Low Energy (BLE), Internet of Things (IoT) and Geographic Information System (GIS) technologies. Case Study Digital baggage processes enhance the passenger experience Blog Travel Industry - The Journey to the Next Phase of Digital Perspective Renew travel and hospitality with technology Case Study Real-time resource planning tool streamlines ramp operations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

===== ----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/bag-runner-dispatcher.html> ----- Overview Our solution maximizes utilization of ramp personnel and supports performance-based incentive schemes. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Baggage handling Resource management Dispatch operations You should accelerate transfer of baggage between terminals for timely flight operations. You need to provide smart assistance to help unloaders and runners manage short time windows for baggage transfer at airports. You should ensure bag drop-off at precise locations across terminals and gates to avoid rerouting, mishandling, loss, and missed flights. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Improve Speed and Efficiency of Bag Transfer Operations Infosys Travel & Hospitality practice offers Bag Runner Dispatcher, an application designed to simplify airport operations. Our AWS Cloud-hosted solution ingests flight information, baggage data, gate GPS coordinates, and ramp layout maps to accelerate baggage movement. It locates the nearest available runner and automatically assigns bags for dispatch. The app tracks each bag assignment through the delivery process, and re-assigns pickup to the next available runner based on predefined time limits. Our app incorporates dashboards for runners and supervisors to handle 'hot' and 'cold' baggage efficiently. The solution forecasts luggage load, enabling hub operators and airlines to plan runner placement and assign runners based on flight arrival and departure. The consolidated view of real-time flight and baggage load data improves management of runner devices and vehicles at airports. Notably, real-time tracking of bags and baggage handlers helps ground managers to identify and resolve dispatch inefficiencies. Infosys Bag Runner Dispatcher optimizes baggage routing, thereby ensuring speedy delivery and boosting the productivity of ramp personnel. Significantly, our app allows airlines to enhance the passenger experience by streamlining baggage movement between interconnecting flights and sharing baggage

status information with passengers in real time. Brochure: Ensure efficient and accurate baggage handling Viewpoint: The Future Takes Flight: Transforming Baggage Handling Bag prioritization and automated routing reduces average baggage handling time significantly. Location maps guide runners from the arrival to departure gates, and alert dispatchers and ground handlers in the event of misplaced baggage. Notifications at every stage of the luggage handling process – from bag scan and pickup to delivery – eliminate baggage handling errors. Brochure Ensure efficient and accurate baggage handling every time Case Study North American airline deploys touchless baggage management solution Video Smart baggage management for the airlines industry Case Study Digital baggage processes enhance the passenger experience Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Enable travelers to help themselves

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/customer-self-service.html> ----- Overview Our mixed reality tools allow a 'preview' of the travel experience, which facilitates decisions regarding pre / post-journey travel and hospitality packages. Challenges & Solutions Resource Centre Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your customer support should transcend the contact center to deliver bespoke travel experiences. You need to personalize communication, recommendations and services to cultivate passenger loyalty. Your digital channels for customer support should enable self-service across the journey. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer Self-Service The Infosys Travel and Hospitality practice helps airlines and airport operators raise the bar in passenger engagement with robust self-service capabilities. We automate travel service processes, and enhance it with analytical tools and Artificial Intelligence (AI) to drive customer self-service. The digital ecosystem enables airlines and airports to identify a traveler's needs based on the customer profile, and incorporate insights from the social footprint and peer groups to auto-recommend actions, be it to deepen engagement or reward loyalty. Infosys Nia, a conversational AI platform, enables text and voice-based assistance for self-service. Machine learning, deep learning and natural language processing capabilities enable our chatbot to 'understand' customer queries as well as artifacts. Chatbots assist travelers and answer queries related to facilities at the airport / destination, booking, cancellation, refund, etc. Action bots take action based on user requirement; for instance, ticket authorization and rebooking in the event of rescheduled flights. Our AI-driven chatbot integrates with social media tools and location-based service solutions to provide a bespoke travel experience via intuitive assistance across the journey – from booking and baggage information, and

indoor navigation to exclusive lounge access / concierge services. Infosys develops mobile applications for real-time passenger queue and airport experience management. It empowers airlines to extend customer service to any location in the airport. Our apps predict waiting times, which enables airlines and airport operators to engage travelers with contextualized offers. Airlines can direct passengers to alternative queues for faster check-in, and notify walk time to the gate. Our digital team also develops cloud-hosted microsites to help loyal customers track reward points and redeem miles. Success story: Robotic process automation streamlines travel and leave management US airline saves ~ 300 person days per year by automating HR processes using Infosys AssistEdge. Virtual agents personalize interactions despite zero-human touch. Trained algorithms answer queries and interact with travelers in several languages. Cognitive platforms manage the travel lifecycle by understanding specific requirements of travelers. Case Study Curbside check-in delights airline passengers Case Study Infosys process bots support airline HR team White Paper Cost-revenue approach for creating frequent flyer programs Blog Travel Industry - The Journey to the Next Phase of Digital Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Personalize the customer's experience with Infosys genome solution

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/infosys-genome-solution.html> ----- Overview Our pre-built repositories reduce the time, effort and cost of advanced customer analytics. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should convert a traveler's data into insights to offer personalized products / services. You need to focus on the experience and ensure consistent service quality to increase yield per passenger. You require an agile ecosystem to capitalize on real-time revenue opportunities. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Genome Solution The Infosys Travel & Hospitality practice helps airlines and air / helicopter charter enterprises harvest insights of travelers' behavior to personalize experiences and augment quality of service. The Infosys Genome Solution, an intelligent data solution, is a 'marketplace' for data discovery and self-service analytics. It integrates real-time data from diverse sources for explorative, predictive and prescriptive analytics. Our solution provides a contextual understanding of a traveler's behavior and preferences to recommend bespoke services. The 'customer information fabric' of the Infosys Genome Solution enriches psychographic data with advanced analysis of social feeds as well as cross-channel interactions, including online shopping, purchase patterns, and campaign response. The

Infosys Genome Solution sequences gene blocks along frequency, temporal and monetary dimensions of traveler's attributes, thereby creating a unique identity for each traveler. The comprehensive profiling exercise enables customer-oriented strategies to engage deeply with travelers and cultivate loyalty. For example, an assessment of a family on vacation may prompt a recommendation of a premium club accommodation rather than an upgrade to Business Class during a long layover. Our solution incorporates a Natural Language Processing (NLP)-based chatbot, prefabricated attributes, and data modeling tools. Our open source data platform is compatible with hybrid cloud infrastructure, and facilitates reusability of data structures (gene blocks and genome attributes). Significantly, data scientists can configure information models and attributes for specific analytics requirements or use cases across booking, accommodation and entertainment. White paper: Redefine the millennial travel experience Big data analytics, automation, artificial intelligence, and machine learning help travel and hospitality enterprises address business challenges and manage customer expectations. Read more Brochure:Infosys Genome Solution Technology accelerators collate enterprise, partner, digital asset, and customer data to generate networked data products. Processing engine derives customer attributes and creates behavioral gene blocks. Pre-built model libraries and analytics workbench accelerate integrated analytics. Case Study NDC-compliant ecosystem drives value-added airline services Case Study Airline passenger sentiment analysis rationalizes crew size Perspective Renew travel and hospitality with technology White Paper Cost-revenue approach for creating frequent flyer programs Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopt NDC to boost airline retailing

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/new-distribution-capability.html> ----- Overview Our NDC-compliant APIs support airline product / service bundling as well as co-branding with travel and hospitality partners. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your airline enterprise should replace legacy content / distribution systems with a digital structure to generate ancillary revenue. Your communications systems need to transcend data exchange functionality to share rich multimedia content with passengers, directly or through intermediaries. You need to integrate enterprise, merchandising partner, and third-party systems to deliver memorable travel experiences. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us New Distribution Capability The Infosys Travel & Hospitality practice helps airline carriers, travel management companies, online travel agents, content aggregators, and

travel service providers create a retail ecosystem by adopting New Distribution Capability (NDC) and ONE Order standards of the International Air Transport Association (IATA). In addition, we partner with travel software enterprises to incorporate NDC standards into proprietary IT products. Our experts ensure compliance with NDC across CRM, data warehouse, and passenger service systems. The Infosys NDC architecture includes a pricing and marketing offers engine as well as a merchandising engine. It helps stakeholders in the travel industry align product, order and distribution strategies. Our standardized data system facilitates collaboration between travel partners and stakeholders to offer value-added services. The bundling of airline services, merchandise and auxiliary hospitality supplies ensures a superior travel experience while growing revenue. Ancillary products range from extra legroom, seat upgrades and personalized meal plans to insurance, airport concierge services, and car rentals. Our rich experience of implementing the NDC reference architecture and XML schemas helps us streamline message flow and apply tools for consistent content distribution. Our semi-automated NDC exchange and transformation platform maps data structure and elements to the NDC format. We develop third-party interfaces and Application Programming Interface (API) plug-ins to integrate the standardized NDC schema with existing workflows. It ensures a 'single source of truth,' including flight schedules, price and seat availability, across booking channels. In addition, it simplifies content search across retail channels, and drives brand differentiation. Significantly, an NDC-compliant infrastructure rationalizes distribution costs. White paper: Redefine the millennial travel experience Big data analytics, automation, artificial intelligence, and machine learning help travel and hospitality enterprises address business challenges and manage customer expectations. Point of view: Destination Next for Travel and Hospitality Brochure: Infosys' International Air Transport Association (IATA) New Distribution Capability Consulting Services Point of view: Infosys IATA NDC Services: Integrating the Air Travel Ecosystem Expertise in integrating central reservation system, Global Distribution System (GDS) and NDC-compliant portfolios to manage inventory, distribution, sales, and marketing. Big data analytical models, passenger genome-based personas, and predictive algorithms provide contextual insights for personalizing offers and cross-sell / up-sell of ancillary services. NDC adapters and APIs facilitate real-time merchandising / partner data sharing across channels, while ensuring an omni-channel experience. Case Study NDC-compliant ecosystem drives value-added airline services White Paper Cost-revenue approach for creating frequent flyer programs Perspective Renew travel and hospitality with technology Blog Travel Industry - The Journey to the Next Phase of Digital Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys Sustainable Aviation Fuel Certificates (SAFc)

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/sustainable-aviation-fuel-certificates.html> ----- Overview

Our blockchain technologies are inherently ideal for building and managing robust, secure, scalable SAFc solutions based on the Book & Claim model. Challenges & Solutions Resource Centre Register to Download Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Features SAF adoption faces several challenges for its widespread adoption such as supply & demand - limited amount of economically viable supply sites, high-cost of SAF, supply points are limited by the geographical location. Airlines are sold same certificates thus causing double counting Non-existence of SAF usage in aviation industry Falsifying documents related to SAF, such as production records or verification reports can be generated. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Sustainable Aviation Fuel Certificates (SAFc) The global aviation ecosystem has set ambitious targets to reduce its carbon dioxide (CO₂) emissions and is estimated that almost 450 billion liters of SAF will be needed to achieve Net Zero by 2050. Moving to Sustainable Aviation Fuel (SAF) is perhaps one of the most important shifts the industry is making towards becoming tangibly greener. The SAFc framework is expected to play an increasingly important role in enabling organizations outside the aviation sector (customers and business partners) to play a more direct role in reducing aviation emissions. This is to be achieved by allowing organizations willing to share in the higher cost of SAF to claim reductions in SAF emissions- thus furthering their own commitment to reducing carbon footprint. A SAFc marketplace for the aviation industry will typically bring together multiple players as shown in the diagram below: Smooth functioning of an SAFc marketplace requires efficient, timely and secure flow of accurate information between various stakeholders. Infosys SAFc is part of Integrated NetZero Platform powered by Infosys Cobalt Airline Cloud (ICAC); a model office built on cloud for the Airline industry. Through this platform, the airlines can monitor, measure, and mitigate carbon emissions. From enabling route optimization in the air to minimizing emissions on ground and supporting energy management, this solution can help you take the next step towards sustainability. Generating and transmitting SAF credits in the form of Fungible Tokens enhances security by making the SAFc tamper-proof. This real-time approach provides a convenient, transparent, and efficient way for all stakeholders in the SAFc value chain and makes it easy to manage SAFc accounting. It can support multiple SAFc standards. Besides automating issuance, trading, and retirement of SAFc, it can provide perpetual, real-time traceability, and audit trails. Brochure Fueling a Greener Sky: A Comprehensive SAF Platform for Sustainable Aviation viewpoint Is Your Airline Ready For Sustainable Aviation Fuel Certificates (SAFc) Marketplaces? IATA Magazine Article Airlines. 2024-01 by Redactive Media Group - Issuu This solution is design to implement SAF accounting framework based on Book & Claim leveraging Blockchain technology. It also enables a decentralized marketplace facilitating the trade of SAF Certificates, thereby catalyzing additional demand for SAF by generating new funding that can be used to cover its price premium and which in turn creates market demand signals to drive investment in increasing SAF production capacity. This solution enforces the Airline operator to mention the SAF retirement type (Voluntary/Compliance), so

there is no scope of claiming the same certificate for multiple purposes. At the time of SAF Registration, solution requires the supplier to list down the buyer of the SAF with the supporting details like SO, Airline Operator, Airport, Flight details. Using credentials verification, the documents related to SAF sustainability can be cross verified against the repositories of issuing bodies. Insight Infosys Cobalt Airline Cloud Insight Blockchain Services & Technology Offerings by Infosys Insight How Blockchain Enables Sustainability in Supply Chains Case Study Blockchain Insurance Solutions: Policy & Claim Processing Opt in for marketing communication Privacy Statement Thank you for registering. Download Now Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Reconcile ULD inventory in real time

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/unit-load-device-management.html> ----- Overview Our automated tracking solutions rationalize maintenance and repair requirements, while preventing loss of ULDs. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to optimize ULDs taking into account the capacity and frequency of airline as well as air freight operations. You should replace barcode-based ULD tracking processes with digital solutions to better manage inventory, while rationalizing costs. You require real-time visibility into asset location to avoid flight delays due to non-availability of ULDs. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Unit Load Device Management The Infosys Travel & Hospitality practice partners with airline carriers, air cargo terminal operators, airfreight management companies, and ground handling agents to track Unit Load Devices (ULDs) across the supply chain. We combine digital tracking technologies for real-time monitoring of ULDs and ground support equipment, including pallets, special purpose ULDs, temperature-controlled containers, dollies, and tractors. ULD management solutions built on the Infosys Enterprise Cognitive Platform (iECP) capture 'live' video stream and convert it to image frames to detect objects, remove ambient noise, and update asset repositories. iECP provides REST APIs to integrate external applications as well as cognitive elements such as machine learning, natural language processing, and Artificial Intelligence (AI). Our deep learning models use 'self-learning' to improve image recognition and analytics. Infosys digital asset tracking solutions minimize idle time and streamline inventory management of ULD as well as ancillary equipment across global networks. Rule-based validation of ULD location, time and movement offers contextual information to reconcile stock. Our solutions generate real-time status reports and notify business users / ULD handlers in the event of deviation(s) from business rules. Our ULD solutions

address technical requirements, operational procedures and regulations. We develop mobile applications using responsive design to facilitate smooth ULD operations. In addition, we provide user training to accelerate adoption of AI-driven ULD tracking solutions. White paper: Redefine the millennial travel experience Big data analytics, automation, artificial intelligence, and machine learning help travel and hospitality enterprises address business challenges and manage customer expectations. Read more Asset health monitoring dashboards ensure compliance with airworthiness standards and regulations for flight safety. ULD tracking solutions incorporate 'replay' feature to view asset movement using location history. Expertise in Radio Frequency Identification (RFID), Bluetooth Low Energy (BLE), Global Positioning System (GPS), and Internet of Things (IoT) tracking systems. Case Study Digital baggage processes enhance the passenger experience Case Study Predictive maintenance improves airline fleet utilization Case Study Real-time resource planning tool streamlines ramp operations Case Study Curbside check-in delights airline passengers Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Insights

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Air Care Can Be a More Powerful Differentiator Than Air Fare Weathering the Storm: Harnessing Disruption in Aviation Is Your Airline Ready For Sustainable Aviation Fuel Certificates (SAFc) Marketplaces? Women in Tech: Interview with Sabre Webinar: Create a Seamless Traveler Experience using Generative AI DEIverse Talks Flying Towards a Sustainable Future: The Aviation Industry's Journey to Net-Zero Wings of Innovation: Transforming Aircraft MRO with Infosys Generative AI Solution The Future Takes Flight: Transforming Baggage Handling Infosys Cobalt Airline Cloud The Metaverse and Beyond: Accelerating Innovation in Travel and Hospitality Embracing the Digital Frontier: AI's Redefinition of Travel and Hospitality Forbes Spotlight: Aeromexico Flies To The Cloud To Improve Agility Navigators of Change Roundtable: Modernizing Customer Experience Management DEIverse Talks with Sabre Booking Holdings' Spencer Mott on Building a Better Customer Experience Infosys IATA NDC Services: Integrating the Air Travel Ecosystem Airline Revenue Accounting - Choosing the Right Product Global ULD Tracer for the Aviation Industry Travel Lounge Talk Series Navigators of Change Roundtable: Decoding the Future of Travel Airports of the Future Infosys Cobalt - Accelerating Enterprise Cloud Journey Sustainable Travel: Re-imagining the world of travel & tourism Post-COVID-19 - Navigate Your Next with Infosys Personalized Smart Video (PSV) for the Travel Industry Corporate Travel and the New Normal Post Covid-19 How Airlines Can Benefit from Cloud Adoption Smile because it's the season for joy The Future of Travel: A Smart Contact Center to Delight Travelers Smart Roadside Assistance App from Infosys Smart Baggage Management for the Airline Industry Being Resilient: An Opportunity for Airlines Safe Travel in the New Normal: Technology as

Change Agent A Playbook Approach to Navigating Disruption in the Travel Industry Perspectives on Travel Distribution Trends and the NDC Leading North American Airline deploys a personalized touchless customer-centric baggage management solution Chatbots for Better Customer Experience in Air Travel Decode the passenger genome to provide a personalized flight journey The Role of AI in Travel and Hospitality Industry Infosys helps leading airline introduce kiosk and web check-in Digital solution reduces lost baggage rate by 25% Cost-revenue approach for creating frequent flyer programs Renew travel and hospitality with technology Travel Industry - The Journey to the Next Phase of Digital Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us White Paper View point Point of View Video Video Video Point of View Brochure Point of View Insights Point of View View point Article Insight Insights Video Point of View View point Video Insights Insight Article Insights Article Point of View White Paper Point of View Video Point of View Video Video Article Point of View Point of View Point of View Report Blog Blog White Paper Article Article White Paper Article Blog Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Booking Holdings' Spencer Mott on Building a Better Customer Experience

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/building-better-customer-experience.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Watch this exclusive interview from the "Humanizing Digital" series in collaboration with the Wall Street Journal. This interview features Booking Holdings' Spencer Mott, Chief Security Officer, in conversation with Mitrankur Majumdar, Senior Vice President and Global Head - Services, Infosys on creating travel experiences using the latest tools and technologies. He further states, "Our mission is to allow everyone to experience the world for the better. That culture is delivered through basic behaviors. These behaviors are embedded in the products and services that we develop." This interview also emphasizes the strong partnership between Booking Holdings / Booking.com and Infosys. Click here to know more. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Forbes Spotlight: Aeromexico Flies To The Cloud To Improve Agility

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/cloud-improve-agility.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us In this Forbes article, Aeromexico, Mexico's global airline and a leader in Latin American aviation, highlights about the process of moving and modernizing critical applications to the cloud while delivering better customer experience, more innovation, and a stream of operational efficiencies with a need to radically overhaul the entire application ecosystem while maintaining security and uptime to achieve business objectives. According to Fernando Rocha, there was an immediate need to standardize and automate as much as possible while making the IT environment modular and microservices-oriented. To be able to do so, Aeromexico chose Infosys as their strategic partner mainly because of a "good alignment in terms of vision and a partnership where both companies can benefit.", according to Rocha and Amazon Web Services (AWS) as cloud provider. Infosys is building an end-to-end DevSecOps pipeline using AWS-native services which resolves that tension, delivering new software and services at agile speed without compromising application security. This move will enable Aeromexico to respond quickly to market demands, enhance customer experience, and enhance operational IT capabilities. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Leading North American Airline deploys a personalized touchless customer-centric baggage management solution - Read exclusive case study by HFS

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/customer-centric-baggage-management-solution.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us - Reduce mishandled baggage by 25% Today, passengers

increasingly expect a touchless, personalized experience from airlines. This is leading the industry to adopt interactive, real-time technologies, and incisive analytics. A true competitive differentiator, however, can come if an airline is able to predict customer events rather than just react when they happen. One area in which airlines can do this is baggage management. Download this HFS case study on how a leading North American airline partnered with Infosys to reimagine its baggage handling application. Authored by Melissa O'Brien, Research Vice President, HFS, wherein she unpacks why a Digital OneOffice™ approach is critical to touchless personalized customer experience. The case study is about an airline which handles 6,000 flights a day and over 100 million passengers per year. Handling the baggage of this large a volume of passengers is a business-critical task with a host of inherent challenges. To know how the airline navigated towards a technology-driven baggage handling process, download this point of view and learn, The new baggage handling system led to a 25% decline in mishandled baggage. Download case study>> Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Travel Lounge Talk Series

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/get-on-board-travel-hospitality.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Fourteenth Edition Thirteenth Edition Twelfth Edition Eleventh Edition Tenth Edition Ninth Edition Eighth Edition Seventh Edition Sixth Edition Fifth Edition Fourth Edition Third Edition Second Edition Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Get On-Board with the Latest in Travel and Hospitality Let's face it. 2020 was a challenging year. The pandemic heavily impacted travel and hospitality. Coming years now show an even better forecast than before and the deficit is met. Now that the sky is clearer, take that flight. Innovate. Infosys introduces the Travel Lounge Series, a series of videos where experts speak about the latest technologies which help them digitally transform their business and adapt to the new normal. With personalized services for passengers, better travel engagement and collaboration with partners for essential services, the Travel & Hospitality industry is set to take off to new heights. Explore. Accelerate. Reimagine millennial travel. For queries and insights into Infosys capabilities, please write to us at TravelPractice@infosys.com Kumar Paramasivam, VP & Portfolio Head, T&H Infosys Americas Catch this engaging panel discussion featuring esteemed speakers from Air Canada – Derek Whitworth – VP, Customer Digital Technology, Keith Wallis – Managing Director, Customer Digital & Distribution, & Rania Chehade – Director of Distribution, moderated by Samik Ghatak, AVP – Travel & Hospitality. In this episode, they discuss about technologies like GDS, NDC, Offer & Order Management, and future of aviation industry and how AI and partnerships are driving operational efficiencies and enhancing passenger experiences.

They also spoke about Air Canada's point of view on unprecedented demand for travel and customers and a vision for civil aviation at large. In this newest edition of the "Travel Lounge" talk series, catch Jeff Kavanaugh - VP & Head, Infosys Knowledge Institute in conversation with aviation expert - Jane Thompson, Director of aviation, travel & tourism at ICF & Deputy Chair - British Aviation Group, where they discuss and exchange insights about trends & growth in travel industry and how sustainable aviation fuel is gaining importance for greener future in aviation. Jane also speaks about role of AI impacting airlines & airports. Hear more insights from Jane Thompson & Jeff Kavanaugh. In the twelfth edition of the "Travel Lounge" talk series, tune in to an interesting conversation with Fluido leaders - Maurus Puttonen - Travel & Hospitality Industry Expert & Andrew Hainsworth - Service Cloud Practice Lead, where they discuss about importance of customer service and customer experience in the airline industry. They also touched upon technology like AI and how AI is impacting the travel and hospitality industry. Fluido is a leading Salesforce consultancy - Infosys company. In the eleventh edition of the "Travel Lounge" talk series, tune in to an interesting conversation with Kumar Paramasivam - VP & Global Head, Travel & Hospitality featuring Timothy O'Neil Dunne - an Aviation Expert & Principal at T2Impact LLC, on trends & technologies of Airline industry. Timothy highlights stories of leading airlines and how technologies like AI, NDC, sustainable aviation fuel, customer experience is playing a role in the growth & future of aviation. In the tenth edition of the "Travel Lounge" talk series, view this engaging discussion between Mohan Krishnaraj, Chief Experience Officer, WongDoody and Nithya Kappini, Sr Director, Design Strategy & Growth, WongDoody, as they provide a comprehensive exploration of the key factors influencing the future of travel experiences and the pivotal role design plays in shaping this dynamic landscape. This discussion throws light on experience design applicable in areas like personalization, privacy, sustainability, AI-first approach, enhanced passenger experiences and immersive experiences like Metaverse. In the ninth edition of the "Travel Lounge" talk series, watch this interesting conversation between Jeff Kavanaugh, VP - Infosys Knowledge Institute & Samik Ghatak, AVP - Client Services, Infosys, on how technology has ushered a new era for travel and hospitality industry by simplified booking processes, streamlining airport processes, cloud transformation and AI-driven travel assistance. Jeff further adds about practical sustainability by adoption of cleaner fuels and reduce emissions travel journey, enhancing the industry's sustainability while improving the passenger experience. In the eighth edition of the "Travel Lounge" talk series, listen to this interesting conversation between Infosys Industry leaders, Arunkumar Ranganathan and Vijaykumar Warriar where they speak about challenges around ULDs like lack of visibility and under-utilization. In continuation, Prasanna S, Consultant, shows a glimpse of Global ULD Tracer platform, an Infosys cloud solution built to simplify airport operations that aggregates accurate, real-time ULD data. In the seventh edition of the "Travel Lounge" talk series, Infosys EVP and CTO, Rafee Tarafdar, talks about adoption of emerging technologies in this fast-paced market. In this video, learn how Infosys have leveraged advanced and emerging technologies to build a plug-and-play cloud-based platform called Infosys Watch Tower aka Industrial Asset Monitoring Platform, for aviation enterprises. Infosys Principal Product Architect, Allahbaksh, shows a glimpse of this dynamic platform on

how artificial intelligence, computer vision, IoT sensors and image analytics process real-time data feeds to improve surveillance, identify threats, and support data-driven decisions to mitigate security risks. In the sixth edition of the 'Travel Lounge' talk series, we explore how should hoteliers look at technology. Revenue management is a key driver for top and bottom line and technology exists to drive better RM. RM job can be rewarding and yet expensive for a hotel to afford. Grab a cup of coffee and join us for a brief conversation with some very specific, targeted questions designed to shed light on these topics. In this video, Samik Ghatak - AVP, Travel and Hospitality, Infosys who poses tough questions to Ira Vouk, Hospitality Technology Consultant, Pricing and Revenue Management Professional, Published Author. In our fifth edition of the 'Travel Lounge' talk series, we explore automation, simplification, and a bit of AI/ML - and even dare to ask if technology will replace humans. Grab a cup of coffee and join us for a brief conversation with some very specific, targeted questions designed to shed light on these topics. In this video, Matthew Kolodny - Practice Lead, the Americas (Travel & Hospitality) poses tough questions to Dr. Ricardo Pilon, a highly visible industry figure focused on designing modern business models and travel technology." Aviation is one of the largest contributors to climate change issue with over 1 billion metric tons, or 2-3%, of global CO2 emissions annually. In the fourth edition of the 'Travel Lounge' talk series Mitrakur Majumdar - SVP & Regional Head, Services Americas in conversation with Doug Lansky - Travel Journalist, Author and Consultant throws light on sustainability in travel in the current world conditions and need of the hour initiatives. Infosys recently became a signatory to the World Economic Forum's CST coalition. We are working on energy and sustainability in several areas, enabling us to bring this experience and expertise to the CST initiative. Two years have passed by with lot of uncertainty and restrictions, recovery of full travel is getting extended due to the new variants. Vijayakumar Unnikrishna Warriar- Industry Principal & Practice Head (Travel, Hospitality & Services) talks about how the industry now is revisiting its strategy. He throws light on sustainability in travel in the current world conditions. Pankaj Negi, Principal Consultant, iCETS talks about Infosys personalized smart video platform that uses latest technology to deliver a fully personalized video message and help significantly transform customer experience. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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technology a top CIO investment priority today. What if we could simplify processes and problem solving? Drive measurable outcomes and create real value? Explore new ways of working? And make your journey modular? We can, and already are. With a model office for airline businesses on the cloud. And whether it's through new insights or new efficiencies, new experiences or new directions, Infosys Cobalt Airline Cloud will be Explore the possibilities that Infosys Cobalt Airline Cloud delivers through an immersive 3D experience curated just for you. Infosys Cobalt Airline Cloud (ICAC) is a model office built on cloud for the Airline industry. It consists of cloud-native business solutions that cater to different stakeholders of the airline industry such as authorities, passengers, airline DOA, station manager and ground staff. The industry cloud is built using composable architecture principles and provides business capabilities such as seamless loyalty management, human-centric personalized experiences, Unit Load Device (ULD) tracking and management and smart monitoring alleviate security concerns, among others. Every 24 hours, more than 140,000 tonnes of cargo will be transported, equating to 657 million packages worth 17.8 Billion USD. And it takes a massive number of aircraft ULDs to deliver them to their destinations. Today, airlines across the world are looking for new ways to optimize fuel consumption, utilization of these ULDs and profitability in the long run. And that's exactly what our Global ULD Tracer can help you do. The solution aggregates ULD data around availability and movement across vendors, airlines, freight forwarders, and ground handling agents to provide real-time updates about ULD status, location, and condition. From enabling efficiency to enhancing profitability, this solution was built to help airlines get closer to their cloud goals. As airlines and airports adjust to the gradual recovery of passenger figures, the number of mishandled baggage grew to 4.35 bags for every 1000 passengers in 2021. While this number seems negligible, the impact it has on your passenger's experience isn't. And that's why we built the Infosys BagRunner Dispatcher. The solution first collects information from different sources and analyzes it to deliver real-time notifications and alerts to every BagRunner on your airport floor. From tracking luggage to reducing errors and achieving 100% accuracy across your baggage handling operations, this solution makes it possible. Whether it's getting luggage to the right destination, or your employee to the right place, with this solution, efficiencies are in the bag. Safety and security at airports have always been a key priority. But as your organization grows, traditional means no longer suffice. You need eyes on the ground everywhere. And that's just what Infosys WatchTower has to offer. It's a solution that incorporates knowledge inference and predictive analytics to enable data-driven decisions and mitigate security risks at airlines and airports. It offers 360-degree visibility through computer vision and uses sensors and other next-gen technology for detection of fire or smoke, protection against wildlife attacks, prevention of intrusions, vegetation management, and more. Now, you can monitor crowds and measure threats in real-time to minimize incidents and maximize safety of every passenger that chooses to fly with you. It's no longer just about getting your passengers to their destination but creating a memorable experience for them throughout their journey. However, to do so, you need to know your customers better. And that's where the Infosys Infosys Genome Solution platform can come in handy. It's a solution that helps airlines and airports harvest insights about an individual's traveling habits, preferences and

behaviors. The comprehensive profiling exercise can help you build customer-oriented strategies to engage with them on a deeper level, simplify their journey and cultivate loyalty. Personalize the experiences you deliver for every traveler that walks through your airport's doors. The airline industry accounts for 2.5% of the global CO₂ emissions and amounts to 3.5% when we account for non-CO₂ impacts on climate change. Sustainability is no longer nice to have but a necessity. And airlines that hope to lead the generations to come need to prioritize sustainability today. And that's where the Integrated Net Zero Platform comes into the picture. This platform helps airlines monitor, measure and mitigate carbon emissions. From enabling route optimization in the air to minimizing emissions on ground and supporting energy management, this solution can help you take the next step towards sustainability. Reach for better tomorrows with the Integrated Net Zero Platform for airline businesses on the cloud. Serverless foundation with tools that are built to deliver resilience today and a foundation for every tomorrow. Each solution is a modular accelerator that's easy to integrate into existing systems and delivers value shortly after deployment. We've partnered with several organizations including Amadeus, Sabre, APTCO, etc. to help build a network for change. Access integrated data and analytics layer with pre-built dashboards and performance metrics that enable seamless monitoring and operations. From applications to infrastructure and data, the office is secure-by-design and conforms with the regulatory standards defined by IATA. We explore the real challenges and route performance at airports to devise efficient, future-ready solutions. Aeromexico's Fernando Rocha on Synergy in Technology and People From Cloud Chaos to Clarity with Infosys Cobalt - Featuring United Airlines Cloud Adoption and Implementation - Case Studies Infosys named AWS Cloud Operations Competency Launch Partner Infosys Collaborates with Microsoft to Accelerate Industry Adoption of Cloud Forbes Spotlight: Aeromexico Flies To The Cloud To Improve Agility Booking Holdings' Spencer Mott on Building a Better Customer Experience Navigators of Change Roundtable : Modernizing Customer Experience Management Find out more about how we can help your organization navigate its next. Let us know your areas of interest so that we can serve you better. Opt in for marketing communication Privacy Statement Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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DEIverse Talks

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/raising-dei-quotient.html> ----- DEIverse Talks with Booking.com
DEIverse Talks with Sabre Request for services Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Raising the DEI Quotient In a marketplace where customers and employees span the globe, the importance of diversity and inclusion cannot

be understated. We bring to you DEIverse Talks - an exclusive talk series that brings forward powerful stories on fostering Diversity, Equity, and Inclusion straight from leaders who are not just inspiring and experts in their fields but are also setting an example to the next generation with wholesome leadership. Meaningful conversations on breaking down barriers and making workplace culture not only more inclusive and equitable but also more productive, innovative, and socially responsible. Watch this exclusive interview featuring Jessica Manning - Director, Enterprise Change, Booking.com, moderated by Aruna Newton - VP and Head, Diversity & Inclusion, Infosys sharing their expert views on this topic. Watch this exclusive interview featuring Corrie DeCamp - SVP, Sabre, Tracy Goyne - Director Equity and Inclusion, Sabre, well moderated by Farah Burke, VP and Sr Client Partner, WongDoody, sharing their expert views on this topic. Find out more about how we can help your organization navigate its next. Let us know your areas of interest so that we can serve you better. Opt in for marketing communication Privacy Statement Thank you for connecting with us. We will respond to you shortly. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Webinar: Create a Seamless Traveler Experience using Generative AI

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/seamless-traveler-experience.html> ----- Esteemed Speakers: Key Takeaways: Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys in collaboration with ASAPP, hosted a webinar called "Create a Seamless Traveler Experience using Generative AI". In this session, the panelists provided new insights into the innovative ways leading travel enterprises are harnessing AI to augment their operations. This helped us understand the pivotal role played by generative AI and large language models as we explored how AI streamlines traveler journeys across transportation, airlines, and hospitality. In this session, industry experts shared how generative AI is shaping the future of traveler-focused contact centers. Know more about ASAPP Contact us for more on Travel and Hospitality: TravelPractice@infosys.com Follow us on LinkedIn - Infosys Travel and Hospitality Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Insights

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/season-for-joy.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Travel and Hospitality practice wishes you Season's greetings and a very happy new year. As we navigate the turbulence today to keep connecting the new world, here's to hope and a seed of change for a better tomorrow. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys is a valued extended team and bridges the skill gap at Copa Airlines

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/skill-gap-copa-airlines.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Copa Airlines is a leading Latin American airline and was ranked the most punctual airline in the world in 2018. In this client testimonial, Julio Toro Silva, Vice President, and Chief Information Officer, Copa Airlines shares his thoughts about the key challenges facing his industry, namely, stiff competition, managing the digital workforce and empowering their customers with digital tools. He also dwells on his role as the CIO in this digital age and drills down into how Infosys has been helping them build new capabilities and bring agility to all their IT infrastructure. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Smart Baggage Management for the Airline Industry

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/smart-baggage-management.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital

Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us With thousands of destinations, millions of flights and billions of passengers - the air travel industry is a tangle of people, processes, technology, and planes. In this video, learn how a leading North American airline, flying 100 million passengers a year smoothened its baggage handling with a touchless, customer-centric solution from Infosys. The new cloud-based solution leverage data, accurately identified areas with mishandled baggage, improved tracking of illegal commodities, and sent the right notifications to flyers. Watch this video for more. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Smart Roadside Assistance App from Infosys

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/smart-roadside-assistance.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Technology is making its way into roadside assistance. A smart app means that support is just a few clicks away in case of a breakdown. In this video, Infosys showcases a solution that effortlessly connects a driver with a mechanic, and a chatbot that supports the two. The app has been carefully crafted to speed up assistance, enhance safety, and resolve breakdowns, faster. Watch the video for more Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Global ULD Tracer: A Seamless and Comprehensive Tracking Solution for Cargo ULDs

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/tracking-solution-cargo.html> ----- Related Reading Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The lack of visibility across the network is the primary reason for over-investment and under-utilization of ULDs. The imbalance in ULD inventory escalates costs for airlines. Global ULD Tracer is a Seamless

and Comprehensive Tracking Solution for Cargo ULDs. This wireless ULD tracking platform integrate ULD service providers, airlines, GHAs, and ULD suppliers to enhance global freight operations and rationalize costs across the value chain. Brochure - Infosys Global ULD Tracer Viewpoint - Global ULD Tracer - A Seamless and Comprehensive Tracking Solution Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Travel Lounge - Talk Series

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/travel-lounge-talk-series.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Get On Board with the Latest in Travel and Hospitality Let's face it. 2020 was a challenging year. The pandemic heavily impacted travel and hospitality. 2022 however shows a better forecast for enterprises. Now that the sky is clearer, take that flight. Innovate. Infosys introduces the Travel Lounge Series, a series of videos where experts speak about the latest technologies which help them digitally transform their business and adapt to the new normal. Kumar Paramasivam, VP & Portfolio Head, T&H Infosys Americas, tells us what we can expect in the Travel Lounge Series. With personalized services for passengers, better travel engagement and collaboration with partners for essential services, the T&H industry is set to take off to new heights. Explore. Accelerate. Reimagine millennial travel. Please share your suggestions with us at TravelPractice@infosys.com Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Travel Lounge - Talk Series - 2nd edition

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/travel-lounge-talk-series-2nd-edition.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Welcome to the second edition of the Travel Lounge Pankaj Negi, Principal Consultant, iCETS talks about Infosys personalized smart video platform that uses latest technology to deliver a fully personalized video message and help significantly transform customer experience. Please share your suggestions with us at TravelPractice@infosys.com Company

Travel Lounge - Talk Series - 3rd edition

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/travel-lounge-talk-series-3rd-edition.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Welcome to the third edition of the 'Travel Lounge' talk series. Two years have passed by with lot of uncertainty and restrictions, recovery of full travel is getting extended due to the new variants. Vijayakumar Unnikrishna Warriar- Industry Principal & Practice Head (Travel, Hospitality & Services) talks about how the industry now is revisiting its strategy. He throws light on sustainability in travel in the current world conditions. Please share your suggestions with us at TravelPractice@infosys.com Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys Watch Tower: An AI Platform for Comprehensive Airport Security

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/watch-tower.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The dynamics of the aviation business involve inherent risks. People and airport facilities need to be safeguarded from accidents and threats from non-state actors. It demands 24x7x365 surveillance, which needs equal parts automation and preventive action. Infosys Watch Tower enables real-time monitoring of situations, which is an important aspect of operations, specifically in the aviation industry. The need for monitoring increases exponentially at airports where crowd management and security are amplified. Infosys Watch Tower mitigates security threats and tracks cargo, thereby ensuring smooth operations and the platform also offers a unified view of inferences, reports, monitoring plans and alerts via reports and analytics. PoV - Infosys WatchTower: An AI Platform for Comprehensive

Women in Tech: Interview with Sabre

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/women-tech.html> ----- Speakers: Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The number of women in tech is steadily increasing, with women holding 26.7% of tech-related jobs globally in 2022. This represents a positive shift from 25% in 2021 and 24.9% in 2020, indicating a gradual but encouraging trend towards gender balance in the tech workforce, according to a recent report. It has been proven that women in leadership roles have an innate ability to make powerful and progressive business impact from driving innovation and new business opportunities to spearheading inclusion and ESG initiatives. Their contributions are evident across various domains, from developing innovative software applications to spearheading advancements in artificial intelligence. The increasing presence of women in tech industry events, and communities are on the rise, indicates a positive direction for the tech industry. In this interview, we have two incredible women leaders from Sabre, who are not just inspiring but also lead as an example for next generation of female leaders. Sabre, a leading software, and technology provider powering the global travel industry is committed to creating a culture of inclusion and belonging and values the diversity of their employees around the world. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Navigate your Next in Travel & Hospitality

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/overview.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Your travel and hospitality enterprise needs a digital transformation to deliver a smooth journey: decode the 'passenger genome' to offer personalized service, sequence gene blocks for better traveler engagement, collaborate with partners for ancillary services, and improve asset management to ensure

timely availability. Infosys partners with travel and hospitality enterprises to navigate business challenges and grow revenue. We modernize the IT infrastructure, reservation systems, customer service, and back office processes. Our cognitive computing algorithms shape the millennial travel experience by enabling self-service and recommending contextual offers. Our offerings for the travel and hospitality industry are based on three principles – Infosys develops mobile applications that empower travel and hospitality enterprises to provide anytime, anywhere service, while rationalizing costs. Further, our solutions enable travelers to better plan their journey. Experience Capitalize on augmented / virtual reality and cognitive platforms to provide a ‘preview’ of the travel experience. Insights Gain a comprehensive understanding of a traveler’s preferences and requirements for continuous engagement. Innovate Deploy autonomous vehicles for ramp operations. Accelerate Leverage robotic automation for accounting, reconciliation, contract management, and back office functions. Assure Deliver bespoke travel experiences to cultivate loyalty. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigate your next in Utilities.

----- Article source ----- <https://www.infosys.com/industries/utilities.html> -----
Insights Analyst Recognition What's New Success Stories Our Offerings
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Maintenance Business Process Management Consulting Services Incubating
Emerging Offerings Generation & Trading Transmission & Distribution
Enterprise Services Customer Service Renewable Energy Being Resilient.
That's Live Enterprise. Digital Core Capabilities Digital Operating Model
Empowering Talent Transformations Tales of Transformation Industries
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CMO Radar 2024 Success Story Reimagining the Workplace: E.ON's Story of
User-Centric IT Transformation with Infosys Analyst Recognition Infosys
Ranked Leader in Power and Utilities Solutions & Services, Study by ISG
Testimonial Infosys Brings Together Technology and Expertise to Modernize
Uniper Energy's UK Trading Solutions Insights Discovering Net Zero
Opportunities in Utilities With #EnergyTransitionNow Your utility needs to
meet the needs of consumers, communities and industries while addressing
clean energy imperatives. You should capitalize on AI-driven systems and
processes to deliver secure, reliable, and efficient energy and address
business requirements. Agile Digital Services Architecture:Utilities Agile
Digital Services Architecture:Utilities Our thought leaders share insights to
ensure reliability of operations and sustainability of utilities enterprises
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Implementation of AMI Programs read more Infosys Ranked Leader in
Power and Utilities Solutions & Services, Study by ISG read more
NelsonHall Point of View - Infosys: Navigating the Future of Energy read
more Environmental leadership will breathe life back into Utilities read
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SSE Energy Services: Digital Transformation to Deliver Next-Gen Services
at Pace READ MORE Here's what several independent industry analysts,

experts and observers have to say. Report Infosys Ranked Leader in Power and Utilities Solutions & Services, Study by ISG Report Infosys Ranked Leader in Power and Utilities Services by ISG Report Infosys Ranked Podium Winner in HFS Utilities Top 10 Report Infosys Ranked Leader in ISG Provider Lens™ 2022 Infosys Utilities solutions are recognized by clients as well as analysts Business solution Transform Your Utility Operations with Infosys Pre-configured CIS Solution point of view Advanced Metering Infrastructure 2.0: The Next Step Forward for Energy and Utilities point of view How Utility Companies Can Accelerate Value with AMI 2.0 an Implementation Framework View point Time of Use Electricity Tariff - A Key Enabler for Renewable Energy Usage View Point The Power of AI for Renewable Energy Grid Management insight E.ON UK establishes digital foundation for energy transition White paper Navigating Data Reconciliation in the UK Metering Industry Testimonial Infosys Brings Together Technology and Expertise to Modernize Uniper Energy's UK Application Infrastructure Landscape Our solutions effect a business transformation of utilities enterprises Case Study El Paso Water Transforms Customer Experience with a Digital Billing Ecosystem Testimonial How OVO Energy Enabled Digital Switching Service Platform with Infosys using Oracle Cloud Testimonial Infosys Brings Together Technology and Expertise to Modernize Uniper Energy's UK Application Infrastructure Landscape Client Speak E.ON UK & Infosys - Strategic Partnership for Smart Metering and More Our solutions modernize generation, transmission, distribution, and customer networks Explore Services Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Analyst Recognition

----- Article source ----- <https://www.infosys.com/industries/utilities/analyst-reports.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys Ranked Leader in Power and Utilities Solutions & Services, Study by ISG Infosys Ranked Leader in ISG Provider Lens™ 2022 Infosys Ranked Podium Winner in HFS Utilities Top 10 Infosys Ranked Winner in HFS Energy Transition Services, 2022 Infosys named a 'Leader' in the IDC MarketScape: North American DERMS Strategic Consultants and Systems Integrators 2020 Vendor Assessment Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Report Report Report Report Report Report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys ranked Leader in ISG Provider Lens™ 2022

----- Article source ----- <https://www.infosys.com/industries/utilities/analyst-reports/isg-provider-lens-2022.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been ranked in the 'Leader' quadrant of the ISG Provider Lens™, Power and Utilities – Services and Solutions Quadrant 2022 report. ISG rated Infosys a 'Leader' across Intelligent Business Process Management Services (iBPMS), next-gen IT services, grid modernization, Enterprise Asset Management (EAM), and Customer Information Systems (CIS) quadrants. Key highlights: ISG rates Infosys capabilities and offerings across the value chain: EAM: Combines domain expertise, best practices and products to drive asset management digital transformation. Adopts a 360-degree approach to digital EAM solutions with KRTI 4.0, a core predictive asset maintenance AI framework for utilities, in partnership with Pöyry, and Infosys XR platform for augmented reality experiences to enhance field service operations. Download report Grid modernization: Complements grid modelling and planning, grid management and operations, grid analytics, and grid optimization solutions with digital offerings in analytics, AI, RPA, and the cloud. Download report iBPMS: Executes digital strategy in BPM by implementing infrastructure modernization solutions and new-age technologies. Download report Next-gen IT services: Accelerates application development lifecycle through automation, intellectual property, open source, and licensed third-party tools; leverages AI and machine learning to drive automation; with a strong ecosystem of partners spanning academia, technology, and industry. Download report CIS: With strong industry expertise and focus on new age technologies such as IoT, edge, analytics, and AI / ML, Infosys executes its strategy of providing digital solutions in the CIS space. Register to download the report Learn more about Infosys Utilities solutions. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys ranked as North America Utilities Leader in ISG Provider Lens™ 2021 Report

----- Article source ----- <https://www.infosys.com/industries/utilities/analyst-reports/leader-isg-provider-lens-report2021.html> ----- Key highlights from the report: Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live

Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been ranked in the Leaders quadrant of the ISG Provider Lens™ North America - Utilities Industry - Services and Solutions 2021 report. In its report, the Information Services Group (ISG Provider Lens™) ranked Infosys as a Leader in all three areas of its ratings: Digital Transformation Services and Solutions – Large Accounts, Next-Gen IT Services – Large Accounts, and Intelligent Business Process Management Services. Infosys is expanding its strategic focus through investments in energy transition, grid modernization, and customer experience transformation solutions: Register to access the reports Learn more about Infosys Utilities solutions. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys Ranked Leader in Power and Utilities Solutions & Services, Study by ISG

----- Article source ----- <https://www.infosys.com/industries/utilities/analyst-reports/power-utilities-leader-2023.html> ----- Register to Download Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys is positioned among 'leaders' across all service quadrants of the ISG Provider Lens™, Power and Utilities – Services and Solutions Quadrant report, 2023. The ISG study evaluated capabilities of 42 service providers across five service quadrants. Infosys is a leader across Intelligent Business Process Management Services (iBPMS), Next-gen IT Services, grid modernization, Enterprise Asset Management (EAM), and Customer Information Systems (CIS) and CX. Key highlights: The ISG report highlights Infosys' competences and differentiators across evaluation criteria: Intelligent Business Process Management Services (iBPMS): : Our network of delivery centers and utilities focused CoE are catalysts for process workflows. Our CoE with more than 17,000 finance professionals is one of the largest in the industry. Next-gen IT Services: Our AI and cloud platforms as well as IoT and analytics solutions drive efficient operations. A robust partner ecosystem comprising enterprise platforms (Oracle, SAP and IBM), hyperscalers, and academia boost our IT services. Grid Modernization: Our offerings are supported by digital services such as analytics, AI / ML, RPA, blockchain, cloud, AR / VR / XR, and metaverse. Our dedicated CoE for grid modernization accelerates DER / EV integration programs. Enterprise Asset Management (EAM): Our comprehensive suite of asset, workforce, and field service management and GIS solutions improve performance. Our solutions extend the useful life of assets, while reducing operational costs. Further, our EAM practice focused on utilities has a pool of 2,000+ experts

Success Stories

[illegible]

Accelerating Citizens Energy Group's Customer Service Transformation with an Agile and Flexible CIS

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/agile-flexible-cis.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Utilities, an industry that has historically been unilateral, must now adopt change the way they work to meet the ever-rising demands of the increasingly involved consumers. A customer service transformation is a herculean task for utilities. But it's one that's worth the journey. In this video, Ashish Kumar Dash, Segment Head - Services, Utilities, Resources, Energy, Infosys, Curtis Popp, Vice President of Customer Operations and Jeff Ford, Director of Billing and Customer Service, briefly discuss the importance of customer service and the strategy that Citizens Energy Group followed for their implementation. Citizens Energy Group (CEG) is a broad-based utility service company, providing natural gas, thermal energy, water, and wastewater services to about 800,000 people and thousands of businesses in the Indianapolis area. An organization that was built solely for the benefit of customers in 1887 and continues to do so even today. Except, now they leverage technology to create greater value and deliver better experiences. Customer service transformations are complex and often run over the budget and beyond the schedule. Watch this video to gain firsthand insight into how CEG leveraged the right technologies and people to overcome the challenges and enable a flawless transformation. Click here to read our press release about this transformation program. Download and read the whitepaper published by AAC Utility Partners, LLC to understand this transformation program. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Automation Transforms Power Utility

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/automation-transforms-power-utility.html> ----- The Solution Automation of Distribution network provides superior service while

transforming business Benefits Experience Insight Innovate Accelerate
Assure Application Development and Maintenance Business Process
Management Consulting Services Incubating Emerging Offerings Seamless
integration of IT infrastructure across distribution coupled with automation
drives business transformation. A unique initiative in the utility industry
globally. Being Resilient. That's Live Enterprise. Digital Core Capabilities
Digital Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us case study An Indian electric Power Utility serving over 8 million
customers faced several challenges due to lack of business process
automation and IT baseline to measure, monitor and control AT&C losses.
Infosys implemented IT application to automate core business functions. We
integrated the IT infrastructure to access real-time data of customers. Key
Challenges Lack of IT baseline data hampered ability to identify and rectify
malfunctions, leading to significant Aggregate Technical and Commercial
(AT&C) losses High turnaround time for customer requests such as new
connection processing, name change, tariff plan modification, load
enhancement / reduction, etc. Ready to experience? Infosys integrated the
IT infrastructure across Distribution while automating core business
processes. Our team implemented 17 modules including revenue and asset
management, automated meter reading, GIS, self-service portal, and MIS
reporting. We undertook a Differential Global Positioning System (DGPS)-
based GIS survey to evaluate assets of a geographic area covering 511 sq.
km. serving 7.2 million customers. We set up IT infrastructure across 750
offices, installed LAN, MPLS, VPN in select towns, established a data center
and disaster recovery center, and commissioned five customer support
centers. The Infosys solution of integrating and automating the IT
infrastructure resulted in - ~2.5% year-on-year revenue growth through
superior governance Improvement in The System Average Interruption
Duration Index (SAIDI): power distribution interruptions reduced from 60
hours to 30 hours Lower AT&C losses from 28% to 17% Installation of
80,000+ automated meter readers Company Subsidiaries Programs Support
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CRM framework boosts customer satisfaction score by 4%

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/crm-framework.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY A large utility company engaged in the distribution and supply of electricity in the US. Key Challenges The enterprise wanted to enhance customer satisfaction. However, the lack of a unified system to collect customer data impaired visibility into customer service. The

realignment of customer-oriented processes and cross-functional integration were pre-requisites to measure and improve customer satisfaction. Ready to experience? Improved the customer satisfaction score Infosys developed a CRM framework that mapped customer service processes with performance metrics, and segmented customers based on attributes and operational parameters. We implemented a cost allocation methodology to determine the cost of service for each customer segment. We also developed a business intelligence tool to integrate data from various systems for monitoring, measuring and analyzing the performance of service enhancement initiatives. The tool helped the enterprise identify and prioritize strategies to improve customer satisfaction. The CRM framework facilitated decision-making through visibility into customer data, processes information and cost of transaction / service. The nuanced understanding of customer requirements helped the power distribution company develop strategic initiatives to improve service. The framework rationalized cost to serve customers, and improved the customer satisfaction score by 4%. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Pricing tool addresses dynamics of power distribution

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/design-pricingtool.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study An electric utility distributing and supplying electricity to domestic customers as well as commercial and industrial users in the West Coast of USA. Key Challenges The electricity distributor faced myriad operational issues due to disparate legacy systems. Sub-optimal work management escalated costs for system maintenance. Further, the complexity of pricing techniques resulted in inaccurate pricing. The enterprise wanted to develop a pricing system with a scalable architecture. It sought configurable computing algorithms that were compatible with planner / designer tools in the ecosystem. The prototype solution had to breakdown cost / price, and demonstrate capability in cost estimation and pricing. Ready to experience? Easily comply with changes to local regulations Infosys analyzed code compiled over the years by design and planning teams to address business requirements. It helped us validate the approach and formulate a comprehensive solution. Our experts combined Microsoft Visual Basic with Sybase (now SAP) SQL Anywhere database to build the prototype. We provided end-to-end services, including design, construction, unit and integration testing, and onsite coordination. Our project management methodology and robust integration road map enabled smooth integration of multiple enterprise systems. The Infosys pricing solution does not depend on design tools or back end work management

systems for estimating cost and pricing. Our flexible and configurable design enhances the pricing engine. Significantly, it empowers the enterprise to easily comply with changes to local regulations for pricing and estimation. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys Builds a Strong Foundation for SCE's Digital Future

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/digital-future.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us SCE (Southern California Edison), one of the nation's largest electric-only utilities, has always been a leader in transformation of the electric power industry. By identifying changing trends and adapting to them with agility, SCE continues to shape the future of clean energy. Our world has transitioned into an experience economy with revolving priorities. To drive for reliability and service improvements, SCE initiated their customer systems modernization journey. And they chose to partner with Infosys. We delivered a strong digital foundation to enable a simple, seamless, secure, and satisfying experience for SCE's customers. Watch this video to discover how Infosys implemented a complex, multi-year digital transformation to put SCE at the forefront of operational and service excellence: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Iroquois attains superior business performance by invoice & data management simplification

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/simplify-invoicing-data-management.html> ----- Key Challenges The Impact The Brief Infosys Solution Infosys solutions simplify invoicing and data management Users rated efficacy of the revamped application in an independent third-party survey: Ready for Disruption? Intuitive navigation drives customers to self-service portal Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Speed meets simplicity Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations

Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study Infosys solutions simplify invoicing and data management Iroquois Gas Transmission is a partnership of five US and Canadian energy companies that operates an interstate natural gas pipeline. Iroquois Gas Transmission sought to upgrade IT systems to address several issues – inconsistent connectivity difficulty in printing reports cumbersome user interface 90% reduction in the time required to produce a single invoice Significant savings in cost and effort for reporting "The IOL survey results were excellent. In every area, we scored at least 10% over the previous survey. The scores and feedback reflect that Iroquois customers are pleased with the IOL web application". – Lisa Krohne, Business Lead, Iroquois Iroquois exceeded industry benchmark status in the regional pipeline category 99% of users voted IOL 4-5 on availability 95% ranked 4-5 on speed 89% ranked 4-5 on user friendliness 95% voted 4-5 on connectivity Infosys reengineered IOL using a web-based framework. Looking for a breakthrough solution? Infosys reengineered IOL using a web-based framework. Our web solution provided convenient printing as well as a 'save' feature in diverse formats. We transformed the user experience by incorporating functionalities such as a tabbed screen for smoother navigation, a collapsible tree view menu, advanced sorting, and collapsible panels. We incorporated a user-friendly interface and functionality to save output in Adobe Portable Document Format. We redesigned business-critical applications at Iroquois to improve the user experience Our development team maintained the design and structure of the legacy application to ensure continuity in application usage by users. Infosys reengineered Iroquois Gas Invoicing (IGI), a local application to calculate and generate invoices for customers. We transitioned it from a Citrix-based Microsoft Windows application to a web solution for automating invoice calculation. We streamlined the Electronic Data Interchange (EDI) system at Iroquois to improve speed and performance. The EDI upgrade had a zero defect score during user acceptance testing. Post-implementation, Iroquois ranked it as the best project implementation as of date. Benefits 99% of Users voted IOL 4-5 on availability 89% Ranked 4-5 on user friendliness 95% Ranked 4-5 on speed 95% Voted 4-5 on connectivity Next Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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E.ON UK & Infosys - Strategic Partnership for Smart Metering and More

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/smart-metering-strategic-partnership.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute

About Us The countdown for Great Britain’s national smart meter rollout has begun. As one of the largest suppliers of energy in the nation, E.ON plays a large role in accelerating a future that’s decarbonized, decentralized, democratized and digitized. Infosys empowered E.ON with an E2E smart metering platform and is now helping them integrate their business and reimagine outcomes. Watch this video to see “How Infosys Enabled E.ON UK’s Field and Metering Transformation”: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Intuitive navigation drives customers to self-service portal

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/web-self-service.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study One of the oldest gas distribution companies in USA. It operates six local distribution companies to provide gas to more than 2.3 million residential, commercial and industrial consumers. Key Challenges The enterprise sought to enhance the customer experience by providing multiple channels of communication as well as tools for self-analysis of consumption. The gas distribution company also wanted to minimize customer contact via call centers and rationalize the cost of customer service. Ready to experience? Real-time access to the Customer Information System Infosys conducted workshops with stakeholders to generate and prioritize potential solutions based on complexity and value. We developed a two-phased solution road map to realize project goals. We designed an application to provide near real-time access to the Customer Information System (CIS). In the first phase, we implemented basic functionalities to establish a web presence, and allow customers to sign-up, make payments through the website, and view account details. In the subsequent enhancement phase, Infosys enabled rich functionalities and features such as bill dashboard, bill comparison, and paperless billing. We adopted Service Oriented Architecture (SOA) to enable reusability, provide flexibility for further enrichment of the portal, and support other service channels such as IVR. The Infosys web portal solution reduced direct calls to customer contact centers. Paperless billing reduced costs and supported sustainability initiatives, while addressing regulatory requirements. More than 22% of customers registered online to leverage services via the user-friendly portal. Simple and intuitive navigation facilitated customer self-service for payments and analysis. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Workforce Scheduling in Field Services

----- Article source ----- <https://www.infosys.com/industries/utilities/features-opinions/gaining-efficiencies-workforce-scheduling.html> ----- Author Profile Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Ashish Kumar Das Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Asset intensive organizations such as water, gas, and electric utilities rely heavily on field staff to keep the operations going. They need to maintain numerous assets - from their own production and network assets to public and private assets on the customer's premises. Utilities today need a single enterprise-wide fieldwork solution that supports a mixture of field activities and ensures economical allocation of task to crews, with optimal street-level routing. Workforce scheduling helps increase productivity, quality of service, and customer and employee satisfaction. It helps streamline back-office operation, reduce planning time and release office staff to monitor other valuable activities. It also helps minimize cost by creating optimized schedule based on rule-based scheduling to produce efficient routes by grouping service calls for field workers. This article delves into workforce scheduling and the steps involved in this exercise; and outlines the benefits that a utilities can obtain through real-time workforce scheduling. Read Published with the permission of Energy Central Senior Manager for Utility Practice at Infosys. He has extensive experience in service delivery and project management for medium to large-scale projects, primarily in the domain of energy and utilities, manufacturing, and supply chain management. His core expertise lies in system integration and program management. Ashish can be reached at AshishKumar_Das@infosys.com Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys Announced as Major Service Providers in IDC MarketScape for EMEA Utilities 2017

----- Article source ----- <https://www.infosys.com/industries/utilities/features-opinions/reduce-cost-increase-agility.html> ----- Highlights of Infosys in the report: Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering

Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been positioned as a Major Player in the IDC MarketScape: Service Providers for EMEA Utilities 2017 Vendor Assessment (doc #EMEA41387516, February 2017). The company has been recognized for its 'Renew and New' strategy of transforming core IT services and leveraging emerging technologies like AI and analytics for new products and services. The IDC MarketScape vendor assessment provides a comprehensive overview of services for the Utilities segment and assessed 15 service providers for the report. As per the report, "Infosys is a trusted transformation partner known for its ability to provide its clients with the right mix of technology options, competence, and innovation in execution. Its focus on automation using its artificial intelligence platform MANA (now part of Infosys Nia) to reduce cost and increase agility, and initiatives like Zero Distance are helping clients realize value beyond the contracted engagements. About IDC MarketScape : IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT (information and communications technology) suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. IDC MarketScape provides a clear framework in which the product and service offerings, capabilities and strategies, and current and future market success factors of IT and telecommunications vendors can be meaningfully compared. The framework also provides technology buyers with a 360-degree assessment of the strengths and weaknesses of current and prospective vendors. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Smart Grid Data Privacy & Security

----- Article source ----- <https://www.infosys.com/industries/utilities/features-opinions/smart-grid-data-privacy.html> ----- Author Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Sambit Bisoi Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Utilities must adopt a robust security mechanism to safeguard data of intelligent monitoring devices. In an article published at Energycentral.com, Infosys' expert proposes a cryptographic solution based on asymmetric keys for data privacy and security. Our integrated framework with anonymous usage data packets enables utilities to - Read Published with permission of Energy Central Technology Lead, Infosys Sambit has more than six years of experience in the Utility domain. He has been actively involved in providing IT solutions for Transmission and Distribution divisions of large utility companies. He has published multiple papers on Smart Grid in reputed journals. Sambit can be contacted at Company Subsidiaries

Infosys positioned in the Winner's Circle by HfS Research Blueprint Report for Utility Operations - 2017

----- Article source ----- <https://www.infosys.com/industries/utilities/features-opinions/utility-operations-report2017.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been positioned in the Winner's Circle in the HfS Research Blueprint Report for Utility Operations - 2017. The HfS Blueprint evaluated 14 global service providers of the utility industry. The report recognizes Infosys' "strong vision for the utility market underpinned with deep domain expertise and a consultative, innovation rich approach." The HfS Blueprint discusses Infosys' capabilities, partner ecosystem and alliances, and investment in digital services: Domain expertise The report states, "Infosys has a deep understanding of the utility industry and business challenges utilities face." Significantly, clients value the combination of technology prowess and deep industry expertise for transformation engagements and innovation projects. Consulting "Infosys has a significant utility industry consulting capability," says the HfS report. It adds that clients consider Infosys to be a committed partner going the extra mile, using a collaborative methodology for execution, and retaining the original team for the duration of the engagement. Design thinking The HfS report states that Infosys has put design thinking at the heart of developing solutions and reimagining processes. In addition, digital offerings of Infosys are a catalyst for online channels and migration to the cloud for utility enterprises. Download the HfS Research Utilities Blueprint Report: Infosys Excerpt About HfS Research Blueprint Report for Utility Operations: The HfS Blueprint Report for Utility Operations provides a comprehensive overview of services for the utility industry. This Blueprint looks at business process services, information technology services, and engineering services across the utility value chain areas of generation, market operations, transmission, distribution and metering, marketing and retail, and cross-value chain BPO, engineering, and ITO services. This report analyzes and reviews how the market is evolving toward more business-outcome-focused, flexible, and collaborative services and how service providers are meeting the needs of utility organizations. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

Automated Gas Pipeline Leak Management Process

----- Article source ----- <https://www.infosys.com/industries/utilities/gas-pipeline-leak-management.html> ----- Author Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys believes in proactive pipeline maintenance across the ecosystem enables gas utilities to identify and mitigate risks, while ensuring safe and reliable distribution. The expert from Infosys co-authored an article on proactive pipeline leak management in the Pipeline & Gas Journal. Automated leak management processes supported by a robust functional architecture provide real-time data that help gas utilities: Read Published with permission of Pipeline & Gas Journal Surya Srinivas Chavali, Lead Consultant, Utilities Smart Grid practice, Infosys Limited Surya has more than 11 years of experience in IT consulting and project management at gas and electric utilities. He can be reached at Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Upgrade the CIS portfolio to boost marketing

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/cis-transformation-consulting.html> ----- Overview Our CIS transformation programs improve business responsiveness. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise requires a customer-oriented application portfolio to be responsive to customers and address business requirements. You need to consolidate as-is customer service processes while developing to-be process models to sustain the competitiveness of your enterprise. You need modern CIS solutions for digital marketing initiatives. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer Information System (CIS) Transformation The Infosys Utilities practice undertakes Customer Information System (CIS) transformation programs to align technology with business. We focus on quality, speed and reliability of operations, enhancing the meter-to-cash value chain, while ensuring statutory compliance and supporting on-boarding of net metering customers as well as electric vehicles to the smart grid. Our CIS transformation approach bridges gaps in knowledge and capabilities, minimizes application

support costs, and eliminates redundant functionality in your CIS portfolio. The Infosys data governance methodology ensures a unified data inventory and improves the accuracy of reporting across gas, power and water utilities. CIS process reengineering and systems integration based on SOA principles. Team of consultants with expertise in packaged solution implementation and Advanced Metering Infrastructure (AMI) readiness assessment. Suite of tools to identify and analyze CIS improvement initiatives, prioritize plans based on value and enterprise readiness, and monitor value realization. Clients Speak Arizona Public Service transforms customer service Case Study CRM framework boosts customer satisfaction score by 4% Clients Speak Hafslund delivers smarter customer experience Case Study Electric utility implements flexible pricing engine Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Modernize the contact center infrastructure

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/contact-center.html> ----- Overview Our suite of automation tools ensures smooth call forwarding and boosts agent productivity. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise needs an advanced contact center to be more responsive to customers. Agents at your contact center can become proactive with seamless access to customer as well as enterprise data. You can resolve issues at the first instance by applying the right tools. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Contact Center The Infosys Utilities practice develops, maintains and upgrades contact center applications at gas, power and water utilities for a superior customer experience. We use communications technologies and automation tools to reorient your contact and customer support center from service resolution to revenue generation. Our user-friendly Graphic User Interface (GUI) ensures accurate data capture, analysis and presentation across your contact center. We ensure performance excellence by undertaking continuous analysis and improvement of contact center operations. Standardized workflow enables better utilization of resources, thereby allowing higher call volume management at lower costs. Our domain specialists integrate contact center applications with internal and external systems, while providing robust support for a diverse technology stack. An integrated view of customer records delivers outcomes for every customer interaction and reduces repeat calls. We also create dashboards for performance reporting, develop instruction manuals, and train users. Rich experience in bespoke packaged interaction management software, including SAP and Oracle solutions. Simplified service management and process optimization help in minimizing the budget and duration to train new recruits. AssistEdge, our proprietary

customer service product, reduces average call handling time as well as call waiting time. Case Study CRM framework boosts customer satisfaction score by 4% Clients Speak Intuitive navigation drives customers to self-service portal Clients Speak Hafslund delivers smarter customer experience Video Energy Utility Redefines Consumer Experience with Infosys Digitally Managed Services Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Monetizing customer data

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/customer-analytics.html> ----- Overview Our machine learning models analyze historical data and predict patterns to make recommendations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your customers seek clean energy, flexible price plans, energy management solutions, and self-help tools. Your enterprise needs an integrated data and analytics system to meet emerging needs. You need to comply with regulations while managing costs. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer Analytics Infosys reorients power utilities into analytics-driven enterprises with semantics models for a 360-degree view of customers and enterprise products / services. We help you harness customer data, and deliver value-based offerings - energy efficiency solutions, sustainability initiatives, gamification tools, and curtailment programs. Our data solutions capture machine-generated, transactional and streaming data for real-time processing. We use data lakes to store voluminous raw data across formats, schema and types. Our metadata-driven data grids allow seamless consumption of enriched data. We have a boundary-less data ecosystem to facilitate advanced analytics. Our offerings help you predict customer behavior and forecast demand accurately while enhancing customer service, managing constraints, and streamlining operations. Strategic alliances with leaders in analytics such as Tableau, MicroStrategy, SAS Institute, and Pentaho. Responsive architecture, technology components and engineering approach for pervasive analytics. Infosys Analytics Academy develops competencies by partnering with leading institutions, including the Stanford Institute for Computational & Mathematical Engineering (ICME) and Indian Statistical Institute. Case Study CRM framework boosts customer satisfaction score by 4% Case Study Electric utility implements flexible pricing engine Clients Speak Anglian Water integrates enterprise systems for real-time data Clients Speak Integrated processes helps Ameren streamline operations and rationalize costs Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Addressing residential, commercial and industrial customers

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/customer-experience-management.html> ----- Overview Our professionals have extensive experience in contact center operations and multi-lingual customer support. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utility enterprise should capitalize on growth opportunities offered by smart homes, connected devices and energy efficient buildings. Commoditized service makes it imperative for your enterprise to leverage customer experience to differentiate from other utilities. You need expertise in browser-based and mobile applications for bill notification, presentment, and payment through third-party gateways. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer Experience Management The Infosys Utilities practice implements digital solutions to help power, gas and water utilities transform customer service across channels. Integrated customer information systems facilitate personalized customer experiences in traditional service channels such as the contact center. We develop portals that allow your customers to manage their account / consumption, view usage reports, and check billing history at any time, using any device. Our social tools encourage participation in energy conservation and help you reward users with rebates / customized rate plans. We develop two-way messaging solutions for prompt communication regarding payments, outages and emergencies. Our customer service surveys and polls provide accurate feedback on service levels. Team of customer experience consultants, digital marketing experts and service delivery specialists uncovers several paths for effective communication. Infosys platforms and solutions deepens customer engagement through behavioral analytics and discussion forums for local communities. Infosys Enterprise Cognitive Platform (iECP) applies machine learning and cognitive science to respond to customer service requirements. Case Study Iroquois achieves superior business performance with web applications Case Study CRM framework boosts customer satisfaction score by 4% Clients Speak Hafslund delivers smarter customer experience Case Study Intuitive navigation drives customers to self-service portal Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Encourage consumer participation in grid operations

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/demand-response.html> ----- Overview Our approach optimizes grid resources as well as operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your power utility needs a robust demand management system to ensure reliable grid performance and statutory compliance. You need to share consumption and tariff data with consumers in real time. You should offer customized energy solutions to reduce demand. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Demand Response The Infosys Utilities practice partners with power utilities to implement Demand Response (DR) and direct load control programs. Our services span the DR lifecycle – from analysis of business requirements, conceptual architecture and vendor evaluation to load profiling and contact center support for program enrollment, event management, billing, and settlement. We integrate demand-side functionality and Distributed Energy Resources (DER) with the distribution and transmission system. It helps identify consumers and monitor reduction during a load control event. We also incorporate customer notification and event settlement systems with third-party applications. Our approach optimizes grid operations, while deepening customer engagement with innovative usage incentive schemes. A team of experts develops demand response portals to provide consumers with usage, cost and load analysis for effective load curtailment. Decision support tools and models analyze distribution systems, user behavior and patterns, and pricing strategies. Extensive experience in designing and launching demand response and direct load control programs at power utilities. Case Study Electric utility implements flexible pricing engine Article Data privacy and security in smart grids Clients Speak Integrated processes helps Ameren streamline operations and rationalize costs Case Study CRM framework boosts customer satisfaction score by 4% Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Digitize operations for sustainable development

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/digital-solutions.html> ----- Overview Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise should achieve long-term profitability while addressing emerging business

challenges. Your team of managers, engineers and field technicians need ready access to data for uninterrupted service. You should preempt emergencies by empowering field service personnel with learning modules and on-the-spot guidance. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Digital Solutions Infosys implements digital solutions to enhance the business performance of power, gas and water utilities. Our digital solutions address the complexity of operations as well as the rich functionality of mobile communication devices and utilities network equipment. Our online portals facilitate remote collaboration, while supporting Bring Your Own Device (BYOD) programs. Our mobile-friendly resource management solutions improve planning and scheduling, optimize resource / task allocation, and enable real-time monitoring. Our solutions provide visibility into environment, health and safety parameters to report incidents and take preventive action. We integrate digital solutions with legacy ERP applications, geospatial information sources, enterprise data systems, SCADA, fleet telematics, and inventory databases. It accelerates maintenance and service restoration, and ensures compliance with industrial safety and environmental regulations. We address competency development of your workforce with digital learning systems and knowledge sharing tools. We track the effectiveness of training programs, and accelerate user adoption of knowledge repositories with intuitive search tools for digital assets, records and documents. A team of document management professionals designs and manages content ecosystems. Rich experience in GIS platforms such as Oracle Spatial and Graph, Microsoft Bing Maps, Intergraph, and Google Maps. Responsive design, identity management systems and advanced access control ensure integrity of digital solutions. Infosys Center for Emerging Technology Solutions (iCETS) incubates cross-functional frameworks for implementing digital enterprise solutions and services. Responsive design, identity management systems and advanced access control ensure integrity of digital solutions. Infosys Center for Emerging Technology Solutions (iCETS) incubates cross-functional frameworks for implementing digital enterprise solutions and services. Insights How sustainability is disrupting today's supply chain Clients Speak Infosys created a flexible, stable and innovation-rich environment: Essent Clients Speak Infosys, a strategic partner for Fayetteville Public Works Commission Article Data-driven energy ecosystems for a sustainable future Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Accelerate EV Charging Station Onboarding

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/electric-vehicle-supply-equipment.html> ----- Overview Our turnkey EVSE solutions enable seamless implementation, maximize return on capital investment, and reduce O&M costs. Challenges & Solutions Resource

Center Experience Insight Innovate Accelerate Assure Application
Development and Maintenance Business Process Management Consulting
Services Incubating Emerging Offerings You need to address the demand for
charging infrastructure, energy supply, and grid capacity arising from the
electrification of passenger, commercial and mass-transit vehicles. You
should encourage EV adoption by installing and maintaining charging ports
at apartments, business districts, and parking lots. You must ensure that the
increased load at charging stations does not affect grid stability or
reliability. You should minimize administrative costs as well as processing
time for EVSE onboarding. Being Resilient. That's Live Enterprise. Digital
Core Capabilities Digital Operating Model Empowering Talent
Transformations Tales of Transformation Industries Services Platforms
Infosys Knowledge Institute About Us Accelerate EV Charging Station
Onboarding The Infosys Utilities practice enables streamlined and scalable
deployment and onboarding of Electric Vehicle Supply Equipment (EVSE).
Our suite of solutions, developed in partnership with Nexant, a smart grid
software and clean energy solutions provider, enables power utilities and
grid operators to grow revenue, deepen customer engagement, and enable
decarbonization by accelerating the adoption of Battery Electric Vehicles
(BEV) and Plug-in Hybrid Electric Vehicles (PHEV). Our domain specialists
assess the impact of variable loads (due to EV onboarding) on the
Transmission and Distribution (T&D) infrastructure and grid capacity. It
enables utilities to address the challenges in managing peak demand and
develop viable tariff plans. Our services and solutions for transportation
electrification span the value chain – consulting, site assessment, planning,
design reviews, installation, inspection, and training. The Infosys-Nexant
EVSE Onboarding solution streamlines administration of Transportation
Electrification (TE) projects by facilitating seamless collaboration between
departments in a utility, including program management, construction, grid
planning, and grid operations. Our metadata-based document management
approach enables utilities as well as stakeholders to recoup investments by
expediting regulatory filings, approvals and rebate processing. We
streamline the collection, tracking and management of customer
applications, utility permits, architecture and engineering permits, and
conveyance and easement timelines. Infosys creates predefined processes
and validation rules based on the consumer sector, type of ownership, grid
impact, and other parameters. Our team accelerates construction and
deployment of EVSE, while leveraging existing processes and systems. We
offer portal solutions for enrollment of EVSE owners. Our integrated
platforms support customer communication, billing, EVSE operations, and
rebate validation. Our expertise in e-Mobility spans functional integration,
wireless and IoT technology, safety, and regulations for electrical and
electronic systems. Artificial intelligence-driven models predict patterns in
EV adoption, enabling utilities to identify grid requirements and create a
blueprint for investment. Cost analysis and automated workflows allow
teams across the utility enterprise to review, approve and prioritize sites to
maximize the return on investment. Predictive insights into demand and
shifts in load patterns help in assessing and mitigating upstream grid impact
of EVSE. Cloud-hosted solution offers a transparent and seamless
onboarding experience while reducing costs. Point of View Creating a smart
EV charging network Blog Key questions for superior customer engagement
White Paper The road ahead for energy storage Case Study Pricing tool

Implement a superior mechanism for energy trading

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/energy-trading-risk-management.html> ----- Overview We maintain a repository of automation tools, asset optimization templates, and smart decision support models with machine learning capabilities. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your trading enterprise needs to manage complex energy portfolios and diverse market positions. You should aggregate the trading value chain, including valuation, scheduling and reconciliation, to manage physical and financial trading. You require sophisticated pricing models to achieve business goals. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Energy Trading & Risk Management The Infosys Utilities practice implements COTS and bespoke Energy Trading and Risk Management (ETRM) solutions for asset-backed as well as pure trading enterprises. Our ETRM ecosystem facilitates operations in real-time and day-ahead energy trading markets, while minimizing human intervention across the trade lifecycle. Our consultants modernize front, middle and back office processes to improve the efficiency of trading, and streamline statutory and customer reporting. We align the trading infrastructure with your enterprise risk profile for accurate execution of trade. Self-healing mechanisms for trade management mitigate operational, credit, market, and regulatory risks. Our approach enhances visibility into pricing, positions and financial risks, and smooth implementation of ETRM solutions. A team of functional, product and technical experts developing trading systems, and evaluating packages for deregulated and regulated power markets. A rich experience across ETRM regulations, including Dodd-Frank Act, European Market Infrastructure Regulation (EMIR), Regulation on Wholesale Energy Market Integrity and Transparency (REMIT), and Markets in Financial Instruments Directive (MiFID II). Light ETRM solutions and 'factory model' IT solution components, including business process maps, capability and portfolio assessment frameworks, and deal entry templates, will maximize reusability and rationalize costs. Report Infosys a major service provider: IDC MarketScape for EMEA Utilities 2017 Case Study Electric utility implements flexible pricing engine White Paper Holistic workforce management Insights How sustainability is disrupting today's supply chain Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Identifying opportunities to grow revenue

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/enterprise-analytics.html> ----- Overview Our competency development center drives continuous enhancement of technology and domain capabilities. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise needs a robust system to aggregate, enrich and analyze terabytes of data in real time. You should forecast demand, optimize tariffs, rationalize power consumption, and predict downtime to better serve customers. You need to focus on outage management, financial and operations risks, and regulatory compliance. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Enterprise Analytics The Infosys Utilities practice combines open source tools with proprietary components to create an enterprise analytics framework. Our analytical processes and statistical models offer real-time visibility into key performance indicators, which helps realign operations from a business standpoint. Our ecosystem accelerates data retrieval, while self-service reporting tools and dashboards facilitate drill-down for reactive as well as predictive interpretation. Our data analytics systems harness enterprise data, including device-specific consumption, weather, grid operations, geospatial asset location, supply constraints, and business risks. Nuanced insights improve operations across functions – customer and field service, project management, demand and supply management, fraud and loss prevention, inventory optimization, and asset management. Team of functional experts, data scientists, analysts, and technical professionals. Infosys Skava, a cloud-based user experience management platform, enables omni-channel consumption of content and artifacts across the enterprise. Infosys Information Platform (IIP) eliminates unplanned service interruption and extends the lifespan of power generation / distribution equipment through predictive maintenance. Case Studies CRM framework boosts customer satisfaction score by 4% Case Studies Electric utility implements flexible pricing engine Clients Speak Anglian Water integrates enterprise systems for real-time data Article Infosys, a major service provider: IDC MarketScape for EMEA Utilities 2017 Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Synchronize load, work, inventory, and asset management

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/enterprise-asset-management.html> ----- Overview We use advanced

models for predictive asset maintenance. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to optimize investment in Transmission and Distribution (T&D) infrastructure. You should take informed decisions on replacement, repair and refurbishment of equipment / assets. You need an enterprise view of programs to improve service delivery while rationalizing workforce and asset management processes. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Work & Asset Management The Infosys Utilities practice offers work and asset management solutions, as well as managed services to undertake operations, safety and statutory compliance. We integrate geospatial technologies with analytical tools to analyze the ecosystem for superior risk management. Moreover, it minimizes capital as well as operational expenditure. Our approach enhances asset reliability and optimizes field service resources. We use proprietary systems to manage underground assets and pipeline integrity. Real-time collaboration between field technicians and the back office ensures timely response to events. Rich experience in mobile workforce management and field service optimization products such as ClickSoftware, CGI ARM suite, MDSI automation software, Tensing, ViryaNet, BT Fieldforce Optimisation Suite (FOS), SAP IS-U, and Oracle Utilities MWM. Strategic alliances for leading geospatial products and asset management platforms, including Esri (desktop, server and mobile products), Schneider Electric (ArcFM desktop and web), GE (Smallworld™ Gas Distribution Office and MapFrame™), and Oracle Spatial and Graph (formerly Oracle Spatial). Repository of reusable artifacts across concept-to-market, lead-to-cash and trouble-to-resolve business processes. Case Study Northumbrian Water transforms field service with mobile workforce management White Paper Holistic workforce management Article Scheduling the field workforce Report Infosys in the Winner's Circle of the HfS Research Blueprint Report for Utility Operations 2017 Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Use a comprehensive risk assessment method to ensure pipeline integrity

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/gas-pipelines.html> ----- Overview Our domain specialists have extensive experience in gas and liquid petroleum pipeline-related projects. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your gas pipeline network needs an advanced ecosystem for safe and reliable operations. Your data management system should capture, share

and archive diverse types of information. Inspection workflows in your enterprise should address operational and regulatory requirements. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Gas Pipeline Integrity Management The Infosys Utilities practice helps owners and operators of gas pipelines manage pipeline integrity across the lifecycle - design, construction, operation, and obsolescence. Our holistic approach extends the life and boosts utilization of pipeline networks. Intelligent pigging and root-cause analysis of defects facilitate mitigation of business risks, thereby reducing liabilities. We develop digital solutions for secure access and sharing of maintenance schedules, inspection reports, survey information, and audit notes between field engineers, managers and control rooms. Real-time insights and collaboration prevent downtime as well as mishaps. In addition, it helps mitigate risks, implement corrective action, and manage unforeseen events. Our Geographic Information System (GIS)-oriented data models and analytical systems support documentation and reporting requirements of transmission and distribution integrity management plans. In addition, our data solutions comply with Pipeline Open Data Standards (PODS). Asset management Predictive maintenance Condition monitoring Cathodic protection Trend analysis GIS portals Inspection CIPS and DCVG survey Mobile field inspection applications Inline inspection and documentation NDT data visualization and management Adapters for inspection databases (ILI, ECDA and surveys) Support systems Schedule generator Work order management Data alignment sheet generator Risk assessment and prevention Dashboards-user, performance and compliance Proven expertise in high pressure, underwater and cross-border petroleum pipeline operations and maintenance. Deep understanding of regulatory frameworks for oil and gas pipelines, including Pipeline and Hazardous Materials Safety Administration (PHMSA), USA; National Energy Board (NEB), Canada; Agency for the Cooperation of Energy Regulators (ACER), European Union; and Pipelines Safety Regulations, UK. Patented method to assess pipeline integrity business risk by quantifying structural, operational and commercial risks across the pipeline network. Article Our IP ensures comprehensive pipeline integrity management Case Study Iroquois achieves superior business performance with web applications Article Automating gas pipeline leak management White Paper Holistic workforce management Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Become a source of sustainable energy

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/generation.html> ----- Overview Our expertise spans electro-mechanical systems as well as R&D services. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings In the near term, your enterprise

should boost fuel efficiency and extend the life of assets. In the long term, your power plant should provide reliable and sustainable source(s) of energy. Your power station needs green technologies to generate 'clean' energy. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Power Generation The Infosys Utilities practice helps coal, gas, oil, nuclear, solar, wind, and geothermal power plants operate in a low-carbon economy. We offer development, upgrade, maintenance, and support services across the turbo machinery and plant engineering value chain. We upgrade / retrofit aging power generation facilities with Internet of Things (IoT) applications and modeling solutions. Our data analytics ecosystem recommends actions to reduce equipment downtime, improve productivity, and ensure reliable operations. Our digital solutions ensure compliance with electrical machinery standards, communication protocols, and health, safety and environmental regulations. We simulate component / plant behavior in the Research and Development (R&D) environment. It validates sophisticated engineering concepts to maximize asset utilization in steam turbine-based power plants. Accurate predictions of casing flow loss and low-pressure exhaust performance optimize casing design for steam turbines. Our approach minimizes dependence on third-party tools for product development, including gas turbine compressors. Infosys Turbo Machinery and Plant Engineering Center of Excellence develops tools and accelerators for COTS packages, proposes bespoke enablement services, and manages competency development. Factory model for product development ensures agility, maximizes reusability of components, and minimizes cost. Team of functional, product and technical consultants with rich experience in industrial automation and control systems (HMI / SCADA / DCS). Report Infosys in the Winner's Circle of the HfS Research Blueprint Report for Utility Operations 2017 Insights From darkness to light: Five 'Ds' can lead the way Article SSE Energy Services: Digital Transformation to Deliver Next-Gen Services at Pace Report Infosys Announced as Major Service Provider in IDC MarketScape for EMEA Utilities 2017 Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Transforming Grid operations with digital solutions

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/grid-operations.html> ----- Overview Our predictive modeling techniques optimize grid operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your power utility should integrate distributed generation assets and Internet of Things (IoT). Your transmission and distribution infrastructure should meet the growing demand for energy. You need to rationalize operational expenditure, while ensuring the safety of employees and protecting the environment. Being Resilient. That's Live

Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Grid Operations The Infosys Utilities practice partners with energy suppliers and grid operators to deliver superior grid performance. Our grid modernization solutions comply with standards of the Federal Energy Regulatory Commission (FERC) and cyber security requirements of the North American Electric Reliability Corporation's (NERC) Critical Infrastructure Protection (CIP) plan. Process automation supports dynamic load balancing and energy conservation programs. Our digital solutions facilitate a smart grid while mitigating risks during migration to a smart utility. Such a business transformation helps your enterprise capitalize on real-time data to optimize asset performance, improve fault isolation and accelerate service restoration. It also facilitates detection of untoward events and instantaneous response to safety alerts as well as power theft. Reusable business process library, components and templates for application portfolio analysis, rationalization and consolidation. Expertise in deployment of Geospatial Information Systems (GIS), distribution automation systems, and Advanced Metering Infrastructure (AMI). Experience in integrating clean energy sources, demand management programs, process improvement initiatives, and post-M&A smart grid programs. Report Infosys in the Winner's Circle of the HfS Research Blueprint Report for Utility Operations 2017 Insights From darkness to light: Five 'Ds' can lead the way Article Data privacy and security in smart grids Clients Speak Infosys, a strategic partner for Fayetteville Public Works Commission Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Use the resources of service delivery experts

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/managed-services.html> ----- Overview Our integrated delivery model ensures accountability of service / deliverables / outcomes. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise demands IT services that cater to business and user requirements. You need to engage an IT services partner to renew your business with disruptive technologies. You should boost productivity while achieving substantial cost efficiency. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Managed Services Infosys offers managed IT services for operational support as well as strategic services at utilities enterprises. We combine cross-skilling and process automation to accelerate turnaround time and rationalize operational expenditure. Our scalable delivery model and proven framework for continuous improvement work together to support innovation across service areas. We ensure that

your enterprise aligns with the business environment and mitigates risks with effective change management. We leverage ITIL-based proprietary components, including a global Agile framework, service catalog framework, and integrated Process Repository for IT Infrastructure Services Excellence (i-PRISE), to standardize processes and facilitate smooth delivery. We also use role-specific dashboards and relationship-level balanced scorecards to achieve business goals. Infosys Knowledge Academy for technical, domain and cross-cultural certifications. Engagement-specific Center of Excellence (CoE) identifies business demand and drives service excellence. Ecosystem for joint business planning and relationship management - board-level sponsorship, joint innovation council, managed services advisory council, and security and compliance officers. Clients Speak Infosys created a flexible, stable and innovation-rich environment: Essent Article Infosys in the Winner's Circle of the HfS Research Blueprint Report for Utility Operations 2017 Clients Speak Infosys, a strategic partner for Fayetteville Public Works Commission White Paper Workforce management solution — considerations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Accelerate the revenue cycle

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/meter-to-cash.html> ----- Overview We have proven experience in amalgamating billing systems and migrating IT processes to greenfield systems for mergers and acquisitions. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise needs to streamline the meter-to-cash process to undertake smart meter implementation. You need insights into usage by customer micro-segments to devise flexible tariff and payment systems for cash flow management. Your billing system should incorporate best practices to grow revenue. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Meter-to-Cash The Infosys Utilities practice provides services spanning the meter-to-cash cycle of gas, power and water utilities comprising Head End System (HES) implementation, customer acquisition, maintenance and support of field service software, debt and risk management, and auditing. Our approach facilitates prompt and accurate processing of meter data, which is essential for time-of-use-based billing plans for households and commercial / industrial clients. Our unified data repository for customers and assets enhances data quality, eliminates billing errors, and ensures responsive customer service. It helps reduce unbilled revenue and deploy interval billing plans. Real-time communication between customer service representatives, dispatchers and technicians prevents missed appointments and service backlogs, while boosting productivity. Preconfigured and Accelerated Customer Care & Billing Enablement (PACE) solution leverages Oracle Customer Care and Billing (CC&B) as well as SAP IS-Utilities. Meter Data Management Appliance, our preconfigured solution,

incorporates Validation, Editing and Estimation (VEE) rules and supports Advanced Metering Infrastructure (AMI) as well as traditional metering devices. A multi-disciplinary team of application developers, technical experts, infrastructure specialists, and program managers. Case Study Iroquois achieves superior business performance with web applications Clients Speak Infosys created a flexible, stable and innovation-rich environment: Essent Clients Speak Anglian Water integrates enterprise systems for real-time data Case Study Electric utility implements flexible pricing engine Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Offering net metering services to retail customers

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/net-metering.html> ----- Overview Our metering solutions enable smart use of grid resources. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your power utility needs two-way communication between metering devices and the grid to comply with regulations. Your net metering system should allow retail customers to get a return on their renewable energy investment. You should promote distributed generation to minimize consumption of fossil fuels. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Net Metering The Infosys Utilities practice provides net metering consulting services and solutions to improve the reliability and efficiency of power utility enterprises. We help you incorporate data from bidirectional as well as Time-Of-Use (TOU) meters with solar photovoltaic systems and wind turbines. Accurate statements of the electricity consumed and exported to the power grid facilitate prompt billing. Our consultants help you make informed decisions on Customer Information System (CIS) modernization / replacement for managing net metering customers by sharing the road map for implementation. We develop dashboards to manage distributed energy sources and electricity load in the network. Extensive experience in maintaining micro-grids with multiple energy sources. Laboratories that gather and process real-time field data from micro-grids. Team of experts that recommends onsite power generation systems for retail customers based on consumption data. Case Study Intuitive navigation drives customers to self-service portal Clients Speak Hafslund delivers smarter customer experience Clients Speak Arizona Public Service transforms customer service Insights Data-driven energy ecosystems for a sustainable future Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Rationalize IT investment

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/portfolio-analysis-optimization.html> ----- Overview Our robust governance framework provides visibility into operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise requires a unified IT landscape to capitalize on business opportunities. You need to integrate smart grid technologies and sources of distributed generation. You must adopt disruptive technologies such as automation, artificial intelligence and data analytics. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Portfolio Analysis & Optimization Infosys offers portfolio analysis and optimization services to transform the IT infrastructure at utilities enterprises. A holistic assessment of your application portfolio facilitates timely decisions – consolidate, re-platform, optimize, enhance, maintain, or decommission. In addition, it enables business strategies such as mergers and acquisitions, diversification, sourcing, and improvement programs. Infosys rationalizes the business-IT inventory – applications, interfaces, products, and vendors. It boosts resource utilization while minimizing integration and maintenance costs as well as capital investment. We align the portfolio with the enterprise architecture, increasing application availability and responsiveness, while minimizing portfolio estate and sprawl. Our approach reduces server and storage capacity requirements. Moreover, it ensures seamless access to real-time data and compliance with regulations. Cloud suitability assessment framework based on the Analytic Hierarchy Process (AHP) model with 35+ parameters. Analytical models help in defining the cloud deployment strategy. Tools, templates and repositories for knowledge management. Case Studies Iroquois achieves superior business performance with web applications Article From darkness to light: Five 'Ds' can lead the way Case Studies Intuitive navigation drives customers to self-service portal Clients Speak Infosys created a flexible, stable and innovation-rich environment: Essent Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Insights

----- Article source ----- <https://www.infosys.com/industries/utilities/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Transform Your Utility Operations with Infosys Pre-configured CIS Solution Empowered Conversations: Inspiring Leaders Shaping the Utility Industry How Utility Companies Can Accelerate Value with AMI 2.0 an Implementation Framework Advanced Metering Infrastructure 2.0: The Next Step Forward for Energy and Utilities E.ON Partners with Infosys for Secure, Boundaryless Network Operations

Time of Use Electricity Tariff – A Key Enabler for Renewable Energy Usage
On-Demand: Transforming Customer Experience with Infosys and SAP The
Power of AI for Renewable Energy Grid Management E.ON UK establishes
digital foundation for energy transition Navigating Data Reconciliation in
the UK Metering Industry Infosys Brings Together Technology and Expertise
to Modernize Uniper Energy's UK Application Infrastructure Landscape
Infosys Solution for Vegetation Management for Utilities Panel Discussion:
The Potential of the Metaverse for Utilities New Age Infrastructure: Why
Tethered Clouds Work Orchestrating a Digital Approach to Energy
Transition Ahead in the Cloud: A Customer-focused Cloud Transformation
with Duke Energy Infosys and E.ON Empower Green Innovation for Utilities
Infosys ranked Winner in HFS Energy Transition Services, 2022 Infosys and
E.ON – On A Mission to Migrate Impact of 5G on Energy Utilities Infosys
ranked Podium Winner in HFS Utilities Top 10 The Safety First Imperative
for Utilities E.ON's Digital Transformation Journey Powered by Infosys
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Transition Intelligent Power Grid: Applying AI in the Energy Industry
Resource Innovations-Infosys Electric Vehicle Supply Equipment Onboarding
Solution \$414 Billion in Profits can be Gained Using Cloud for Business
Growth: Infosys Research Navigating Field Service Management for Utilities
POV on Electric Vehicle (EV) Charging Network Network Modernization in
Energy and Utilities Grid Modernization Keystone to a Clean Energy Future
Infosys Cobalt - Accelerating Enterprise Cloud Journey Battery Storage and
Contract Management: Creating a Renewable Future Smart Energy: future-
proofing Utilities on the Cloud Blockchain - What it means for Utilities
Digital Twin of a Solar Plant Energy Transition with Infosys Why it's Time
for Your Utility to Become a Digital Energy Orchestrator Infosys Selected by
Consolidated Edison to Digitally Transform Customer Service SSE Energy
Services: Digital Transformation to Deliver Next-Gen Services at Pace
Empowering the Utility Ecosystem with Blockchain Energy Utility Redefines
Consumer Experience with Infosys Digitally Managed Services How Utilities
Can Use Gamification to Engage Customers and Cultivate Loyalty Infosys is
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'Leader' in the IDC MarketScape: North American DERMS Strategic
Consultants and Systems Integrators 2020 Vendor Assessment Being
Resilient: Easing the Strain on Utilities How a utility digitalized its CX with
advanced analytics Utility addresses customer care & billing exceptions with
RPA Infosys: Building a Live Enterprise powered by the Sun Managing
complex low-voltage networks in a flexi grid Value realization from Digital
Transformation in Utilities NelsonHall Point of View – Infosys: Navigating
the Future of Energy Environmental leadership will breathe life back into
Utilities The Future of Energy Pricing Intelligent Energy and Utility: The
Movement of Enterprise Applications to the Cloud 5G Powered Utility
Transformation Grid Modernization: Lessons Learned How Utilities Can Use
Cost Estimation Software in Capital Budgeting 7 Edge Application
Remediation Tips for Utilities Implementing a Customer Service
Transformation Program NelsonHall NEAT Identifies Infosys as a 'Leader' in
Smart IT Services for Utilities Pre-configured and Accelerated Customer
Care & Billing Enablement (PACE) for SAP Navigate your digital
transformation with cloud – Energy and utilities industry view Why Utilities
Need to Make Cyber Security an Urgent Priority Linking Efficient
Operations to Customer Centricity Improving Operations Through Digital

Field Workforce Management Three Key Questions to launch successful
Utility Customer Engagement Early Focus on Data - A Key Strategy for CIS
Implementation Success Transforming Customer Experience in the Utilities
Industry Navigate The Future Of Energy Navigate your Next - The Grid of
the Future Navigate your next. In Utilities Infosys Announced as Major
Service Provider in IDC MarketScape for EMEA Utilities 2017 Smart Grid
Data Privacy & Security Automated Gas Pipeline Leak Management Process
Workforce Scheduling in Field Services Infosys positioned in the Winner's
Circle by HfS Research Blueprint Report for Utility Operations - 2017
Workforce management solution — considerations Agile: A Sustainable
Approach for Utilities Implementing SAP Being Resilient. That's Live
Enterprise. Digital Core Capabilities Digital Operating Model Empowering
Talent Transformations Tales of Transformation Industries Services
Platforms Infosys Knowledge Institute About Us Business Solutions Video
Point of View Point of View Video View point Video View point Insight White
Paper Testimonial Video Podcast White Paper Point of View Podcast Video
Report Video Point of View Report Article Video Article Video Brochure
Insights View point View point Video Article Insights White Paper Point of
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White Paper Point of View Report Insights Report Blog Article White Paper
Blog Blog White Paper Insights Brochure Brochure Report Article Article
Article Report White Paper White Paper Company Subsidiaries Programs
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E.ON partners with Infosys for secure, boundaryless network operations

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/boundaryless-network-operations.html> ----- Experience Insight Innovate
Accelerate Assure Application Development and Maintenance Business
Process Management Consulting Services Incubating Emerging Offerings
Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital
Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us The E.ON Group, one of the largest energy network operators in
Europe, serves more than 50 million customers. The electric utility
undertook a network modernization program to leverage intelligent
connectivity models for driving energy transition at-scale while enhancing
the user experience. Infosys has been E.ON's strategic technology partner
for 15+ years. We were selected to lead the program for a next-gen,
SDWAN-based, cloud-focused network transformation. Saurabh Jain, AVP,
Group Manager - Client Services, Infosys, discusses the network
modernization program with Kim Dengs, Global Head of Network Services
at E.ON. Kim shares the genesis and achievements of the program. He also

focuses on the connectivity imperative in E.ON's growth, sustainability and digitalization agenda. The partnership with Infosys allows E.ON to apply real-life experiences and "invaluable" operations knowledge across programs. In conclusion, Kim elaborates on the extreme network co-pilot project driving an AI / ML-driven approach for predictive operations at E.ON. It aims to "make the daily run easier, smoother and more efficient." Need for network modernization Goals of the network transformation program 'One Infosys' experience AI adoption in network operations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys: Building a Live Enterprise powered by the Sun

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/building-live-enterprise-powered-sun.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Some believe that it is hard to balance sustainability and economic viability. For us at Infosys, we made sustainability a business imperative and turned to the sun to meet our energy needs. Watch this video to learn how we harnessed renewable energy at scale. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Transforming Customer Experience

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/consumer-experience.html> ----- Maximize Experience. Minimize Cost. Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Consumers expect more than just reliable energy. They are becoming proactive, demanding choice and information, and expecting personalized services. Given this environment, energy utilities need to reinvent their customer-facing operations and applications to improve key business KPIs like customer satisfaction, customer churn, and operational efficiency. Infosys has developed solutions to provide utilities with a true multichannel customer engagement platform and differentiated services. Our solutions deliver transformed customer experience, while realizing

tangible benefits and business outcomes through our IP driven solutions.
Blog How are Customers Influencing the Utilities Behavior? Blog Three Key
Questions to launch successful Utility Customer Engagement Programs
Clients Speak Getting smart with customer experience Case Study CRM
framework boosts customer satisfaction score by 4% Company Subsidiaries
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Utility addresses customer care & billing exceptions with RPA

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/customer-care-billing-exceptions.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Energy utilities are rapidly adopting technology to keep operations costs in check and boost customer satisfaction. In this video, learn how an Arizona-based utility needed to effectively address its customer care & billing exceptions. They turned to Infosys to adopt AssistEdge robotic process automation and the result was lower exception handling time, lower human effort and lower back-office operations costs. Watch the video Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Cyber Security

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/cyber-security.html> ----- Digital first necessitates security first. Is your utility ready? Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us A modern utility incorporates shared infrastructure, third-party products and platforms, legacy and advanced IT systems. Such a heterogeneous landscape requires a security and safety-first approach to business. Review our perspective on cyber security to know how your utility can adopt a proactive and preventive approach by ensuring new devices have built-in security features. Your legacy infrastructure needs to be insulated from breaches and tested for vulnerabilities at regular intervals. Give your utility a robust disaster recovery mechanism to ensure that the service is up and running quickly after a security breach. A disparate utility network can maintain cyber hygiene only by cultivating cyber discipline across the workforce and the partner ecosystem. Make regular training in

best practices, sensitization, and awareness campaigns a business imperative. Blog Why Utilities Need to Make Cyber Security an Urgent Priority Blog New Cyber Security for the New Digital Enterprise Infographic Digital Trust. Assured. Case Study Rapidly reclaim your business after a cyber attack Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

SSE Energy Services: Digital Transformation to Deliver Next-Gen Services at Pace

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/deliver-nextgen-services-pace.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Award-winning transformational CIO Philip Clayson from SSE Energy Services, shares his experience of leveraging Infosys for their fast-paced digital transformation journey. SSE Energy Services (now acquired by OVO) embarked on a digital transformation journey to deliver next-gen services. In this article, Philip Clayson, Chief Information Officer, SSE Energy Services, points out that with digitalization, they have successfully increased their self-service capabilities for apps and their websites. Now, the company has embarked on a digital data journey combining the insights of multiple departments and teams to discover the best method of leveraging enterprise data and unlocking its value. "As I look at the partnership today, it is about being closer and more strategic to SSE Energy Services by jointly exploring where we can make a big difference.", says Chirag Khergamkar, Client Partner to SSE Energy Services at Infosys. In the words of Phil Clayson, "I like pace: people understand it. Delivering at pace is what it's all about". Here is how Infosys partnered with SSE Energy Services to help the CIO implement his vision for the company. Read the full article Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Why it's Time for Your Utility to Become a Digital Energy Orchestrator

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/digital-energy-orchestrator.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being

Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As an industry, energy utilities power the world. Now, this industry is preparing for a transition as it relooks at the sources of energy it supplies, grapples with new regulations, responds to changing consumer behavior, and reviews new technologies. In the midst of all this change, utilities have a unique opportunity to become live enterprises – sense data, respond with agility, and adapt to new sustainable business models. Infosys empowers utilities to accelerate their transition from service provider to Digital Energy Orchestrator. This video elaborates how. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Digital Field Operations

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/digital-field-operations.html> ----- Invest in digital field operations to empower the digital workforce Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Today, the back office of utilities manually schedule and plan work for the field workforce. As unexpected events like customer care requests or outages occur, back offices rely on manual intervention to shuffle work assignments and schedules to accommodate these jobs. Based on human judgment, these manual interventions often lead to mistakes that negatively impact field productivity and endanger field worker safety. Automate low value tasks. With AI and mobile work management solutions, utility companies can empower the field workforce and improve operations. Also ensure that people are in the right place at the right time with the right information to act promptly. White Paper Workforce Management Solution - Considerations White Paper The Grid of the Future Report Workforce Development in the Age of Digital White Paper Improving Operations Through Digital Field Workforce Management Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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E.ON UK establishes digital foundation for energy transition

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/digital-foundation-energy-transition.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital

Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us E.ON UK worked with Infosys to implement a digital transformation that would allow E.ON to continue to drive the energy transition. Infosys designed and developed a cloud native platform at E.ON UK to deliver smart metering and new customer solutions such as solar power, battery, heat pumps and EV charging, and to drive greater sustainability at scale across homes, businesses and for cities. Lee Durham, Head of Technology for E.ON UK Solutions, discusses the business imperative to migrate siloed systems on a legacy platform to a future-proofed digital platform for business agility. Fiona Humphreys, CIO of E.ON UK, shares how the company pivoted to become a digital utility and offered sustainable energy solutions to 22 million homes while driving decarbonization. She adds that E.ON UK has established a digital foundation to scale up as well as develop new products and services to delight customers. Saurabh Jain, Client Partner, Infosys discusses how the Infosys team adopted a platform approach to design a digital ecosystem of customers, assets and field work at E.ON UK. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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How a utility digitalized its CX with advanced analytics

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/digitalized-cx-advanced-analytics.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Retailization has reached energy utilities and they are embracing it with enthusiasm. In this video, learn how a US-based energy utility with 15 million users digitalized their customer experience. They did this by leveraging the cloud and advanced data analytics. The result was a 20% increase in online users, 50% faster time to market and 40% in IT spend. Watch the video Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Mike Koehler, CIO & CDO, Exelon Corp. discuss disruption in the energy sector

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Infosys and E.ON Empower Green Innovation for Utilities

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/empower-green-innovation-utilities.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As the world moves towards sustainable practices and resources to power the future, energy companies need to embrace new paradigms, technologies, and innovations. To empower this push, Infosys co-hosted the WHU Business Innovation Challenge with E.ON, where students pitched inventive ideas and progressive business models that could help energy and utilities companies leap to a cleaner, greener future. The event, hosted by Dries Faems, Professor of Entrepreneurship and Director of WHU's Entrepreneurship Center, saw students coming up with disruptive ideas ranging from smart energy management to carbon tracking and prosumer monetization. This challenge aims to foster collaboration, creativity, and entrepreneurial thinking by encouraging students to work together to develop innovative solutions that could positively change the future of energy. Infosys also offers a customized “Digital Transformation” course for students to develop business models using insights from senior executives and industry experts, who will help students refine their ideas through brainstorming sessions. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Enabling Future Ready Business models

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/enabling-future-ready-business-models.html> ----- Accelerate Innovation. Drive Growth Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Technologies for innovative solutions Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries

Services Platforms Infosys Knowledge Institute About Us Infosys helps utilities 'Be Future Ready' by leveraging emerging technology to convert challenges into opportunities. Infosys helps utilities accelerate innovation and use it as a market enabler for faster growth. By unbundling traditional value chains to reassemble new business models we help utilities drive efficiencies and generate new revenue streams. The proliferation of technologies like AI, ML, Robotics, IoT, Cloud, augmented reality, virtual reality, and blockchain have opened up a plethora of opportunities for utilities. Infosys is at the forefront of helping utilities adopt these emerging technologies and be future-ready. Applying technology to existing power lines without shutting down the grid is a challenge. The current method of addressing the problem of aging overhead conductors which have accumulate decades of silica and carbon deposits, bird droppings, and moss is to have linemen crawl along the narrow transmission wires and clean and coat the conductors. Infosys has developed the world's first intelligent robot for cleaning and coating high-voltage transmission conductors. Post deployment, this robotic solution increased transmission capacity, prevented cable replacement and resulted in a projected saving of \$2 billion. They were also projected to save up to \$6 billion in transmission losses without risking the life of a linemen. Infosys Nia brings machine learning together with deep knowledge to unearth critical insights and industrialize core processes. Infosys' AI platform provides workflow based insights to monitor and optimize critical assets through predictive intelligence for proactive maintenance. KRTI 4.0™, a framework for operational excellence offers a framework which applies AI, cognitive/ machine learning, and machine-to-machine capabilities to address complex and expensive lifecycle management challenges. KRTI 4.0™ uses predictive and prescriptive analytics to empower decision-makers with real-time knowledge on the best and most effective operating and maintenance options for their OT systems. The framework also leverages tools such as real-time dashboards, RAMS modelling capabilities, augmented reality, chatbots, and more. With the industry experiencing a skill scarcity and an aging workforce, AR can aid field workers by connecting them with remote experts who can provide real-time guidance. Additionally, information obtained from AR solutions can be stored as a guideline for future work. Infosys AR-VR capabilities can help users visualize and manipulate large amounts of data, identify business anomalies, build field force enablement support, provide conceptual and contextual learning through immersive experiences, and identify opportunities for improved interactivity. While utilities are exploring the potential of blockchain to create internal and industry-wide efficiencies, Infosys has a proprietary blockchain platform that enables peer2peer transactions. The platform has been used to create a proof-of-concept on a Transactive Market where prosumers (producers + consumers) can sell/buy electricity using blockchain and smart meter infrastructure Infosys' proven Industry 4.0 maturity framework and IoT platform helps utilities manage Distributed Energy Resources (DERs). For a leading utilities firm, Infosys delivered a solution for meter data collection, remote diagnostics, and configuration at wind farms. Article The Future of Energy Pricing White Paper The Grid of the Future Insights How to become a Live Enterprise Article 5G Powered Utility Transformation Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Energy Transition with Infosys

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/energy-transition.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The energy industry is undergoing major transformation, as individuals, societies, and businesses try to alter their footprint. The focus is to meet the goals set out by the Paris Agreement and accelerate the shift to new energy. This better tomorrow needs better technology, and at Infosys, we're working relentlessly to bring it to life. Watch this video to know more. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Impact of 5G on Energy Utilities

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/impact-5g-energy-utilities.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Ultrareliable and low-latency communication (URLLC) and massive machine type communication (mMTC) capabilities of 5G wireless technology transform operations of energy utility enterprises. From routine inspection of transmission and distribution lines using drones to decentralized intelligence and control systems for substations, 5G supports smart grid initiatives to deliver next-generation customer service. 5G connectivity is a catalyst for an advanced digital ecosystem to support renewable sources of energy, safeguard employees, and reduce the cost of asset maintenance. 5G-enabled advanced metering infrastructure empowers utility enterprises to apply real-time data analytics for effective outage management. Read our point of view Watch how 5G effects a transformation of utilities Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

NelsonHall NEAT Identified Infosys a Leader in Smart IT Services for Utilities

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/leader-smart-it-services2019.html> ----- Experience Insight Innovate

Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been identified as a 'Leader' in 'Smart IT Services in Utilities' by NelsonHall in its NEAT evaluation. This evaluation features Infosys as a 'Leader' along with its peers, namely, Capgemini, IBM, TCS, Atos, and NTT Data. NelsonHall evaluated participants in three market segments — overall capability, retail services, and smart asset services. The ranking includes a detailed profile of the Infosys Utilities practice. Infosys sees the digital journey for utilities across two main pillars: Infosys' offerings for the utility industry are based on three core areas: Key strengths of Infosys Utilities practice highlighted by the NelsonHall NEAT ranking Learn more about how Infosys is helping utilities #NavigateTheFutureOfEnergy. More about our offerings for utilities Register to download the report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys named a 'Leader' in the IDC MarketScape: North American DERMS Strategic Consultants and Systems Integrators 2020 Vendor Assessment

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/leader-systems-integrators-2020-vendor-assessment.html> ----- About Infosys Infosys strengths Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The IDC MarketScape has positioned Infosys in the Leaders category in its North American Distributed Energy Resource Management Systems (DERMS) Strategic Consultants and Systems Integrators 2020 Vendor Assessment (doc # US44514919, March 2020). IDC MarketScape evaluates the strategies and capabilities of consultants and systems integrators (SIs) in the utilities industry. IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5-year timeframe. Vendor market share is

represented by the size of the icons. IDC MarketScape recognizes that the Infosys Utilities practice has long-standing relationships with some of the largest investor-owned utilities in the United States. It highlights core areas of services spanning the utilities value chain with customer engagements in generation, energy trading, transmission and distribution, customer service, enterprise services, and consulting. The report identifies the strengths of the Infosys Utilities practice in the areas of innovation, quality IT outsourcing, systems integration, and managed services. Specifically, in DERMS, Infosys partners with clients to integrate new DERs with existing systems within utilities such as DMS and supervisory control and data acquisition (SCADA) along with customer information systems (CISs), automated meter infrastructure (AMI), meter data management (MDM), and order management system (OMS). Register to download the report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Modernizing Grid and IT Infrastructure

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/modernizing-grid-it-infrastructure.html> ----- Enhance Efficiency. Ensure Compliance Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Utilities need to upgrade their legacy infrastructure in preparation for the smart grid, advanced metering infrastructure (AMI) and ERP systems, more so as the ability to monitor, analyze, and act on data will soon become the operating standard for asset operations. The Infosys Utilities practice offers work and asset management solutions, managed services, and safety and statutory compliance solutions. We integrate geospatial technologies with analytical tools to examine the ecosystem for superior risk management. By using smart meters, sensors, and applying cognitive computing and analytics at the edge, we vastly improve operational performance. This minimizes capital as well as operational expenditure. RPA promises operational efficiency by automating tasks and freeing staff to focus on more valuable work. Infosys implemented AssistEdge as an automation lever with Oracle Utilities Customer Care and Billing (CC&B) to enhance productivity and reduce cycle time. The utility was able to resolve 20,000 tasks each month using bots. Average handling time dropped from 11.5 days to 1.5 days, while the time to handle billing exceptions reduced by 86%. White Paper The Case for Grid Modernization Point of View Grid Modernization: Lessons Learned Point of View Grid Modernization Keystone to a Clean Energy Future PoV Case Study Transforming the power grid with autonomous robots Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

NelsonHall Point of View - Infosys: Navigating the Future of Energy

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/navigating-future-energy-report.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Utilities globally are being challenged by the need to offer greater value to customers, improve the management of aging infrastructure and ensure uninterrupted and efficient service. Is your utility looking to rapidly build its technology capabilities, adopt the right tools in advanced analytics, and improve its customer service? Download the point of view by NelsonHall. In it, NelsonHall elaborates how Infosys is helping utilities stay ahead of the curve by, Click here to download the full report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Network Modernization in Energy and Utilities

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/network-modernization.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Contrary to popular belief, the energy transition goes well beyond the shift from fossil fuels to renewable sources. It's the transformation of every interaction between an energy utility and its stakeholders - customers, suppliers, partners and shareholders. In addition to the shifting demand patterns, different energy provisioning models, and the prioritization of sustainability, the pandemic has increased the pressure on utilities to accelerate their digital transformation. During the next decade, everything from production to distribution and even consumption of energy will be completely reimaged. And network modernization is where energy's next begins. We recently hosted a virtual roundtable that brought together an astute panel to discuss "Network Modernisation in the Energy and Utilities industry". Kim Dengs, Head of Network Services at e.on, Umashankar Lakshmiopathy, SVP and Regional Head EMEA, Cloud & Infrastructure Services Infosys, Peter Terry-Brown, Director, Unified Communications & Connectivity, Vodafone Business and Hugh Ujhazy, Vice President, Telecommunications & IoT, IDC, participated in the discussion moderated by Kush Sharma. Watch this video for insights into their experiences and

learnings. Some of the aspects covered during the session were: Company
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Infosys and E.ON - On A Mission to Migrate

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/on-mission-migrate.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us E.ON, one of the largest utilities in the UK, is an organisation that leads change. Change that transforms and accelerates the future of the energy industry. And on their recent project to deliver reliable, affordable, and sustainable energy - they partnered with Infosys. Infosys aimed to completely digitise their energy ecosystem, streamline business processes, and bring overall synergy to their operations and platforms. E.ON's end goal is to digitally transform and fortify their position at the top of the leader board using innovative tech-driven interventions. Watch this video to discover why and how E.ON embarked on a migration journey with Infosys: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Energy Utility Redefines Consumer Experience with Infosys Digitally Managed Services

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/redefines-consumer-experience.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us In a world of one-click customer transactions, what utility companies need is a new vision for customer satisfaction. That's why an Arizona-based Utility deployed Digitally Managed Services from Infosys. They leveraged cutting-edge technology to transform their website to a dynamic, responsive one, augmented capabilities to handle transaction spikes, and increased avenues for self-service. The benefits were experienced by both, the utility and its consumers. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Navigate the Future of Energy

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/smart-utility.html> ----- Overview Trends Perspectives Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Navigate The Future Of Energy On the one hand, your utilities enterprise needs to maintain a smart grid network that provides reliable service. On the other, your consumers expect clean energy, customized service and cost-effective tariff plans. The emergence of distributed generation, battery storage solutions, home automation and IoT, and trading among prosumers is disrupting the traditional energy supply and billing business model. Outcomes Our offerings Outcomes Our offerings Outcomes Our offerings Outcomes Our Offerings Outcomes Our Offerings In the Utility Industry Battery Storage and Contract Management: Creating a Renewable Future Smart Energy: future-proofing Utilities on the Cloud Read More Endless possibilities with data for Energy and Utilities: Navigate from now to your next Read More NelsonHall Point of View - Infosys: Navigating the Future of Energy Read More NelsonHall NEAT Identified Infosys a Leader in Smart IT Services for Utilities Read More Assuring Digital Trust in the Energy and Utilities Industry Read More Navigate Your Digital Transformation with Cloud - A Review of the Energy & Utility Industry Read More Navigate The Future of Energy Enhance Efficiency. Ensure Compliance. Maximize Experience. Minimize Cost. Accelerate Innovation. Drive Growth. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigate The Future Of Energy

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/smart-utility-overview.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Navigate The Future Of Energy On the one hand, your utilities enterprise needs to maintain a smart grid network that provides reliable service. On the other, your consumers expect clean energy, customized service and cost-effective tariff plans. The emergence of distributed generation, battery storage solutions, home automation and IoT, and trading among prosumers is disrupting the traditional energy supply and billing business model. The opportunity before a utility today is to transform into a responsive enterprise - soaking up a growing quantity of data from every source, analyzing it and publishing actionable insights to the right decision-makers. Technology enables a utility to reinvent itself to be a Live Enterprise - learning,

adapting, healing, and growing smarter in real-time. You need to strike a balance by navigating business challenges and opportunities by harnessing digital technologies to 'Navigate the Future of Energy'. Infosys helps Utilities Navigate the Future of Energy by Transforming Customer Experience, Modernizing Infrastructure and enabling Future Ready Business models. Our extensive experience in CX transformation programs coupled with IP driven solutions like PACE will help create a differentiated customer experience at minimized cost. Our expertise in infrastructure modernization solutions, combined with advanced technologies like IoT, Edge analytics, AI & ML-based integrated cybersecurity platform help secure your business while enhancing efficiency. We also help your business be future ready by accelerating Innovation and driving growth and we do this by unbundling traditional value chains to reassemble new business models. Why Infosys should be your innovative partner Infosys helps utilities enterprise chart their business transformation by harnessing digital technologies. Our digital navigation framework has five focus areas: Navigate the Future of Energy by transforming customer experience, modernizing infrastructure and enabling future-ready business models. Navigate the future of energy. Introduction to #NavigateTheFutureOfEnergy >> Download the 'Digital Outlook Report for the Utility Industry' >> Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys ranked Podium Winner in HFS Utilities Top 10

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/utilities-services-2022.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been ranked #3 in the HFS Top 10 Rankings for Utilities Services, 2022 report. HFS Research rated Infosys a 'Podium Winner,' specifically #1 in 'voice of the customer' and #2 in innovation categories. Key highlights: Infosys integrates services and technology across the value chain: Register to download the report Learn more about Infosys Utilities solutions. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys is helping utilities respond to COVID-19: A NelsonHall Blog

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/utilities-support-covid19-initiatives.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business

Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us John Laherty, Senior Research Analyst, NelsonHall, has published a blog on how Infosys is working collaboratively with utilities to support COVID-19 initiatives. In the blog, John talks about the various macro level impacts of the pandemic on the value chains and how utilities must realign their priorities in response. He believes the new priorities will accelerate investments in digital technologies and enable utilities to become more resilient. Key highlights from the blog post: Read the complete blog here Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Being future-proof. That's AI-first.

----- Article source ----- <https://www.infosys.com/industries/utilities/overview.html> ----- Navigate your next in Utilities. Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Your utility should transition seamlessly to a clean energy enterprise while ensuring energy security. This requires your utility to deploy modern and scalable infrastructure, boost capacity management, and improve operational efficiency. In addition, you need to empower residential and business customers with the tools to monitor and manage energy consumption. Infosys implements advanced technologies, including data analytics, machine learning, generative artificial intelligence, and automation, to ensure gas, power, water, and waste water utilities provide safe, reliable and cost-effective service. Our technology solutions ecosystem built on AI ensures seamless integration of renewable energy sources and enhances energy efficiency, while modernizing transmission and distribution operations. Our offerings for the utilities industry are based on three foundational principles - Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Pre-configured and Accelerated Customer Care & Billing Enablement (PACE) for SAP

----- Article source ----- <https://www.infosys.com/industries/utilities/pace-sap.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live

Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Legacy customer information systems (CIS) can be a huge challenge. Not only are they complex to integrate with other systems, but are also slow during data migration, expensive to maintain, and thus increase time to market. Utilities planning to migrate to a new CIS can evaluate Infosys Pre-configured and Accelerated Customer Care & Billing Enablement (PACE). Our application runs effortlessly on SAP. Infosys PACE for SAP S/4 HANA is a preconfigured industry specific solution that enables utilities to operate in real-time, and with predictable and manageable costs. The solution offers digital (multichannel foundation), analytics (BW/ 4HANA), and usability (Fiori). The solution is available for electric, gas, and water utilities and can be implemented for both residential and non-residential customers. Contact us to know more about PACE for Utilities>> Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys CMO Radar 2024

----- Article source ----- <https://www.infosys.com/industries/waste-management.html> ----- Insights What's New Success Stories Our Offerings Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Industry Segments Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Offerings Infosys REF-OR-M SEGWAY Solution for sorting waste the right way Article The Digitalization of Waste Management for Circular Economy Report Case Study ERP ecosystem transforms operations at a waste management company Case Study Environmental solutions provider drives operational excellence Infosys leverages green technology to drive operational excellence across the value chain of the waste management business. Our frameworks and smart solutions help enterprises transition to a circular carbon economy while complying with global environmental guidelines. Our thought leaders share their perspectives on a low carbon economy Infosys - Reimagining the waste management industry with technology Solid Waste Management at Infosys read more Innovative Waste Processing read more Waste Management: Harnessing Technology for Innovative Collection read more Infosys REF-OR-M SEGWAY Solution read more The Impending Evolution of the Waste Management Industry read more Infosys ESG Waste Management READ MORE We implement green technology to drive business transformation Brochure Infosys REF-OR-M SEGWAY Solution View point The Impending Evolution of the Waste Management Industry Video Watch the webinar on Advancing Sustainability in the Services sector with FT Live! VIEW POINT Waste Management: Harnessing Technology for Innovative Collection VIEW POINT Innovative Waste Processing PRESS RELEASE Economist Impact launches The Sustainability Project with Infosys as Digital Innovation Partner video Practical Sustainability Article Can Technology

Define The Hour Of Reckoning For Our Planet? View point How Zero-Disruption Modernization Works Learn from our clients how we've been empowering them Insights Bins With Brains: IoT for Smarter Waste Management Case Study Environmental solutions provider drives operational excellence Case Study Smart logistics for waste collection and treatment Case Study The Infosys journey towards a carbon neutral enterprise Infosys implements digital solutions across the value chain Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Case Studies

----- Article source ----- <https://www.infosys.com/industries/waste-management/case-studies.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Smart logistics for waste collection and treatment Environmental solutions provider drives operational excellence Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Environmental solutions provider drives operational excellence

----- Article source ----- <https://www.infosys.com/industries/waste-management/case-studies/environmental-solutions-provider.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys implements simplified and scalable ERP platform to boost productivity and performance An integrated and scalable solution Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A North American industrial environmental solutions provider specializing in oil and gas, mining, and industrial sectors, wanted to streamline its disparate IT landscape. The company's ERP ecosystem incurred high cost of operations. Moreover, the enterprise required a robust ERP platform to support a merger. Infosys implemented Microsoft Dynamics 365 on Azure with minimal customization. Key Challenges Ready to experience? Our solution addresses the needs of over 1,000 users across sales, procurement, finance, and expense management at the energy services and environmental services company. Based on a SaaS model and hosted on Azure, the platform enables the company to scale up depending on business needs. Moreover, it provides flexibility in IT costs and capabilities based on the number of employees consuming services. Our

team ensured standardization of finance and procurement processes by adopting out-of-the-box Dynamics 365 functionalities. We migrated a majority of the merged entity's processes, related to energy services and environmental services, to Microsoft Dynamics 365 for Finance and Operations. Our solution enables business units to prepare balance sheets for insights into operations. It streamlines a complex approval process for Journals, Purchase Request, Purchase Orders and Purchase Invoices, ensuring a smooth workflow process while reducing turnaround time. Simplification Infosys implemented Logic Apps, which uses a consumption-based pricing model, to simplify the Service-oriented Architecture (SOA) landscape. Our team implemented six integrations to streamline invoicing from the company's sales and productions systems with Microsoft Dynamics 365 for Finance and Operations Speed We undertook the implementation in four months, resulting in a high return on investment. It paved the way for the second phase of the project to replace legacy systems such as SFDC, HMM, and QFAIM Compliance Our team leveraged standard internal controls within Microsoft Dynamics 365 for ICFR compliance. It helped the company navigate the merger process smoothly, and ensure replacement of the legacy ERP system with the merged entity Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Smart logistics for waste collection and treatment

----- Article source ----- <https://www.infosys.com/industries/waste-management/case-studies/smart-logistics-waste-collection-treatment.html>
----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Smart logistics streamlines treatment, recovery, and disposal processes Solution enables smart logistics and optimal waste management Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A North American environmental solutions provider wanted to optimize its treatment, recovery, and disposal processes. The company sought a smart logistics solution to manage truck appointments and monitor truck movement in real time. Infosys created a Web-based logistics solution, including a mobile app for truck drivers with GPS-based navigation to the waste treatment facility. Key Challenges Ready to experience? Infosys implemented a surveillance system leveraging the home grown Infosys Location Based Services (LBS) platform IP to provide the company with situational awareness of and control over daily processes. Our team created a mobile app on iOS and Android for waste carrier truck drivers to review, book, edit, and cancel appointments. The app also provides drivers with navigation support. Our application enables the company to manage both scheduled as well as unscheduled appointments, and record logbook entry events. It generates Web notifications and push notifications for the mobile

app. It also enables GPS tracking of the truck fleet with notifications on entry and exit of vehicles at treatment facilities. We integrated our solution with the existing riser panel information receiving systems, along with sharing information about wait times and details of trucks in the queue. It generates daily reports about the quantity of waste received, wait times and other relevant information. Online appointments Web-based solution allows stakeholders to book appointments electronically Appointment management It optimizes delivery schedules with track, review, change, reschedule options, and an appropriate role-based approval system Notifications An alert system generates notifications for different events such as available capacity at riser and facility Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Pivot to a circular economy with digital technology

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/circular-economy.html> ----- Overview Our framework for the circular economy fosters responsible behavior and business practices by diverse constituents. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Urbanization and industrialization result in exponential growth in waste, including e-waste, which affects quality of life. The waste management industry is at the receiving end of legacy manufacturing practices and excesses of consumerism. The waste management industry is challenged by a rapid proliferation of different types of residential and industrial waste. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys leverages advanced digital technologies to convert waste into a sustainable business. Our framework for the circular economy enables clear line of sight to upcycle waste for the development of new products and applications. Our team leverages a suite of digital technologies, including blockchain, big data, Internet-of-Things sensors, and cloud computing for granular visibility across the product lifecycle from manufacturing to product obsolescence and back. We enable reverse logistics to return products at the end of their lifecycle to manufacturers for development of new, repurposed or recycled products. Our reference organization (REF-OR-M) Eco Watch sustainability solution enables data collection and monitoring, auditing, and stakeholder management for adherence to circular economy standards. Infosys designs information workflows across the product value chain to realize Extended Producer Responsibility (EPR) for manufacturing enterprises. Manufacturers can devise sustainable business practices with granular visibility into their environmental footprint by capturing data metrics such as water consumption, carbon emissions and waste generation. Infosys follows an EPR policy to source computers, laptops, and electronics from empaneled

vendors who buy back hardware and / or refurbish and return them in working condition. Infosys partners with the Ellen MacArthur Foundation to support the global movement of a circular economy. We partner with enterprises to incorporate circular design into products, services, and supply chains by adopting green technology. A closed loop economy returns used goods as new or refurbished products. Waste management can be a catalyst of the circular economy by evangelizing green technology for sustainable manufacturing and responsible consumer behavior. Waste provides business opportunities to drive new product innovation and introduce new engagement models with consumers and companies. Insights The science of waste management meets the art of design thinking Video Navigating waste on the journey to the circular economy Blog Intelligent supply chains to promote a circular economy Press Release Infosys and Ellen MacArthur Foundation partner to drive forward the circular economy Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Provide omnichannel service to engage with customers

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/customer-engagement.html> ----- Overview Our omnichannel approach enables customers to seamlessly resolve issues across channels. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Customers want queries about waste collection, and related services to be addressed round the clock. Enterprises need to route calls from a contact center to minimize human intervention and reduce total cost of operations. Digital consumers engage with brands across channels and touchpoints. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Waste Management practice adopts an omnichannel approach to attract, engage, and retain customers. We blend automation with cognitive technologies to facilitate two-way communication between the business and customers. It helps waste management enterprises become more responsive by aligning processes to better serve customers. Our Live Enterprise suite transforms the business into a sentient enterprise that senses and responds to the needs of customers. Our customer engagement solution for waste management spans the customer lifecycle and industry value chain - from sharing waste collection schedules/ route updates and billing alerts to resolving customer queries and providing proactive service. Our team combines portal, mobility, and smart solutions to provide personalized service across digital channels. Infosys streamlines processes and develops seamless data pathways across the supply chain to serve customers across touchpoints. We help waste management enterprises provide omnichannel service through a smart contact center. Our Nia chatbot delivers personalized service by interfacing with the ecosystem of

messaging platforms, mobile apps, and smart speakers. It leverages natural language processing to understand the context/intent and extracts relevant data from enterprise systems to resolve customer queries. Infosys Personalized Smart Video solution provides waste management enterprises with the ability to create and share personalized content with each customer. It incorporates personalization and text-to-speech features to develop educational videos for customers about waste segregation, recycling, and the circular economy. Customer support should be automated and augmented by cognitive technologies for timely resolution. Customers should be served across digital channels along with DIY and self-service options. Enterprises need a consolidated view of customer interaction to engage and retain customers. Insights Bins With Brains: IoT for Smarter Waste Management Insights The science of waste management meets the art of design thinking Case Study Smart logistics for waste collection and treatment Insights Driving operational excellence by maximizing vehicle uptime Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopt green technology to minimize your carbon footprint

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/decarbonization.html> ----- Overview Green technology converts a carbon intensive business into a circular carbon enterprise. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Waste management is carbon-intensive from collection to disposal of waste. Stringent environmental guidelines regulate waste management. Waste management is the last mile in the carbon economy. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys leverages smart technology to transition the value chain of waste to a low carbon economy. We partner with the waste management industry to convert a carbon intensive business into a circular carbon enterprise. Our team drives decarbonization at the enterprise and process levels by implementing smart solutions. Infosys adopts a holistic approach to decarbonization of waste management. Our framework helps waste management enterprises to comply with the Resource Conservation and Recovery Act (RCRA) and Comprehensive Environmental Response Compensation and Liability Act (CERCLA) in the United States and the Waste Framework Directive of the European Union. Internet-of-Things (IoT) sensors embedded in smart bins relay data about fill rates so that waste collection vehicles can optimize schedules using the most optimal routes. Smart logistics reduce greenhouse gas emissions while reverse logistics return segregated waste back to manufacturers to be converted into new or recycled products. Landfills emit methane, which is an environmental as well as an occupational hazard. Infosys is an investor in Airviz, a startup incubated at Carnegie Mellon

University that uses patent-pending big data technology for sensing and visualization of air quality. Our team enables optimal landfill management by creating 3-D models from drones for accurate air space calculation of landfills. High-resolution orthogonal and oblique imagery is processed by algorithms using photogrammetry to stitch multiple images and generate a 3D point cloud. Infosys is a Publicly Available Specification (PAS) 2060 certified carbon neutral company, 30 years before the Paris Agreement deadline. We are a founding member of the Open Footprint™ Forum that develops open standards for accurate measurement and reporting of greenhouse gas emissions. Digital technology enables smart logistics and optimal landfill management. Regulation is an opportunity for sustainable waste management by leveraging smart technology. Waste management can be the catalyst for decarbonization and the circular carbon economy. Insights Going from low to zero carbon in 12 years White Paper Re-engineering the carbon supply chain with blockchain technology Case Study Environmental solutions provider drives operational excellence Press Release Infosys turns carbon neutral 30 years ahead of the Paris Agreement Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Empower the field force for operational excellence

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/field-force-enablement.html> ----- Overview Field force management solution empowers professionals to make informed decisions on the go. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Waste collection and disposal demands optimal allocation of labor and vehicle fleet. Unforeseen events from bins to landfill disrupt operations. A siloed field force limits utilization of assets. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Waste Management practice undertakes field service process design to maximize the productivity of the field force. We create a digital twin of the connected field force and fleet ecosystem to drive operational excellence. Our field force management solution empowers a mobile field force to make timely and informed decisions in the last mile of waste collection and disposal. Our transformation approach covers the lifecycle of the workforce. Infosys Wingspan platform accelerates the onboarding and training of new recruits as well as field service professionals. Our cloud- and mobile-first learning platform leverages open source to facilitate knowledge discovery as well as assess proficiency levels. Our Live Enterprise suite leverages the Internet of Things (IoT) to select field staff, identify vehicles based on capacity, and undertake scheduling and route planning for daily operations. A connected ecosystem is the foundation for excellence in field service operations. Infosys combines data analytics with smart logistics for optimal

labor and fleet allocation. Significantly, a mobile workforce makes data-oriented decisions resulting in accelerated turnaround times and lower total cost of operations. The Infosys XR platform supports the field force in troubleshooting and installation. Our platform brings together real-world and virtual environments to provide an immersive working and learning experience for the field force. The Infosys gamification solution boosts the productivity of the field force while rating and incentivizing performance among peers. Field service solution matches field tasks with appropriate skill level and quantum of waste with suitable vehicle capacity. Real-time visibility into smart bins and logistics ensures clockwork precision in operations. A connected field force and fleet ensure real-time planning and execution. Case Study Smart Logistics for Waste Collection and Treatment Insights Driving operational excellence by maximizing vehicle uptime Insights Bins with brains: IoT for smarter waste management Case Study Environmental solutions provider drives operational excellence Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopt smart technology to manage waste collection and disposal at scale

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/smart-collection-disposal.html> ----- Overview Our smart approach to waste collection and disposal minimizes human intervention and drives operational excellence. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Rapid urbanization demands a scientific waste collection and disposal workflow to prevent the outbreak of diseases and epidemics. The urban lifestyle makes it difficult to predict the quantum of waste generation, which puts pressure on waste collection and disposal. Touchpoints across the waste management supply chain must be automated to prevent human error. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys partners with waste management enterprises to adopt a smart approach for waste collection and disposal at scale. We incorporate automation, integrate processes across the value chain and drive operational excellence in waste collection, sorting, disposal and recycling. Our Live Enterprise suite helps enterprises sense and respond to scheduled as well as unplanned events in real time while enabling contactless operations. Our end-to-end solution monitors waste at the source - a network of sensors in smart bins pings data about the bin capacity and threshold level, types of waste as well as time of the last waste collection. The network of smart bins is powered by the Internet of Things (IoT) to track fill levels in real time and prevent spillage. Our solution combines computer vision, Artificial Intelligence, and Machine Learning to

streamline the process of sorting and segregation of different types of waste. An autonomous drone system captures images of waste at the landfill while industrial grade smart cameras record different types of waste at the conveyor belt. This data is transmitted to robots for distinguishing and segregating waste into the appropriate container or chamber. Our smart waste management ecosystem minimizes human intervention by automating waste collection and landfill management. It boosts the productivity of the fleet crew, augments upcycling and recycling of waste, and accelerates the shift to a circular economy. Infosys applies design thinking, develops frameworks, and implements advanced technologies for waste collection, disposal, and treatment of waste at development centers in India. The waste collection and disposal process needs to be streamlined and augmented with smart technologies to mitigate risks. Real-time visibility into waste at the source through a network of IoT sensors ensures optimal hygiene and sanitation. Adoption of Artificial Intelligence and Machine Learning ensures contactless waste collection and disposal operations. Case Study Smart Logistics for Waste Collection and Treatment Insights The science of waste management meets the art of design thinking Case Study Environmental solutions provider company drives operational excellence Video Driving operational excellence by maximizing vehicle uptime Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Adopt smart logistics for timely waste collection

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/smart-logistics.html> ----- Overview Smart logistics optimizes waste collection while rationalizing the cost of operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The last mile is the weakest link in waste collection and disposal. Idling waste collection vehicles and circuitous routes increase the total cost of operations. Waste collection vehicles idling in depots results in sub optimal use of assets. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys implements smart logistics for efficient waste collection at scale and velocity. We help waste management enterprises establish a connected fleet ecosystem to automate route planning and schedule waste collection. Our solutions are underpinned by advanced data analytics to make sense of diverse data points, including real-time updates from smart bins, the weather bureau, and traffic across the civic infrastructure. Our smart logistics approach enhances efficiencies in waste collection and disposal with timely and cost-effective fleet utilization. Our Live Enterprise suite collates and transmits data to a command center that optimizes vehicle scheduling and route planning. A connected fleet of vehicles operates as and when required while allowing schedule and route

changes based on real time data. Infosys smart fleet solutions combine data analytics, artificial intelligence and automation to boost fleet utilization and performance. Our sophisticated algorithms identify optimal scheduling and route planning as well as reassign or right size the fleet based on the load factor. Our fleet telematics system rationalizes the cost of operations while ensuring compliance with environment, health, and safety regulations. Infosys Cobalt, our cloud ecosystem, provides waste management enterprises with cloud solution blueprints to manage data from electronic logging systems at landfills, vehicle sensors and mobile devices of drivers. Our asset management solutions predict automotive component failure and broadcast timely alerts for preventive vehicle maintenance. Smart logistics enables optimal fleet scheduling and timely waste collection. Automated route planning based on real-time updates of fill levels in smart bins and traffic rationalizes costs. A connected fleet of vehicles allows real-time monitoring of operations and optimal resource utilization. Case Study Smart logistics for waste collection and treatment Insights The science of waste management meets the art of design thinking Insights Bins With Brains: IoT for Smarter Waste Management Video Driving operational excellence by maximizing vehicle uptime Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Insights

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys REF-OR-M SEGWAY Solution The Impending Evolution of the Waste Management Industry The Digitalization of Waste Management for Circular Economy Waste Management: Harnessing Technology for Innovative Collection Innovative Waste Processing Economist Impact launches The Sustainability Project with Infosys as Digital Innovation Partner Practical Sustainability How Zero-Disruption Modernization Works HFS Highlight: Infosys' chance to seize the Sustainability First narrative PLM and Product Design for a Circular Economy Infosys - Reimagining the waste management industry with technology Driving Operational Excellence by Maximizing Vehicle Uptime The Oil and Gas Industry's Path to Net Zero Emissions Bins With Brains: IoT for Smarter Waste Management Designing biogas plants to treat food waste at source Going from low to zero carbon in 12 years The science of waste management meets the art of design thinking Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Brochure View point Article View point View point Press Release Video View point Report Point of View Video Video Article Insights Insights Insights Insights Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

The science of waste management meets the art of design thinking

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/art-design-thinking.html> ----- Segregation at source Scientific storage Waste disposal and treatment Extended Producer Responsibility (EPR) Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys applies design thinking and defines indigenous frameworks to develop advanced waste management solutions by leveraging green technology for the collection, storage, disposal, and treatment of waste. Infosys is a global company with a workforce of 240,000+ employees in 46 countries. Our Green Initiatives team designs zero waste to landfill solutions at scale. We segregate up to 91% of waste at source. It includes hazardous (bio-medical and e-waste), non-hazardous (food, garden, and recyclable waste) and mixed waste. We ensure that our vendors follow scientific methods of waste storage in landfills and scrapyards. Toxic waste is stored in four levels of containment to prevent leakage. Biomedical waste is stored at 5° Celsius before it is incinerated using eco-friendly methods and governed by local regulatory policies. Non-hazardous waste is managed by recyclers authorized by local pollution control boards. This process is overseen by our in-house team to ensure that storage and recycling operations meet local and global civic and regulatory guidelines. Infosys adopts an EPR policy to source computers, laptops, and electronics from vendors. The empaneled vendors buy back hardware at the end of the lifecycle and / or refurbish and return them in working condition. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Designing biogas plants to treat food waste at source

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/designing-biogas-plants.html> ----- Automated biogas plant Organic composter Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Green Initiatives team at Infosys designs biogas plants using constant stirred tank reactor technology to treat food waste at source. Food waste constitutes more than 35% of non-hazardous waste across campuses, with the

Bangalore Development Center alone serving 17,000+ meals daily. Infosys treats 100% of its food waste scientifically. Compost and biogas are products from our food waste treatment process. Indigenously developed technology enables 20% energy savings annually and replaces ~ 6,820 LPG cylinders of 19 kg-capacity at our food courts. Infosys has a biogas plant capacity to treat 3,700 tons of food waste annually, across our campuses in India. Smart feeding and biogas management systems with electronic controls manage feeding of the digester, recirculation of slurry, and flaring of waste gas. Far infrared burners improve the effectiveness of gas usage by ~ 25%, while advanced automation minimizes plant downtime and improves gas output by 20%. Infosys has installed mechanized shredders and composters to produce organic compost. Organic waste converters treat garden and food waste aerobically. Garden waste is mulched and composted in mulching units and vermicompost pits. The composters treat more than 2,500 tons of food and garden waste annually and produce 750 tons of micro-nutrient-rich organic compost. Company Subsidiaries Programs Support Connect with us
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The Digitalization of Waste Management for Circular Economy

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/digitalization-waste-management.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Why should waste management companies care about creating a circular economy? What kind of impact can the digitalization of waste management have? And why is it fundamental to building a circular economy? Let's explore that in this thought leadership series of article, podcast and interview by Mitrankur Majumdar- Sr. VP and Global head, Services, Infosys. Article The Digitalization of Waste Management - Is it Essential to the Circular Economy? Mitrankur Majumdar, Sr. VP and Global Head, Services, Infosys. Read more Mitrankur Majumdar in conversation with EdgeVerve on Waste Management Podcast The Digitization of Waste Management - It's Now or Never Mitrankur Majumdar, Sr. VP and Global Head, Services, Infosys. Listen Now Watch out this space for an upcoming LinkedIn interview! Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Going from low to zero carbon in 12 years

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/going-low-zero-carbon.html> ----- Leading by example Partnering with peers Global recognition Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Since 2008, Infosys has actively pursued its carbon neutral goal by focusing on decarbonization. Our strategy includes reducing our carbon footprint across global operations, transitioning to renewable energy, and offsetting carbon by helping more than 100,000 families in local communities reduce carbon emissions. In October 2020, Infosys became a Publicly Available Specification (PAS) 2060 certified carbon neutral company. At the United Nations Climate Change Conference (COP 21) in Paris, 2015, 195 countries committed to achieve carbon neutrality by 2050. We achieved this milestone, 30 years before the deadline set in the Paris Agreement. Infosys develops sustainability solutions that are deployed across its operations in 46 countries. Our reference organization (REF-ORM) Eco Watch Sustainability solution enables data collection and monitoring, auditing, and stakeholder management for adherence to sustainability standards. Infosys joined the Climate Pledge, a forum founded by Amazon and the environment firm, Global Optimism; to become a zero carbon company by 2040. Companies who are signatories continuously measure and report greenhouse gas emissions, implement decarbonization strategies, and neutralize emissions. Infosys partners with the Ellen MacArthur Foundation to influence a global transition to a circular economy. Our Sustainable Business Unit partners with clients to incorporate circular design into products, services, and supply chains by reusing and repurposing their existing technology landscape. Infosys is a member of the Open Footprint™ Forum that develops open standards for accurate measurement and reporting of greenhouse gas emissions and environmental footprint covering water, waste, and land data. We have been recognized for creating awareness, leveraging technology, and driving measurable outcomes in decarbonization. Infosys was inducted into Dow Jones Sustainability Indices (DJSI), including the DJSI World and DJSI Emerging Markets Indices for our environmental, social, and governance policies. Infosys won the United Nations Global Climate Action Award in the 'Climate Neutral Now' category at the United Nations Climate Change Conference (COP 21) in Santiago, 2019 for innovative solutions to address climate change and sustainable development. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys - Reimagining the waste management industry with technology

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/reimagining-waste-management-industry-technology.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As populations grow and urbanization expands, one industry can make a big difference towards making the world cleaner, safer, and healthier – the waste management industry. Today, waste management companies have an opportunity to work smarter and address the problem of rapidly increasing waste with the right technology. This video shares how the Infosys Waste Management Practice can help environmental solutions providers on their journey towards sustainability. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Driving Operational Excellence by Maximizing Vehicle Uptime

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/vehicle-preventive-maintenance.html> ----- Predictive maintenance Automatic scheduling of inspection Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The waste management industry demands an efficient fleet of vehicles for collection of waste from the source and disposal at landfill sites. The fleet of automated sideload trucks, compressed natural gas trucks, front end loaders, and roll-off containers needs to be in optimal working condition to manage the scale of operations daily. Infosys Vehicle Maintenance (iVM) solution allows waste management enterprises to maintain their vehicles in peak condition, undertake predictive maintenance, and schedule timely inspections. Our cloud solution leverages telematics, artificial intelligence, and machine learning to monitor diverse parameters of vehicles and maximize fleet uptime. Our cognitive system assesses the condition of vehicles and triggers an alert about engine and transmission failure, battery life, brakes, axles, and steering issues in advance. Machine learning harnesses vehicle data to enhance the accuracy of predicting malfunction of

parts or components. Our system incorporates an algorithm to schedule maintenance based on 5,000+ parameters of the vehicle in seconds. A dashboard displays average garage utilization and vehicle downtime during the maintenance period. Our solution improves availability of the vehicle fleet by 10%, increases vehicle life by 15%, and reduces the total cost of operations by 20%. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

100% recycling and reuse, zero wastewater

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/zero-wastewater.html> ----- State-of-the-art recycling Reusing treated wastewater Turning blackwater into compost Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As a member of the CEO Water Mandate, an initiative of the UN Global Compact for sustainable development, Infosys made a commitment to 'zero wastewater discharge' in 2014. We adopted advanced technology to achieve the milestone, while driving freshwater conservation by recycling wastewater efficiently for safe reuse. Infosys reengineered, retrofitted, and modified Sewage Treatment Plants (STPs) across campuses and applied best practices in industrial wastewater treatment. Advanced membrane bioreactor technology, energy-efficient pumps and automation improve the load capacity of STPs and minimize maintenance. It ensures consistent recycling and enhances the quality of treated wastewater. We use recycled wastewater within campuses for gardening, landscape maintenance, and makeup requirements of cooling towers for air conditioning. In addition, dedicated plumbing lines for treated water in all buildings facilitate the use of recycled wastewater for flushing. Infosys collaborated with Leibniz University Hannover, Germany to design automated solar dryers for treating and drying sludge. A robotic system automates cleaning of solar panels and wastewater treatment. Dried sludge is blended with organic compost when irrigating plants in the campus. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigate your Next in Waste Management

----- Article source ----- <https://www.infosys.com/industries/waste-management/overview.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being

Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us You need to manage operations with clockwork precision to support the civic infrastructure. You should adopt smart technology to accelerate decarbonization and transition to the circular carbon economy. Infosys partners with waste management enterprises to navigate the dynamics of operations, environmental, social, and governance guidelines, and regulations. We blend advanced and emerging technologies with indigenous frameworks to drive operational excellence and mitigate risks. Our offerings for the waste management industry are based on three principles – Thought paper Intelligent supply chains to promote a circular economyRead more Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Real-time resource planning tool streamlines ramp operations

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/streamlines-ramp-operations.html> ----- Infosys Solution Infosys - Resource Planning Tool Streamlines Ramp Operations Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY The ramp operations group of a US-based airline carrier. Key Challenges The airline sought a web-based work assignment tool to manage ramp and bag transfer operations. Ready to experience? Infosys developed a web-based work assignment tool to manage ramp and bag transfer operations of a US-based airline Infosys integrated disparate enterprise planning systems for real-time ramp operations management. We developed a robust web-based application using J2EE architecture. It captures real-time flight data and resource information, applies business logic to allocate resources, and provides a web-based planning interface for resource planners. Our application helps ramp operations supervisors/ managers assign work based on flight schedules, passenger and cargo data, and resource availability. In addition, it updates airline staff about their assignments. The application provides granular visibility into day-to-day operations, which enables better cost management. Looking for a breakthrough solution? Real-time resource planning tool streamlines ramp operations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Aeromexico's Fernando Rocha on Synergy in Technology and People

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/technology-people.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Watch this exclusive interview shot at AWS Reinvent, featuring Fernando Rocha, VP IT, CIO, Aeroméxico, interviewed by Kumar Paramasivam, VP and Global Head - Travel and Hospitality and Professional Services, Infosys, which highlights about leveraging right technology such as AWS Cloud solutions, in this rapidly changing industry and the importance of constant upskilling, reskilling of the workforce by learning new ways of working. He continues by emphasizing on cloud adoption, how AWS plans to bring scale and agility AeroMexico's operations and commerce, and strong partnership with Infosys, as their digital transformation partner. Enterprises can leverage the full potential of the cloud ecosystem such as AWS and Infosys Cobalt's thriving community of business and technology innovators to drive increased business value. AWS Cloud is helping organizations like AeroMexico become digital native in the airline world, by enabling new capabilities to unleash potential for digital disruption, improving customer journey and leading to higher revenues and lower IT costs. Infosys Cobalt offerings help businesses redesign the enterprise, from the core, and build new cloud-first capabilities to create seamless experiences in public, private and hybrid cloud, across landscapes. To know more about Infosys Cobalt: Enterprise Cloud Solutions to Enhance Business Value Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

NDC-compliant ecosystem drives value-added airline services

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/value-added-airline-services.html> ----- Infosys Solution Infosys - NDC Ecosystem Drives Airline Services Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY An enterprise that aggregates and publishes airfare and related data for the air travel industry. Key Challenges The enterprise wanted to implement the New Distribution Capability (NDC) of the International Air Transport Association (IATA) to enhance services to airlines

and travel agencies. Ready to experience? Infosys implemented New Distribution Capability (NDC)-compliant processes to boost offerings of an airfare data services provider Infosys developed a message platform on AWS for translation and transformation of messages from legacy schema to NDC, an XML-based data transmission standard to streamline communication and simplify distribution of rich media content. We undertook field-level mapping of messages in the NDC format to ensure reliable transmission of a high volume of content. Our NDC-compliant ecosystem addressed architectural constraints in the legacy Global Distribution System (GDS). Further, standardized communication optimized revenue accounting for all stakeholders in the airfare ecosystem. Looking for a breakthrough solution? Curbside check-in delights airline passengers The enterprise's NDC-compliant systems boost offerings of the data services provider. It helps airlines and travel agents - Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Undertake predictive maintenance to maximize aircraft uptime

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/aircraft-maintenance.html> ----- Overview Our predictive maintenance solutions support mechanical and structural requirements of aircraft fleet spanning diverse OEMs. Challenges & Solutions Resource Centre Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your aircraft maintenance program should focus on avoiding flight delays and cancellations while accelerating turnaround time for overhaul. You need to rationalize maintenance and repair services to minimize costs as well as aircraft downtime. You require robust planning and scheduling solutions to streamline inspection and address maintenance issues between flight schedules. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Aircraft Maintenance The Infosys Travel & Hospitality practice helps airline enterprises leverage digital tools for safe and sustainable operations. We integrate diverse data streams using scalable data architecture to capitalize on data mining tools, predictive analytics, and machine learning-based rare event and Complex Event Processing (CEP) models. A digital ecosystem facilitates predictive maintenance to minimize grounding of aircraft for servicing Our analytical solutions collate, correlate and analyze data from various aircraft systems, including Maintenance, Repair and Overhaul (MRO) history, engineering data, aircraft utilization records, flight parameters, crew logbooks, and weather reports. Our approach enables contextual diagnostics to predict failure and identify optimum maintenance intervals. The correlation of messages and patterns helps mitigate malfunctions, while revealing factors contributing to potential maintenance issues; for example, flight routes or flying practices causing safety issues,

excessive wear and tear, or structural damage. We create a 'digital twin' of critical airplane parts such as the engine and landing gear. Simulation and 'what-if' scenarios provide insights to maximize performance as well as the lifespan of aircraft components. We integrate augmented / virtual / mixed reality into fleet management systems to boost productivity of engineering teams as well as maintenance and repair crew. Our real-time remote equipment monitoring solutions distil knowledge from engagements with leading aircraft manufacturers. It helps us address maintenance requirements across airplane models and structural components. We align predictive maintenance programs with enterprise systems, which streamlines workforce scheduling and improves spare parts inventory management. Our holistic strategy minimizes aircraft downtime and fuel costs. Significantly, accurate insights allow airlines to rationalize capital investment via informed repair or replacement decisions to manage an aging fleet. Success story: Robotic process automation streamlines travel and leave management US airline saves ~ 300 person days per year by automating HR processes using Infosys AssistEdge. Brochure: Infosys predictive maintenance offering for airlines Infosys Sense-Find-Action framework boosts fleet uptime through accurate diagnostics and condition-based maintenance. Data tools identify potential maintenance events through textual analytics of maintenance logs, statistical modeling of flight parameters, and analysis of airplane sensor data. Integrated inspection and maintenance planning modules ensure compliance with statutory requirements for aircraft airworthiness and passenger safety. Case Study Predictive maintenance improves airline fleet utilization Case Study Real-time resource planning tool streamlines ramp operations Perspective Renew travel and hospitality with technology Case Study Infosys process bots support airline HR team Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Avoid baggage loss and mishandling

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/asset-tracking.html> ----- Overview Our mobile apps allow passengers to trace baggage, and initiate claims and compensation procedures when required. Challenges & Solutions Resource Centre Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need real-time visibility into location and status of assets to better serve passengers. You should track baggage across the journey to minimize insurance liability. You should empower ground staff with mobile tracking solutions to boost productivity. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Asset Tracking The Infosys Travel & Hospitality practice offers automated asset tracking solutions for airlines and airport operators. We capitalize on mobile

connectivity, tracking technologies, and text and video analysis tools to monitor the movement of baggage / freight as well as assets at airport terminals such as luggage trolleys, shuttle carts, buggies, strollers, and wheelchairs. Our solutions streamline check-in, scheduling and indoor navigation at airports. Infosys Enterprise Cognitive Platform (iECP) is the digital automation backbone for our track and trace solutions. It combines machine learning, cognitive learning, and artificial intelligence to process and analyze image, voice and video streams. iECP extracts content from labels and images, categorizes it, and presents asset movement on a map. The ability to track the location and visualize the movement of assets on mobile devices enables airport administrators, gate agents and airline staff to provide timely assistance, thereby, enhancing the passenger experience. Our GIS solutions capture and display a consolidated view of every asset in real time and provide status updates in enterprise systems and master data repositories. Sector / zonal checkpoints simplify tracking of assets. We incorporate business rules into tracking solutions for an automated alert mechanism to notify stakeholders in the event of deviations. We replace legacy barcode-based tracking systems with cloud-hosted tracking solutions to be accessed on diverse mobile devices. Our mobile apps for location-based asset tracking reduce the risks and costs due to delayed or lost baggage while improving the quality of service. Significantly, our configurable dashboards support reporting, operational analytics, and inventory management. White paper: Redefine the millennial travel experience Big data analytics, automation, artificial intelligence, and machine learning help travel and hospitality enterprises address business challenges and manage customer expectations. Read more Team of experts identify bottlenecks and reengineer processes to improve baggage / asset tracking. Smart baggage solutions support load balancing, which minimizes aviation fuel usage and ensures flight safety. Rich experience in Radio Frequency Identification (RFID), Bluetooth Low Energy (BLE), Internet of Things (IoT) and Geographic Information System (GIS) technologies. Case Study Digital baggage processes enhance the passenger experience Blog Travel Industry - The Journey to the Next Phase of Digital Perspective Renew travel and hospitality with technology Case Study Real-time resource planning tool streamlines ramp operations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

===== ----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/bag-runner-dispatcher.html> ----- Overview Our solution maximizes utilization of ramp personnel and supports performance-based incentive schemes. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Baggage handling Resource management Dispatch operations You should accelerate transfer of baggage between terminals for timely flight operations. You need to provide smart assistance to help unloaders and runners manage short time windows for baggage transfer at airports. You should ensure bag drop-off at precise locations across terminals and gates to avoid rerouting, mishandling, loss, and missed flights. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Improve Speed and Efficiency of Bag Transfer Operations

Infosys Travel & Hospitality practice offers Bag Runner Dispatcher, an application designed to simplify airport operations. Our AWS Cloud-hosted solution ingests flight information, baggage data, gate GPS coordinates, and ramp layout maps to accelerate baggage movement. It locates the nearest available runner and automatically assigns bags for dispatch. The app tracks each bag assignment through the delivery process, and re-assigns pickup to the next available runner based on predefined time limits. Our app incorporates dashboards for runners and supervisors to handle 'hot' and 'cold' baggage efficiently. The solution forecasts luggage load, enabling hub operators and airlines to plan runner placement and assign runners based on flight arrival and departure. The consolidated view of real-time flight and baggage load data improves management of runner devices and vehicles at airports. Notably, real-time tracking of bags and baggage handlers helps ground managers to identify and resolve dispatch inefficiencies. Infosys Bag Runner Dispatcher optimizes baggage routing, thereby ensuring speedy delivery and boosting the productivity of ramp personnel. Significantly, our app allows airlines to enhance the passenger experience by streamlining baggage movement between interconnecting flights and sharing baggage status information with passengers in real time. Brochure: Ensure efficient and accurate baggage handling Viewpoint: The Future Takes Flight: Transforming Baggage Handling Bag prioritization and automated routing reduces average baggage handling time significantly. Location maps guide runners from the arrival to departure gates, and alert dispatchers and ground handlers in the event of misplaced baggage. Notifications at every stage of the luggage handling process - from bag scan and pickup to delivery - eliminate baggage handling errors. Brochure Ensure efficient and accurate baggage handling every time Case Study North American airline deploys touchless baggage management solution Video Smart baggage management for the airlines industry Case Study Digital baggage processes enhance the passenger experience Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Enable travelers to help themselves

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/customer-self-service.html> ----- Overview Our mixed reality tools allow a 'preview' of the travel experience, which facilitates decisions regarding pre / post-journey travel and hospitality packages. Challenges & Solutions Resource Centre Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your customer support should transcend the contact center to deliver bespoke travel experiences. You need to personalize communication, recommendations and services to cultivate passenger loyalty. Your digital channels for customer support should enable self-service across the journey. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services

Platforms Infosys Knowledge Institute About Us Customer Self-Service The Infosys Travel and Hospitality practice helps airlines and airport operators raise the bar in passenger engagement with robust self-service capabilities. We automate travel service processes, and enhance it with analytical tools and Artificial Intelligence (AI) to drive customer self-service. The digital ecosystem enables airlines and airports to identify a traveler's needs based on the customer profile, and incorporate insights from the social footprint and peer groups to auto-recommend actions, be it to deepen engagement or reward loyalty. Infosys Nia, a conversational AI platform, enables text and voice-based assistance for self-service. Machine learning, deep learning and natural language processing capabilities enable our chatbot to 'understand' customer queries as well as artifacts. Chatbots assist travelers and answer queries related to facilities at the airport / destination, booking, cancellation, refund, etc. Action bots take action based on user requirement; for instance, ticket authorization and rebooking in the event of rescheduled flights. Our AI-driven chatbot integrates with social media tools and location-based service solutions to provide a bespoke travel experience via intuitive assistance across the journey - from booking and baggage information, and indoor navigation to exclusive lounge access / concierge services. Infosys develops mobile applications for real-time passenger queue and airport experience management. It empowers airlines to extend customer service to any location in the airport. Our apps predict waiting times, which enables airlines and airport operators to engage travelers with contextualized offers. Airlines can direct passengers to alternative queues for faster check-in, and notify walk time to the gate. Our digital team also develops cloud-hosted microsites to help loyal customers track reward points and redeem miles. Success story: Robotic process automation streamlines travel and leave management US airline saves ~ 300 person days per year by automating HR processes using Infosys AssistEdge. Virtual agents personalize interactions despite zero-human touch. Trained algorithms answer queries and interact with travelers in several languages. Cognitive platforms manage the travel lifecycle by understanding specific requirements of travelers. Case Study Curbside check-in delights airline passengers Case Study Infosys process bots support airline HR team White Paper Cost-revenue approach for creating frequent flyer programs Blog Travel Industry - The Journey to the Next Phase of Digital Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Personalize the customer's experience with Infosys genome solution

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/infosys-genome-solution.html> ----- Overview Our pre-built repositories reduce the time, effort and cost of advanced customer analytics. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings

You should convert a traveler's data into insights to offer personalized products / services. You need to focus on the experience and ensure consistent service quality to increase yield per passenger. You require an agile ecosystem to capitalize on real-time revenue opportunities. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Genome Solution The Infosys Travel & Hospitality practice helps airlines and air / helicopter charter enterprises harvest insights of travelers' behavior to personalize experiences and augment quality of service. The Infosys Genome Solution, an intelligent data solution, is a 'marketplace' for data discovery and self-service analytics. It integrates real-time data from diverse sources for explorative, predictive and prescriptive analytics. Our solution provides a contextual understanding of a traveler's behavior and preferences to recommend bespoke services. The 'customer information fabric' of the Infosys Genome Solution enriches psychographic data with advanced analysis of social feeds as well as cross-channel interactions, including online shopping, purchase patterns, and campaign response. The Infosys Genome Solution sequences gene blocks along frequency, temporal and monetary dimensions of traveler's attributes, thereby creating a unique identity for each traveler. The comprehensive profiling exercise enables customer-oriented strategies to engage deeply with travelers and cultivate loyalty. For example, an assessment of a family on vacation may prompt a recommendation of a premium club accommodation rather than an upgrade to Business Class during a long layover. Our solution incorporates a Natural Language Processing (NLP)-based chatbot, prefabricated attributes, and data modeling tools. Our open source data platform is compatible with hybrid cloud infrastructure, and facilitates reusability of data structures (gene blocks and genome attributes). Significantly, data scientists can configure information models and attributes for specific analytics requirements or use cases across booking, accommodation and entertainment. White paper: Redefine the millennial travel experience Big data analytics, automation, artificial intelligence, and machine learning help travel and hospitality enterprises address business challenges and manage customer expectations. Read more Brochure:Infosys Genome Solution Technology accelerators collate enterprise, partner, digital asset, and customer data to generate networked data products. Processing engine derives customer attributes and creates behavioral gene blocks. Pre-built model libraries and analytics workbench accelerate integrated analytics. Case Study NDC-compliant ecosystem drives value-added airline services Case Study Airline passenger sentiment analysis rationalizes crew size Perspective Renew travel and hospitality with technology White Paper Cost-revenue approach for creating frequent flyer programs Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopt NDC to boost airline retailing

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/new-distribution-capability.html> ----- Overview Our NDC-compliant APIs support airline product / service bundling as well as co-branding with travel and hospitality partners. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your airline enterprise should replace legacy content / distribution systems with a digital structure to generate ancillary revenue. Your communications systems need to transcend data exchange functionality to share rich multimedia content with passengers, directly or through intermediaries. You need to integrate enterprise, merchandising partner, and third-party systems to deliver memorable travel experiences. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us New Distribution Capability The Infosys Travel & Hospitality practice helps airline carriers, travel management companies, online travel agents, content aggregators, and travel service providers create a retail ecosystem by adopting New Distribution Capability (NDC) and ONE Order standards of the International Air Transport Association (IATA). In addition, we partner with travel software enterprises to incorporate NDC standards into proprietary IT products. Our experts ensure compliance with NDC across CRM, data warehouse, and passenger service systems. The Infosys NDC architecture includes a pricing and marketing offers engine as well as a merchandising engine. It helps stakeholders in the travel industry align product, order and distribution strategies. Our standardized data system facilitates collaboration between travel partners and stakeholders to offer value-added services. The bundling of airline services, merchandise and auxiliary hospitality supplies ensures a superior travel experience while growing revenue. Ancillary products range from extra legroom, seat upgrades and personalized meal plans to insurance, airport concierge services, and car rentals. Our rich experience of implementing the NDC reference architecture and XML schemas helps us streamline message flow and apply tools for consistent content distribution. Our semi-automated NDC exchange and transformation platform maps data structure and elements to the NDC format. We develop third-party interfaces and Application Programming Interface (API) plug-ins to integrate the standardized NDC schema with existing workflows. It ensures a 'single source of truth,' including flight schedules, price and seat availability, across booking channels. In addition, it simplifies content search across retail channels, and drives brand differentiation. Significantly, an NDC-compliant infrastructure rationalizes distribution costs. White paper: Redefine the millennial travel experience Big data analytics, automation, artificial intelligence, and machine learning help travel and hospitality enterprises address business challenges and manage customer expectations. Point of view: Destination Next for Travel and Hospitality Brochure: Infosys' International Air Transport Association

(IATA) New Distribution Capability Consulting Services Point of view:
Infosys IATA NDC Services: Integrating the Air Travel Ecosystem Expertise in integrating central reservation system, Global Distribution System (GDS) and NDC-compliant portfolios to manage inventory, distribution, sales, and marketing. Big data analytical models, passenger genome-based personas, and predictive algorithms provide contextual insights for personalizing offers and cross-sell / up-sell of ancillary services. NDC adapters and APIs facilitate real-time merchandising / partner data sharing across channels, while ensuring an omni-channel experience. Case Study NDC-compliant ecosystem drives value-added airline services White Paper Cost-revenue approach for creating frequent flyer programs Perspective Renew travel and hospitality with technology Blog Travel Industry - The Journey to the Next Phase of Digital Company Subsidiaries Programs Support Connect with us
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Infosys Sustainable Aviation Fuel Certificates (SAFc)

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/sustainable-aviation-fuel-certificates.html> ----- Overview
Our blockchain technologies are inherently ideal for building and managing robust, secure, scalable SAFc solutions based on the Book & Claim model. Challenges & Solutions Resource Centre Register to Download Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Features SAF adoption faces several challenges for its widespread adoption such as supply & demand - limited amount of economically viable supply sites, high-cost of SAF, supply points are limited by the geographical location. Airlines are sold same certificates thus causing double counting Non-existence of SAF usage in aviation industry Falsifying documents related to SAF, such as production records or verification reports can be generated. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Sustainable Aviation Fuel Certificates (SAFc) The global aviation ecosystem has set ambitious targets to reduce its carbon dioxide (CO₂) emissions and is estimated that almost 450 billion liters of SAF will be needed to achieve Net Zero by 2050. Moving to Sustainable Aviation Fuel (SAF) is perhaps one of the most important shifts the industry is making towards becoming tangibly greener. The SAFc framework is expected to play an increasingly important role in enabling organizations outside the aviation sector (customers and business partners) to play a more direct role in reducing aviation emissions. This is to be achieved by allowing organizations willing to share in the higher cost of SAF to claim reductions in SAF emissions- thus furthering their own commitment to reducing carbon footprint. A SAFc marketplace for the aviation industry will typically bring together multiple players as shown in the diagram below: Smooth functioning of an SAFc marketplace requires efficient, timely and secure flow of accurate information between various stakeholders. Infosys SAFc is

part of Integrated NetZero Platform powered by Infosys Cobalt Airline Cloud (ICAC); a model office built on cloud for the Airline industry. Through this platform, the airlines can monitor, measure, and mitigate carbon emissions. From enabling route optimization in the air to minimizing emissions on ground and supporting energy management, this solution can help you take the next step towards sustainability. Generating and transmitting SAF credits in the form of Fungible Tokens enhances security by making the SAFc tamper-proof. This real-time approach provides a convenient, transparent, and efficient way for all stakeholders in the SAFc value chain and makes it easy to manage SAFc accounting. It can support multiple SAFc standards. Besides automating issuance, trading, and retirement of SAFc, it can provide perpetual, real-time traceability, and audit trails. Brochure Fueling a Greener Sky: A Comprehensive SAF Platform for Sustainable Aviation viewpoint Is Your Airline Ready For Sustainable Aviation Fuel Certificates (SAFc) Marketplaces? IATA Magazine Article Airlines. 2024-01 by Redactive Media Group - Issuu This solution is design to implement SAF accounting framework based on Book & Claim leveraging Blockchain technology. It also enables a decentralized marketplace facilitating the trade of SAF Certificates, thereby catalyzing additional demand for SAF by generating new funding that can be used to cover its price premium and which in turn creates market demand signals to drive investment in increasing SAF production capacity. This solution enforces the Airline operator to mention the SAF retirement type (Voluntary/Compliance), so there is no scope of claiming the same certificate for multiple purposes. At the time of SAF Registration, solution requires the supplier to list down the buyer of the SAF with the supporting details like SO, Airline Operator, Airport, Flight details. Using credentials verification, the documents related to SAF sustainability can be cross verified against the repositories of issuing bodies. Insight Infosys Cobalt Airline Cloud Insight Blockchain Services & Technology Offerings by Infosys Insight How Blockchain Enables Sustainability in Supply Chains Case Study Blockchain Insurance Solutions: Policy & Claim Processing Opt in for marketing communication Privacy Statement Thank you for registering. Download Now Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Reconcile ULD inventory in real time

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/unit-load-device-management.html> ----- Overview Our automated tracking solutions rationalize maintenance and repair requirements, while preventing loss of ULDs. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to optimize ULDs taking into account the capacity and frequency of airline as well as air freight operations. You should replace barcode-based ULD tracking processes with digital solutions to better manage inventory, while rationalizing costs. You

require real-time visibility into asset location to avoid flight delays due to non-availability of ULDs. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Unit Load Device Management The Infosys Travel & Hospitality practice partners with airline carriers, air cargo terminal operators, airfreight management companies, and ground handling agents to track Unit Load Devices (ULDs) across the supply chain. We combine digital tracking technologies for real-time monitoring of ULDs and ground support equipment, including pallets, special purpose ULDs, temperature-controlled containers, dollies, and tractors. ULD management solutions built on the Infosys Enterprise Cognitive Platform (iECP) capture 'live' video stream and convert it to image frames to detect objects, remove ambient noise, and update asset repositories. iECP provides REST APIs to integrate external applications as well as cognitive elements such as machine learning, natural language processing, and Artificial Intelligence (AI). Our deep learning models use 'self-learning' to improve image recognition and analytics. Infosys digital asset tracking solutions minimize idle time and streamline inventory management of ULD as well as ancillary equipment across global networks. Rule-based validation of ULD location, time and movement offers contextual information to reconcile stock. Our solutions generate real-time status reports and notify business users / ULD handlers in the event of deviation(s) from business rules. Our ULD solutions address technical requirements, operational procedures and regulations. We develop mobile applications using responsive design to facilitate smooth ULD operations. In addition, we provide user training to accelerate adoption of AI-driven ULD tracking solutions. White paper: Redefine the millennial travel experience Big data analytics, automation, artificial intelligence, and machine learning help travel and hospitality enterprises address business challenges and manage customer expectations. Read more Asset health monitoring dashboards ensure compliance with airworthiness standards and regulations for flight safety. ULD tracking solutions incorporate 'replay' feature to view asset movement using location history. Expertise in Radio Frequency Identification (RFID), Bluetooth Low Energy (BLE), Global Positioning System (GPS), and Internet of Things (IoT) tracking systems. Case Study Digital baggage processes enhance the passenger experience Case Study Predictive maintenance improves airline fleet utilization Case Study Real-time resource planning tool streamlines ramp operations Case Study Curbside check-in delights airline passengers Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Insights

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Air Care Can Be a More Powerful Differentiator Than Air Fare Weathering the Storm: Harnessing Disruption in Aviation Is Your Airline Ready For Sustainable Aviation Fuel Certificates

(SAFc) Marketplaces? Women in Tech: Interview with Sabre Webinar: Create a Seamless Traveler Experience using Generative AI DEIverse Talks Flying Towards a Sustainable Future: The Aviation Industry's Journey to Net-Zero Wings of Innovation: Transforming Aircraft MRO with Infosys Generative AI Solution The Future Takes Flight: Transforming Baggage Handling Infosys Cobalt Airline Cloud The Metaverse and Beyond: Accelerating Innovation in Travel and Hospitality Embracing the Digital Frontier: AI's Redefinition of Travel and Hospitality Forbes Spotlight: Aeromexico Flies To The Cloud To Improve Agility Navigators of Change Roundtable: Modernizing Customer Experience Management DEIverse Talks with Sabre Booking Holdings' Spencer Mott on Building a Better Customer Experience Infosys IATA NDC Services: Integrating the Air Travel Ecosystem Airline Revenue Accounting - Choosing the Right Product Global ULD Tracer for the Aviation Industry Travel Lounge Talk Series Navigators of Change Roundtable: Decoding the Future of Travel Airports of the Future Infosys Cobalt - Accelerating Enterprise Cloud Journey Sustainable Travel: Re-imagining the world of travel & tourism Post-COVID-19 - Navigate Your Next with Infosys Personalized Smart Video (PSV) for the Travel Industry Corporate Travel and the New Normal Post Covid-19 How Airlines Can Benefit from Cloud Adoption Smile because it's the season for joy The Future of Travel: A Smart Contact Center to Delight Travelers Smart Roadside Assistance App from Infosys Smart Baggage Management for the Airline Industry Being Resilient: An Opportunity for Airlines Safe Travel in the New Normal: Technology as Change Agent A Playbook Approach to Navigating Disruption in the Travel Industry Perspectives on Travel Distribution Trends and the NDC Leading North American Airline deploys a personalized touchless customer-centric baggage management solution Chatbots for Better Customer Experience in Air Travel Decode the passenger genome to provide a personalized flight journey The Role of AI in Travel and Hospitality Industry Infosys helps leading airline introduce kiosk and web check-in Digital solution reduces lost baggage rate by 25% Cost-revenue approach for creating frequent flyer programs Renew travel and hospitality with technology Travel Industry - The Journey to the Next Phase of Digital Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us White Paper View point Point of View Video Video Video Point of View Brochure Point of View Insights Point of View View point Article Insight Insights Video Point of View View point Video Insights Insight Article Insights Article Point of View White Paper Point of View Video Point of View Video Video Article Point of View Point of View Point of View Report Blog Blog White Paper Article Article White Paper Article Blog Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Booking Holdings' Spencer Mott on Building a Better Customer Experience

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/building-better-customer-experience.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Watch this exclusive interview from the "Humanizing Digital" series in collaboration with the Wall Street Journal. This interview features Booking Holdings' Spencer Mott, Chief Security Officer, in conversation with Mitrankur Majumdar, Senior Vice President and Global Head - Services, Infosys on creating travel experiences using the latest tools and technologies. He further states, "Our mission is to allow everyone to experience the world for the better. That culture is delivered through basic behaviors. These behaviors are embedded in the products and services that we develop." This interview also emphasizes the strong partnership between Booking Holdings / Booking.com and Infosys. Click here to know more. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Forbes Spotlight: Aeromexico Flies To The Cloud To Improve Agility

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/cloud-improve-agility.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us In this Forbes article, Aeromexico, Mexico's global airline and a leader in Latin American aviation, highlights about the process of moving and modernizing critical applications to the cloud while delivering better customer experience, more innovation, and a stream of operational efficiencies with a need to radically overhaul the entire application ecosystem while maintaining security and uptime to achieve business objectives. According to Fernando Rocha, there was an immediate need to standardize and automate as much as possible while making the IT environment modular and microservices-oriented. To be able to do so, Aeromexico chose Infosys as their strategic partner mainly because of a "good alignment in terms of vision and a partnership where both companies can benefit.", according to Rocha and Amazon Web Services (AWS) as cloud

provider. Infosys is building an end-to-end DevSecOps pipeline using AWS-native services which resolves that tension, delivering new software and services at agile speed without compromising application security. This move will enable Aeromexico to respond quickly to market demands, enhance customer experience, and enhance operational IT capabilities. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Leading North American Airline deploys a personalized touchless customer-centric baggage management solution - Read exclusive case study by HFS

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/customer-centric-baggage-management-solution.html> -----
Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us - Reduce mishandled baggage by 25% Today, passengers increasingly expect a touchless, personalized experience from airlines. This is leading the industry to adopt interactive, real-time technologies, and incisive analytics. A true competitive differentiator, however, can come if an airline is able to predict customer events rather than just react when they happen. One area in which airlines can do this is baggage management. Download this HFS case study on how a leading North American airline partnered with Infosys to reimagine its baggage handling application. Authored by Melissa O'Brien, Research Vice President, HFS, wherein she unpacks why a Digital OneOffice™ approach is critical to touchless personalized customer experience. The case study is about an airline which handles 6,000 flights a day and over 100 million passengers per year. Handling the baggage of this large a volume of passengers is a business-critical task with a host of inherent challenges. To know how the airline navigated towards a technology-driven baggage handling process, download this point of view and learn, The new baggage handling system led to a 25% decline in mishandled baggage. Download case study>> Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Travel Lounge Talk Series

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/get-on-board-travel-hospitality.html> ----- Experience Insight Innovate

Accelerate Assure Application Development and Maintenance Business
Process Management Consulting Services Incubating Emerging Offerings
Fourteenth Edition Thirteenth Edition Twelfth Edition Eleventh Edition
Tenth Edition Ninth Edition Eighth Edition Seventh Edition Sixth Edition
Fifth Edition Fourth Edition Third Edition Second Edition Being Resilient.
That's Live Enterprise. Digital Core Capabilities Digital Operating Model
Empowering Talent Transformations Tales of Transformation Industries
Services Platforms Infosys Knowledge Institute About Us Get On-Board with
the Latest in Travel and Hospitality Let's face it. 2020 was a challenging
year. The pandemic heavily impacted travel and hospitality. Coming years
now show an even better forecast than before and the deficit is met. Now
that the sky is clearer, take that flight. Innovate. Infosys introduces the
Travel Lounge Series, a series of videos where experts speak about the
latest technologies which help them digitally transform their business and
adapt to the new normal. With personalized services for passengers, better
travel engagement and collaboration with partners for essential services,
the Travel & Hospitality industry is set to take off to new heights. Explore.
Accelerate. Reimagine millennial travel. For queries and insights into
Infosys capabilities, please write to us at TravelPractice@infosys.com Kumar
Paramasivam, VP & Portfolio Head, T&H Infosys Americas Catch this
engaging panel discussion featuring esteemed speakers from Air Canada -
Derek Whitworth - VP, Customer Digital Technology, Keith Wallis - Managing
Director, Customer Digital & Distribution, & Rania Chehade - Director of
Distribution, moderated by Samik Ghatak, AVP - Travel & Hospitality. In this
episode, they discuss about technologies like GDS, NDC, Offer & Order
Management, and future of aviation industry and how AI and partnerships
are driving operational efficiencies and enhancing passenger experiences.
They also spoke about Air Canada's point of view on unprecedented demand
for travel and customers and a vision for civil aviation at large. In this
newest edition of the "Travel Lounge" talk series, catch Jeff Kavanaugh - VP
& Head, Infosys Knowledge Institute in conversation with aviation expert -
Jane Thompson, Director of aviation, travel & tourism at ICF & Deputy Chair
- British Aviation Group, where they discuss and exchange insights about
trends & growth in travel industry and how sustainable aviation fuel is
gaining importance for greener future in aviation. Jane also speaks about
role of AI impacting airlines & airports. Hear more insights from Jane
Thompson & Jeff Kavanaugh. In the twelfth edition of the "Travel Lounge"
talk series, tune in to an interesting conversation with Fluido leaders -
Maurus Puttonen - Travel & Hospitality Industry Expert & Andrew
Hainsworth - Service Cloud Practice Lead, where they discuss about
importance of customer service and customer experience in the airline
industry. They also touched upon technology like AI and how AI is impacting
the travel and hospitality industry. Fluido is a leading Salesforce consultancy
- Infosys company. In the eleventh edition of the "Travel Lounge" talk series,
tune in to an interesting conversation with Kumar Paramasivam - VP &
Global Head, Travel & Hospitality featuring Timothy O'Neil Dunne - an
Aviation Expert & Principal at T2Impact LLC, on trends & technologies of
Airline industry. Timothy highlights stories of leading airlines and how
technologies like AI, NDC, sustainable aviation fuel, customer experience is
playing a role in the growth & future of aviation. In the tenth edition of the
"Travel Lounge" talk series, view this engaging discussion between Mohan
Krishnaraj, Chief Experience Officer, WongDoody and Nithya Kappini, Sr

Director, Design Strategy & Growth, WongDoody, as they provide a comprehensive exploration of the key factors influencing the future of travel experiences and the pivotal role design plays in shaping this dynamic landscape. This discussion throws light on experience design applicable in areas like personalization, privacy, sustainability, AI-first approach, enhanced passenger experiences and immersive experiences like Metaverse. In the ninth edition of the "Travel Lounge" talk series, watch this interesting conversation between Jeff Kavanaugh, VP - Infosys Knowledge Institute & Samik Ghatak, AVP - Client Services, Infosys, on how technology has ushered a new era for travel and hospitality industry by simplified booking processes, streamlining airport processes, cloud transformation and AI-driven travel assistance. Jeff further adds about practical sustainability by adoption of cleaner fuels and reduce emissions travel journey, enhancing the industry's sustainability while improving the passenger experience. In the eighth edition of the "Travel Lounge" talk series, listen to this interesting conversation between Infosys Industry leaders, Arunkumar Ranganathan and Vijaykumar Warriar where they speak about challenges around ULDs like lack of visibility and under-utilization. In continuation, Prasanna S, Consultant, shows a glimpse of Global ULD Tracer platform, an Infosys cloud solution built to simplify airport operations that aggregates accurate, real-time ULD data. In the seventh edition of the "Travel Lounge" talk series, Infosys EVP and CTO, Rafee Tarafdar, talks about adoption of emerging technologies in this fast-paced market. In this video, learn how Infosys have leveraged advanced and emerging technologies to build a plug-and-play cloud-based platform called Infosys Watch Tower aka Industrial Asset Monitoring Platform, for aviation enterprises. Infosys Principal Product Architect, Allahbaksh, shows a glimpse of this dynamic platform on how artificial intelligence, computer vision, IoT sensors and image analytics process real-time data feeds to improve surveillance, identify threats, and support data-driven decisions to mitigate security risks. In the sixth edition of the 'Travel Lounge' talk series, we explore how should hoteliers look at technology. Revenue management is a key driver for top and bottom line and technology exists to drive better RM. RM job can be rewarding and yet expensive for a hotel to afford. Grab a cup of coffee and join us for a brief conversation with some very specific, targeted questions designed to shed light on these topics. In this video, Samik Ghatak - AVP, Travel and Hospitality, Infosys who poses tough questions to Ira Vouk, Hospitality Technology Consultant, Pricing and Revenue Management Professional, Published Author. In our fifth edition of the 'Travel Lounge' talk series, we explore automation, simplification, and a bit of AI/ML - and even dare to ask if technology will replace humans. Grab a cup of coffee and join us for a brief conversation with some very specific, targeted questions designed to shed light on these topics. In this video, Matthew Kolodny - Practice Lead, the Americas (Travel & Hospitality) poses tough questions to Dr. Ricardo Pilon, a highly visible industry figure focused on designing modern business models and travel technology." Aviation is one of the largest contributors to climate change issue with over 1 billion metric tons, or 2-3%, of global CO2 emissions annually. In the fourth edition of the 'Travel Lounge' talk series Mitrankur Majumdar - SVP & Regional Head, Services Americas in conversation with Doug Lansky - Travel Journalist, Author and Consultant throws light on sustainability in travel in the current world conditions and need of the hour initiatives. Infosys recently became a signatory to the

World Economic Forum's CST coalition. We are working on energy and sustainability in several areas, enabling us to bring this experience and expertise to the CST initiative. Two years have passed by with lot of uncertainty and restrictions, recovery of full travel is getting extended due to the new variants. Vijayakumar Unnikrishna Warriar- Industry Principal & Practice Head (Travel, Hospitality & Services) talks about how the industry now is revisiting its strategy. He throws light on sustainability in travel in the current world conditions. Pankaj Negi, Principal Consultant, iCETS talks about Infosys personalized smart video platform that uses latest technology to deliver a fully personalized video message and help significantly transform customer experience. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

===== ----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/infosys-cobalt-airline-cloud.html> ----- Possibilities take flight Infosys cobalt airline cloud YOUR DIGITAL RUNWAY Experience infosys cobalt airline cloud Overview THE DIFFERENCE DELIVERED Client Stories Request for services Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Key solutions Enhancing Profitability with Global ULD Tracer Boosting Agility with BagRunner Dispatcher Delivering Visibility with WatchTower Building Affinity with Infosys Genome Solution Powering Sustainability with Integrated Net Zero Platform Thank you for connecting with us Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us 95% of global airlines and 86% of global airports consider cloud technology a top CIO investment priority today. What if we could simplify processes and problem solving? Drive measurable outcomes and create real value? Explore new ways of working? And make your journey modular? We can, and already are. With a model office for airline businesses on the cloud. And whether it's through new insights or new efficiencies, new experiences or new directions, Infosys Cobalt Airline Cloud will be Explore the possibilities that Infosys Cobalt Airline Cloud delivers through an immersive 3D experience curated just for you. Infosys Cobalt Airline Cloud (ICAC) is a model office built on cloud for the Airline industry. It consists of cloud-native business solutions that cater to different stakeholders of the airline industry such as authorities, passengers, airline DOA, station manager and ground staff. The industry cloud is built using composable architecture principles and provides business capabilities such as seamless loyalty management, human-centric personalized experiences, Unit Load Device (ULD) tracking and management and smart monitoring alleviate security concerns, among others. Every 24 hours, more than 140,000 tonnes of cargo will be transported, equating to 657 million packages worth 17.8 Billion USD. And it takes a massive number of aircraft ULDs to deliver them to their destinations. Today, airlines across the world are looking for new ways to optimize fuel consumption, utilization of these ULDs and profitability in the long run. And that's exactly what our Global ULD Tracer can help you do. The solution aggregates ULD data around availability and movement across vendors, airlines, freight forwarders, and ground handling agents to provide real-time updates about ULD status, location, and condition. From enabling efficiency to enhancing profitability, this solution was built to help airlines

get closer to their cloud goals. As airlines and airports adjust to the gradual recovery of passenger figures, the number of mishandled baggage grew to 4.35 bags for every 1000 passengers in 2021. While this number seems negligible, the impact it has on your passenger's experience isn't. And that's why we built the Infosys BagRunner Dispatcher. The solution first collects information from different sources and analyzes it to deliver real-time notifications and alerts to every BagRunner on your airport floor. From tracking luggage to reducing errors and achieving 100% accuracy across your baggage handling operations, this solution makes it possible. Whether it's getting luggage to the right destination, or your employee to the right place, with this solution, efficiencies are in the bag. Safety and security at airports have always been a key priority. But as your organization grows, traditional means no longer suffice. You need eyes on the ground everywhere. And that's just what Infosys WatchTower has to offer. It's a solution that incorporates knowledge inference and predictive analytics to enable data-driven decisions and mitigate security risks at airlines and airports. It offers 360-degree visibility through computer vision and uses sensors and other next-gen technology for detection of fire or smoke, protection against wildlife attacks, prevention of intrusions, vegetation management, and more. Now, you can monitor crowds and measure threats in real-time to minimize incidents and maximize safety of every passenger that chooses to fly with you. It's no longer just about getting your passengers to their destination but creating a memorable experience for them throughout their journey. However, to do so, you need to know your customers better. And that's where the Infosys Infosys Genome Solution platform can come in handy. It's a solution that helps airlines and airports harvest insights about an individual's traveling habits, preferences and behaviors. The comprehensive profiling exercise can help you build customer-oriented strategies to engage with them on a deeper level, simplify their journey and cultivate loyalty. Personalize the experiences you deliver for every traveler that walks through your airport's doors. The airline industry accounts for 2.5% of the global CO₂ emissions and amounts to 3.5% when we account for non-CO₂ impacts on climate change. Sustainability is no longer nice to have but a necessity. And airlines that hope to lead the generations to come need to prioritize sustainability today. And that's where the Integrated Net Zero Platform comes into the picture. This platform helps airlines monitor, measure and mitigate carbon emissions. From enabling route optimization in the air to minimizing emissions on ground and supporting energy management, this solution can help you take the next step towards sustainability. Reach for better tomorrows with the Integrated Net Zero Platform for airline businesses on the cloud. Serverless foundation with tools that are built to deliver resilience today and a foundation for every tomorrow. Each solution is a modular accelerator that's easy to integrate into existing systems and delivers value shortly after deployment. We've partnered with several organizations including Amadeus, Sabre, APTCO, etc. to help build a network for change. Access integrated data and analytics layer with pre-built dashboards and performance metrics that enable seamless monitoring and operations. From applications to infrastructure and data, the office is secure-by-design and conforms with the regulatory standards defined by IATA. We explore the real challenges and route performance at airports to devise efficient, future-ready solutions.

Aeromexico's Fernando Rocha on Synergy in Technology and People From

Cloud Chaos to Clarity with Infosys Cobalt - Featuring United Airlines Cloud Adoption and Implementation - Case Studies Infosys named AWS Cloud Operations Competency Launch Partner Infosys Collaborates with Microsoft to Accelerate Industry Adoption of Cloud Forbes Spotlight: Aeromexico Flies To The Cloud To Improve Agility Booking Holdings' Spencer Mott on Building a Better Customer Experience Navigators of Change Roundtable : Modernizing Customer Experience Management Find out more about how we can help your organization navigate its next. Let us know your areas of interest so that we can serve you better. Opt in for marketing communication Privacy Statement Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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DEIverse Talks

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Webinar: Create a Seamless Traveler Experience using Generative AI

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/seamless-traveler-experience.html> ----- Esteemed Speakers: Key Takeaways: Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys in collaboration with ASAPP, hosted a webinar called "Create a Seamless Traveler Experience using Generative AI". In this session, the panelists provided new insights into the innovative ways leading travel enterprises are harnessing AI to augment their operations. This helped us understand the pivotal role played by generative AI and large language models as we explored how AI streamlines traveler journeys across transportation, airlines, and hospitality. In this session, industry experts shared how generative AI is shaping the future of traveler-focused contact centers. Know more about ASAPP Contact us for more on Travel and Hospitality: TravelPractice@infosys.com Follow us on LinkedIn - Infosys Travel and Hospitality Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Insights

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/season-for-joy.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Travel and Hospitality practice wishes you Season's greetings and a very happy new year. As we navigate the turbulence today to keep connecting the new world, here's to hope and a seed of change for a better tomorrow. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys is a valued extended team and bridges the skill gap at Copa Airlines

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/skill-gap-copa-airlines.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Copa Airlines is a leading Latin American airline and was ranked the most punctual airline in the world in 2018. In this client testimonial, Julio Toro Silva, Vice President, and Chief Information Officer, Copa Airlines shares his thoughts about the key challenges facing his industry, namely, stiff competition, managing the digital workforce and empowering their customers with digital tools. He also dwells on his role as the CIO in this digital age and drills down into how Infosys has been helping them build new capabilities and bring agility to all their IT infrastructure. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Smart Baggage Management for the Airline Industry

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/smart-baggage-management.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us With thousands of destinations, millions of flights and billions of passengers - the air travel industry is a tangle of people, processes, technology, and planes. In this video, learn how a leading North American airline, flying 100 million passengers a year smoothened its baggage handling with a touchless, customer-centric solution from Infosys. The new cloud-based solution leverage data, accurately identified areas with mishandled baggage, improved tracking of illegal commodities, and sent the right notifications to flyers. Watch this video for more. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Smart Roadside Assistance App from Infosys

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/smart-roadside-assistance.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Technology is making its way into roadside assistance. A smart app means that support is just a few clicks away in case of a breakdown. In this video, Infosys showcases a solution that effortlessly connects a driver with a mechanic, and a chatbot that supports the two. The app has been carefully crafted to speed up assistance, enhance safety, and resolve breakdowns, faster. Watch the video for more Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Global ULD Tracer: A Seamless and Comprehensive Tracking Solution for Cargo ULDs

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/tracking-solution-cargo.html> ----- Related Reading Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The lack of visibility across the network is the primary reason for over-investment and under-utilization of ULDs. The imbalance in ULD inventory escalates costs for airlines. Global ULD Tracer is a Seamless and Comprehensive Tracking Solution for Cargo ULDs. This wireless ULD tracking platform integrate ULD service providers, airlines, GHAs, and ULD suppliers to enhance global freight operations and rationalize costs across the value chain. Brochure - Infosys Global ULD Tracer Viewpoint - Global ULD Tracer - A Seamless and Comprehensive Tracking Solution Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Travel Lounge - Talk Series

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/travel-lounge-talk-series.html> ----- Experience Insight Innovate

Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Get On Board with the Latest in Travel and Hospitality Let's face it. 2020 was a challenging year. The pandemic heavily impacted travel and hospitality. 2022 however shows a better forecast for enterprises. Now that the sky is clearer, take that flight. Innovate. Infosys introduces the Travel Lounge Series, a series of videos where experts speak about the latest technologies which help them digitally transform their business and adapt to the new normal. Kumar Paramasivam, VP & Portfolio Head, T&H Infosys Americas, tells us what we can expect in the Travel Lounge Series. With personalized services for passengers, better travel engagement and collaboration with partners for essential services, the T&H industry is set to take off to new heights. Explore. Accelerate. Reimagine millennial travel. Please share your suggestions with us at TravelPractice@infosys.com Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Travel Lounge - Talk Series - 2nd edition

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Travel Lounge - Talk Series - 3rd edition

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About Us Welcome to the third edition of the 'Travel Lounge' talk series.
Two years have passed by with lot of uncertainty and restrictions, recovery
of full travel is getting extended due to the new variants. Vijayakumar
Unnikrishna Warriar- Industry Principal & Practice Head (Travel, Hospitality
& Services) talks about how the industry now is revisiting its strategy. He
throws light on sustainability in travel in the current world conditions.
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Infosys Watch Tower: An AI Platform for Comprehensive Airport Security

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dynamics of the aviation business involve inherent risks. People and airport
facilities need to be safeguarded from accidents and threats from non-state
actors. It demands 24x7x365 surveillance, which needs equal parts
automation and preventive action. Infosys Watch Tower enables real-time
monitoring of situations, which is an important aspect of operations,
specifically in the aviation industry. The need for monitoring increases
exponentially at airports where crowd management and security are
amplified. Infosys Watch Tower mitigates security threats and tracks cargo,
thereby ensuring smooth operations and the platform also offers a unified
view of inferences, reports, monitoring plans and alerts via reports and
analytics. PoV - Infosys WatchTower: An AI Platform for Comprehensive
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Women in Tech: Interview with Sabre

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/women-tech.html> ----- Speakers: Experience Insight Innovate
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About Us The number of women in tech is steadily increasing, with women holding 26.7% of tech-related jobs globally in 2022. This represents a positive shift from 25% in 2021 and 24.9% in 2020, indicating a gradual but encouraging trend towards gender balance in the tech workforce, according to a recent report. It has been proven that women in leadership roles have an innate ability to make powerful and progressive business impact from driving innovation and new business opportunities to spearheading inclusion and ESG initiatives. Their contributions are evident across various domains, from developing innovative software applications to spearheading advancements in artificial intelligence. The increasing presence of women in tech industry events, and communities are on the rise, indicates a positive direction for the tech industry. In this interview, we have two incredible women leaders from Sabre, who are not just inspiring but also lead as an example for next generation of female leaders. Sabre, a leading software, and technology provider powering the global travel industry is committed to creating a culture of inclusion and belonging and values the diversity of their employees around the world. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Navigate your Next in Travel & Hospitality

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Assure Deliver bespoke travel experiences to cultivate loyalty. Company
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Navigate your next in Utilities.

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CMO Radar 2024 Success Story Reimagining the Workplace: E.ON's Story of
User-Centric IT Transformation with Infosys Analyst Recognition Infosys
Ranked Leader in Power and Utilities Solutions & Services, Study by ISG
Testimonial Infosys Brings Together Technology and Expertise to Modernize
Uniper Energy's UK Trading Solutions Insights Discovering Net Zero
Opportunities in Utilities With #EnergyTransitionNow Your utility needs to
meet the needs of consumers, communities and industries while addressing
clean energy imperatives. You should capitalize on AI-driven systems and
processes to deliver secure, reliable, and efficient energy and address
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SSE Energy Services: Digital Transformation to Deliver Next-Gen Services
at Pace READ MORE Here's what several independent industry analysts,
experts and observers have to say. Report Infosys Ranked Leader in Power
and Utilities Solutions & Services, Study by ISG Report Infosys Ranked
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and Expertise to Modernize Uniper Energy's UK Application Infrastructure

Landscape Our solutions effect a business transformation of utilities enterprises Case Study El Paso Water Transforms Customer Experience with a Digital Billing Ecosystem Testimonial How OVO Energy Enabled Digital Switching Service Platform with Infosys using Oracle Cloud Testimonial Infosys Brings Together Technology and Expertise to Modernize Uniper Energy's UK Application Infrastructure Landscape Client Speak E.ON UK & Infosys - Strategic Partnership for Smart Metering and More Our solutions modernize generation, transmission, distribution, and customer networks Explore Services Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Analyst Recognition

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Infosys ranked Leader in ISG Provider Lens™ 2022

----- Article source ----- <https://www.infosys.com/industries/utilities/analyst-reports/isg-provider-lens-2022.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been ranked in the 'Leader' quadrant of the ISG Provider Lens™, Power and Utilities - Services and Solutions Quadrant 2022 report. ISG rated Infosys a 'Leader' across Intelligent Business Process Management Services (iBPMS), next-gen IT services, grid modernization, Enterprise Asset Management (EAM), and Customer Information Systems (CIS) quadrants. Key highlights: ISG rates Infosys capabilities and offerings across the value chain: EAM: Combines domain expertise, best practices and products to drive asset management digital transformation. Adopts a 360-degree approach to digital EAM solutions with KRTI 4.0, a core predictive

asset maintenance AI framework for utilities, in partnership with Pöyry, and Infosys XR platform for augmented reality experiences to enhance field service operations. Download report Grid modernization: Complements grid modelling and planning, grid management and operations, grid analytics, and grid optimization solutions with digital offerings in analytics, AI, RPA, and the cloud. Download report iBPMS: Executes digital strategy in BPM by implementing infrastructure modernization solutions and new-age technologies. Download report Next-gen IT services: Accelerates application development lifecycle through automation, intellectual property, open source, and licensed third-party tools; leverages AI and machine learning to drive automation; with a strong ecosystem of partners spanning academia, technology, and industry. Download report CIS: With strong industry expertise and focus on new age technologies such as IoT, edge, analytics, and AI / ML, Infosys executes its strategy of providing digital solutions in the CIS space. Register to download the report Learn more about Infosys Utilities solutions. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys ranked as North America Utilities Leader in ISG Provider Lens™ 2021 Report

----- Article source ----- <https://www.infosys.com/industries/utilities/analyst-reports/leader-isg-provider-lens-report2021.html> ----- Key highlights from the report: Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been ranked in the Leaders quadrant of the ISG Provider Lens™ North America - Utilities Industry - Services and Solutions 2021 report. In its report, the Information Services Group (ISG Provider Lens™) ranked Infosys as a Leader in all three areas of its ratings: Digital Transformation Services and Solutions - Large Accounts, Next-Gen IT Services - Large Accounts, and Intelligent Business Process Management Services. Infosys is expanding its strategic focus through investments in energy transition, grid modernization, and customer experience transformation solutions: Register to access the reports Learn more about Infosys Utilities solutions. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys Ranked Leader in Power and Utilities Solutions & Services, Study by ISG

----- Article source ----- <https://www.infosys.com/industries/utilities/analyst-reports/power-utilities-leader-2023.html> ----- Register to Download

Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys is positioned among 'leaders' across all service quadrants of the ISG Provider Lens™, Power and Utilities – Services and Solutions Quadrant report, 2023. The ISG study evaluated capabilities of 42 service providers across five service quadrants. Infosys is a leader across Intelligent Business Process Management Services (iBPMS), Next-gen IT Services, grid modernization, Enterprise Asset Management (EAM), and Customer Information Systems (CIS) and CX. Key highlights: The ISG report highlights Infosys' competences and differentiators across evaluation criteria: Intelligent Business Process Management Services (iBPMS): : Our network of delivery centers and utilities focused CoE are catalysts for process workflows. Our CoE with more than 17,000 finance professionals is one of the largest in the industry. Next-gen IT Services: Our AI and cloud platforms as well as IoT and analytics solutions drive efficient operations. A robust partner ecosystem comprising enterprise platforms (Oracle, SAP and IBM), hyperscalers, and academia boost our IT services. Grid Modernization: Our offerings are supported by digital services such as analytics, AI / ML, RPA, blockchain, cloud, AR / VR / XR, and metaverse. Our dedicated CoE for grid modernization accelerates DER / EV integration programs. Enterprise Asset Management (EAM): Our comprehensive suite of asset, workforce, and field service management and GIS solutions improve performance. Our solutions extend the useful life of assets, while reducing operational costs. Further, our EAM practice focused on utilities has a pool of 2,000+ experts across geographies. Customer Information Systems (CIS) and Customer Experience (CX): Our knowledge-based AI platforms and service offerings address the requirements of prosumers as well as contact center and CX transformation. Notably, our CIS transformation expertise spans process consulting, technology modernization, and risk management. Download report Learn more about Infosys Utilities solutions. Opt in for marketing communication Privacy Statement Thank you for registering. North America Australia Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Success Stories

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies.html> ----- Experience Insight Innovate Accelerate Assure Application

Development and Maintenance Business Process Management Consulting
Services Incubating Emerging Offerings El Paso Water Transforms Customer
Experience with a Digital Billing Ecosystem How OVO Energy Enabled
Digital Switching Service Platform with Infosys using Oracle Cloud Infosys
Brings Together Technology and Expertise to Modernize Uniper Energy's UK
Application Infrastructure Landscape Infosys and Prysmian Group Come
Together for an Innovative and Sustainable Solution for Overhead Conductor
Management South Florida Water Management District Upgrades Business
Plumbing with Sap S/4HANA SAP S/4HANA Greenfield Implementation for a
Large Water Utility Company in North America E.ON's Digital Workplace
Journey Powered by Infosys Infosys enables E.ON's strategic digital
transformations using intelligent quality engineering Infosys Builds a Strong
Foundation for SCE's Digital Future Infosys deepens Ausgrid relationship,
and with Microsoft drives Australian utility's strategic cloud transformation
E.ON UK & Infosys - Strategic Partnership for Smart Metering and More
Infosys ranked as North America Utilities Leader in ISG Provider Lens™
2021 Report Empowering the E.ON end-user with ServiceNow led Digital
Accelerating Citizens Energy Group's Customer Service Transformation with
an Agile and Flexible CIS PMO-as-a-Service: Making A Big Difference for
EDF Energy Trailblazers Talk with Mike Koehler, CIO & CDO, Exelon
Corporation Automation Transforms Power Utility A robotic first: RPA for
handling exceptions at a utility company Infosys helps Arizona Public
Service transform customer service Northumbrian Water transforms field
service with mobile workforce management Infosys, a strategic partner for
Fayetteville Public Works Commission CRM framework boosts customer
satisfaction score by 4% Pricing tool addresses dynamics of power
distribution Intuitive navigation drives customers to self-service portal
Iroquois attains superior business performance by invoice & data
management simplification Being Resilient. That's Live Enterprise. Digital
Core Capabilities Digital Operating Model Empowering Talent
Transformations Tales of Transformation Industries Services Platforms
Infosys Knowledge Institute About Us Case Study Testimonial Testimonial
Case Study Case Study Case Study Success Story Client Testimonial Clients
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Accelerating Citizens Energy Group's Customer Service Transformation with an Agile and Flexible CIS

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/agile-flexible-cis.html> ----- Experience Insight Innovate Accelerate
Assure Application Development and Maintenance Business Process

Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Utilities, an industry that has historically been unilateral, must now adopt change the way they work to meet the ever-rising demands of the increasingly involved consumers. A customer service transformation is a herculean task for utilities. But it's one that's worth the journey. In this video, Ashiss Kumar Dash, Segment Head - Services, Utilities, Resources, Energy, Infosys, Curtis Popp, Vice President of Customer Operations and Jeff Ford, Director of Billing and Customer Service, briefly discuss the importance of customer service and the strategy that Citizens Energy Group followed for their implementation. Citizens Energy Group (CEG) is a broad-based utility service company, providing natural gas, thermal energy, water, and wastewater services to about 800,000 people and thousands of businesses in the Indianapolis area. An organization that was built solely for the benefit of customers in 1887 and continues to do so even today. Except, now they leverage technology to create greater value and deliver better experiences. Customer service transformations are complex and often run over the budget and beyond the schedule. Watch this video to gain firsthand insight into how CEG leveraged the right technologies and people to overcome the challenges and enable a flawless transformation. Click here to read our press release about this transformation program. Download and read the whitepaper published by AAC Utility Partners, LLC to understand this transformation program. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Automation Transforms Power Utility

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/automation-transforms-power-utility.html> ----- The Solution Automation of Distribution network provides superior service while transforming business Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Seamless integration of IT infrastructure across distribution coupled with automation drives business transformation. A unique initiative in the utility industry globally. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study An Indian electric Power Utility serving over 8 million customers faced several challenges due to lack of business process automation and IT baseline to measure, monitor and control AT&C losses. Infosys implemented IT application to automate core business functions. We integrated the IT infrastructure to access real-time data of customers. Key Challenges Lack of IT baseline data hampered ability to identify and rectify malfunctions, leading to significant Aggregate Technical and Commercial

(AT&C) losses High turnaround time for customer requests such as new connection processing, name change, tariff plan modification, load enhancement / reduction, etc. Ready to experience? Infosys integrated the IT infrastructure across Distribution while automating core business processes. Our team implemented 17 modules including revenue and asset management, automated meter reading, GIS, self-service portal, and MIS reporting. We undertook a Differential Global Positioning System (DGPS)-based GIS survey to evaluate assets of a geographic area covering 511 sq. km. serving 7.2 million customers. We set up IT infrastructure across 750 offices, installed LAN, MPLS, VPN in select towns, established a data center and disaster recovery center, and commissioned five customer support centers. The Infosys solution of integrating and automating the IT infrastructure resulted in - ~2.5% year-on-year revenue growth through superior governance Improvement in The System Average Interruption Duration Index (SAIDI): power distribution interruptions reduced from 60 hours to 30 hours Lower AT&C losses from 28% to 17% Installation of 80,000+ automated meter readers Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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CRM framework boosts customer satisfaction score by 4%

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/crm-framework.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY A large utility company engaged in the distribution and supply of electricity in the US. Key Challenges The enterprise wanted to enhance customer satisfaction. However, the lack of a unified system to collect customer data impaired visibility into customer service. The realignment of customer-oriented processes and cross-functional integration were pre-requisites to measure and improve customer satisfaction. Ready to experience? Improved the customer satisfaction score Infosys developed a CRM framework that mapped customer service processes with performance metrics, and segmented customers based on attributes and operational parameters. We implemented a cost allocation methodology to determine the cost of service for each customer segment. We also developed a business intelligence tool to integrate data from various systems for monitoring, measuring and analyzing the performance of service enhancement initiatives. The tool helped the enterprise identify and prioritize strategies to improve customer satisfaction. The CRM framework facilitated decision-making through visibility into customer data, processes information and cost of transaction / service. The nuanced understanding of customer requirements helped the power distribution company develop strategic initiatives to improve service. The framework rationalized cost to serve

customers, and improved the customer satisfaction score by 4%. Company
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Pricing tool addresses dynamics of power distribution

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/design-pricingtool.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study An electric utility distributing and supplying electricity to domestic customers as well as commercial and industrial users in the West Coast of USA. Key Challenges The electricity distributor faced myriad operational issues due to disparate legacy systems. Sub-optimal work management escalated costs for system maintenance. Further, the complexity of pricing techniques resulted in inaccurate pricing. The enterprise wanted to develop a pricing system with a scalable architecture. It sought configurable computing algorithms that were compatible with planner / designer tools in the ecosystem. The prototype solution had to breakdown cost / price, and demonstrate capability in cost estimation and pricing. Ready to experience? Easily comply with changes to local regulations Infosys analyzed code compiled over the years by design and planning teams to address business requirements. It helped us validate the approach and formulate a comprehensive solution. Our experts combined Microsoft Visual Basic with Sybase (now SAP) SQL Anywhere database to build the prototype. We provided end-to-end services, including design, construction, unit and integration testing, and onsite coordination. Our project management methodology and robust integration road map enabled smooth integration of multiple enterprise systems. The Infosys pricing solution does not depend on design tools or back end work management systems for estimating cost and pricing. Our flexible and configurable design enhances the pricing engine. Significantly, it empowers the enterprise to easily comply with changes to local regulations for pricing and estimation. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys Builds a Strong Foundation for SCE's Digital Future

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/digital-future.html> ----- Experience Insight Innovate Accelerate

Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us SCE (Southern California Edison), one of the nation's largest electric-only utilities, has always been a leader in transformation of the electric power industry. By identifying changing trends and adapting to them with agility, SCE continues to shape the future of clean energy. Our world has transitioned into an experience economy with revolving priorities. To drive for reliability and service improvements, SCE initiated their customer systems modernization journey. And they chose to partner with Infosys. We delivered a strong digital foundation to enable a simple, seamless, secure, and satisfying experience for SCE's customers. Watch this video to discover how Infosys implemented a complex, multi-year digital transformation to put SCE at the forefront of operational and service excellence: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Iroquois attains superior business performance by invoice & data management simplification

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/simplify-invoicing-data-management.html> ----- Key Challenges The Impact The Brief Infosys Solution Infosys solutions simplify invoicing and data management Users rated efficacy of the revamped application in an independent third-party survey: Ready for Disruption? Intuitive navigation drives customers to self-service portal Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Speed meets simplicity Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study Infosys solutions simplify invoicing and data management Iroquois Gas Transmission is a partnership of five US and Canadian energy companies that operates an interstate natural gas pipeline. Iroquois Gas Transmission sought to upgrade IT systems to address several issues – inconsistent connectivity difficulty in printing reports cumbersome user interface 90% reduction in the time required to produce a single invoice Significant savings in cost and effort for reporting "The IOL survey results were excellent. In every area, we scored at least 10% over the previous survey. The scores and feedback reflect that Iroquois customers are pleased with the IOL web application". – Lisa Krohne, Business Lead, Iroquois Iroquois exceeded industry benchmark status in the regional pipeline category 99% of users voted IOL 4-5 on availability 95% ranked 4-5 on speed 89% ranked 4-5 on user friendliness 95% voted 4-5 on connectivity Infosys reengineered IOL using a web-based framework. Looking for a

breakthrough solution? Infosys reengineered IOL using a web-based framework. Our web solution provided convenient printing as well as a 'save' feature in diverse formats. We transformed the user experience by incorporating functionalities such as a tabbed screen for smoother navigation, a collapsible tree view menu, advanced sorting, and collapsible panels. We incorporated a user-friendly interface and functionality to save output in Adobe Portable Document Format. We redesigned business-critical applications at Iroquois to improve the user experience Our development team maintained the design and structure of the legacy application to ensure continuity in application usage by users. Infosys reengineered Iroquois Gas Invoicing (IGI), a local application to calculate and generate invoices for customers. We transitioned it from a Citrix-based Microsoft Windows application to a web solution for automating invoice calculation. We streamlined the Electronic Data Interchange (EDI) system at Iroquois to improve speed and performance. The EDI upgrade had a zero defect score during user acceptance testing. Post-implementation, Iroquois ranked it as the best project implementation as of date. Benefits 99% of Users voted IOL 4-5 on availability 89% Ranked 4-5 on user friendliness 95% Ranked 4-5 on speed 95% Voted 4-5 on connectivity Next Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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E.ON UK & Infosys - Strategic Partnership for Smart Metering and More

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/smart-metering-strategic-partnership.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The countdown for Great Britain's national smart meter rollout has begun. As one of the largest suppliers of energy in the nation, E.ON plays a large role in accelerating a future that's decarbonized, decentralized, democratized and digitized. Infosys empowered E.ON with an E2E smart metering platform and is now helping them integrate their business and reimagine outcomes. Watch this video to see "How Infosys Enabled E.ON UK's Field and Metering Transformation": Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Intuitive navigation drives customers to self-service portal

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/web-self-service.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study One of the oldest gas distribution companies in USA. It operates six local distribution companies to provide gas to more than 2.3 million residential, commercial and industrial consumers. Key Challenges The enterprise sought to enhance the customer experience by providing multiple channels of communication as well as tools for self-analysis of consumption. The gas distribution company also wanted to minimize customer contact via call centers and rationalize the cost of customer service. Ready to experience? Real-time access to the Customer Information System Infosys conducted workshops with stakeholders to generate and prioritize potential solutions based on complexity and value. We developed a two-phased solution road map to realize project goals. We designed an application to provide near real-time access to the Customer Information System (CIS). In the first phase, we implemented basic functionalities to establish a web presence, and allow customers to sign-up, make payments through the website, and view account details. In the subsequent enhancement phase, Infosys enabled rich functionalities and features such as bill dashboard, bill comparison, and paperless billing. We adopted Service Oriented Architecture (SOA) to enable reusability, provide flexibility for further enrichment of the portal, and support other service channels such as IVR. The Infosys web portal solution reduced direct calls to customer contact centers. Paperless billing reduced costs and supported sustainability initiatives, while addressing regulatory requirements. More than 22% of customers registered online to leverage services via the user-friendly portal. Simple and intuitive navigation facilitated customer self-service for payments and analysis. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Workforce Scheduling in Field Services

----- Article source ----- <https://www.infosys.com/industries/utilities/features-opinions/gaining-efficiencies-workforce-scheduling.html> ----- Author Profile Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Ashish Kumar Das Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering

Talent Transformations Tales of Transformation Industries Services
Platforms Infosys Knowledge Institute About Us Asset intensive
organizations such as water, gas, and electric utilities rely heavily on field
staff to keep the operations going. They need to maintain numerous assets -
from their own production and network assets to public and private assets
on the customer's premises. Utilities today need a single enterprise-wide
fieldwork solution that supports a mixture of field activities and ensures
economical allocation of task to crews, with optimal street-level routing.
Workforce scheduling helps increase productivity, quality of service, and
customer and employee satisfaction. It helps streamline back-office
operation, reduce planning time and release office staff to monitor other
valuable activities. It also helps minimize cost by creating optimized
schedule based on rule-based scheduling to produce efficient routes by
grouping service calls for field workers. This article delves into workforce
scheduling and the steps involved in this exercise; and outlines the benefits
that a utilities can obtain through real-time workforce scheduling. Read
Published with the permission of Energy Central Senior Manager for Utility
Practice at Infosys. He has extensive experience in service delivery and
project management for medium to large-scale projects, primarily in the
domain of energy and utilities, manufacturing, and supply chain
management. His core expertise lies in system integration and program
management. Ashish can be reached at AshishKumar_Das@infosys.com
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Infosys Announced as Major Service Providers in IDC MarketScape for EMEA Utilities 2017

----- Article source ----- <https://www.infosys.com/industries/utilities/features-opinions/reduce-cost-increase-agility.html> ----- Highlights of Infosys in the report: Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been positioned as a Major Player in the IDC MarketScape: Service Providers for EMEA Utilities 2017 Vendor Assessment (doc #EMEA41387516, February 2017). The company has been recognized for its 'Renew and New' strategy of transforming core IT services and leveraging emerging technologies like AI and analytics for new products and services. The IDC MarketScape vendor assessment provides a comprehensive overview of services for the Utilities segment and assessed 15 service providers for the report. As per the report, "Infosys is a trusted transformation partner known for its ability to provide its clients with the right mix of technology options, competence, and

innovation in execution. Its focus on automation using its artificial intelligence platform MANA (now part of Infosys Nia) to reduce cost and increase agility, and initiatives like Zero Distance are helping clients realize value beyond the contracted engagements. About IDC MarketScape : IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT (information and communications technology) suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. IDC MarketScape provides a clear framework in which the product and service offerings, capabilities and strategies, and current and future market success factors of IT and telecommunications vendors can be meaningfully compared. The framework also provides technology buyers with a 360-degree assessment of the strengths and weaknesses of current and prospective vendors. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Smart Grid Data Privacy & Security

----- Article source ----- <https://www.infosys.com/industries/utilities/features-opinions/smart-grid-data-privacy.html> ----- Author Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Sambit Bisoi Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Utilities must adopt a robust security mechanism to safeguard data of intelligent monitoring devices. In an article published at Energycentral.com, Infosys' expert proposes a cryptographic solution based on asymmetric keys for data privacy and security. Our integrated framework with anonymous usage data packets enables utilities to - Read Published with permission of Energy Central Technology Lead, Infosys Sambit has more than six years of experience in the Utility domain. He has been actively involved in providing IT solutions for Transmission and Distribution divisions of large utility companies. He has published multiple papers on Smart Grid in reputed journals. Sambit can be contacted at Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys positioned in the Winner's Circle by HfS Research Blueprint Report for Utility Operations - 2017

----- Article source ----- <https://www.infosys.com/industries/utilities/features-opinions/utility-operations-report2017.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been positioned in the Winner's Circle in the HfS Research Blueprint Report for Utility Operations - 2017. The HfS Blueprint evaluated 14 global service providers of the utility industry. The report recognizes Infosys' "strong vision for the utility market underpinned with deep domain expertise and a consultative, innovation rich approach." The HfS Blueprint discusses Infosys' capabilities, partner ecosystem and alliances, and investment in digital services: Domain expertise The report states, "Infosys has a deep understanding of the utility industry and business challenges utilities face." Significantly, clients value the combination of technology prowess and deep industry expertise for transformation engagements and innovation projects. Consulting "Infosys has a significant utility industry consulting capability," says the HfS report. It adds that clients consider Infosys to be a committed partner going the extra mile, using a collaborative methodology for execution, and retaining the original team for the duration of the engagement. Design thinking The HfS report states that Infosys has put design thinking at the heart of developing solutions and reimagining processes. In addition, digital offerings of Infosys are a catalyst for online channels and migration to the cloud for utility enterprises. Download the HfS Research Utilities Blueprint Report: Infosys Excerpt About HfS Research Blueprint Report for Utility Operations: The HfS Blueprint Report for Utility Operations provides a comprehensive overview of services for the utility industry. This Blueprint looks at business process services, information technology services, and engineering services across the utility value chain areas of generation, market operations, transmission, distribution and metering, marketing and retail, and cross-value chain BPO, engineering, and ITO services. This report analyzes and reviews how the market is evolving toward more business-outcome-focused, flexible, and collaborative services and how service providers are meeting the needs of utility organizations. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Automated Gas Pipeline Leak Management Process

----- Article source ----- <https://www.infosys.com/industries/utilities/gas-pipeline-leak-management.html> ----- Author Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys believes in proactive pipeline maintenance across the ecosystem enables gas utilities to identify and mitigate risks, while ensuring safe and reliable distribution. The expert from Infosys co-authored an article on proactive pipeline leak management in the Pipeline & Gas Journal. Automated leak management processes supported by a robust functional architecture provide real-time data that help gas utilities: Read Published with permission of Pipeline & Gas Journal Surya Srinivas Chavali, Lead Consultant, Utilities Smart Grid practice, Infosys Limited Surya has more than 11 years of experience in IT consulting and project management at gas and electric utilities. He can be reached at Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Upgrade the CIS portfolio to boost marketing

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/cis-transformation-consulting.html> ----- Overview Our CIS transformation programs improve business responsiveness. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise requires a customer-oriented application portfolio to be responsive to customers and address business requirements. You need to consolidate as-is customer service processes while developing to-be process models to sustain the competitiveness of your enterprise. You need modern CIS solutions for digital marketing initiatives. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer Information System (CIS) Transformation The Infosys Utilities practice undertakes Customer Information System (CIS) transformation programs to align technology with business. We focus on quality, speed and reliability of operations, enhancing the meter-to-cash value chain, while ensuring statutory compliance and supporting on-boarding of net metering customers as well as electric vehicles to the smart grid. Our CIS transformation approach bridges gaps in knowledge and capabilities, minimizes application

support costs, and eliminates redundant functionality in your CIS portfolio. The Infosys data governance methodology ensures a unified data inventory and improves the accuracy of reporting across gas, power and water utilities. CIS process reengineering and systems integration based on SOA principles. Team of consultants with expertise in packaged solution implementation and Advanced Metering Infrastructure (AMI) readiness assessment. Suite of tools to identify and analyze CIS improvement initiatives, prioritize plans based on value and enterprise readiness, and monitor value realization. Clients Speak Arizona Public Service transforms customer service Case Study CRM framework boosts customer satisfaction score by 4% Clients Speak Hafslund delivers smarter customer experience Case Study Electric utility implements flexible pricing engine Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Modernize the contact center infrastructure

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/contact-center.html> ----- Overview Our suite of automation tools ensures smooth call forwarding and boosts agent productivity. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise needs an advanced contact center to be more responsive to customers. Agents at your contact center can become proactive with seamless access to customer as well as enterprise data. You can resolve issues at the first instance by applying the right tools. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Contact Center The Infosys Utilities practice develops, maintains and upgrades contact center applications at gas, power and water utilities for a superior customer experience. We use communications technologies and automation tools to reorient your contact and customer support center from service resolution to revenue generation. Our user-friendly Graphic User Interface (GUI) ensures accurate data capture, analysis and presentation across your contact center. We ensure performance excellence by undertaking continuous analysis and improvement of contact center operations. Standardized workflow enables better utilization of resources, thereby allowing higher call volume management at lower costs. Our domain specialists integrate contact center applications with internal and external systems, while providing robust support for a diverse technology stack. An integrated view of customer records delivers outcomes for every customer interaction and reduces repeat calls. We also create dashboards for performance reporting, develop instruction manuals, and train users. Rich experience in bespoke packaged interaction management software, including SAP and Oracle solutions. Simplified service management and process optimization help in minimizing the budget and duration to train new recruits. AssistEdge, our proprietary

customer service product, reduces average call handling time as well as call waiting time. Case Study CRM framework boosts customer satisfaction score by 4% Clients Speak Intuitive navigation drives customers to self-service portal Clients Speak Hafslund delivers smarter customer experience Video Energy Utility Redefines Consumer Experience with Infosys Digitally Managed Services Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Monetizing customer data

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/customer-analytics.html> ----- Overview Our machine learning models analyze historical data and predict patterns to make recommendations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your customers seek clean energy, flexible price plans, energy management solutions, and self-help tools. Your enterprise needs an integrated data and analytics system to meet emerging needs. You need to comply with regulations while managing costs. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer Analytics Infosys reorients power utilities into analytics-driven enterprises with semantics models for a 360-degree view of customers and enterprise products / services. We help you harness customer data, and deliver value-based offerings - energy efficiency solutions, sustainability initiatives, gamification tools, and curtailment programs. Our data solutions capture machine-generated, transactional and streaming data for real-time processing. We use data lakes to store voluminous raw data across formats, schema and types. Our metadata-driven data grids allow seamless consumption of enriched data. We have a boundary-less data ecosystem to facilitate advanced analytics. Our offerings help you predict customer behavior and forecast demand accurately while enhancing customer service, managing constraints, and streamlining operations. Strategic alliances with leaders in analytics such as Tableau, MicroStrategy, SAS Institute, and Pentaho. Responsive architecture, technology components and engineering approach for pervasive analytics. Infosys Analytics Academy develops competencies by partnering with leading institutions, including the Stanford Institute for Computational & Mathematical Engineering (ICME) and Indian Statistical Institute. Case Study CRM framework boosts customer satisfaction score by 4% Case Study Electric utility implements flexible pricing engine Clients Speak Anglian Water integrates enterprise systems for real-time data Clients Speak Integrated processes helps Ameren streamline operations and rationalize costs Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Addressing residential, commercial and industrial customers

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/customer-experience-management.html> ----- Overview Our professionals have extensive experience in contact center operations and multi-lingual customer support. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utility enterprise should capitalize on growth opportunities offered by smart homes, connected devices and energy efficient buildings. Commoditized service makes it imperative for your enterprise to leverage customer experience to differentiate from other utilities. You need expertise in browser-based and mobile applications for bill notification, presentment, and payment through third-party gateways. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer Experience Management The Infosys Utilities practice implements digital solutions to help power, gas and water utilities transform customer service across channels. Integrated customer information systems facilitate personalized customer experiences in traditional service channels such as the contact center. We develop portals that allow your customers to manage their account / consumption, view usage reports, and check billing history at any time, using any device. Our social tools encourage participation in energy conservation and help you reward users with rebates / customized rate plans. We develop two-way messaging solutions for prompt communication regarding payments, outages and emergencies. Our customer service surveys and polls provide accurate feedback on service levels. Team of customer experience consultants, digital marketing experts and service delivery specialists uncovers several paths for effective communication. Infosys platforms and solutions deepens customer engagement through behavioral analytics and discussion forums for local communities. Infosys Enterprise Cognitive Platform (iECP) applies machine learning and cognitive science to respond to customer service requirements. Case Study Iroquois achieves superior business performance with web applications Case Study CRM framework boosts customer satisfaction score by 4% Clients Speak Hafslund delivers smarter customer experience Case Study Intuitive navigation drives customers to self-service portal Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Encourage consumer participation in grid operations

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/demand-response.html> ----- Overview Our approach optimizes grid resources as well as operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your power utility needs a robust demand management system to ensure reliable grid performance and statutory compliance. You need to share consumption and tariff data with consumers in real time. You should offer customized energy solutions to reduce demand. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Demand Response The Infosys Utilities practice partners with power utilities to implement Demand Response (DR) and direct load control programs. Our services span the DR lifecycle – from analysis of business requirements, conceptual architecture and vendor evaluation to load profiling and contact center support for program enrollment, event management, billing, and settlement. We integrate demand-side functionality and Distributed Energy Resources (DER) with the distribution and transmission system. It helps identify consumers and monitor reduction during a load control event. We also incorporate customer notification and event settlement systems with third-party applications. Our approach optimizes grid operations, while deepening customer engagement with innovative usage incentive schemes. A team of experts develops demand response portals to provide consumers with usage, cost and load analysis for effective load curtailment. Decision support tools and models analyze distribution systems, user behavior and patterns, and pricing strategies. Extensive experience in designing and launching demand response and direct load control programs at power utilities. Case Study Electric utility implements flexible pricing engine Article Data privacy and security in smart grids Clients Speak Integrated processes helps Ameren streamline operations and rationalize costs Case Study CRM framework boosts customer satisfaction score by 4% Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Digitize operations for sustainable development

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/digital-solutions.html> ----- Overview Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise should achieve long-term profitability while addressing emerging business

challenges. Your team of managers, engineers and field technicians need ready access to data for uninterrupted service. You should preempt emergencies by empowering field service personnel with learning modules and on-the-spot guidance. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Digital Solutions Infosys implements digital solutions to enhance the business performance of power, gas and water utilities. Our digital solutions address the complexity of operations as well as the rich functionality of mobile communication devices and utilities network equipment. Our online portals facilitate remote collaboration, while supporting Bring Your Own Device (BYOD) programs. Our mobile-friendly resource management solutions improve planning and scheduling, optimize resource / task allocation, and enable real-time monitoring. Our solutions provide visibility into environment, health and safety parameters to report incidents and take preventive action. We integrate digital solutions with legacy ERP applications, geospatial information sources, enterprise data systems, SCADA, fleet telematics, and inventory databases. It accelerates maintenance and service restoration, and ensures compliance with industrial safety and environmental regulations. We address competency development of your workforce with digital learning systems and knowledge sharing tools. We track the effectiveness of training programs, and accelerate user adoption of knowledge repositories with intuitive search tools for digital assets, records and documents. A team of document management professionals designs and manages content ecosystems. Rich experience in GIS platforms such as Oracle Spatial and Graph, Microsoft Bing Maps, Intergraph, and Google Maps. Responsive design, identity management systems and advanced access control ensure integrity of digital solutions. Infosys Center for Emerging Technology Solutions (iCETS) incubates cross-functional frameworks for implementing digital enterprise solutions and services. Responsive design, identity management systems and advanced access control ensure integrity of digital solutions. Infosys Center for Emerging Technology Solutions (iCETS) incubates cross-functional frameworks for implementing digital enterprise solutions and services. Insights How sustainability is disrupting today's supply chain Clients Speak Infosys created a flexible, stable and innovation-rich environment: Essent Clients Speak Infosys, a strategic partner for Fayetteville Public Works Commission Article Data-driven energy ecosystems for a sustainable future Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Accelerate EV Charging Station Onboarding

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/electric-vehicle-supply-equipment.html> ----- Overview Our turnkey EVSE solutions enable seamless implementation, maximize return on capital investment, and reduce O&M costs. Challenges & Solutions Resource

Center Experience Insight Innovate Accelerate Assure Application
Development and Maintenance Business Process Management Consulting
Services Incubating Emerging Offerings You need to address the demand for
charging infrastructure, energy supply, and grid capacity arising from the
electrification of passenger, commercial and mass-transit vehicles. You
should encourage EV adoption by installing and maintaining charging ports
at apartments, business districts, and parking lots. You must ensure that the
increased load at charging stations does not affect grid stability or
reliability. You should minimize administrative costs as well as processing
time for EVSE onboarding. Being Resilient. That's Live Enterprise. Digital
Core Capabilities Digital Operating Model Empowering Talent
Transformations Tales of Transformation Industries Services Platforms
Infosys Knowledge Institute About Us Accelerate EV Charging Station
Onboarding The Infosys Utilities practice enables streamlined and scalable
deployment and onboarding of Electric Vehicle Supply Equipment (EVSE).
Our suite of solutions, developed in partnership with Nexant, a smart grid
software and clean energy solutions provider, enables power utilities and
grid operators to grow revenue, deepen customer engagement, and enable
decarbonization by accelerating the adoption of Battery Electric Vehicles
(BEV) and Plug-in Hybrid Electric Vehicles (PHEV). Our domain specialists
assess the impact of variable loads (due to EV onboarding) on the
Transmission and Distribution (T&D) infrastructure and grid capacity. It
enables utilities to address the challenges in managing peak demand and
develop viable tariff plans. Our services and solutions for transportation
electrification span the value chain – consulting, site assessment, planning,
design reviews, installation, inspection, and training. The Infosys-Nexant
EVSE Onboarding solution streamlines administration of Transportation
Electrification (TE) projects by facilitating seamless collaboration between
departments in a utility, including program management, construction, grid
planning, and grid operations. Our metadata-based document management
approach enables utilities as well as stakeholders to recoup investments by
expediting regulatory filings, approvals and rebate processing. We
streamline the collection, tracking and management of customer
applications, utility permits, architecture and engineering permits, and
conveyance and easement timelines. Infosys creates predefined processes
and validation rules based on the consumer sector, type of ownership, grid
impact, and other parameters. Our team accelerates construction and
deployment of EVSE, while leveraging existing processes and systems. We
offer portal solutions for enrollment of EVSE owners. Our integrated
platforms support customer communication, billing, EVSE operations, and
rebate validation. Our expertise in e-Mobility spans functional integration,
wireless and IoT technology, safety, and regulations for electrical and
electronic systems. Artificial intelligence-driven models predict patterns in
EV adoption, enabling utilities to identify grid requirements and create a
blueprint for investment. Cost analysis and automated workflows allow
teams across the utility enterprise to review, approve and prioritize sites to
maximize the return on investment. Predictive insights into demand and
shifts in load patterns help in assessing and mitigating upstream grid impact
of EVSE. Cloud-hosted solution offers a transparent and seamless
onboarding experience while reducing costs. Point of View Creating a smart
EV charging network Blog Key questions for superior customer engagement
White Paper The road ahead for energy storage Case Study Pricing tool

Implement a superior mechanism for energy trading

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/energy-trading-risk-management.html> ----- Overview We maintain a repository of automation tools, asset optimization templates, and smart decision support models with machine learning capabilities. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your trading enterprise needs to manage complex energy portfolios and diverse market positions. You should aggregate the trading value chain, including valuation, scheduling and reconciliation, to manage physical and financial trading. You require sophisticated pricing models to achieve business goals. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Energy Trading & Risk Management The Infosys Utilities practice implements COTS and bespoke Energy Trading and Risk Management (ETRM) solutions for asset-backed as well as pure trading enterprises. Our ETRM ecosystem facilitates operations in real-time and day-ahead energy trading markets, while minimizing human intervention across the trade lifecycle. Our consultants modernize front, middle and back office processes to improve the efficiency of trading, and streamline statutory and customer reporting. We align the trading infrastructure with your enterprise risk profile for accurate execution of trade. Self-healing mechanisms for trade management mitigate operational, credit, market, and regulatory risks. Our approach enhances visibility into pricing, positions and financial risks, and smooth implementation of ETRM solutions. A team of functional, product and technical experts developing trading systems, and evaluating packages for deregulated and regulated power markets. A rich experience across ETRM regulations, including Dodd-Frank Act, European Market Infrastructure Regulation (EMIR), Regulation on Wholesale Energy Market Integrity and Transparency (REMIT), and Markets in Financial Instruments Directive (MiFID II). Light ETRM solutions and 'factory model' IT solution components, including business process maps, capability and portfolio assessment frameworks, and deal entry templates, will maximize reusability and rationalize costs. Report Infosys a major service provider: IDC MarketScape for EMEA Utilities 2017 Case Study Electric utility implements flexible pricing engine White Paper Holistic workforce management Insights How sustainability is disrupting today's supply chain Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Identifying opportunities to grow revenue

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/enterprise-analytics.html> ----- Overview Our competency development center drives continuous enhancement of technology and domain capabilities. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise needs a robust system to aggregate, enrich and analyze terabytes of data in real time. You should forecast demand, optimize tariffs, rationalize power consumption, and predict downtime to better serve customers. You need to focus on outage management, financial and operations risks, and regulatory compliance. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Enterprise Analytics The Infosys Utilities practice combines open source tools with proprietary components to create an enterprise analytics framework. Our analytical processes and statistical models offer real-time visibility into key performance indicators, which helps realign operations from a business standpoint. Our ecosystem accelerates data retrieval, while self-service reporting tools and dashboards facilitate drill-down for reactive as well as predictive interpretation. Our data analytics systems harness enterprise data, including device-specific consumption, weather, grid operations, geospatial asset location, supply constraints, and business risks. Nuanced insights improve operations across functions – customer and field service, project management, demand and supply management, fraud and loss prevention, inventory optimization, and asset management. Team of functional experts, data scientists, analysts, and technical professionals. Infosys Skava, a cloud-based user experience management platform, enables omni-channel consumption of content and artifacts across the enterprise. Infosys Information Platform (IIP) eliminates unplanned service interruption and extends the lifespan of power generation / distribution equipment through predictive maintenance. Case Studies CRM framework boosts customer satisfaction score by 4% Case Studies Electric utility implements flexible pricing engine Clients Speak Anglian Water integrates enterprise systems for real-time data Article Infosys, a major service provider: IDC MarketScape for EMEA Utilities 2017 Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Synchronize load, work, inventory, and asset management

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/enterprise-asset-management.html> ----- Overview We use advanced

models for predictive asset maintenance. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to optimize investment in Transmission and Distribution (T&D) infrastructure. You should take informed decisions on replacement, repair and refurbishment of equipment / assets. You need an enterprise view of programs to improve service delivery while rationalizing workforce and asset management processes. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Work & Asset Management The Infosys Utilities practice offers work and asset management solutions, as well as managed services to undertake operations, safety and statutory compliance. We integrate geospatial technologies with analytical tools to analyze the ecosystem for superior risk management. Moreover, it minimizes capital as well as operational expenditure. Our approach enhances asset reliability and optimizes field service resources. We use proprietary systems to manage underground assets and pipeline integrity. Real-time collaboration between field technicians and the back office ensures timely response to events. Rich experience in mobile workforce management and field service optimization products such as ClickSoftware, CGI ARM suite, MDSI automation software, Tensing, ViryaNet, BT Fieldforce Optimisation Suite (FOS), SAP IS-U, and Oracle Utilities MWM. Strategic alliances for leading geospatial products and asset management platforms, including Esri (desktop, server and mobile products), Schneider Electric (ArcFM desktop and web), GE (Smallworld™ Gas Distribution Office and MapFrame™), and Oracle Spatial and Graph (formerly Oracle Spatial). Repository of reusable artifacts across concept-to-market, lead-to-cash and trouble-to-resolve business processes. Case Study Northumbrian Water transforms field service with mobile workforce management White Paper Holistic workforce management Article Scheduling the field workforce Report Infosys in the Winner's Circle of the HfS Research Blueprint Report for Utility Operations 2017 Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Use a comprehensive risk assessment method to ensure pipeline integrity

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/gas-pipelines.html> ----- Overview Our domain specialists have extensive experience in gas and liquid petroleum pipeline-related projects. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your gas pipeline network needs an advanced ecosystem for safe and reliable operations. Your data management system should capture, share

and archive diverse types of information. Inspection workflows in your enterprise should address operational and regulatory requirements. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Gas Pipeline Integrity Management The Infosys Utilities practice helps owners and operators of gas pipelines manage pipeline integrity across the lifecycle - design, construction, operation, and obsolescence. Our holistic approach extends the life and boosts utilization of pipeline networks. Intelligent pigging and root-cause analysis of defects facilitate mitigation of business risks, thereby reducing liabilities. We develop digital solutions for secure access and sharing of maintenance schedules, inspection reports, survey information, and audit notes between field engineers, managers and control rooms. Real-time insights and collaboration prevent downtime as well as mishaps. In addition, it helps mitigate risks, implement corrective action, and manage unforeseen events. Our Geographic Information System (GIS)-oriented data models and analytical systems support documentation and reporting requirements of transmission and distribution integrity management plans. In addition, our data solutions comply with Pipeline Open Data Standards (PODS). Asset management Predictive maintenance Condition monitoring Cathodic protection Trend analysis GIS portals Inspection CIPS and DCVG survey Mobile field inspection applications Inline inspection and documentation NDT data visualization and management Adapters for inspection databases (ILI, ECDA and surveys) Support systems Schedule generator Work order management Data alignment sheet generator Risk assessment and prevention Dashboards-user, performance and compliance Proven expertise in high pressure, underwater and cross-border petroleum pipeline operations and maintenance. Deep understanding of regulatory frameworks for oil and gas pipelines, including Pipeline and Hazardous Materials Safety Administration (PHMSA), USA; National Energy Board (NEB), Canada; Agency for the Cooperation of Energy Regulators (ACER), European Union; and Pipelines Safety Regulations, UK. Patented method to assess pipeline integrity business risk by quantifying structural, operational and commercial risks across the pipeline network. Article Our IP ensures comprehensive pipeline integrity management Case Study Iroquois achieves superior business performance with web applications Article Automating gas pipeline leak management White Paper Holistic workforce management Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Become a source of sustainable energy

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/generation.html> ----- Overview Our expertise spans electro-mechanical systems as well as R&D services. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings In the near term, your enterprise

should boost fuel efficiency and extend the life of assets. In the long term, your power plant should provide reliable and sustainable source(s) of energy. Your power station needs green technologies to generate 'clean' energy. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Power Generation The Infosys Utilities practice helps coal, gas, oil, nuclear, solar, wind, and geothermal power plants operate in a low-carbon economy. We offer development, upgrade, maintenance, and support services across the turbo machinery and plant engineering value chain. We upgrade / retrofit aging power generation facilities with Internet of Things (IoT) applications and modeling solutions. Our data analytics ecosystem recommends actions to reduce equipment downtime, improve productivity, and ensure reliable operations. Our digital solutions ensure compliance with electrical machinery standards, communication protocols, and health, safety and environmental regulations. We simulate component / plant behavior in the Research and Development (R&D) environment. It validates sophisticated engineering concepts to maximize asset utilization in steam turbine-based power plants. Accurate predictions of casing flow loss and low-pressure exhaust performance optimize casing design for steam turbines. Our approach minimizes dependence on third-party tools for product development, including gas turbine compressors. Infosys Turbo Machinery and Plant Engineering Center of Excellence develops tools and accelerators for COTS packages, proposes bespoke enablement services, and manages competency development. Factory model for product development ensures agility, maximizes reusability of components, and minimizes cost. Team of functional, product and technical consultants with rich experience in industrial automation and control systems (HMI / SCADA / DCS). Report Infosys in the Winner's Circle of the HfS Research Blueprint Report for Utility Operations 2017 Insights From darkness to light: Five 'Ds' can lead the way Article SSE Energy Services: Digital Transformation to Deliver Next-Gen Services at Pace Report Infosys Announced as Major Service Provider in IDC MarketScape for EMEA Utilities 2017 Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Transforming Grid operations with digital solutions

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/grid-operations.html> ----- Overview Our predictive modeling techniques optimize grid operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your power utility should integrate distributed generation assets and Internet of Things (IoT). Your transmission and distribution infrastructure should meet the growing demand for energy. You need to rationalize operational expenditure, while ensuring the safety of employees and protecting the environment. Being Resilient. That's Live

Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Grid Operations The Infosys Utilities practice partners with energy suppliers and grid operators to deliver superior grid performance. Our grid modernization solutions comply with standards of the Federal Energy Regulatory Commission (FERC) and cyber security requirements of the North American Electric Reliability Corporation's (NERC) Critical Infrastructure Protection (CIP) plan. Process automation supports dynamic load balancing and energy conservation programs. Our digital solutions facilitate a smart grid while mitigating risks during migration to a smart utility. Such a business transformation helps your enterprise capitalize on real-time data to optimize asset performance, improve fault isolation and accelerate service restoration. It also facilitates detection of untoward events and instantaneous response to safety alerts as well as power theft. Reusable business process library, components and templates for application portfolio analysis, rationalization and consolidation. Expertise in deployment of Geospatial Information Systems (GIS), distribution automation systems, and Advanced Metering Infrastructure (AMI). Experience in integrating clean energy sources, demand management programs, process improvement initiatives, and post-M&A smart grid programs. Report Infosys in the Winner's Circle of the HfS Research Blueprint Report for Utility Operations 2017 Insights From darkness to light: Five 'Ds' can lead the way Article Data privacy and security in smart grids Clients Speak Infosys, a strategic partner for Fayetteville Public Works Commission Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Use the resources of service delivery experts

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/managed-services.html> ----- Overview Our integrated delivery model ensures accountability of service / deliverables / outcomes. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise demands IT services that cater to business and user requirements. You need to engage an IT services partner to renew your business with disruptive technologies. You should boost productivity while achieving substantial cost efficiency. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Managed Services Infosys offers managed IT services for operational support as well as strategic services at utilities enterprises. We combine cross-skilling and process automation to accelerate turnaround time and rationalize operational expenditure. Our scalable delivery model and proven framework for continuous improvement work together to support innovation across service areas. We ensure that

your enterprise aligns with the business environment and mitigates risks with effective change management. We leverage ITIL-based proprietary components, including a global Agile framework, service catalog framework, and integrated Process Repository for IT Infrastructure Services Excellence (i-PRISE), to standardize processes and facilitate smooth delivery. We also use role-specific dashboards and relationship-level balanced scorecards to achieve business goals. Infosys Knowledge Academy for technical, domain and cross-cultural certifications. Engagement-specific Center of Excellence (CoE) identifies business demand and drives service excellence. Ecosystem for joint business planning and relationship management - board-level sponsorship, joint innovation council, managed services advisory council, and security and compliance officers. Clients Speak Infosys created a flexible, stable and innovation-rich environment: Essent Article Infosys in the Winner's Circle of the HfS Research Blueprint Report for Utility Operations 2017 Clients Speak Infosys, a strategic partner for Fayetteville Public Works Commission White Paper Workforce management solution — considerations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Accelerate the revenue cycle

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/meter-to-cash.html> ----- Overview We have proven experience in amalgamating billing systems and migrating IT processes to greenfield systems for mergers and acquisitions. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise needs to streamline the meter-to-cash process to undertake smart meter implementation. You need insights into usage by customer micro-segments to devise flexible tariff and payment systems for cash flow management. Your billing system should incorporate best practices to grow revenue. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Meter-to-Cash The Infosys Utilities practice provides services spanning the meter-to-cash cycle of gas, power and water utilities comprising Head End System (HES) implementation, customer acquisition, maintenance and support of field service software, debt and risk management, and auditing. Our approach facilitates prompt and accurate processing of meter data, which is essential for time-of-use-based billing plans for households and commercial / industrial clients. Our unified data repository for customers and assets enhances data quality, eliminates billing errors, and ensures responsive customer service. It helps reduce unbilled revenue and deploy interval billing plans. Real-time communication between customer service representatives, dispatchers and technicians prevents missed appointments and service backlogs, while boosting productivity. Preconfigured and Accelerated Customer Care & Billing Enablement (PACE) solution leverages Oracle Customer Care and Billing (CC&B) as well as SAP IS-Utilities. Meter Data Management Appliance, our preconfigured solution,

incorporates Validation, Editing and Estimation (VEE) rules and supports Advanced Metering Infrastructure (AMI) as well as traditional metering devices. A multi-disciplinary team of application developers, technical experts, infrastructure specialists, and program managers. Case Study Iroquois achieves superior business performance with web applications Clients Speak Infosys created a flexible, stable and innovation-rich environment: Essent Clients Speak Anglian Water integrates enterprise systems for real-time data Case Study Electric utility implements flexible pricing engine Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Offering net metering services to retail customers

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/net-metering.html> ----- Overview Our metering solutions enable smart use of grid resources. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your power utility needs two-way communication between metering devices and the grid to comply with regulations. Your net metering system should allow retail customers to get a return on their renewable energy investment. You should promote distributed generation to minimize consumption of fossil fuels. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Net Metering The Infosys Utilities practice provides net metering consulting services and solutions to improve the reliability and efficiency of power utility enterprises. We help you incorporate data from bidirectional as well as Time-Of-Use (TOU) meters with solar photovoltaic systems and wind turbines. Accurate statements of the electricity consumed and exported to the power grid facilitate prompt billing. Our consultants help you make informed decisions on Customer Information System (CIS) modernization / replacement for managing net metering customers by sharing the road map for implementation. We develop dashboards to manage distributed energy sources and electricity load in the network. Extensive experience in maintaining micro-grids with multiple energy sources. Laboratories that gather and process real-time field data from micro-grids. Team of experts that recommends onsite power generation systems for retail customers based on consumption data. Case Study Intuitive navigation drives customers to self-service portal Clients Speak Hafslund delivers smarter customer experience Clients Speak Arizona Public Service transforms customer service Insights Data-driven energy ecosystems for a sustainable future Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Rationalize IT investment

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/portfolio-analysis-optimization.html> ----- Overview Our robust governance framework provides visibility into operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise requires a unified IT landscape to capitalize on business opportunities. You need to integrate smart grid technologies and sources of distributed generation. You must adopt disruptive technologies such as automation, artificial intelligence and data analytics. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Portfolio Analysis & Optimization Infosys offers portfolio analysis and optimization services to transform the IT infrastructure at utilities enterprises. A holistic assessment of your application portfolio facilitates timely decisions – consolidate, re-platform, optimize, enhance, maintain, or decommission. In addition, it enables business strategies such as mergers and acquisitions, diversification, sourcing, and improvement programs. Infosys rationalizes the business-IT inventory – applications, interfaces, products, and vendors. It boosts resource utilization while minimizing integration and maintenance costs as well as capital investment. We align the portfolio with the enterprise architecture, increasing application availability and responsiveness, while minimizing portfolio estate and sprawl. Our approach reduces server and storage capacity requirements. Moreover, it ensures seamless access to real-time data and compliance with regulations. Cloud suitability assessment framework based on the Analytic Hierarchy Process (AHP) model with 35+ parameters. Analytical models help in defining the cloud deployment strategy. Tools, templates and repositories for knowledge management. Case Studies Iroquois achieves superior business performance with web applications Article From darkness to light: Five 'Ds' can lead the way Case Studies Intuitive navigation drives customers to self-service portal Clients Speak Infosys created a flexible, stable and innovation-rich environment: Essent Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Insights

----- Article source ----- <https://www.infosys.com/industries/utilities/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Transform Your Utility Operations with Infosys Pre-configured CIS Solution Empowered Conversations: Inspiring Leaders Shaping the Utility Industry How Utility Companies Can Accelerate Value with AMI 2.0 an Implementation Framework Advanced Metering Infrastructure 2.0: The Next Step Forward for Energy and Utilities E.ON Partners with Infosys for Secure, Boundaryless Network Operations

Time of Use Electricity Tariff – A Key Enabler for Renewable Energy Usage
On-Demand: Transforming Customer Experience with Infosys and SAP The
Power of AI for Renewable Energy Grid Management E.ON UK establishes
digital foundation for energy transition Navigating Data Reconciliation in
the UK Metering Industry Infosys Brings Together Technology and Expertise
to Modernize Uniper Energy's UK Application Infrastructure Landscape
Infosys Solution for Vegetation Management for Utilities Panel Discussion:
The Potential of the Metaverse for Utilities New Age Infrastructure: Why
Tethered Clouds Work Orchestrating a Digital Approach to Energy
Transition Ahead in the Cloud: A Customer-focused Cloud Transformation
with Duke Energy Infosys and E.ON Empower Green Innovation for Utilities
Infosys ranked Winner in HFS Energy Transition Services, 2022 Infosys and
E.ON – On A Mission to Migrate Impact of 5G on Energy Utilities Infosys
ranked Podium Winner in HFS Utilities Top 10 The Safety First Imperative
for Utilities E.ON's Digital Transformation Journey Powered by Infosys
Cobalt and ServiceNow A Digital Approach to Orchestrate the Energy
Transition Intelligent Power Grid: Applying AI in the Energy Industry
Resource Innovations-Infosys Electric Vehicle Supply Equipment Onboarding
Solution \$414 Billion in Profits can be Gained Using Cloud for Business
Growth: Infosys Research Navigating Field Service Management for Utilities
POV on Electric Vehicle (EV) Charging Network Network Modernization in
Energy and Utilities Grid Modernization Keystone to a Clean Energy Future
Infosys Cobalt - Accelerating Enterprise Cloud Journey Battery Storage and
Contract Management: Creating a Renewable Future Smart Energy: future-
proofing Utilities on the Cloud Blockchain - What it means for Utilities
Digital Twin of a Solar Plant Energy Transition with Infosys Why it's Time
for Your Utility to Become a Digital Energy Orchestrator Infosys Selected by
Consolidated Edison to Digitally Transform Customer Service SSE Energy
Services: Digital Transformation to Deliver Next-Gen Services at Pace
Empowering the Utility Ecosystem with Blockchain Energy Utility Redefines
Consumer Experience with Infosys Digitally Managed Services How Utilities
Can Use Gamification to Engage Customers and Cultivate Loyalty Infosys is
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'Leader' in the IDC MarketScape: North American DERMS Strategic
Consultants and Systems Integrators 2020 Vendor Assessment Being
Resilient: Easing the Strain on Utilities How a utility digitalized its CX with
advanced analytics Utility addresses customer care & billing exceptions with
RPA Infosys: Building a Live Enterprise powered by the Sun Managing
complex low-voltage networks in a flexi grid Value realization from Digital
Transformation in Utilities NelsonHall Point of View – Infosys: Navigating
the Future of Energy Environmental leadership will breathe life back into
Utilities The Future of Energy Pricing Intelligent Energy and Utility: The
Movement of Enterprise Applications to the Cloud 5G Powered Utility
Transformation Grid Modernization: Lessons Learned How Utilities Can Use
Cost Estimation Software in Capital Budgeting 7 Edge Application
Remediation Tips for Utilities Implementing a Customer Service
Transformation Program NelsonHall NEAT Identifies Infosys as a 'Leader' in
Smart IT Services for Utilities Pre-configured and Accelerated Customer
Care & Billing Enablement (PACE) for SAP Navigate your digital
transformation with cloud – Energy and utilities industry view Why Utilities
Need to Make Cyber Security an Urgent Priority Linking Efficient
Operations to Customer Centricity Improving Operations Through Digital

Field Workforce Management Three Key Questions to launch successful
Utility Customer Engagement Early Focus on Data - A Key Strategy for CIS
Implementation Success Transforming Customer Experience in the Utilities
Industry Navigate The Future Of Energy Navigate your Next - The Grid of
the Future Navigate your next. In Utilities Infosys Announced as Major
Service Provider in IDC MarketScape for EMEA Utilities 2017 Smart Grid
Data Privacy & Security Automated Gas Pipeline Leak Management Process
Workforce Scheduling in Field Services Infosys positioned in the Winner's
Circle by HfS Research Blueprint Report for Utility Operations - 2017
Workforce management solution — considerations Agile: A Sustainable
Approach for Utilities Implementing SAP Being Resilient. That's Live
Enterprise. Digital Core Capabilities Digital Operating Model Empowering
Talent Transformations Tales of Transformation Industries Services
Platforms Infosys Knowledge Institute About Us Business Solutions Video
Point of View Point of View Video View point Video View point Insight White
Paper Testimonial Video Podcast White Paper Point of View Podcast Video
Report Video Point of View Report Article Video Article Video Brochure
Insights View point View point Video Article Insights White Paper Point of
View Point of View Point of View Video Video Press Release Article Point of
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of View Point of View Perspective Blog Article Article Article Point of View
White Paper Point of View Report Insights Report Blog Article White Paper
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Article Report White Paper White Paper Company Subsidiaries Programs
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E.ON partners with Infosys for secure, boundaryless network operations

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/boundaryless-network-operations.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The E.ON Group, one of the largest energy network operators in Europe, serves more than 50 million customers. The electric utility undertook a network modernization program to leverage intelligent connectivity models for driving energy transition at-scale while enhancing the user experience. Infosys has been E.ON's strategic technology partner for 15+ years. We were selected to lead the program for a next-gen, SDWAN-based, cloud-focused network transformation. Saurabh Jain, AVP, Group Manager - Client Services, Infosys, discusses the network modernization program with Kim Dengs, Global Head of Network Services at E.ON. Kim shares the genesis and achievements of the program. He also

focuses on the connectivity imperative in E.ON's growth, sustainability and digitalization agenda. The partnership with Infosys allows E.ON to apply real-life experiences and "invaluable" operations knowledge across programs. In conclusion, Kim elaborates on the extreme network co-pilot project driving an AI / ML-driven approach for predictive operations at E.ON. It aims to "make the daily run easier, smoother and more efficient." Need for network modernization Goals of the network transformation program 'One Infosys' experience AI adoption in network operations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys: Building a Live Enterprise powered by the Sun

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/building-live-enterprise-powered-sun.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Some believe that it is hard to balance sustainability and economic viability. For us at Infosys, we made sustainability a business imperative and turned to the sun to meet our energy needs. Watch this video to learn how we harnessed renewable energy at scale. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Transforming Customer Experience

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/consumer-experience.html> ----- Maximize Experience. Minimize Cost. Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Consumers expect more than just reliable energy. They are becoming proactive, demanding choice and information, and expecting personalized services. Given this environment, energy utilities need to reinvent their customer-facing operations and applications to improve key business KPIs like customer satisfaction, customer churn, and operational efficiency. Infosys has developed solutions to provide utilities with a true multichannel customer engagement platform and differentiated services. Our solutions deliver transformed customer experience, while realizing

tangible benefits and business outcomes through our IP driven solutions.
Blog How are Customers Influencing the Utilities Behavior? Blog Three Key
Questions to launch successful Utility Customer Engagement Programs
Clients Speak Getting smart with customer experience Case Study CRM
framework boosts customer satisfaction score by 4% Company Subsidiaries
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Utility addresses customer care & billing exceptions with RPA

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/customer-care-billing-exceptions.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Energy utilities are rapidly adopting technology to keep operations costs in check and boost customer satisfaction. In this video, learn how an Arizona-based utility needed to effectively address its customer care & billing exceptions. They turned to Infosys to adopt AssistEdge robotic process automation and the result was lower exception handling time, lower human effort and lower back-office operations costs. Watch the video Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Cyber Security

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/cyber-security.html> ----- Digital first necessitates security first. Is your utility ready? Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us A modern utility incorporates shared infrastructure, third-party products and platforms, legacy and advanced IT systems. Such a heterogeneous landscape requires a security and safety-first approach to business. Review our perspective on cyber security to know how your utility can adopt a proactive and preventive approach by ensuring new devices have built-in security features. Your legacy infrastructure needs to be insulated from breaches and tested for vulnerabilities at regular intervals. Give your utility a robust disaster recovery mechanism to ensure that the service is up and running quickly after a security breach. A disparate utility network can maintain cyber hygiene only by cultivating cyber discipline across the workforce and the partner ecosystem. Make regular training in

best practices, sensitization, and awareness campaigns a business imperative. Blog Why Utilities Need to Make Cyber Security an Urgent Priority Blog New Cyber Security for the New Digital Enterprise Infographic Digital Trust. Assured. Case Study Rapidly reclaim your business after a cyber attack Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

SSE Energy Services: Digital Transformation to Deliver Next-Gen Services at Pace

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/deliver-nextgen-services-pace.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Award-winning transformational CIO Philip Clayson from SSE Energy Services, shares his experience of leveraging Infosys for their fast-paced digital transformation journey. SSE Energy Services (now acquired by OVO) embarked on a digital transformation journey to deliver next-gen services. In this article, Philip Clayson, Chief Information Officer, SSE Energy Services, points out that with digitalization, they have successfully increased their self-service capabilities for apps and their websites. Now, the company has embarked on a digital data journey combining the insights of multiple departments and teams to discover the best method of leveraging enterprise data and unlocking its value. "As I look at the partnership today, it is about being closer and more strategic to SSE Energy Services by jointly exploring where we can make a big difference.", says Chirag Khergamkar, Client Partner to SSE Energy Services at Infosys. In the words of Phil Clayson, "I like pace: people understand it. Delivering at pace is what it's all about". Here is how Infosys partnered with SSE Energy Services to help the CIO implement his vision for the company. Read the full article Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Why it's Time for Your Utility to Become a Digital Energy Orchestrator

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/digital-energy-orchestrator.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being

Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As an industry, energy utilities power the world. Now, this industry is preparing for a transition as it relooks at the sources of energy it supplies, grapples with new regulations, responds to changing consumer behavior, and reviews new technologies. In the midst of all this change, utilities have a unique opportunity to become live enterprises – sense data, respond with agility, and adapt to new sustainable business models. Infosys empowers utilities to accelerate their transition from service provider to Digital Energy Orchestrator. This video elaborates how. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Digital Field Operations

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/digital-field-operations.html> ----- Invest in digital field operations to empower the digital workforce Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Today, the back office of utilities manually schedule and plan work for the field workforce. As unexpected events like customer care requests or outages occur, back offices rely on manual intervention to shuffle work assignments and schedules to accommodate these jobs. Based on human judgment, these manual interventions often lead to mistakes that negatively impact field productivity and endanger field worker safety. Automate low value tasks. With AI and mobile work management solutions, utility companies can empower the field workforce and improve operations. Also ensure that people are in the right place at the right time with the right information to act promptly. White Paper Workforce Management Solution - Considerations White Paper The Grid of the Future Report Workforce Development in the Age of Digital White Paper Improving Operations Through Digital Field Workforce Management Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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E.ON UK establishes digital foundation for energy transition

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/digital-foundation-energy-transition.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital

Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us E.ON UK worked with Infosys to implement a digital transformation that would allow E.ON to continue to drive the energy transition. Infosys designed and developed a cloud native platform at E.ON UK to deliver smart metering and new customer solutions such as solar power, battery, heat pumps and EV charging, and to drive greater sustainability at scale across homes, businesses and for cities. Lee Durham, Head of Technology for E.ON UK Solutions, discusses the business imperative to migrate siloed systems on a legacy platform to a future-proofed digital platform for business agility. Fiona Humphreys, CIO of E.ON UK, shares how the company pivoted to become a digital utility and offered sustainable energy solutions to 22 million homes while driving decarbonization. She adds that E.ON UK has established a digital foundation to scale up as well as develop new products and services to delight customers. Saurabh Jain, Client Partner, Infosys discusses how the Infosys team adopted a platform approach to design a digital ecosystem of customers, assets and field work at E.ON UK. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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How a utility digitalized its CX with advanced analytics

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/digitalized-cx-advanced-analytics.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Retailization has reached energy utilities and they are embracing it with enthusiasm. In this video, learn how a US-based energy utility with 15 million users digitalized their customer experience. They did this by leveraging the cloud and advanced data analytics. The result was a 20% increase in online users, 50% faster time to market and 40% in IT spend. Watch the video Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Mike Koehler, CIO & CDO, Exelon Corp. discuss disruption in the energy sector

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/discuss-disruption-energy-sector.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business

Process Management Consulting Services Incubating Emerging Offerings
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Infosys and E.ON Empower Green Innovation for Utilities

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/empower-green-innovation-utilities.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As the world moves towards sustainable practices and resources to power the future, energy companies need to embrace new paradigms, technologies, and innovations. To empower this push, Infosys co-hosted the WHU Business Innovation Challenge with E.ON, where students pitched inventive ideas and progressive business models that could help energy and utilities companies leap to a cleaner, greener future. The event, hosted by Dries Faems, Professor of Entrepreneurship and Director of WHU's Entrepreneurship Center, saw students coming up with disruptive ideas ranging from smart energy management to carbon tracking and prosumer monetization. This challenge aims to foster collaboration, creativity, and entrepreneurial thinking by encouraging students to work together to develop innovative solutions that could positively change the future of energy. Infosys also offers a customized “Digital Transformation” course for students to develop business models using insights from senior executives and industry experts, who will help students refine their ideas through brainstorming sessions. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Enabling Future Ready Business models

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/enabling-future-ready-business-models.html> ----- Accelerate Innovation. Drive Growth Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Technologies for innovative solutions Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries

Services Platforms Infosys Knowledge Institute About Us Infosys helps utilities 'Be Future Ready' by leveraging emerging technology to convert challenges into opportunities. Infosys helps utilities accelerate innovation and use it as a market enabler for faster growth. By unbundling traditional value chains to reassemble new business models we help utilities drive efficiencies and generate new revenue streams. The proliferation of technologies like AI, ML, Robotics, IoT, Cloud, augmented reality, virtual reality, and blockchain have opened up a plethora of opportunities for utilities. Infosys is at the forefront of helping utilities adopt these emerging technologies and be future-ready. Applying technology to existing power lines without shutting down the grid is a challenge. The current method of addressing the problem of aging overhead conductors which have accumulate decades of silica and carbon deposits, bird droppings, and moss is to have linemen crawl along the narrow transmission wires and clean and coat the conductors. Infosys has developed the world's first intelligent robot for cleaning and coating high-voltage transmission conductors. Post deployment, this robotic solution increased transmission capacity, prevented cable replacement and resulted in a projected saving of \$2 billion. They were also projected to save up to \$6 billion in transmission losses without risking the life of a linemen. Infosys Nia brings machine learning together with deep knowledge to unearth critical insights and industrialize core processes. Infosys' AI platform provides workflow based insights to monitor and optimize critical assets through predictive intelligence for proactive maintenance. KRTI 4.0™, a framework for operational excellence offers a framework which applies AI, cognitive/ machine learning, and machine-to-machine capabilities to address complex and expensive lifecycle management challenges. KRTI 4.0™ uses predictive and prescriptive analytics to empower decision-makers with real-time knowledge on the best and most effective operating and maintenance options for their OT systems. The framework also leverages tools such as real-time dashboards, RAMS modelling capabilities, augmented reality, chatbots, and more. With the industry experiencing a skill scarcity and an aging workforce, AR can aid field workers by connecting them with remote experts who can provide real-time guidance. Additionally, information obtained from AR solutions can be stored as a guideline for future work. Infosys AR-VR capabilities can help users visualize and manipulate large amounts of data, identify business anomalies, build field force enablement support, provide conceptual and contextual learning through immersive experiences, and identify opportunities for improved interactivity. While utilities are exploring the potential of blockchain to create internal and industry-wide efficiencies, Infosys has a proprietary blockchain platform that enables peer2peer transactions. The platform has been used to create a proof-of-concept on a Transactive Market where prosumers (producers + consumers) can sell/buy electricity using blockchain and smart meter infrastructure Infosys' proven Industry 4.0 maturity framework and IoT platform helps utilities manage Distributed Energy Resources (DERs). For a leading utilities firm, Infosys delivered a solution for meter data collection, remote diagnostics, and configuration at wind farms. Article The Future of Energy Pricing White Paper The Grid of the Future Insights How to become a Live Enterprise Article 5G Powered Utility Transformation Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Energy Transition with Infosys

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/energy-transition.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The energy industry is undergoing major transformation, as individuals, societies, and businesses try to alter their footprint. The focus is to meet the goals set out by the Paris Agreement and accelerate the shift to new energy. This better tomorrow needs better technology, and at Infosys, we're working relentlessly to bring it to life. Watch this video to know more. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Impact of 5G on Energy Utilities

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/impact-5g-energy-utilities.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Ultrareliable and low-latency communication (URLLC) and massive machine type communication (mMTC) capabilities of 5G wireless technology transform operations of energy utility enterprises. From routine inspection of transmission and distribution lines using drones to decentralized intelligence and control systems for substations, 5G supports smart grid initiatives to deliver next-generation customer service. 5G connectivity is a catalyst for an advanced digital ecosystem to support renewable sources of energy, safeguard employees, and reduce the cost of asset maintenance. 5G-enabled advanced metering infrastructure empowers utility enterprises to apply real-time data analytics for effective outage management. Read our point of view Watch how 5G effects a transformation of utilities Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

NelsonHall NEAT Identified Infosys a Leader in Smart IT Services for Utilities

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/leader-smart-it-services2019.html> ----- Experience Insight Innovate

Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been identified as a 'Leader' in 'Smart IT Services in Utilities' by NelsonHall in its NEAT evaluation. This evaluation features Infosys as a 'Leader' along with its peers, namely, Capgemini, IBM, TCS, Atos, and NTT Data. NelsonHall evaluated participants in three market segments — overall capability, retail services, and smart asset services. The ranking includes a detailed profile of the Infosys Utilities practice. Infosys sees the digital journey for utilities across two main pillars: Infosys' offerings for the utility industry are based on three core areas: Key strengths of Infosys Utilities practice highlighted by the NelsonHall NEAT ranking Learn more about how Infosys is helping utilities #NavigateTheFutureOfEnergy. More about our offerings for utilities Register to download the report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys named a 'Leader' in the IDC MarketScape: North American DERMS Strategic Consultants and Systems Integrators 2020 Vendor Assessment

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/leader-systems-integrators-2020-vendor-assessment.html> ----- About Infosys Infosys strengths Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The IDC MarketScape has positioned Infosys in the Leaders category in its North American Distributed Energy Resource Management Systems (DERMS) Strategic Consultants and Systems Integrators 2020 Vendor Assessment (doc # US44514919, March 2020). IDC MarketScape evaluates the strategies and capabilities of consultants and systems integrators (SIs) in the utilities industry. IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5-year timeframe. Vendor market share is

represented by the size of the icons. IDC MarketScape recognizes that the Infosys Utilities practice has long-standing relationships with some of the largest investor-owned utilities in the United States. It highlights core areas of services spanning the utilities value chain with customer engagements in generation, energy trading, transmission and distribution, customer service, enterprise services, and consulting. The report identifies the strengths of the Infosys Utilities practice in the areas of innovation, quality IT outsourcing, systems integration, and managed services. Specifically, in DERMS, Infosys partners with clients to integrate new DERs with existing systems within utilities such as DMS and supervisory control and data acquisition (SCADA) along with customer information systems (CISs), automated meter infrastructure (AMI), meter data management (MDM), and order management system (OMS). Register to download the report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Modernizing Grid and IT Infrastructure

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/modernizing-grid-it-infrastructure.html> ----- Enhance Efficiency. Ensure Compliance Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Utilities need to upgrade their legacy infrastructure in preparation for the smart grid, advanced metering infrastructure (AMI) and ERP systems, more so as the ability to monitor, analyze, and act on data will soon become the operating standard for asset operations. The Infosys Utilities practice offers work and asset management solutions, managed services, and safety and statutory compliance solutions. We integrate geospatial technologies with analytical tools to examine the ecosystem for superior risk management. By using smart meters, sensors, and applying cognitive computing and analytics at the edge, we vastly improve operational performance. This minimizes capital as well as operational expenditure. RPA promises operational efficiency by automating tasks and freeing staff to focus on more valuable work. Infosys implemented AssistEdge as an automation lever with Oracle Utilities Customer Care and Billing (CC&B) to enhance productivity and reduce cycle time. The utility was able to resolve 20,000 tasks each month using bots. Average handling time dropped from 11.5 days to 1.5 days, while the time to handle billing exceptions reduced by 86%. White Paper The Case for Grid Modernization Point of View Grid Modernization: Lessons Learned Point of View Grid Modernization Keystone to a Clean Energy Future PoV Case Study Transforming the power grid with autonomous robots Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

NelsonHall Point of View - Infosys: Navigating the Future of Energy

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/navigating-future-energy-report.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Utilities globally are being challenged by the need to offer greater value to customers, improve the management of aging infrastructure and ensure uninterrupted and efficient service. Is your utility looking to rapidly build its technology capabilities, adopt the right tools in advanced analytics, and improve its customer service? Download the point of view by NelsonHall. In it, NelsonHall elaborates how Infosys is helping utilities stay ahead of the curve by, Click here to download the full report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Network Modernization in Energy and Utilities

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/network-modernization.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Contrary to popular belief, the energy transition goes well beyond the shift from fossil fuels to renewable sources. It's the transformation of every interaction between an energy utility and its stakeholders - customers, suppliers, partners and shareholders. In addition to the shifting demand patterns, different energy provisioning models, and the prioritization of sustainability, the pandemic has increased the pressure on utilities to accelerate their digital transformation. During the next decade, everything from production to distribution and even consumption of energy will be completely reimaged. And network modernization is where energy's next begins. We recently hosted a virtual roundtable that brought together an astute panel to discuss "Network Modernisation in the Energy and Utilities industry". Kim Dengs, Head of Network Services at e.on, Umashankar Lakshmipathy, SVP and Regional Head EMEA, Cloud & Infrastructure Services Infosys, Peter Terry-Brown, Director, Unified Communications & Connectivity, Vodafone Business and Hugh Ujhazy, Vice President, Telecommunications & IoT, IDC, participated in the discussion moderated by Kush Sharma. Watch this video for insights into their experiences and

learnings. Some of the aspects covered during the session were: Company
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Infosys and E.ON - On A Mission to Migrate

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/on-mission-migrate.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us E.ON, one of the largest utilities in the UK, is an organisation that leads change. Change that transforms and accelerates the future of the energy industry. And on their recent project to deliver reliable, affordable, and sustainable energy - they partnered with Infosys. Infosys aimed to completely digitise their energy ecosystem, streamline business processes, and bring overall synergy to their operations and platforms. E.ON's end goal is to digitally transform and fortify their position at the top of the leader board using innovative tech-driven interventions. Watch this video to discover why and how E.ON embarked on a migration journey with Infosys: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Energy Utility Redefines Consumer Experience with Infosys Digitally Managed Services

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/redefines-consumer-experience.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us In a world of one-click customer transactions, what utility companies need is a new vision for customer satisfaction. That's why an Arizona-based Utility deployed Digitally Managed Services from Infosys. They leveraged cutting-edge technology to transform their website to a dynamic, responsive one, augmented capabilities to handle transaction spikes, and increased avenues for self-service. The benefits were experienced by both, the utility and its consumers. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Navigate the Future of Energy

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/smart-utility.html> ----- Overview Trends Perspectives Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Navigate The Future Of Energy On the one hand, your utilities enterprise needs to maintain a smart grid network that provides reliable service. On the other, your consumers expect clean energy, customized service and cost-effective tariff plans. The emergence of distributed generation, battery storage solutions, home automation and IoT, and trading among prosumers is disrupting the traditional energy supply and billing business model. Outcomes Our offerings Outcomes Our offerings Outcomes Our offerings Outcomes Our Offerings Outcomes Our Offerings In the Utility Industry Battery Storage and Contract Management: Creating a Renewable Future Smart Energy: future-proofing Utilities on the Cloud Read More Endless possibilities with data for Energy and Utilities: Navigate from now to your next Read More NelsonHall Point of View - Infosys: Navigating the Future of Energy Read More NelsonHall NEAT Identified Infosys a Leader in Smart IT Services for Utilities Read More Assuring Digital Trust in the Energy and Utilities Industry Read More Navigate Your Digital Transformation with Cloud - A Review of the Energy & Utility Industry Read More Navigate The Future of Energy Enhance Efficiency. Ensure Compliance. Maximize Experience. Minimize Cost. Accelerate Innovation. Drive Growth. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigate The Future Of Energy

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/smart-utility-overview.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Navigate The Future Of Energy On the one hand, your utilities enterprise needs to maintain a smart grid network that provides reliable service. On the other, your consumers expect clean energy, customized service and cost-effective tariff plans. The emergence of distributed generation, battery storage solutions, home automation and IoT, and trading among prosumers is disrupting the traditional energy supply and billing business model. The opportunity before a utility today is to transform into a responsive enterprise - soaking up a growing quantity of data from every source, analyzing it and publishing actionable insights to the right decision-makers. Technology enables a utility to reinvent itself to be a Live Enterprise - learning,

adapting, healing, and growing smarter in real-time. You need to strike a balance by navigating business challenges and opportunities by harnessing digital technologies to 'Navigate the Future of Energy'. Infosys helps Utilities Navigate the Future of Energy by Transforming Customer Experience, Modernizing Infrastructure and enabling Future Ready Business models. Our extensive experience in CX transformation programs coupled with IP driven solutions like PACE will help create a differentiated customer experience at minimized cost. Our expertise in infrastructure modernization solutions, combined with advanced technologies like IoT, Edge analytics, AI & ML-based integrated cybersecurity platform help secure your business while enhancing efficiency. We also help your business be future ready by accelerating Innovation and driving growth and we do this by unbundling traditional value chains to reassemble new business models. Why Infosys should be your innovative partner Infosys helps utilities enterprise chart their business transformation by harnessing digital technologies. Our digital navigation framework has five focus areas: Navigate the Future of Energy by transforming customer experience, modernizing infrastructure and enabling future-ready business models. Navigate the future of energy. Introduction to #NavigateTheFutureOfEnergy >> Download the 'Digital Outlook Report for the Utility Industry' >> Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys ranked Podium Winner in HFS Utilities Top 10

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/utilities-services-2022.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been ranked #3 in the HFS Top 10 Rankings for Utilities Services, 2022 report. HFS Research rated Infosys a 'Podium Winner,' specifically #1 in 'voice of the customer' and #2 in innovation categories. Key highlights: Infosys integrates services and technology across the value chain: Register to download the report Learn more about Infosys Utilities solutions. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys is helping utilities respond to COVID-19: A NelsonHall Blog

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/utilities-support-covid19-initiatives.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business

Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us John Laherty, Senior Research Analyst, NelsonHall, has published a blog on how Infosys is working collaboratively with utilities to support COVID-19 initiatives. In the blog, John talks about the various macro level impacts of the pandemic on the value chains and how utilities must realign their priorities in response. He believes the new priorities will accelerate investments in digital technologies and enable utilities to become more resilient. Key highlights from the blog post: Read the complete blog here Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Being future-proof. That's AI-first.

----- Article source ----- <https://www.infosys.com/industries/utilities/overview.html> ----- Navigate your next in Utilities. Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Your utility should transition seamlessly to a clean energy enterprise while ensuring energy security. This requires your utility to deploy modern and scalable infrastructure, boost capacity management, and improve operational efficiency. In addition, you need to empower residential and business customers with the tools to monitor and manage energy consumption. Infosys implements advanced technologies, including data analytics, machine learning, generative artificial intelligence, and automation, to ensure gas, power, water, and waste water utilities provide safe, reliable and cost-effective service. Our technology solutions ecosystem built on AI ensures seamless integration of renewable energy sources and enhances energy efficiency, while modernizing transmission and distribution operations. Our offerings for the utilities industry are based on three foundational principles - Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Pre-configured and Accelerated Customer Care & Billing Enablement (PACE) for SAP

----- Article source ----- <https://www.infosys.com/industries/utilities/pace-sap.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live

Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Legacy customer information systems (CIS) can be a huge challenge. Not only are they complex to integrate with other systems, but are also slow during data migration, expensive to maintain, and thus increase time to market. Utilities planning to migrate to a new CIS can evaluate Infosys Pre-configured and Accelerated Customer Care & Billing Enablement (PACE). Our application runs effortlessly on SAP. Infosys PACE for SAP S/4 HANA is a preconfigured industry specific solution that enables utilities to operate in real-time, and with predictable and manageable costs. The solution offers digital (multichannel foundation), analytics (BW/ 4HANA), and usability (Fiori). The solution is available for electric, gas, and water utilities and can be implemented for both residential and non-residential customers. Contact us to know more about PACE for Utilities>> Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys CMO Radar 2024

----- Article source ----- <https://www.infosys.com/industries/waste-management.html> ----- Insights What's New Success Stories Our Offerings Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Industry Segments Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Offerings Infosys REF-OR-M SEGWAY Solution for sorting waste the right way Article The Digitalization of Waste Management for Circular Economy Report Case Study ERP ecosystem transforms operations at a waste management company Case Study Environmental solutions provider drives operational excellence Infosys leverages green technology to drive operational excellence across the value chain of the waste management business. Our frameworks and smart solutions help enterprises transition to a circular carbon economy while complying with global environmental guidelines. Our thought leaders share their perspectives on a low carbon economy Infosys - Reimagining the waste management industry with technology Solid Waste Management at Infosys read more Innovative Waste Processing read more Waste Management: Harnessing Technology for Innovative Collection read more Infosys REF-OR-M SEGWAY Solution read more The Impending Evolution of the Waste Management Industry read more Infosys ESG Waste Management READ MORE We implement green technology to drive business transformation Brochure Infosys REF-OR-M SEGWAY Solution View point The Impending Evolution of the Waste Management Industry Video Watch the webinar on Advancing Sustainability in the Services sector with FT Live! VIEW POINT Waste Management: Harnessing Technology for Innovative Collection VIEW POINT Innovative Waste Processing PRESS RELEASE Economist Impact launches The Sustainability Project with Infosys as Digital Innovation Partner video Practical Sustainability Article Can Technology

Define The Hour Of Reckoning For Our Planet? View point How Zero-Disruption Modernization Works Learn from our clients how we've been empowering them Insights Bins With Brains: IoT for Smarter Waste Management Case Study Environmental solutions provider drives operational excellence Case Study Smart logistics for waste collection and treatment Case Study The Infosys journey towards a carbon neutral enterprise Infosys implements digital solutions across the value chain Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Case Studies

----- Article source ----- <https://www.infosys.com/industries/waste-management/case-studies.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Smart logistics for waste collection and treatment Environmental solutions provider drives operational excellence Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Environmental solutions provider drives operational excellence

----- Article source ----- <https://www.infosys.com/industries/waste-management/case-studies/environmental-solutions-provider.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys implements simplified and scalable ERP platform to boost productivity and performance An integrated and scalable solution Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A North American industrial environmental solutions provider specializing in oil and gas, mining, and industrial sectors, wanted to streamline its disparate IT landscape. The company's ERP ecosystem incurred high cost of operations. Moreover, the enterprise required a robust ERP platform to support a merger. Infosys implemented Microsoft Dynamics 365 on Azure with minimal customization. Key Challenges Ready to experience? Our solution addresses the needs of over 1,000 users across sales, procurement, finance, and expense management at the energy services and environmental services company. Based on a SaaS model and hosted on Azure, the platform enables the company to scale up depending on business needs. Moreover, it provides flexibility in IT costs and capabilities based on the number of employees consuming services. Our

team ensured standardization of finance and procurement processes by adopting out-of-the-box Dynamics 365 functionalities. We migrated a majority of the merged entity's processes, related to energy services and environmental services, to Microsoft Dynamics 365 for Finance and Operations. Our solution enables business units to prepare balance sheets for insights into operations. It streamlines a complex approval process for Journals, Purchase Request, Purchase Orders and Purchase Invoices, ensuring a smooth workflow process while reducing turnaround time. Simplification Infosys implemented Logic Apps, which uses a consumption-based pricing model, to simplify the Service-oriented Architecture (SOA) landscape. Our team implemented six integrations to streamline invoicing from the company's sales and productions systems with Microsoft Dynamics 365 for Finance and Operations Speed We undertook the implementation in four months, resulting in a high return on investment. It paved the way for the second phase of the project to replace legacy systems such as SFDC, HMM, and QFAIM Compliance Our team leveraged standard internal controls within Microsoft Dynamics 365 for ICFR compliance. It helped the company navigate the merger process smoothly, and ensure replacement of the legacy ERP system with the merged entity Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Smart logistics for waste collection and treatment

----- Article source ----- <https://www.infosys.com/industries/waste-management/case-studies/smart-logistics-waste-collection-treatment.html>
----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Smart logistics streamlines treatment, recovery, and disposal processes Solution enables smart logistics and optimal waste management Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A North American environmental solutions provider wanted to optimize its treatment, recovery, and disposal processes. The company sought a smart logistics solution to manage truck appointments and monitor truck movement in real time. Infosys created a Web-based logistics solution, including a mobile app for truck drivers with GPS-based navigation to the waste treatment facility. Key Challenges Ready to experience? Infosys implemented a surveillance system leveraging the home grown Infosys Location Based Services (LBS) platform IP to provide the company with situational awareness of and control over daily processes. Our team created a mobile app on iOS and Android for waste carrier truck drivers to review, book, edit, and cancel appointments. The app also provides drivers with navigation support. Our application enables the company to manage both scheduled as well as unscheduled appointments, and record logbook entry events. It generates Web notifications and push notifications for the mobile

app. It also enables GPS tracking of the truck fleet with notifications on entry and exit of vehicles at treatment facilities. We integrated our solution with the existing riser panel information receiving systems, along with sharing information about wait times and details of trucks in the queue. It generates daily reports about the quantity of waste received, wait times and other relevant information. Online appointments Web-based solution allows stakeholders to book appointments electronically Appointment management It optimizes delivery schedules with track, review, change, reschedule options, and an appropriate role-based approval system Notifications An alert system generates notifications for different events such as available capacity at riser and facility Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Pivot to a circular economy with digital technology

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/circular-economy.html> ----- Overview Our framework for the circular economy fosters responsible behavior and business practices by diverse constituents. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Urbanization and industrialization result in exponential growth in waste, including e-waste, which affects quality of life. The waste management industry is at the receiving end of legacy manufacturing practices and excesses of consumerism. The waste management industry is challenged by a rapid proliferation of different types of residential and industrial waste. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys leverages advanced digital technologies to convert waste into a sustainable business. Our framework for the circular economy enables clear line of sight to upcycle waste for the development of new products and applications. Our team leverages a suite of digital technologies, including blockchain, big data, Internet-of-Things sensors, and cloud computing for granular visibility across the product lifecycle from manufacturing to product obsolescence and back. We enable reverse logistics to return products at the end of their lifecycle to manufacturers for development of new, repurposed or recycled products. Our reference organization (REF-OR-M) Eco Watch sustainability solution enables data collection and monitoring, auditing, and stakeholder management for adherence to circular economy standards. Infosys designs information workflows across the product value chain to realize Extended Producer Responsibility (EPR) for manufacturing enterprises. Manufacturers can devise sustainable business practices with granular visibility into their environmental footprint by capturing data metrics such as water consumption, carbon emissions and waste generation. Infosys follows an EPR policy to source computers, laptops, and electronics from empaneled

vendors who buy back hardware and / or refurbish and return them in working condition. Infosys partners with the Ellen MacArthur Foundation to support the global movement of a circular economy. We partner with enterprises to incorporate circular design into products, services, and supply chains by adopting green technology. A closed loop economy returns used goods as new or refurbished products. Waste management can be a catalyst of the circular economy by evangelizing green technology for sustainable manufacturing and responsible consumer behavior. Waste provides business opportunities to drive new product innovation and introduce new engagement models with consumers and companies. Insights The science of waste management meets the art of design thinking Video Navigating waste on the journey to the circular economy Blog Intelligent supply chains to promote a circular economy Press Release Infosys and Ellen MacArthur Foundation partner to drive forward the circular economy Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Provide omnichannel service to engage with customers

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/customer-engagement.html> ----- Overview Our omnichannel approach enables customers to seamlessly resolve issues across channels. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Customers want queries about waste collection, and related services to be addressed round the clock. Enterprises need to route calls from a contact center to minimize human intervention and reduce total cost of operations. Digital consumers engage with brands across channels and touchpoints. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Waste Management practice adopts an omnichannel approach to attract, engage, and retain customers. We blend automation with cognitive technologies to facilitate two-way communication between the business and customers. It helps waste management enterprises become more responsive by aligning processes to better serve customers. Our Live Enterprise suite transforms the business into a sentient enterprise that senses and responds to the needs of customers. Our customer engagement solution for waste management spans the customer lifecycle and industry value chain - from sharing waste collection schedules/ route updates and billing alerts to resolving customer queries and providing proactive service. Our team combines portal, mobility, and smart solutions to provide personalized service across digital channels. Infosys streamlines processes and develops seamless data pathways across the supply chain to serve customers across touchpoints. We help waste management enterprises provide omnichannel service through a smart contact center. Our Nia chatbot delivers personalized service by interfacing with the ecosystem of

messaging platforms, mobile apps, and smart speakers. It leverages natural language processing to understand the context/intent and extracts relevant data from enterprise systems to resolve customer queries. Infosys Personalized Smart Video solution provides waste management enterprises with the ability to create and share personalized content with each customer. It incorporates personalization and text-to-speech features to develop educational videos for customers about waste segregation, recycling, and the circular economy. Customer support should be automated and augmented by cognitive technologies for timely resolution. Customers should be served across digital channels along with DIY and self-service options. Enterprises need a consolidated view of customer interaction to engage and retain customers. Insights Bins With Brains: IoT for Smarter Waste Management Insights The science of waste management meets the art of design thinking Case Study Smart logistics for waste collection and treatment Insights Driving operational excellence by maximizing vehicle uptime Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopt green technology to minimize your carbon footprint

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/decarbonization.html> ----- Overview Green technology converts a carbon intensive business into a circular carbon enterprise. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Waste management is carbon-intensive from collection to disposal of waste. Stringent environmental guidelines regulate waste management. Waste management is the last mile in the carbon economy. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys leverages smart technology to transition the value chain of waste to a low carbon economy. We partner with the waste management industry to convert a carbon intensive business into a circular carbon enterprise. Our team drives decarbonization at the enterprise and process levels by implementing smart solutions. Infosys adopts a holistic approach to decarbonization of waste management. Our framework helps waste management enterprises to comply with the Resource Conservation and Recovery Act (RCRA) and Comprehensive Environmental Response Compensation and Liability Act (CERCLA) in the United States and the Waste Framework Directive of the European Union. Internet-of-Things (IoT) sensors embedded in smart bins relay data about fill rates so that waste collection vehicles can optimize schedules using the most optimal routes. Smart logistics reduce greenhouse gas emissions while reverse logistics return segregated waste back to manufacturers to be converted into new or recycled products. Landfills emit methane, which is an environmental as well as an occupational hazard. Infosys is an investor in Airviz, a startup incubated at Carnegie Mellon

University that uses patent-pending big data technology for sensing and visualization of air quality. Our team enables optimal landfill management by creating 3-D models from drones for accurate air space calculation of landfills. High-resolution orthogonal and oblique imagery is processed by algorithms using photogrammetry to stitch multiple images and generate a 3D point cloud. Infosys is a Publicly Available Specification (PAS) 2060 certified carbon neutral company, 30 years before the Paris Agreement deadline. We are a founding member of the Open Footprint™ Forum that develops open standards for accurate measurement and reporting of greenhouse gas emissions. Digital technology enables smart logistics and optimal landfill management. Regulation is an opportunity for sustainable waste management by leveraging smart technology. Waste management can be the catalyst for decarbonization and the circular carbon economy. Insights Going from low to zero carbon in 12 years White Paper Re-engineering the carbon supply chain with blockchain technology Case Study Environmental solutions provider drives operational excellence Press Release Infosys turns carbon neutral 30 years ahead of the Paris Agreement Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Empower the field force for operational excellence

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/field-force-enablement.html> ----- Overview Field force management solution empowers professionals to make informed decisions on the go. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Waste collection and disposal demands optimal allocation of labor and vehicle fleet. Unforeseen events from bins to landfill disrupt operations. A siloed field force limits utilization of assets. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Waste Management practice undertakes field service process design to maximize the productivity of the field force. We create a digital twin of the connected field force and fleet ecosystem to drive operational excellence. Our field force management solution empowers a mobile field force to make timely and informed decisions in the last mile of waste collection and disposal. Our transformation approach covers the lifecycle of the workforce. Infosys Wingspan platform accelerates the onboarding and training of new recruits as well as field service professionals. Our cloud- and mobile-first learning platform leverages open source to facilitate knowledge discovery as well as assess proficiency levels. Our Live Enterprise suite leverages the Internet of Things (IoT) to select field staff, identify vehicles based on capacity, and undertake scheduling and route planning for daily operations. A connected ecosystem is the foundation for excellence in field service operations. Infosys combines data analytics with smart logistics for optimal

labor and fleet allocation. Significantly, a mobile workforce makes data-oriented decisions resulting in accelerated turnaround times and lower total cost of operations. The Infosys XR platform supports the field force in troubleshooting and installation. Our platform brings together real-world and virtual environments to provide an immersive working and learning experience for the field force. The Infosys gamification solution boosts the productivity of the field force while rating and incentivizing performance among peers. Field service solution matches field tasks with appropriate skill level and quantum of waste with suitable vehicle capacity. Real-time visibility into smart bins and logistics ensures clockwork precision in operations. A connected field force and fleet ensure real-time planning and execution. Case Study Smart Logistics for Waste Collection and Treatment Insights Driving operational excellence by maximizing vehicle uptime Insights Bins with brains: IoT for smarter waste management Case Study Environmental solutions provider drives operational excellence Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopt smart technology to manage waste collection and disposal at scale

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/smart-collection-disposal.html> ----- Overview Our smart approach to waste collection and disposal minimizes human intervention and drives operational excellence. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Rapid urbanization demands a scientific waste collection and disposal workflow to prevent the outbreak of diseases and epidemics. The urban lifestyle makes it difficult to predict the quantum of waste generation, which puts pressure on waste collection and disposal. Touchpoints across the waste management supply chain must be automated to prevent human error. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys partners with waste management enterprises to adopt a smart approach for waste collection and disposal at scale. We incorporate automation, integrate processes across the value chain and drive operational excellence in waste collection, sorting, disposal and recycling. Our Live Enterprise suite helps enterprises sense and respond to scheduled as well as unplanned events in real time while enabling contactless operations. Our end-to-end solution monitors waste at the source - a network of sensors in smart bins pings data about the bin capacity and threshold level, types of waste as well as time of the last waste collection. The network of smart bins is powered by the Internet of Things (IoT) to track fill levels in real time and prevent spillage. Our solution combines computer vision, Artificial Intelligence, and Machine Learning to

streamline the process of sorting and segregation of different types of waste. An autonomous drone system captures images of waste at the landfill while industrial grade smart cameras record different types of waste at the conveyor belt. This data is transmitted to robots for distinguishing and segregating waste into the appropriate container or chamber. Our smart waste management ecosystem minimizes human intervention by automating waste collection and landfill management. It boosts the productivity of the fleet crew, augments upcycling and recycling of waste, and accelerates the shift to a circular economy. Infosys applies design thinking, develops frameworks, and implements advanced technologies for waste collection, disposal, and treatment of waste at development centers in India. The waste collection and disposal process needs to be streamlined and augmented with smart technologies to mitigate risks. Real-time visibility into waste at the source through a network of IoT sensors ensures optimal hygiene and sanitation. Adoption of Artificial Intelligence and Machine Learning ensures contactless waste collection and disposal operations. Case Study Smart Logistics for Waste Collection and Treatment Insights The science of waste management meets the art of design thinking Case Study Environmental solutions provider company drives operational excellence Video Driving operational excellence by maximizing vehicle uptime Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Adopt smart logistics for timely waste collection

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/smart-logistics.html> ----- Overview Smart logistics optimizes waste collection while rationalizing the cost of operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The last mile is the weakest link in waste collection and disposal. Idling waste collection vehicles and circuitous routes increase the total cost of operations. Waste collection vehicles idling in depots results in sub optimal use of assets. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys implements smart logistics for efficient waste collection at scale and velocity. We help waste management enterprises establish a connected fleet ecosystem to automate route planning and schedule waste collection. Our solutions are underpinned by advanced data analytics to make sense of diverse data points, including real-time updates from smart bins, the weather bureau, and traffic across the civic infrastructure. Our smart logistics approach enhances efficiencies in waste collection and disposal with timely and cost-effective fleet utilization. Our Live Enterprise suite collates and transmits data to a command center that optimizes vehicle scheduling and route planning. A connected fleet of vehicles operates as and when required while allowing schedule and route

changes based on real time data. Infosys smart fleet solutions combine data analytics, artificial intelligence and automation to boost fleet utilization and performance. Our sophisticated algorithms identify optimal scheduling and route planning as well as reassign or right size the fleet based on the load factor. Our fleet telematics system rationalizes the cost of operations while ensuring compliance with environment, health, and safety regulations. Infosys Cobalt, our cloud ecosystem, provides waste management enterprises with cloud solution blueprints to manage data from electronic logging systems at landfills, vehicle sensors and mobile devices of drivers. Our asset management solutions predict automotive component failure and broadcast timely alerts for preventive vehicle maintenance. Smart logistics enables optimal fleet scheduling and timely waste collection. Automated route planning based on real-time updates of fill levels in smart bins and traffic rationalizes costs. A connected fleet of vehicles allows real-time monitoring of operations and optimal resource utilization. Case Study Smart logistics for waste collection and treatment Insights The science of waste management meets the art of design thinking Insights Bins With Brains: IoT for Smarter Waste Management Video Driving operational excellence by maximizing vehicle uptime Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Insights

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys REF-OR-M SEGWAY Solution The Impending Evolution of the Waste Management Industry The Digitalization of Waste Management for Circular Economy Waste Management: Harnessing Technology for Innovative Collection Innovative Waste Processing Economist Impact launches The Sustainability Project with Infosys as Digital Innovation Partner Practical Sustainability How Zero-Disruption Modernization Works HFS Highlight: Infosys' chance to seize the Sustainability First narrative PLM and Product Design for a Circular Economy Infosys - Reimagining the waste management industry with technology Driving Operational Excellence by Maximizing Vehicle Uptime The Oil and Gas Industry's Path to Net Zero Emissions Bins With Brains: IoT for Smarter Waste Management Designing biogas plants to treat food waste at source Going from low to zero carbon in 12 years The science of waste management meets the art of design thinking Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Brochure View point Article View point View point Press Release Video View point Report Point of View Video Video Article Insights Insights Insights Insights Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

The science of waste management meets the art of design thinking

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/art-design-thinking.html> ----- Segregation at source Scientific storage Waste disposal and treatment Extended Producer Responsibility (EPR) Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys applies design thinking and defines indigenous frameworks to develop advanced waste management solutions by leveraging green technology for the collection, storage, disposal, and treatment of waste. Infosys is a global company with a workforce of 240,000+ employees in 46 countries. Our Green Initiatives team designs zero waste to landfill solutions at scale. We segregate up to 91% of waste at source. It includes hazardous (bio-medical and e-waste), non-hazardous (food, garden, and recyclable waste) and mixed waste. We ensure that our vendors follow scientific methods of waste storage in landfills and scrapyards. Toxic waste is stored in four levels of containment to prevent leakage. Biomedical waste is stored at 5° Celsius before it is incinerated using eco-friendly methods and governed by local regulatory policies. Non-hazardous waste is managed by recyclers authorized by local pollution control boards. This process is overseen by our in-house team to ensure that storage and recycling operations meet local and global civic and regulatory guidelines. Infosys adopts an EPR policy to source computers, laptops, and electronics from vendors. The empaneled vendors buy back hardware at the end of the lifecycle and / or refurbish and return them in working condition. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Designing biogas plants to treat food waste at source

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/designing-biogas-plants.html> ----- Automated biogas plant Organic composter Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Green Initiatives team at Infosys designs biogas plants using constant stirred tank reactor technology to treat food waste at source. Food waste constitutes more than 35% of non-hazardous waste across campuses, with the

Bangalore Development Center alone serving 17,000+ meals daily. Infosys treats 100% of its food waste scientifically. Compost and biogas are products from our food waste treatment process. Indigenously developed technology enables 20% energy savings annually and replaces ~ 6,820 LPG cylinders of 19 kg-capacity at our food courts. Infosys has a biogas plant capacity to treat 3,700 tons of food waste annually, across our campuses in India. Smart feeding and biogas management systems with electronic controls manage feeding of the digester, recirculation of slurry, and flaring of waste gas. Far infrared burners improve the effectiveness of gas usage by ~ 25%, while advanced automation minimizes plant downtime and improves gas output by 20%. Infosys has installed mechanized shredders and composters to produce organic compost. Organic waste converters treat garden and food waste aerobically. Garden waste is mulched and composted in mulching units and vermicompost pits. The composters treat more than 2,500 tons of food and garden waste annually and produce 750 tons of micro-nutrient-rich organic compost. Company Subsidiaries Programs Support Connect with us
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The Digitalization of Waste Management for Circular Economy

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/digitalization-waste-management.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Why should waste management companies care about creating a circular economy? What kind of impact can the digitalization of waste management have? And why is it fundamental to building a circular economy? Let's explore that in this thought leadership series of article, podcast and interview by Mitrankur Majumdar- Sr. VP and Global head, Services, Infosys. Article The Digitalization of Waste Management - Is it Essential to the Circular Economy? Mitrankur Majumdar, Sr. VP and Global Head, Services, Infosys. Read more Mitrankur Majumdar in conversation with EdgeVerve on Waste Management Podcast The Digitization of Waste Management - It's Now or Never Mitrankur Majumdar, Sr. VP and Global Head, Services, Infosys. Listen Now Watch out this space for an upcoming LinkedIn interview! Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Going from low to zero carbon in 12 years

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/going-low-zero-carbon.html> -----

Leading by example
Partnering with peers
Global recognition
Experience
Insight
Innovate
Accelerate
Assure
Application Development and Maintenance
Business Process Management
Consulting Services
Incubating Emerging Offerings
Being Resilient. That's Live Enterprise.
Digital Core Capabilities
Digital Operating Model
Empowering Talent
Transformations
Tales of Transformation
Industries Services
Platforms
Infosys Knowledge Institute
About Us

Since 2008, Infosys has actively pursued its carbon neutral goal by focusing on decarbonization. Our strategy includes reducing our carbon footprint across global operations, transitioning to renewable energy, and offsetting carbon by helping more than 100,000 families in local communities reduce carbon emissions. In October 2020, Infosys became a Publicly Available Specification (PAS) 2060 certified carbon neutral company. At the United Nations Climate Change Conference (COP 21) in Paris, 2015, 195 countries committed to achieve carbon neutrality by 2050. We achieved this milestone, 30 years before the deadline set in the Paris Agreement. Infosys develops sustainability solutions that are deployed across its operations in 46 countries. Our reference organization (REF-ORM) Eco Watch Sustainability solution enables data collection and monitoring, auditing, and stakeholder management for adherence to sustainability standards. Infosys joined the Climate Pledge, a forum founded by Amazon and the environment firm, Global Optimism; to become a zero carbon company by 2040. Companies who are signatories continuously measure and report greenhouse gas emissions, implement decarbonization strategies, and neutralize emissions. Infosys partners with the Ellen MacArthur Foundation to influence a global transition to a circular economy. Our Sustainable Business Unit partners with clients to incorporate circular design into products, services, and supply chains by reusing and repurposing their existing technology landscape. Infosys is a member of the Open Footprint™ Forum that develops open standards for accurate measurement and reporting of greenhouse gas emissions and environmental footprint covering water, waste, and land data. We have been recognized for creating awareness, leveraging technology, and driving measurable outcomes in decarbonization. Infosys was inducted into Dow Jones Sustainability Indices (DJSI), including the DJSI World and DJSI Emerging Markets Indices for our environmental, social, and governance policies. Infosys won the United Nations Global Climate Action Award in the 'Climate Neutral Now' category at the United Nations Climate Change Conference (COP 21) in Santiago, 2019 for innovative solutions to address climate change and sustainable development. Company Subsidiaries Programs Support Connect with us

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Infosys - Reimagining the waste management industry with technology

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/reimagining-waste-management-industry-technology.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As populations grow and urbanization expands, one industry can make a big difference towards making the world cleaner, safer, and healthier – the waste management industry. Today, waste management companies have an opportunity to work smarter and address the problem of rapidly increasing waste with the right technology. This video shares how the Infosys Waste Management Practice can help environmental solutions providers on their journey towards sustainability. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Driving Operational Excellence by Maximizing Vehicle Uptime

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/vehicle-preventive-maintenance.html> ----- Predictive maintenance Automatic scheduling of inspection Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The waste management industry demands an efficient fleet of vehicles for collection of waste from the source and disposal at landfill sites. The fleet of automated sideload trucks, compressed natural gas trucks, front end loaders, and roll-off containers needs to be in optimal working condition to manage the scale of operations daily. Infosys Vehicle Maintenance (iVM) solution allows waste management enterprises to maintain their vehicles in peak condition, undertake predictive maintenance, and schedule timely inspections. Our cloud solution leverages telematics, artificial intelligence, and machine learning to monitor diverse parameters of vehicles and maximize fleet uptime. Our cognitive system assesses the condition of vehicles and triggers an alert about engine and transmission failure, battery life, brakes, axles, and steering issues in advance. Machine learning harnesses vehicle data to enhance the accuracy of predicting malfunction of

parts or components. Our system incorporates an algorithm to schedule maintenance based on 5,000+ parameters of the vehicle in seconds. A dashboard displays average garage utilization and vehicle downtime during the maintenance period. Our solution improves availability of the vehicle fleet by 10%, increases vehicle life by 15%, and reduces the total cost of operations by 20%. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

100% recycling and reuse, zero wastewater

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/zero-wastewater.html> ----- State-of-the-art recycling Reusing treated wastewater Turning blackwater into compost Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As a member of the CEO Water Mandate, an initiative of the UN Global Compact for sustainable development, Infosys made a commitment to 'zero wastewater discharge' in 2014. We adopted advanced technology to achieve the milestone, while driving freshwater conservation by recycling wastewater efficiently for safe reuse. Infosys reengineered, retrofitted, and modified Sewage Treatment Plants (STPs) across campuses and applied best practices in industrial wastewater treatment. Advanced membrane bioreactor technology, energy-efficient pumps and automation improve the load capacity of STPs and minimize maintenance. It ensures consistent recycling and enhances the quality of treated wastewater. We use recycled wastewater within campuses for gardening, landscape maintenance, and makeup requirements of cooling towers for air conditioning. In addition, dedicated plumbing lines for treated water in all buildings facilitate the use of recycled wastewater for flushing. Infosys collaborated with Leibniz University Hannover, Germany to design automated solar dryers for treating and drying sludge. A robotic system automates cleaning of solar panels and wastewater treatment. Dried sludge is blended with organic compost when irrigating plants in the campus. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigate your Next in Waste Management

----- Article source ----- <https://www.infosys.com/industries/waste-management/overview.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being

Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us You need to manage operations with clockwork precision to support the civic infrastructure. You should adopt smart technology to accelerate decarbonization and transition to the circular carbon economy. Infosys partners with waste management enterprises to navigate the dynamics of operations, environmental, social, and governance guidelines, and regulations. We blend advanced and emerging technologies with indigenous frameworks to drive operational excellence and mitigate risks. Our offerings for the waste management industry are based on three principles – Thought paper Intelligent supply chains to promote a circular economyRead more Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Real-time resource planning tool streamlines ramp operations

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/streamlines-ramp-operations.html> ----- Infosys Solution Infosys - Resource Planning Tool Streamlines Ramp Operations Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY The ramp operations group of a US-based airline carrier. Key Challenges The airline sought a web-based work assignment tool to manage ramp and bag transfer operations. Ready to experience? Infosys developed a web-based work assignment tool to manage ramp and bag transfer operations of a US-based airline Infosys integrated disparate enterprise planning systems for real-time ramp operations management. We developed a robust web-based application using J2EE architecture. It captures real-time flight data and resource information, applies business logic to allocate resources, and provides a web-based planning interface for resource planners. Our application helps ramp operations supervisors/ managers assign work based on flight schedules, passenger and cargo data, and resource availability. In addition, it updates airline staff about their assignments. The application provides granular visibility into day-to-day operations, which enables better cost management. Looking for a breakthrough solution? Real-time resource planning tool streamlines ramp operations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Aeromexico's Fernando Rocha on Synergy in Technology and People

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/technology-people.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Watch this exclusive interview shot at AWS Reinvent, featuring Fernando Rocha, VP IT, CIO, Aeroméxico, interviewed by Kumar Paramasivam, VP and Global Head - Travel and Hospitality and Professional Services, Infosys, which highlights about leveraging right technology such as AWS Cloud solutions, in this rapidly changing industry and the importance of constant upskilling, reskilling of the workforce by learning new ways of working. He continues by emphasizing on cloud adoption, how AWS plans to bring scale and agility AeroMexico's operations and commerce, and strong partnership with Infosys, as their digital transformation partner. Enterprises can leverage the full potential of the cloud ecosystem such as AWS and Infosys Cobalt's thriving community of business and technology innovators to drive increased business value. AWS Cloud is helping organizations like AeroMexico become digital native in the airline world, by enabling new capabilities to unleash potential for digital disruption, improving customer journey and leading to higher revenues and lower IT costs. Infosys Cobalt offerings help businesses redesign the enterprise, from the core, and build new cloud-first capabilities to create seamless experiences in public, private and hybrid cloud, across landscapes. To know more about Infosys Cobalt: Enterprise Cloud Solutions to Enhance Business Value Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

NDC-compliant ecosystem drives value-added airline services

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/value-added-airline-services.html> ----- Infosys Solution Infosys - NDC Ecosystem Drives Airline Services Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY An enterprise that aggregates and publishes airfare and related data for the air travel industry. Key Challenges The enterprise wanted to implement the New Distribution Capability (NDC) of the International Air Transport Association (IATA) to enhance services to airlines

and travel agencies. Ready to experience? Infosys implemented New Distribution Capability (NDC)-compliant processes to boost offerings of an airfare data services provider. Infosys developed a message platform on AWS for translation and transformation of messages from legacy schema to NDC, an XML-based data transmission standard to streamline communication and simplify distribution of rich media content. We undertook field-level mapping of messages in the NDC format to ensure reliable transmission of a high volume of content. Our NDC-compliant ecosystem addressed architectural constraints in the legacy Global Distribution System (GDS). Further, standardized communication optimized revenue accounting for all stakeholders in the airfare ecosystem. Looking for a breakthrough solution? Curbside check-in delights airline passengers. The enterprise's NDC-compliant systems boost offerings of the data services provider. It helps airlines and travel agents - Company Subsidiaries Programs Support. Connect with us. Copyright © 2024 Infosys Limited

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Undertake predictive maintenance to maximize aircraft uptime

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/aircraft-maintenance.html> ----- Overview Our predictive maintenance solutions support mechanical and structural requirements of aircraft fleet spanning diverse OEMs. Challenges & Solutions Resource Centre Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your aircraft maintenance program should focus on avoiding flight delays and cancellations while accelerating turnaround time for overhaul. You need to rationalize maintenance and repair services to minimize costs as well as aircraft downtime. You require robust planning and scheduling solutions to streamline inspection and address maintenance issues between flight schedules. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Aircraft Maintenance The Infosys Travel & Hospitality practice helps airline enterprises leverage digital tools for safe and sustainable operations. We integrate diverse data streams using scalable data architecture to capitalize on data mining tools, predictive analytics, and machine learning-based rare event and Complex Event Processing (CEP) models. A digital ecosystem facilitates predictive maintenance to minimize grounding of aircraft for servicing. Our analytical solutions collate, correlate and analyze data from various aircraft systems, including Maintenance, Repair and Overhaul (MRO) history, engineering data, aircraft utilization records, flight parameters, crew logbooks, and weather reports. Our approach enables contextual diagnostics to predict failure and identify optimum maintenance intervals. The correlation of messages and patterns helps mitigate malfunctions, while revealing factors contributing to potential maintenance issues; for example, flight routes or flying practices causing safety issues,

excessive wear and tear, or structural damage. We create a 'digital twin' of critical airplane parts such as the engine and landing gear. Simulation and 'what-if' scenarios provide insights to maximize performance as well as the lifespan of aircraft components. We integrate augmented / virtual / mixed reality into fleet management systems to boost productivity of engineering teams as well as maintenance and repair crew. Our real-time remote equipment monitoring solutions distil knowledge from engagements with leading aircraft manufacturers. It helps us address maintenance requirements across airplane models and structural components. We align predictive maintenance programs with enterprise systems, which streamlines workforce scheduling and improves spare parts inventory management. Our holistic strategy minimizes aircraft downtime and fuel costs. Significantly, accurate insights allow airlines to rationalize capital investment via informed repair or replacement decisions to manage an aging fleet. Success story: Robotic process automation streamlines travel and leave management US airline saves ~ 300 person days per year by automating HR processes using Infosys AssistEdge. Brochure: Infosys predictive maintenance offering for airlines Infosys Sense-Find-Action framework boosts fleet uptime through accurate diagnostics and condition-based maintenance. Data tools identify potential maintenance events through textual analytics of maintenance logs, statistical modeling of flight parameters, and analysis of airplane sensor data. Integrated inspection and maintenance planning modules ensure compliance with statutory requirements for aircraft airworthiness and passenger safety. Case Study Predictive maintenance improves airline fleet utilization Case Study Real-time resource planning tool streamlines ramp operations Perspective Renew travel and hospitality with technology Case Study Infosys process bots support airline HR team Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Avoid baggage loss and mishandling

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/asset-tracking.html> ----- Overview Our mobile apps allow passengers to trace baggage, and initiate claims and compensation procedures when required. Challenges & Solutions Resource Centre Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need real-time visibility into location and status of assets to better serve passengers. You should track baggage across the journey to minimize insurance liability. You should empower ground staff with mobile tracking solutions to boost productivity. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Asset Tracking The Infosys Travel & Hospitality practice offers automated asset tracking solutions for airlines and airport operators. We capitalize on mobile

connectivity, tracking technologies, and text and video analysis tools to monitor the movement of baggage / freight as well as assets at airport terminals such as luggage trolleys, shuttle carts, buggies, strollers, and wheelchairs. Our solutions streamline check-in, scheduling and indoor navigation at airports. Infosys Enterprise Cognitive Platform (iECP) is the digital automation backbone for our track and trace solutions. It combines machine learning, cognitive learning, and artificial intelligence to process and analyze image, voice and video streams. iECP extracts content from labels and images, categorizes it, and presents asset movement on a map. The ability to track the location and visualize the movement of assets on mobile devices enables airport administrators, gate agents and airline staff to provide timely assistance, thereby, enhancing the passenger experience. Our GIS solutions capture and display a consolidated view of every asset in real time and provide status updates in enterprise systems and master data repositories. Sector / zonal checkpoints simplify tracking of assets. We incorporate business rules into tracking solutions for an automated alert mechanism to notify stakeholders in the event of deviations. We replace legacy barcode-based tracking systems with cloud-hosted tracking solutions to be accessed on diverse mobile devices. Our mobile apps for location-based asset tracking reduce the risks and costs due to delayed or lost baggage while improving the quality of service. Significantly, our configurable dashboards support reporting, operational analytics, and inventory management. White paper: Redefine the millennial travel experience Big data analytics, automation, artificial intelligence, and machine learning help travel and hospitality enterprises address business challenges and manage customer expectations. Read more Team of experts identify bottlenecks and reengineer processes to improve baggage / asset tracking. Smart baggage solutions support load balancing, which minimizes aviation fuel usage and ensures flight safety. Rich experience in Radio Frequency Identification (RFID), Bluetooth Low Energy (BLE), Internet of Things (IoT) and Geographic Information System (GIS) technologies. Case Study Digital baggage processes enhance the passenger experience Blog Travel Industry - The Journey to the Next Phase of Digital Perspective Renew travel and hospitality with technology Case Study Real-time resource planning tool streamlines ramp operations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

===== ----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/bag-runner-dispatcher.html> ----- Overview Our solution maximizes utilization of ramp personnel and supports performance-based incentive schemes. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Baggage handling Resource management Dispatch operations You should accelerate transfer of baggage between terminals for timely flight operations. You need to provide smart assistance to help unloaders and runners manage short time windows for baggage transfer at airports. You should ensure bag drop-off at precise locations across terminals and gates to avoid rerouting, mishandling, loss, and missed flights. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Improve Speed and Efficiency of Bag Transfer Operations

Infosys Travel & Hospitality practice offers Bag Runner Dispatcher, an application designed to simplify airport operations. Our AWS Cloud-hosted solution ingests flight information, baggage data, gate GPS coordinates, and ramp layout maps to accelerate baggage movement. It locates the nearest available runner and automatically assigns bags for dispatch. The app tracks each bag assignment through the delivery process, and re-assigns pickup to the next available runner based on predefined time limits. Our app incorporates dashboards for runners and supervisors to handle 'hot' and 'cold' baggage efficiently. The solution forecasts luggage load, enabling hub operators and airlines to plan runner placement and assign runners based on flight arrival and departure. The consolidated view of real-time flight and baggage load data improves management of runner devices and vehicles at airports. Notably, real-time tracking of bags and baggage handlers helps ground managers to identify and resolve dispatch inefficiencies. Infosys Bag Runner Dispatcher optimizes baggage routing, thereby ensuring speedy delivery and boosting the productivity of ramp personnel. Significantly, our app allows airlines to enhance the passenger experience by streamlining baggage movement between interconnecting flights and sharing baggage status information with passengers in real time. Brochure: Ensure efficient and accurate baggage handling Viewpoint: The Future Takes Flight: Transforming Baggage Handling Bag prioritization and automated routing reduces average baggage handling time significantly. Location maps guide runners from the arrival to departure gates, and alert dispatchers and ground handlers in the event of misplaced baggage. Notifications at every stage of the luggage handling process - from bag scan and pickup to delivery - eliminate baggage handling errors. Brochure Ensure efficient and accurate baggage handling every time Case Study North American airline deploys touchless baggage management solution Video Smart baggage management for the airlines industry Case Study Digital baggage processes enhance the passenger experience Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Enable travelers to help themselves

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/customer-self-service.html> ----- Overview Our mixed reality tools allow a 'preview' of the travel experience, which facilitates decisions regarding pre / post-journey travel and hospitality packages. Challenges & Solutions Resource Centre Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your customer support should transcend the contact center to deliver bespoke travel experiences. You need to personalize communication, recommendations and services to cultivate passenger loyalty. Your digital channels for customer support should enable self-service across the journey. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services

Platforms Infosys Knowledge Institute About Us Customer Self-Service The Infosys Travel and Hospitality practice helps airlines and airport operators raise the bar in passenger engagement with robust self-service capabilities. We automate travel service processes, and enhance it with analytical tools and Artificial Intelligence (AI) to drive customer self-service. The digital ecosystem enables airlines and airports to identify a traveler's needs based on the customer profile, and incorporate insights from the social footprint and peer groups to auto-recommend actions, be it to deepen engagement or reward loyalty. Infosys Nia, a conversational AI platform, enables text and voice-based assistance for self-service. Machine learning, deep learning and natural language processing capabilities enable our chatbot to 'understand' customer queries as well as artifacts. Chatbots assist travelers and answer queries related to facilities at the airport / destination, booking, cancellation, refund, etc. Action bots take action based on user requirement; for instance, ticket authorization and rebooking in the event of rescheduled flights. Our AI-driven chatbot integrates with social media tools and location-based service solutions to provide a bespoke travel experience via intuitive assistance across the journey - from booking and baggage information, and indoor navigation to exclusive lounge access / concierge services. Infosys develops mobile applications for real-time passenger queue and airport experience management. It empowers airlines to extend customer service to any location in the airport. Our apps predict waiting times, which enables airlines and airport operators to engage travelers with contextualized offers. Airlines can direct passengers to alternative queues for faster check-in, and notify walk time to the gate. Our digital team also develops cloud-hosted microsites to help loyal customers track reward points and redeem miles. Success story: Robotic process automation streamlines travel and leave management US airline saves ~ 300 person days per year by automating HR processes using Infosys AssistEdge. Virtual agents personalize interactions despite zero-human touch. Trained algorithms answer queries and interact with travelers in several languages. Cognitive platforms manage the travel lifecycle by understanding specific requirements of travelers. Case Study Curbside check-in delights airline passengers Case Study Infosys process bots support airline HR team White Paper Cost-revenue approach for creating frequent flyer programs Blog Travel Industry - The Journey to the Next Phase of Digital Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Personalize the customer's experience with Infosys genome solution

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/infosys-genome-solution.html> ----- Overview Our pre-built repositories reduce the time, effort and cost of advanced customer analytics. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings

You should convert a traveler's data into insights to offer personalized products / services. You need to focus on the experience and ensure consistent service quality to increase yield per passenger. You require an agile ecosystem to capitalize on real-time revenue opportunities. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Genome Solution The Infosys Travel & Hospitality practice helps airlines and air / helicopter charter enterprises harvest insights of travelers' behavior to personalize experiences and augment quality of service. The Infosys Genome Solution, an intelligent data solution, is a 'marketplace' for data discovery and self-service analytics. It integrates real-time data from diverse sources for explorative, predictive and prescriptive analytics. Our solution provides a contextual understanding of a traveler's behavior and preferences to recommend bespoke services. The 'customer information fabric' of the Infosys Genome Solution enriches psychographic data with advanced analysis of social feeds as well as cross-channel interactions, including online shopping, purchase patterns, and campaign response. The Infosys Genome Solution sequences gene blocks along frequency, temporal and monetary dimensions of traveler's attributes, thereby creating a unique identity for each traveler. The comprehensive profiling exercise enables customer-oriented strategies to engage deeply with travelers and cultivate loyalty. For example, an assessment of a family on vacation may prompt a recommendation of a premium club accommodation rather than an upgrade to Business Class during a long layover. Our solution incorporates a Natural Language Processing (NLP)-based chatbot, prefabricated attributes, and data modeling tools. Our open source data platform is compatible with hybrid cloud infrastructure, and facilitates reusability of data structures (gene blocks and genome attributes). Significantly, data scientists can configure information models and attributes for specific analytics requirements or use cases across booking, accommodation and entertainment. White paper: Redefine the millennial travel experience Big data analytics, automation, artificial intelligence, and machine learning help travel and hospitality enterprises address business challenges and manage customer expectations. Read more Brochure:Infosys Genome Solution Technology accelerators collate enterprise, partner, digital asset, and customer data to generate networked data products. Processing engine derives customer attributes and creates behavioral gene blocks. Pre-built model libraries and analytics workbench accelerate integrated analytics. Case Study NDC-compliant ecosystem drives value-added airline services Case Study Airline passenger sentiment analysis rationalizes crew size Perspective Renew travel and hospitality with technology White Paper Cost-revenue approach for creating frequent flyer programs Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopt NDC to boost airline retailing

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/new-distribution-capability.html> ----- Overview Our NDC-compliant APIs support airline product / service bundling as well as co-branding with travel and hospitality partners. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your airline enterprise should replace legacy content / distribution systems with a digital structure to generate ancillary revenue. Your communications systems need to transcend data exchange functionality to share rich multimedia content with passengers, directly or through intermediaries. You need to integrate enterprise, merchandising partner, and third-party systems to deliver memorable travel experiences. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us New Distribution Capability The Infosys Travel & Hospitality practice helps airline carriers, travel management companies, online travel agents, content aggregators, and travel service providers create a retail ecosystem by adopting New Distribution Capability (NDC) and ONE Order standards of the International Air Transport Association (IATA). In addition, we partner with travel software enterprises to incorporate NDC standards into proprietary IT products. Our experts ensure compliance with NDC across CRM, data warehouse, and passenger service systems. The Infosys NDC architecture includes a pricing and marketing offers engine as well as a merchandising engine. It helps stakeholders in the travel industry align product, order and distribution strategies. Our standardized data system facilitates collaboration between travel partners and stakeholders to offer value-added services. The bundling of airline services, merchandise and auxiliary hospitality supplies ensures a superior travel experience while growing revenue. Ancillary products range from extra legroom, seat upgrades and personalized meal plans to insurance, airport concierge services, and car rentals. Our rich experience of implementing the NDC reference architecture and XML schemas helps us streamline message flow and apply tools for consistent content distribution. Our semi-automated NDC exchange and transformation platform maps data structure and elements to the NDC format. We develop third-party interfaces and Application Programming Interface (API) plug-ins to integrate the standardized NDC schema with existing workflows. It ensures a 'single source of truth,' including flight schedules, price and seat availability, across booking channels. In addition, it simplifies content search across retail channels, and drives brand differentiation. Significantly, an NDC-compliant infrastructure rationalizes distribution costs. White paper: Redefine the millennial travel experience Big data analytics, automation, artificial intelligence, and machine learning help travel and hospitality enterprises address business challenges and manage customer expectations. Point of view: Destination Next for Travel and Hospitality Brochure: Infosys' International Air Transport Association

(IATA) New Distribution Capability Consulting Services Point of view:
Infosys IATA NDC Services: Integrating the Air Travel Ecosystem Expertise in integrating central reservation system, Global Distribution System (GDS) and NDC-compliant portfolios to manage inventory, distribution, sales, and marketing. Big data analytical models, passenger genome-based personas, and predictive algorithms provide contextual insights for personalizing offers and cross-sell / up-sell of ancillary services. NDC adapters and APIs facilitate real-time merchandising / partner data sharing across channels, while ensuring an omni-channel experience. Case Study NDC-compliant ecosystem drives value-added airline services White Paper Cost-revenue approach for creating frequent flyer programs Perspective Renew travel and hospitality with technology Blog Travel Industry - The Journey to the Next Phase of Digital Company Subsidiaries Programs Support Connect with us
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Infosys Sustainable Aviation Fuel Certificates (SAFc)

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/sustainable-aviation-fuel-certificates.html> ----- Overview
Our blockchain technologies are inherently ideal for building and managing robust, secure, scalable SAFc solutions based on the Book & Claim model. Challenges & Solutions Resource Centre Register to Download Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Features SAF adoption faces several challenges for its widespread adoption such as supply & demand - limited amount of economically viable supply sites, high-cost of SAF, supply points are limited by the geographical location. Airlines are sold same certificates thus causing double counting Non-existence of SAF usage in aviation industry Falsifying documents related to SAF, such as production records or verification reports can be generated. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Sustainable Aviation Fuel Certificates (SAFc) The global aviation ecosystem has set ambitious targets to reduce its carbon dioxide (CO₂) emissions and is estimated that almost 450 billion liters of SAF will be needed to achieve Net Zero by 2050. Moving to Sustainable Aviation Fuel (SAF) is perhaps one of the most important shifts the industry is making towards becoming tangibly greener. The SAFc framework is expected to play an increasingly important role in enabling organizations outside the aviation sector (customers and business partners) to play a more direct role in reducing aviation emissions. This is to be achieved by allowing organizations willing to share in the higher cost of SAF to claim reductions in SAF emissions- thus furthering their own commitment to reducing carbon footprint. A SAFc marketplace for the aviation industry will typically bring together multiple players as shown in the diagram below: Smooth functioning of an SAFc marketplace requires efficient, timely and secure flow of accurate information between various stakeholders. Infosys SAFc is

part of Integrated NetZero Platform powered by Infosys Cobalt Airline Cloud (ICAC); a model office built on cloud for the Airline industry. Through this platform, the airlines can monitor, measure, and mitigate carbon emissions. From enabling route optimization in the air to minimizing emissions on ground and supporting energy management, this solution can help you take the next step towards sustainability. Generating and transmitting SAF credits in the form of Fungible Tokens enhances security by making the SAFc tamper-proof. This real-time approach provides a convenient, transparent, and efficient way for all stakeholders in the SAFc value chain and makes it easy to manage SAFc accounting. It can support multiple SAFc standards. Besides automating issuance, trading, and retirement of SAFc, it can provide perpetual, real-time traceability, and audit trails. Brochure Fueling a Greener Sky: A Comprehensive SAF Platform for Sustainable Aviation viewpoint Is Your Airline Ready For Sustainable Aviation Fuel Certificates (SAFc) Marketplaces? IATA Magazine Article Airlines. 2024-01 by Redactive Media Group - Issuu This solution is design to implement SAF accounting framework based on Book & Claim leveraging Blockchain technology. It also enables a decentralized marketplace facilitating the trade of SAF Certificates, thereby catalyzing additional demand for SAF by generating new funding that can be used to cover its price premium and which in turn creates market demand signals to drive investment in increasing SAF production capacity. This solution enforces the Airline operator to mention the SAF retirement type (Voluntary/Compliance), so there is no scope of claiming the same certificate for multiple purposes. At the time of SAF Registration, solution requires the supplier to list down the buyer of the SAF with the supporting details like SO, Airline Operator, Airport, Flight details. Using credentials verification, the documents related to SAF sustainability can be cross verified against the repositories of issuing bodies. Insight Infosys Cobalt Airline Cloud Insight Blockchain Services & Technology Offerings by Infosys Insight How Blockchain Enables Sustainability in Supply Chains Case Study Blockchain Insurance Solutions: Policy & Claim Processing Opt in for marketing communication Privacy Statement Thank you for registering. Download Now Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Reconcile ULD inventory in real time

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/unit-load-device-management.html> ----- Overview Our automated tracking solutions rationalize maintenance and repair requirements, while preventing loss of ULDs. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to optimize ULDs taking into account the capacity and frequency of airline as well as air freight operations. You should replace barcode-based ULD tracking processes with digital solutions to better manage inventory, while rationalizing costs. You

require real-time visibility into asset location to avoid flight delays due to non-availability of ULDs. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Unit Load Device Management The Infosys Travel & Hospitality practice partners with airline carriers, air cargo terminal operators, airfreight management companies, and ground handling agents to track Unit Load Devices (ULDs) across the supply chain. We combine digital tracking technologies for real-time monitoring of ULDs and ground support equipment, including pallets, special purpose ULDs, temperature-controlled containers, dollies, and tractors. ULD management solutions built on the Infosys Enterprise Cognitive Platform (iECP) capture 'live' video stream and convert it to image frames to detect objects, remove ambient noise, and update asset repositories. iECP provides REST APIs to integrate external applications as well as cognitive elements such as machine learning, natural language processing, and Artificial Intelligence (AI). Our deep learning models use 'self-learning' to improve image recognition and analytics. Infosys digital asset tracking solutions minimize idle time and streamline inventory management of ULD as well as ancillary equipment across global networks. Rule-based validation of ULD location, time and movement offers contextual information to reconcile stock. Our solutions generate real-time status reports and notify business users / ULD handlers in the event of deviation(s) from business rules. Our ULD solutions address technical requirements, operational procedures and regulations. We develop mobile applications using responsive design to facilitate smooth ULD operations. In addition, we provide user training to accelerate adoption of AI-driven ULD tracking solutions. White paper: Redefine the millennial travel experience Big data analytics, automation, artificial intelligence, and machine learning help travel and hospitality enterprises address business challenges and manage customer expectations. Read more Asset health monitoring dashboards ensure compliance with airworthiness standards and regulations for flight safety. ULD tracking solutions incorporate 'replay' feature to view asset movement using location history. Expertise in Radio Frequency Identification (RFID), Bluetooth Low Energy (BLE), Global Positioning System (GPS), and Internet of Things (IoT) tracking systems. Case Study Digital baggage processes enhance the passenger experience Case Study Predictive maintenance improves airline fleet utilization Case Study Real-time resource planning tool streamlines ramp operations Case Study Curbside check-in delights airline passengers Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Insights

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Air Care Can Be a More Powerful Differentiator Than Air Fare Weathering the Storm: Harnessing Disruption in Aviation Is Your Airline Ready For Sustainable Aviation Fuel Certificates

(SAFc) Marketplaces? Women in Tech: Interview with Sabre Webinar: Create a Seamless Traveler Experience using Generative AI DEIverse Talks Flying Towards a Sustainable Future: The Aviation Industry's Journey to Net-Zero Wings of Innovation: Transforming Aircraft MRO with Infosys Generative AI Solution The Future Takes Flight: Transforming Baggage Handling Infosys Cobalt Airline Cloud The Metaverse and Beyond: Accelerating Innovation in Travel and Hospitality Embracing the Digital Frontier: AI's Redefinition of Travel and Hospitality Forbes Spotlight: Aeromexico Flies To The Cloud To Improve Agility Navigators of Change Roundtable: Modernizing Customer Experience Management DEIverse Talks with Sabre Booking Holdings' Spencer Mott on Building a Better Customer Experience Infosys IATA NDC Services: Integrating the Air Travel Ecosystem Airline Revenue Accounting - Choosing the Right Product Global ULD Tracer for the Aviation Industry Travel Lounge Talk Series Navigators of Change Roundtable: Decoding the Future of Travel Airports of the Future Infosys Cobalt - Accelerating Enterprise Cloud Journey Sustainable Travel: Re-imagining the world of travel & tourism Post-COVID-19 - Navigate Your Next with Infosys Personalized Smart Video (PSV) for the Travel Industry Corporate Travel and the New Normal Post Covid-19 How Airlines Can Benefit from Cloud Adoption Smile because it's the season for joy The Future of Travel: A Smart Contact Center to Delight Travelers Smart Roadside Assistance App from Infosys Smart Baggage Management for the Airline Industry Being Resilient: An Opportunity for Airlines Safe Travel in the New Normal: Technology as Change Agent A Playbook Approach to Navigating Disruption in the Travel Industry Perspectives on Travel Distribution Trends and the NDC Leading North American Airline deploys a personalized touchless customer-centric baggage management solution Chatbots for Better Customer Experience in Air Travel Decode the passenger genome to provide a personalized flight journey The Role of AI in Travel and Hospitality Industry Infosys helps leading airline introduce kiosk and web check-in Digital solution reduces lost baggage rate by 25% Cost-revenue approach for creating frequent flyer programs Renew travel and hospitality with technology Travel Industry - The Journey to the Next Phase of Digital Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us White Paper View point Point of View Video Video Video Point of View Brochure Point of View Insights Point of View View point Article Insight Insights Video Point of View View point Video Insights Insight Article Insights Article Point of View White Paper Point of View Video Point of View Video Video Article Point of View Point of View Point of View Report Blog Blog White Paper Article Article White Paper Article Blog Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Booking Holdings' Spencer Mott on Building a Better Customer Experience

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/building-better-customer-experience.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Watch this exclusive interview from the "Humanizing Digital" series in collaboration with the Wall Street Journal. This interview features Booking Holdings' Spencer Mott, Chief Security Officer, in conversation with Mitrankur Majumdar, Senior Vice President and Global Head - Services, Infosys on creating travel experiences using the latest tools and technologies. He further states, "Our mission is to allow everyone to experience the world for the better. That culture is delivered through basic behaviors. These behaviors are embedded in the products and services that we develop." This interview also emphasizes the strong partnership between Booking Holdings / Booking.com and Infosys. Click here to know more. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Forbes Spotlight: Aeromexico Flies To The Cloud To Improve Agility

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/cloud-improve-agility.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us In this Forbes article, Aeromexico, Mexico's global airline and a leader in Latin American aviation, highlights about the process of moving and modernizing critical applications to the cloud while delivering better customer experience, more innovation, and a stream of operational efficiencies with a need to radically overhaul the entire application ecosystem while maintaining security and uptime to achieve business objectives. According to Fernando Rocha, there was an immediate need to standardize and automate as much as possible while making the IT environment modular and microservices-oriented. To be able to do so, Aeromexico chose Infosys as their strategic partner mainly because of a "good alignment in terms of vision and a partnership where both companies can benefit.", according to Rocha and Amazon Web Services (AWS) as cloud

provider. Infosys is building an end-to-end DevSecOps pipeline using AWS-native services which resolves that tension, delivering new software and services at agile speed without compromising application security. This move will enable Aeromexico to respond quickly to market demands, enhance customer experience, and enhance operational IT capabilities. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Leading North American Airline deploys a personalized touchless customer-centric baggage management solution - Read exclusive case study by HFS

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/customer-centric-baggage-management-solution.html> -----
Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us - Reduce mishandled baggage by 25% Today, passengers increasingly expect a touchless, personalized experience from airlines. This is leading the industry to adopt interactive, real-time technologies, and incisive analytics. A true competitive differentiator, however, can come if an airline is able to predict customer events rather than just react when they happen. One area in which airlines can do this is baggage management. Download this HFS case study on how a leading North American airline partnered with Infosys to reimagine its baggage handling application. Authored by Melissa O'Brien, Research Vice President, HFS, wherein she unpacks why a Digital OneOffice™ approach is critical to touchless personalized customer experience. The case study is about an airline which handles 6,000 flights a day and over 100 million passengers per year. Handling the baggage of this large a volume of passengers is a business-critical task with a host of inherent challenges. To know how the airline navigated towards a technology-driven baggage handling process, download this point of view and learn, The new baggage handling system led to a 25% decline in mishandled baggage. Download case study>> Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Travel Lounge Talk Series

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/get-on-board-travel-hospitality.html> ----- Experience Insight Innovate

Accelerate Assure Application Development and Maintenance Business
Process Management Consulting Services Incubating Emerging Offerings
Fourteenth Edition Thirteenth Edition Twelfth Edition Eleventh Edition
Tenth Edition Ninth Edition Eighth Edition Seventh Edition Sixth Edition
Fifth Edition Fourth Edition Third Edition Second Edition Being Resilient.
That's Live Enterprise. Digital Core Capabilities Digital Operating Model
Empowering Talent Transformations Tales of Transformation Industries
Services Platforms Infosys Knowledge Institute About Us Get On-Board with
the Latest in Travel and Hospitality Let's face it. 2020 was a challenging
year. The pandemic heavily impacted travel and hospitality. Coming years
now show an even better forecast than before and the deficit is met. Now
that the sky is clearer, take that flight. Innovate. Infosys introduces the
Travel Lounge Series, a series of videos where experts speak about the
latest technologies which help them digitally transform their business and
adapt to the new normal. With personalized services for passengers, better
travel engagement and collaboration with partners for essential services,
the Travel & Hospitality industry is set to take off to new heights. Explore.
Accelerate. Reimagine millennial travel. For queries and insights into
Infosys capabilities, please write to us at TravelPractice@infosys.com Kumar
Paramasivam, VP & Portfolio Head, T&H Infosys Americas Catch this
engaging panel discussion featuring esteemed speakers from Air Canada -
Derek Whitworth - VP, Customer Digital Technology, Keith Wallis - Managing
Director, Customer Digital & Distribution, & Rania Chehade - Director of
Distribution, moderated by Samik Ghatak, AVP - Travel & Hospitality. In this
episode, they discuss about technologies like GDS, NDC, Offer & Order
Management, and future of aviation industry and how AI and partnerships
are driving operational efficiencies and enhancing passenger experiences.
They also spoke about Air Canada's point of view on unprecedented demand
for travel and customers and a vision for civil aviation at large. In this
newest edition of the "Travel Lounge" talk series, catch Jeff Kavanaugh - VP
& Head, Infosys Knowledge Institute in conversation with aviation expert -
Jane Thompson, Director of aviation, travel & tourism at ICF & Deputy Chair
- British Aviation Group, where they discuss and exchange insights about
trends & growth in travel industry and how sustainable aviation fuel is
gaining importance for greener future in aviation. Jane also speaks about
role of AI impacting airlines & airports. Hear more insights from Jane
Thompson & Jeff Kavanaugh. In the twelfth edition of the "Travel Lounge"
talk series, tune in to an interesting conversation with Fluido leaders -
Maurus Puttonen - Travel & Hospitality Industry Expert & Andrew
Hainsworth - Service Cloud Practice Lead, where they discuss about
importance of customer service and customer experience in the airline
industry. They also touched upon technology like AI and how AI is impacting
the travel and hospitality industry. Fluido is a leading Salesforce consultancy
- Infosys company. In the eleventh edition of the "Travel Lounge" talk series,
tune in to an interesting conversation with Kumar Paramasivam - VP &
Global Head, Travel & Hospitality featuring Timothy O'Neil Dunne - an
Aviation Expert & Principal at T2Impact LLC, on trends & technologies of
Airline industry. Timothy highlights stories of leading airlines and how
technologies like AI, NDC, sustainable aviation fuel, customer experience is
playing a role in the growth & future of aviation. In the tenth edition of the
"Travel Lounge" talk series, view this engaging discussion between Mohan
Krishnaraj, Chief Experience Officer, WongDoody and Nithya Kappini, Sr

Director, Design Strategy & Growth, WongDoody, as they provide a comprehensive exploration of the key factors influencing the future of travel experiences and the pivotal role design plays in shaping this dynamic landscape. This discussion throws light on experience design applicable in areas like personalization, privacy, sustainability, AI-first approach, enhanced passenger experiences and immersive experiences like Metaverse. In the ninth edition of the "Travel Lounge" talk series, watch this interesting conversation between Jeff Kavanaugh, VP - Infosys Knowledge Institute & Samik Ghatak, AVP - Client Services, Infosys, on how technology has ushered a new era for travel and hospitality industry by simplified booking processes, streamlining airport processes, cloud transformation and AI-driven travel assistance. Jeff further adds about practical sustainability by adoption of cleaner fuels and reduce emissions travel journey, enhancing the industry's sustainability while improving the passenger experience. In the eighth edition of the "Travel Lounge" talk series, listen to this interesting conversation between Infosys Industry leaders, Arunkumar Ranganathan and Vijaykumar Warriar where they speak about challenges around ULDs like lack of visibility and under-utilization. In continuation, Prasanna S, Consultant, shows a glimpse of Global ULD Tracer platform, an Infosys cloud solution built to simplify airport operations that aggregates accurate, real-time ULD data. In the seventh edition of the "Travel Lounge" talk series, Infosys EVP and CTO, Rafee Tarafdar, talks about adoption of emerging technologies in this fast-paced market. In this video, learn how Infosys have leveraged advanced and emerging technologies to build a plug-and-play cloud-based platform called Infosys Watch Tower aka Industrial Asset Monitoring Platform, for aviation enterprises. Infosys Principal Product Architect, Allahbaksh, shows a glimpse of this dynamic platform on how artificial intelligence, computer vision, IoT sensors and image analytics process real-time data feeds to improve surveillance, identify threats, and support data-driven decisions to mitigate security risks. In the sixth edition of the 'Travel Lounge' talk series, we explore how should hoteliers look at technology. Revenue management is a key driver for top and bottom line and technology exists to drive better RM. RM job can be rewarding and yet expensive for a hotel to afford. Grab a cup of coffee and join us for a brief conversation with some very specific, targeted questions designed to shed light on these topics. In this video, Samik Ghatak - AVP, Travel and Hospitality, Infosys who poses tough questions to Ira Vouk, Hospitality Technology Consultant, Pricing and Revenue Management Professional, Published Author. In our fifth edition of the 'Travel Lounge' talk series, we explore automation, simplification, and a bit of AI/ML - and even dare to ask if technology will replace humans. Grab a cup of coffee and join us for a brief conversation with some very specific, targeted questions designed to shed light on these topics. In this video, Matthew Kolodny - Practice Lead, the Americas (Travel & Hospitality) poses tough questions to Dr. Ricardo Pilon, a highly visible industry figure focused on designing modern business models and travel technology." Aviation is one of the largest contributors to climate change issue with over 1 billion metric tons, or 2-3%, of global CO2 emissions annually. In the fourth edition of the 'Travel Lounge' talk series Mitrankur Majumdar - SVP & Regional Head, Services Americas in conversation with Doug Lansky - Travel Journalist, Author and Consultant throws light on sustainability in travel in the current world conditions and need of the hour initiatives. Infosys recently became a signatory to the

World Economic Forum's CST coalition. We are working on energy and sustainability in several areas, enabling us to bring this experience and expertise to the CST initiative. Two years have passed by with lot of uncertainty and restrictions, recovery of full travel is getting extended due to the new variants. Vijayakumar Unnikrishna Warriar- Industry Principal & Practice Head (Travel, Hospitality & Services) talks about how the industry now is revisiting its strategy. He throws light on sustainability in travel in the current world conditions. Pankaj Negi, Principal Consultant, iCETS talks about Infosys personalized smart video platform that uses latest technology to deliver a fully personalized video message and help significantly transform customer experience. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

===== ----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/infosys-cobalt-airline-cloud.html> ----- Possibilities take flight Infosys cobalt airline cloud YOUR DIGITAL RUNWAY Experience infosys cobalt airline cloud Overview THE DIFFERENCE DELIVERED Client Stories Request for services Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Key solutions Enhancing Profitability with Global ULD Tracer Boosting Agility with BagRunner Dispatcher Delivering Visibility with WatchTower Building Affinity with Infosys Genome Solution Powering Sustainability with Integrated Net Zero Platform Thank you for connecting with us Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us 95% of global airlines and 86% of global airports consider cloud technology a top CIO investment priority today. What if we could simplify processes and problem solving? Drive measurable outcomes and create real value? Explore new ways of working? And make your journey modular? We can, and already are. With a model office for airline businesses on the cloud. And whether it's through new insights or new efficiencies, new experiences or new directions, Infosys Cobalt Airline Cloud will be Explore the possibilities that Infosys Cobalt Airline Cloud delivers through an immersive 3D experience curated just for you. Infosys Cobalt Airline Cloud (ICAC) is a model office built on cloud for the Airline industry. It consists of cloud-native business solutions that cater to different stakeholders of the airline industry such as authorities, passengers, airline DOA, station manager and ground staff. The industry cloud is built using composable architecture principles and provides business capabilities such as seamless loyalty management, human-centric personalized experiences, Unit Load Device (ULD) tracking and management and smart monitoring alleviate security concerns, among others. Every 24 hours, more than 140,000 tonnes of cargo will be transported, equating to 657 million packages worth 17.8 Billion USD. And it takes a massive number of aircraft ULDs to deliver them to their destinations. Today, airlines across the world are looking for new ways to optimize fuel consumption, utilization of these ULDs and profitability in the long run. And that's exactly what our Global ULD Tracer can help you do. The solution aggregates ULD data around availability and movement across vendors, airlines, freight forwarders, and ground handling agents to provide real-time updates about ULD status, location, and condition. From enabling efficiency to enhancing profitability, this solution was built to help airlines

get closer to their cloud goals. As airlines and airports adjust to the gradual recovery of passenger figures, the number of mishandled baggage grew to 4.35 bags for every 1000 passengers in 2021. While this number seems negligible, the impact it has on your passenger's experience isn't. And that's why we built the Infosys BagRunner Dispatcher. The solution first collects information from different sources and analyzes it to deliver real-time notifications and alerts to every BagRunner on your airport floor. From tracking luggage to reducing errors and achieving 100% accuracy across your baggage handling operations, this solution makes it possible. Whether it's getting luggage to the right destination, or your employee to the right place, with this solution, efficiencies are in the bag. Safety and security at airports have always been a key priority. But as your organization grows, traditional means no longer suffice. You need eyes on the ground everywhere. And that's just what Infosys WatchTower has to offer. It's a solution that incorporates knowledge inference and predictive analytics to enable data-driven decisions and mitigate security risks at airlines and airports. It offers 360-degree visibility through computer vision and uses sensors and other next-gen technology for detection of fire or smoke, protection against wildlife attacks, prevention of intrusions, vegetation management, and more. Now, you can monitor crowds and measure threats in real-time to minimize incidents and maximize safety of every passenger that chooses to fly with you. It's no longer just about getting your passengers to their destination but creating a memorable experience for them throughout their journey. However, to do so, you need to know your customers better. And that's where the Infosys Infosys Genome Solution platform can come in handy. It's a solution that helps airlines and airports harvest insights about an individual's traveling habits, preferences and behaviors. The comprehensive profiling exercise can help you build customer-oriented strategies to engage with them on a deeper level, simplify their journey and cultivate loyalty. Personalize the experiences you deliver for every traveler that walks through your airport's doors. The airline industry accounts for 2.5% of the global CO₂ emissions and amounts to 3.5% when we account for non-CO₂ impacts on climate change. Sustainability is no longer nice to have but a necessity. And airlines that hope to lead the generations to come need to prioritize sustainability today. And that's where the Integrated Net Zero Platform comes into the picture. This platform helps airlines monitor, measure and mitigate carbon emissions. From enabling route optimization in the air to minimizing emissions on ground and supporting energy management, this solution can help you take the next step towards sustainability. Reach for better tomorrows with the Integrated Net Zero Platform for airline businesses on the cloud. Serverless foundation with tools that are built to deliver resilience today and a foundation for every tomorrow. Each solution is a modular accelerator that's easy to integrate into existing systems and delivers value shortly after deployment. We've partnered with several organizations including Amadeus, Sabre, APTCO, etc. to help build a network for change. Access integrated data and analytics layer with pre-built dashboards and performance metrics that enable seamless monitoring and operations. From applications to infrastructure and data, the office is secure-by-design and conforms with the regulatory standards defined by IATA. We explore the real challenges and route performance at airports to devise efficient, future-ready solutions.

Aeromexico's Fernando Rocha on Synergy in Technology and People From

Cloud Chaos to Clarity with Infosys Cobalt - Featuring United Airlines Cloud Adoption and Implementation - Case Studies Infosys named AWS Cloud Operations Competency Launch Partner Infosys Collaborates with Microsoft to Accelerate Industry Adoption of Cloud Forbes Spotlight: Aeromexico Flies To The Cloud To Improve Agility Booking Holdings' Spencer Mott on Building a Better Customer Experience Navigators of Change Roundtable : Modernizing Customer Experience Management Find out more about how we can help your organization navigate its next. Let us know your areas of interest so that we can serve you better. Opt in for marketing communication Privacy Statement Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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DEIverse Talks

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Webinar: Create a Seamless Traveler Experience using Generative AI

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Insights

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/season-for-joy.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Travel and Hospitality practice wishes you Season's greetings and a very happy new year. As we navigate the turbulence today to keep connecting the new world, here's to hope and a seed of change for a better tomorrow. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys is a valued extended team and bridges the skill gap at Copa Airlines

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/skill-gap-copa-airlines.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Copa Airlines is a leading Latin American airline and was ranked the most punctual airline in the world in 2018. In this client testimonial, Julio Toro Silva, Vice President, and Chief Information Officer, Copa Airlines shares his thoughts about the key challenges facing his industry, namely, stiff competition, managing the digital workforce and empowering their customers with digital tools. He also dwells on his role as the CIO in this digital age and drills down into how Infosys has been helping them build new capabilities and bring agility to all their IT infrastructure. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Smart Baggage Management for the Airline Industry

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Smart Roadside Assistance App from Infosys

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/smart-roadside-assistance.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Technology is making its way into roadside assistance. A smart app means that support is just a few clicks away in case of a breakdown. In this video, Infosys showcases a solution that effortlessly connects a driver with a mechanic, and a chatbot that supports the two. The app has been carefully crafted to speed up assistance, enhance safety, and resolve breakdowns, faster. Watch the video for more Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Global ULD Tracer: A Seamless and Comprehensive Tracking Solution for Cargo ULDs

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Travel Lounge - Talk Series

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Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Get On Board with the Latest in Travel and Hospitality Let's face it. 2020 was a challenging year. The pandemic heavily impacted travel and hospitality. 2022 however shows a better forecast for enterprises. Now that the sky is clearer, take that flight. Innovate. Infosys introduces the Travel Lounge Series, a series of videos where experts speak about the latest technologies which help them digitally transform their business and adapt to the new normal. Kumar Paramasivam, VP & Portfolio Head, T&H Infosys Americas, tells us what we can expect in the Travel Lounge Series. With personalized services for passengers, better travel engagement and collaboration with partners for essential services, the T&H industry is set to take off to new heights. Explore. Accelerate. Reimagine millennial travel. Please share your suggestions with us at TravelPractice@infosys.com Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Travel Lounge - Talk Series - 2nd edition

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Travel Lounge - Talk Series - 3rd edition

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Transformation Industries Services Platforms Infosys Knowledge Institute
About Us Welcome to the third edition of the 'Travel Lounge' talk series.
Two years have passed by with lot of uncertainty and restrictions, recovery
of full travel is getting extended due to the new variants. Vijayakumar
Unnikrishna Warriar- Industry Principal & Practice Head (Travel, Hospitality
& Services) talks about how the industry now is revisiting its strategy. He
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Infosys Watch Tower: An AI Platform for Comprehensive Airport Security

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Industries Services Platforms Infosys Knowledge Institute About Us The
dynamics of the aviation business involve inherent risks. People and airport
facilities need to be safeguarded from accidents and threats from non-state
actors. It demands 24x7x365 surveillance, which needs equal parts
automation and preventive action. Infosys Watch Tower enables real-time
monitoring of situations, which is an important aspect of operations,
specifically in the aviation industry. The need for monitoring increases
exponentially at airports where crowd management and security are
amplified. Infosys Watch Tower mitigates security threats and tracks cargo,
thereby ensuring smooth operations and the platform also offers a unified
view of inferences, reports, monitoring plans and alerts via reports and
analytics. PoV - Infosys WatchTower: An AI Platform for Comprehensive
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Women in Tech: Interview with Sabre

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About Us The number of women in tech is steadily increasing, with women holding 26.7% of tech-related jobs globally in 2022. This represents a positive shift from 25% in 2021 and 24.9% in 2020, indicating a gradual but encouraging trend towards gender balance in the tech workforce, according to a recent report. It has been proven that women in leadership roles have an innate ability to make powerful and progressive business impact from driving innovation and new business opportunities to spearheading inclusion and ESG initiatives. Their contributions are evident across various domains, from developing innovative software applications to spearheading advancements in artificial intelligence. The increasing presence of women in tech industry events, and communities are on the rise, indicates a positive direction for the tech industry. In this interview, we have two incredible women leaders from Sabre, who are not just inspiring but also lead as an example for next generation of female leaders. Sabre, a leading software, and technology provider powering the global travel industry is committed to creating a culture of inclusion and belonging and values the diversity of their employees around the world. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Navigate your Next in Travel & Hospitality

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Assure Deliver bespoke travel experiences to cultivate loyalty. Company
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Navigate your next in Utilities.

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CMO Radar 2024 Success Story Reimagining the Workplace: E.ON's Story of
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Ranked Leader in Power and Utilities Solutions & Services, Study by ISG
Testimonial Infosys Brings Together Technology and Expertise to Modernize
Uniper Energy's UK Trading Solutions Insights Discovering Net Zero
Opportunities in Utilities With #EnergyTransitionNow Your utility needs to
meet the needs of consumers, communities and industries while addressing
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Landscape Our solutions effect a business transformation of utilities enterprises Case Study El Paso Water Transforms Customer Experience with a Digital Billing Ecosystem Testimonial How OVO Energy Enabled Digital Switching Service Platform with Infosys using Oracle Cloud Testimonial Infosys Brings Together Technology and Expertise to Modernize Uniper Energy's UK Application Infrastructure Landscape Client Speak E.ON UK & Infosys - Strategic Partnership for Smart Metering and More Our solutions modernize generation, transmission, distribution, and customer networks Explore Services Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Analyst Recognition

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Infosys ranked Leader in ISG Provider Lens™ 2022

----- Article source ----- <https://www.infosys.com/industries/utilities/analyst-reports/isg-provider-lens-2022.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been ranked in the 'Leader' quadrant of the ISG Provider Lens™, Power and Utilities - Services and Solutions Quadrant 2022 report. ISG rated Infosys a 'Leader' across Intelligent Business Process Management Services (iBPMS), next-gen IT services, grid modernization, Enterprise Asset Management (EAM), and Customer Information Systems (CIS) quadrants. Key highlights: ISG rates Infosys capabilities and offerings across the value chain: EAM: Combines domain expertise, best practices and products to drive asset management digital transformation. Adopts a 360-degree approach to digital EAM solutions with KRTI 4.0, a core predictive

asset maintenance AI framework for utilities, in partnership with Pöyry, and Infosys XR platform for augmented reality experiences to enhance field service operations. Download report Grid modernization: Complements grid modelling and planning, grid management and operations, grid analytics, and grid optimization solutions with digital offerings in analytics, AI, RPA, and the cloud. Download report iBPMS: Executes digital strategy in BPM by implementing infrastructure modernization solutions and new-age technologies. Download report Next-gen IT services: Accelerates application development lifecycle through automation, intellectual property, open source, and licensed third-party tools; leverages AI and machine learning to drive automation; with a strong ecosystem of partners spanning academia, technology, and industry. Download report CIS: With strong industry expertise and focus on new age technologies such as IoT, edge, analytics, and AI / ML, Infosys executes its strategy of providing digital solutions in the CIS space. Register to download the report Learn more about Infosys Utilities solutions. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys ranked as North America Utilities Leader in ISG Provider Lens™ 2021 Report

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Infosys Ranked Leader in Power and Utilities Solutions & Services, Study by ISG

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Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys is positioned among 'leaders' across all service quadrants of the ISG Provider Lens™, Power and Utilities – Services and Solutions Quadrant report, 2023. The ISG study evaluated capabilities of 42 service providers across five service quadrants. Infosys is a leader across Intelligent Business Process Management Services (iBPMS), Next-gen IT Services, grid modernization, Enterprise Asset Management (EAM), and Customer Information Systems (CIS) and CX. Key highlights: The ISG report highlights Infosys' competences and differentiators across evaluation criteria: Intelligent Business Process Management Services (iBPMS): : Our network of delivery centers and utilities focused CoE are catalysts for process workflows. Our CoE with more than 17,000 finance professionals is one of the largest in the industry. Next-gen IT Services: Our AI and cloud platforms as well as IoT and analytics solutions drive efficient operations. A robust partner ecosystem comprising enterprise platforms (Oracle, SAP and IBM), hyperscalers, and academia boost our IT services. Grid Modernization: Our offerings are supported by digital services such as analytics, AI / ML, RPA, blockchain, cloud, AR / VR / XR, and metaverse. Our dedicated CoE for grid modernization accelerates DER / EV integration programs. Enterprise Asset Management (EAM): Our comprehensive suite of asset, workforce, and field service management and GIS solutions improve performance. Our solutions extend the useful life of assets, while reducing operational costs. Further, our EAM practice focused on utilities has a pool of 2,000+ experts across geographies. Customer Information Systems (CIS) and Customer Experience (CX): Our knowledge-based AI platforms and service offerings address the requirements of prosumers as well as contact center and CX transformation. Notably, our CIS transformation expertise spans process consulting, technology modernization, and risk management. Download report Learn more about Infosys Utilities solutions. Opt in for marketing communication Privacy Statement Thank you for registering. North America Australia Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

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and with Microsoft drives Australian utility's strategic cloud transformation
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Infosys ranked as North America Utilities Leader in ISG Provider Lens™
2021 Report Empowering the E.ON end-user with ServiceNow led Digital
Accelerating Citizens Energy Group's Customer Service Transformation with
an Agile and Flexible CIS PMO-as-a-Service: Making A Big Difference for
EDF Energy Trailblazers Talk with Mike Koehler, CIO & CDO, Exelon
Corporation Automation Transforms Power Utility A robotic first: RPA for
handling exceptions at a utility company Infosys helps Arizona Public
Service transform customer service Northumbrian Water transforms field
service with mobile workforce management Infosys, a strategic partner for
Fayetteville Public Works Commission CRM framework boosts customer
satisfaction score by 4% Pricing tool addresses dynamics of power
distribution Intuitive navigation drives customers to self-service portal
Iroquois attains superior business performance by invoice & data
management simplification Being Resilient. That's Live Enterprise. Digital
Core Capabilities Digital Operating Model Empowering Talent
Transformations Tales of Transformation Industries Services Platforms
Infosys Knowledge Institute About Us Case Study Testimonial Testimonial
Case Study Case Study Case Study Success Story Client Testimonial Clients
Speak Press Release Client Speak Report Case Study Client Speak Case
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Accelerating Citizens Energy Group's Customer Service Transformation with an Agile and Flexible CIS

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/agile-flexible-cis.html> ----- Experience Insight Innovate Accelerate
Assure Application Development and Maintenance Business Process

Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Utilities, an industry that has historically been unilateral, must now adopt change the way they work to meet the ever-rising demands of the increasingly involved consumers. A customer service transformation is a herculean task for utilities. But it's one that's worth the journey. In this video, Ashiss Kumar Dash, Segment Head - Services, Utilities, Resources, Energy, Infosys, Curtis Popp, Vice President of Customer Operations and Jeff Ford, Director of Billing and Customer Service, briefly discuss the importance of customer service and the strategy that Citizens Energy Group followed for their implementation. Citizens Energy Group (CEG) is a broad-based utility service company, providing natural gas, thermal energy, water, and wastewater services to about 800,000 people and thousands of businesses in the Indianapolis area. An organization that was built solely for the benefit of customers in 1887 and continues to do so even today. Except, now they leverage technology to create greater value and deliver better experiences. Customer service transformations are complex and often run over the budget and beyond the schedule. Watch this video to gain firsthand insight into how CEG leveraged the right technologies and people to overcome the challenges and enable a flawless transformation. Click here to read our press release about this transformation program. Download and read the whitepaper published by AAC Utility Partners, LLC to understand this transformation program. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Automation Transforms Power Utility

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/automation-transforms-power-utility.html> ----- The Solution Automation of Distribution network provides superior service while transforming business Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Seamless integration of IT infrastructure across distribution coupled with automation drives business transformation. A unique initiative in the utility industry globally. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study An Indian electric Power Utility serving over 8 million customers faced several challenges due to lack of business process automation and IT baseline to measure, monitor and control AT&C losses. Infosys implemented IT application to automate core business functions. We integrated the IT infrastructure to access real-time data of customers. Key Challenges Lack of IT baseline data hampered ability to identify and rectify malfunctions, leading to significant Aggregate Technical and Commercial

(AT&C) losses High turnaround time for customer requests such as new connection processing, name change, tariff plan modification, load enhancement / reduction, etc. Ready to experience? Infosys integrated the IT infrastructure across Distribution while automating core business processes. Our team implemented 17 modules including revenue and asset management, automated meter reading, GIS, self-service portal, and MIS reporting. We undertook a Differential Global Positioning System (DGPS)-based GIS survey to evaluate assets of a geographic area covering 511 sq. km. serving 7.2 million customers. We set up IT infrastructure across 750 offices, installed LAN, MPLS, VPN in select towns, established a data center and disaster recovery center, and commissioned five customer support centers. The Infosys solution of integrating and automating the IT infrastructure resulted in - ~2.5% year-on-year revenue growth through superior governance Improvement in The System Average Interruption Duration Index (SAIDI): power distribution interruptions reduced from 60 hours to 30 hours Lower AT&C losses from 28% to 17% Installation of 80,000+ automated meter readers Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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CRM framework boosts customer satisfaction score by 4%

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/crm-framework.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY A large utility company engaged in the distribution and supply of electricity in the US. Key Challenges The enterprise wanted to enhance customer satisfaction. However, the lack of a unified system to collect customer data impaired visibility into customer service. The realignment of customer-oriented processes and cross-functional integration were pre-requisites to measure and improve customer satisfaction. Ready to experience? Improved the customer satisfaction score Infosys developed a CRM framework that mapped customer service processes with performance metrics, and segmented customers based on attributes and operational parameters. We implemented a cost allocation methodology to determine the cost of service for each customer segment. We also developed a business intelligence tool to integrate data from various systems for monitoring, measuring and analyzing the performance of service enhancement initiatives. The tool helped the enterprise identify and prioritize strategies to improve customer satisfaction. The CRM framework facilitated decision-making through visibility into customer data, processes information and cost of transaction / service. The nuanced understanding of customer requirements helped the power distribution company develop strategic initiatives to improve service. The framework rationalized cost to serve

customers, and improved the customer satisfaction score by 4%. Company
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Pricing tool addresses dynamics of power distribution

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/design-pricingtool.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study An electric utility distributing and supplying electricity to domestic customers as well as commercial and industrial users in the West Coast of USA. Key Challenges The electricity distributor faced myriad operational issues due to disparate legacy systems. Sub-optimal work management escalated costs for system maintenance. Further, the complexity of pricing techniques resulted in inaccurate pricing. The enterprise wanted to develop a pricing system with a scalable architecture. It sought configurable computing algorithms that were compatible with planner / designer tools in the ecosystem. The prototype solution had to breakdown cost / price, and demonstrate capability in cost estimation and pricing. Ready to experience? Easily comply with changes to local regulations Infosys analyzed code compiled over the years by design and planning teams to address business requirements. It helped us validate the approach and formulate a comprehensive solution. Our experts combined Microsoft Visual Basic with Sybase (now SAP) SQL Anywhere database to build the prototype. We provided end-to-end services, including design, construction, unit and integration testing, and onsite coordination. Our project management methodology and robust integration road map enabled smooth integration of multiple enterprise systems. The Infosys pricing solution does not depend on design tools or back end work management systems for estimating cost and pricing. Our flexible and configurable design enhances the pricing engine. Significantly, it empowers the enterprise to easily comply with changes to local regulations for pricing and estimation. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys Builds a Strong Foundation for SCE's Digital Future

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/digital-future.html> ----- Experience Insight Innovate Accelerate

Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us SCE (Southern California Edison), one of the nation's largest electric-only utilities, has always been a leader in transformation of the electric power industry. By identifying changing trends and adapting to them with agility, SCE continues to shape the future of clean energy. Our world has transitioned into an experience economy with revolving priorities. To drive for reliability and service improvements, SCE initiated their customer systems modernization journey. And they chose to partner with Infosys. We delivered a strong digital foundation to enable a simple, seamless, secure, and satisfying experience for SCE's customers. Watch this video to discover how Infosys implemented a complex, multi-year digital transformation to put SCE at the forefront of operational and service excellence: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Iroquois attains superior business performance by invoice & data management simplification

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/simplify-invoicing-data-management.html> ----- Key Challenges The Impact The Brief Infosys Solution Infosys solutions simplify invoicing and data management Users rated efficacy of the revamped application in an independent third-party survey: Ready for Disruption? Intuitive navigation drives customers to self-service portal Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Speed meets simplicity Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study Infosys solutions simplify invoicing and data management Iroquois Gas Transmission is a partnership of five US and Canadian energy companies that operates an interstate natural gas pipeline. Iroquois Gas Transmission sought to upgrade IT systems to address several issues – inconsistent connectivity difficulty in printing reports cumbersome user interface 90% reduction in the time required to produce a single invoice Significant savings in cost and effort for reporting "The IOL survey results were excellent. In every area, we scored at least 10% over the previous survey. The scores and feedback reflect that Iroquois customers are pleased with the IOL web application". – Lisa Krohne, Business Lead, Iroquois Iroquois exceeded industry benchmark status in the regional pipeline category 99% of users voted IOL 4-5 on availability 95% ranked 4-5 on speed 89% ranked 4-5 on user friendliness 95% voted 4-5 on connectivity Infosys reengineered IOL using a web-based framework. Looking for a

breakthrough solution? Infosys reengineered IOL using a web-based framework. Our web solution provided convenient printing as well as a 'save' feature in diverse formats. We transformed the user experience by incorporating functionalities such as a tabbed screen for smoother navigation, a collapsible tree view menu, advanced sorting, and collapsible panels. We incorporated a user-friendly interface and functionality to save output in Adobe Portable Document Format. We redesigned business-critical applications at Iroquois to improve the user experience Our development team maintained the design and structure of the legacy application to ensure continuity in application usage by users. Infosys reengineered Iroquois Gas Invoicing (IGI), a local application to calculate and generate invoices for customers. We transitioned it from a Citrix-based Microsoft Windows application to a web solution for automating invoice calculation. We streamlined the Electronic Data Interchange (EDI) system at Iroquois to improve speed and performance. The EDI upgrade had a zero defect score during user acceptance testing. Post-implementation, Iroquois ranked it as the best project implementation as of date. Benefits 99% of Users voted IOL 4-5 on availability 89% Ranked 4-5 on user friendliness 95% Ranked 4-5 on speed 95% Voted 4-5 on connectivity Next Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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E.ON UK & Infosys - Strategic Partnership for Smart Metering and More

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/smart-metering-strategic-partnership.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The countdown for Great Britain's national smart meter rollout has begun. As one of the largest suppliers of energy in the nation, E.ON plays a large role in accelerating a future that's decarbonized, decentralized, democratized and digitized. Infosys empowered E.ON with an E2E smart metering platform and is now helping them integrate their business and reimagine outcomes. Watch this video to see "How Infosys Enabled E.ON UK's Field and Metering Transformation": Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Intuitive navigation drives customers to self-service portal

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/web-self-service.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study One of the oldest gas distribution companies in USA. It operates six local distribution companies to provide gas to more than 2.3 million residential, commercial and industrial consumers. Key Challenges The enterprise sought to enhance the customer experience by providing multiple channels of communication as well as tools for self-analysis of consumption. The gas distribution company also wanted to minimize customer contact via call centers and rationalize the cost of customer service. Ready to experience? Real-time access to the Customer Information System Infosys conducted workshops with stakeholders to generate and prioritize potential solutions based on complexity and value. We developed a two-phased solution road map to realize project goals. We designed an application to provide near real-time access to the Customer Information System (CIS). In the first phase, we implemented basic functionalities to establish a web presence, and allow customers to sign-up, make payments through the website, and view account details. In the subsequent enhancement phase, Infosys enabled rich functionalities and features such as bill dashboard, bill comparison, and paperless billing. We adopted Service Oriented Architecture (SOA) to enable reusability, provide flexibility for further enrichment of the portal, and support other service channels such as IVR. The Infosys web portal solution reduced direct calls to customer contact centers. Paperless billing reduced costs and supported sustainability initiatives, while addressing regulatory requirements. More than 22% of customers registered online to leverage services via the user-friendly portal. Simple and intuitive navigation facilitated customer self-service for payments and analysis. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Workforce Scheduling in Field Services

----- Article source ----- <https://www.infosys.com/industries/utilities/features-opinions/gaining-efficiencies-workforce-scheduling.html> ----- Author Profile Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Ashish Kumar Das Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering

Talent Transformations Tales of Transformation Industries Services
 Platforms Infosys Knowledge Institute About Us Asset intensive
 organizations such as water, gas, and electric utilities rely heavily on field
 staff to keep the operations going. They need to maintain numerous assets -
 from their own production and network assets to public and private assets
 on the customer's premises. Utilities today need a single enterprise-wide
 fieldwork solution that supports a mixture of field activities and ensures
 economical allocation of task to crews, with optimal street-level routing.
 Workforce scheduling helps increase productivity, quality of service, and
 customer and employee satisfaction. It helps streamline back-office
 operation, reduce planning time and release office staff to monitor other
 valuable activities. It also helps minimize cost by creating optimized
 schedule based on rule-based scheduling to produce efficient routes by
 grouping service calls for field workers. This article delves into workforce
 scheduling and the steps involved in this exercise; and outlines the benefits
 that a utilities can obtain through real-time workforce scheduling. Read
 Published with the permission of Energy Central Senior Manager for Utility
 Practice at Infosys. He has extensive experience in service delivery and
 project management for medium to large-scale projects, primarily in the
 domain of energy and utilities, manufacturing, and supply chain
 management. His core expertise lies in system integration and program
 management. Ashish can be reached at AshishKumar_Das@infosys.com
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Infosys Announced as Major Service Providers in IDC MarketScape for EMEA Utilities 2017

----- Article source ----- <https://www.infosys.com/industries/utilities/features-opinions/reduce-cost-increase-agility.html> ----- Highlights of Infosys in the report: Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been positioned as a Major Player in the IDC MarketScape: Service Providers for EMEA Utilities 2017 Vendor Assessment (doc #EMEA41387516, February 2017). The company has been recognized for its 'Renew and New' strategy of transforming core IT services and leveraging emerging technologies like AI and analytics for new products and services. The IDC MarketScape vendor assessment provides a comprehensive overview of services for the Utilities segment and assessed 15 service providers for the report. As per the report, "Infosys is a trusted transformation partner known for its ability to provide its clients with the right mix of technology options, competence, and

innovation in execution. Its focus on automation using its artificial intelligence platform MANA (now part of Infosys Nia) to reduce cost and increase agility, and initiatives like Zero Distance are helping clients realize value beyond the contracted engagements. About IDC MarketScape : IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT (information and communications technology) suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. IDC MarketScape provides a clear framework in which the product and service offerings, capabilities and strategies, and current and future market success factors of IT and telecommunications vendors can be meaningfully compared. The framework also provides technology buyers with a 360-degree assessment of the strengths and weaknesses of current and prospective vendors. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Smart Grid Data Privacy & Security

----- Article source ----- <https://www.infosys.com/industries/utilities/features-opinions/smart-grid-data-privacy.html> ----- Author Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Sambit Bisoi Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Utilities must adopt a robust security mechanism to safeguard data of intelligent monitoring devices. In an article published at Energycentral.com, Infosys' expert proposes a cryptographic solution based on asymmetric keys for data privacy and security. Our integrated framework with anonymous usage data packets enables utilities to - Read Published with permission of Energy Central Technology Lead, Infosys Sambit has more than six years of experience in the Utility domain. He has been actively involved in providing IT solutions for Transmission and Distribution divisions of large utility companies. He has published multiple papers on Smart Grid in reputed journals. Sambit can be contacted at Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys positioned in the Winner's Circle by HfS Research Blueprint Report for Utility Operations - 2017

----- Article source ----- <https://www.infosys.com/industries/utilities/features-opinions/utility-operations-report2017.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been positioned in the Winner's Circle in the HfS Research Blueprint Report for Utility Operations - 2017. The HfS Blueprint evaluated 14 global service providers of the utility industry. The report recognizes Infosys' "strong vision for the utility market underpinned with deep domain expertise and a consultative, innovation rich approach." The HfS Blueprint discusses Infosys' capabilities, partner ecosystem and alliances, and investment in digital services: Domain expertise The report states, "Infosys has a deep understanding of the utility industry and business challenges utilities face." Significantly, clients value the combination of technology prowess and deep industry expertise for transformation engagements and innovation projects. Consulting "Infosys has a significant utility industry consulting capability," says the HfS report. It adds that clients consider Infosys to be a committed partner going the extra mile, using a collaborative methodology for execution, and retaining the original team for the duration of the engagement. Design thinking The HfS report states that Infosys has put design thinking at the heart of developing solutions and reimagining processes. In addition, digital offerings of Infosys are a catalyst for online channels and migration to the cloud for utility enterprises. Download the HfS Research Utilities Blueprint Report: Infosys Excerpt About HfS Research Blueprint Report for Utility Operations: The HfS Blueprint Report for Utility Operations provides a comprehensive overview of services for the utility industry. This Blueprint looks at business process services, information technology services, and engineering services across the utility value chain areas of generation, market operations, transmission, distribution and metering, marketing and retail, and cross-value chain BPO, engineering, and ITO services. This report analyzes and reviews how the market is evolving toward more business-outcome-focused, flexible, and collaborative services and how service providers are meeting the needs of utility organizations. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Automated Gas Pipeline Leak Management Process

----- Article source ----- <https://www.infosys.com/industries/utilities/gas-pipeline-leak-management.html> ----- Author Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys believes in proactive pipeline maintenance across the ecosystem enables gas utilities to identify and mitigate risks, while ensuring safe and reliable distribution. The expert from Infosys co-authored an article on proactive pipeline leak management in the Pipeline & Gas Journal. Automated leak management processes supported by a robust functional architecture provide real-time data that help gas utilities: Read Published with permission of Pipeline & Gas Journal Surya Srinivas Chavali, Lead Consultant, Utilities Smart Grid practice, Infosys Limited Surya has more than 11 years of experience in IT consulting and project management at gas and electric utilities. He can be reached at Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Upgrade the CIS portfolio to boost marketing

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/cis-transformation-consulting.html> ----- Overview Our CIS transformation programs improve business responsiveness. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise requires a customer-oriented application portfolio to be responsive to customers and address business requirements. You need to consolidate as-is customer service processes while developing to-be process models to sustain the competitiveness of your enterprise. You need modern CIS solutions for digital marketing initiatives. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer Information System (CIS) Transformation The Infosys Utilities practice undertakes Customer Information System (CIS) transformation programs to align technology with business. We focus on quality, speed and reliability of operations, enhancing the meter-to-cash value chain, while ensuring statutory compliance and supporting on-boarding of net metering customers as well as electric vehicles to the smart grid. Our CIS transformation approach bridges gaps in knowledge and capabilities, minimizes application

support costs, and eliminates redundant functionality in your CIS portfolio. The Infosys data governance methodology ensures a unified data inventory and improves the accuracy of reporting across gas, power and water utilities. CIS process reengineering and systems integration based on SOA principles. Team of consultants with expertise in packaged solution implementation and Advanced Metering Infrastructure (AMI) readiness assessment. Suite of tools to identify and analyze CIS improvement initiatives, prioritize plans based on value and enterprise readiness, and monitor value realization. Clients Speak Arizona Public Service transforms customer service Case Study CRM framework boosts customer satisfaction score by 4% Clients Speak Hafslund delivers smarter customer experience Case Study Electric utility implements flexible pricing engine Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Modernize the contact center infrastructure

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/contact-center.html> ----- Overview Our suite of automation tools ensures smooth call forwarding and boosts agent productivity. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise needs an advanced contact center to be more responsive to customers. Agents at your contact center can become proactive with seamless access to customer as well as enterprise data. You can resolve issues at the first instance by applying the right tools. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Contact Center The Infosys Utilities practice develops, maintains and upgrades contact center applications at gas, power and water utilities for a superior customer experience. We use communications technologies and automation tools to reorient your contact and customer support center from service resolution to revenue generation. Our user-friendly Graphic User Interface (GUI) ensures accurate data capture, analysis and presentation across your contact center. We ensure performance excellence by undertaking continuous analysis and improvement of contact center operations. Standardized workflow enables better utilization of resources, thereby allowing higher call volume management at lower costs. Our domain specialists integrate contact center applications with internal and external systems, while providing robust support for a diverse technology stack. An integrated view of customer records delivers outcomes for every customer interaction and reduces repeat calls. We also create dashboards for performance reporting, develop instruction manuals, and train users. Rich experience in bespoke packaged interaction management software, including SAP and Oracle solutions. Simplified service management and process optimization help in minimizing the budget and duration to train new recruits. AssistEdge, our proprietary

customer service product, reduces average call handling time as well as call waiting time. Case Study CRM framework boosts customer satisfaction score by 4% Clients Speak Intuitive navigation drives customers to self-service portal Clients Speak Hafslund delivers smarter customer experience Video Energy Utility Redefines Consumer Experience with Infosys Digitally Managed Services Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Monetizing customer data

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/customer-analytics.html> ----- Overview Our machine learning models analyze historical data and predict patterns to make recommendations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your customers seek clean energy, flexible price plans, energy management solutions, and self-help tools. Your enterprise needs an integrated data and analytics system to meet emerging needs. You need to comply with regulations while managing costs. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer Analytics Infosys reorients power utilities into analytics-driven enterprises with semantics models for a 360-degree view of customers and enterprise products / services. We help you harness customer data, and deliver value-based offerings - energy efficiency solutions, sustainability initiatives, gamification tools, and curtailment programs. Our data solutions capture machine-generated, transactional and streaming data for real-time processing. We use data lakes to store voluminous raw data across formats, schema and types. Our metadata-driven data grids allow seamless consumption of enriched data. We have a boundary-less data ecosystem to facilitate advanced analytics. Our offerings help you predict customer behavior and forecast demand accurately while enhancing customer service, managing constraints, and streamlining operations. Strategic alliances with leaders in analytics such as Tableau, MicroStrategy, SAS Institute, and Pentaho. Responsive architecture, technology components and engineering approach for pervasive analytics. Infosys Analytics Academy develops competencies by partnering with leading institutions, including the Stanford Institute for Computational & Mathematical Engineering (ICME) and Indian Statistical Institute. Case Study CRM framework boosts customer satisfaction score by 4% Case Study Electric utility implements flexible pricing engine Clients Speak Anglian Water integrates enterprise systems for real-time data Clients Speak Integrated processes helps Ameren streamline operations and rationalize costs Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Addressing residential, commercial and industrial customers

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/customer-experience-management.html> ----- Overview Our professionals have extensive experience in contact center operations and multi-lingual customer support. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utility enterprise should capitalize on growth opportunities offered by smart homes, connected devices and energy efficient buildings. Commoditized service makes it imperative for your enterprise to leverage customer experience to differentiate from other utilities. You need expertise in browser-based and mobile applications for bill notification, presentment, and payment through third-party gateways. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer Experience Management The Infosys Utilities practice implements digital solutions to help power, gas and water utilities transform customer service across channels. Integrated customer information systems facilitate personalized customer experiences in traditional service channels such as the contact center. We develop portals that allow your customers to manage their account / consumption, view usage reports, and check billing history at any time, using any device. Our social tools encourage participation in energy conservation and help you reward users with rebates / customized rate plans. We develop two-way messaging solutions for prompt communication regarding payments, outages and emergencies. Our customer service surveys and polls provide accurate feedback on service levels. Team of customer experience consultants, digital marketing experts and service delivery specialists uncovers several paths for effective communication. Infosys platforms and solutions deepens customer engagement through behavioral analytics and discussion forums for local communities. Infosys Enterprise Cognitive Platform (iECP) applies machine learning and cognitive science to respond to customer service requirements. Case Study Iroquois achieves superior business performance with web applications Case Study CRM framework boosts customer satisfaction score by 4% Clients Speak Hafslund delivers smarter customer experience Case Study Intuitive navigation drives customers to self-service portal Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Encourage consumer participation in grid operations

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/demand-response.html> ----- Overview Our approach optimizes grid resources as well as operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your power utility needs a robust demand management system to ensure reliable grid performance and statutory compliance. You need to share consumption and tariff data with consumers in real time. You should offer customized energy solutions to reduce demand. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Demand Response The Infosys Utilities practice partners with power utilities to implement Demand Response (DR) and direct load control programs. Our services span the DR lifecycle – from analysis of business requirements, conceptual architecture and vendor evaluation to load profiling and contact center support for program enrollment, event management, billing, and settlement. We integrate demand-side functionality and Distributed Energy Resources (DER) with the distribution and transmission system. It helps identify consumers and monitor reduction during a load control event. We also incorporate customer notification and event settlement systems with third-party applications. Our approach optimizes grid operations, while deepening customer engagement with innovative usage incentive schemes. A team of experts develops demand response portals to provide consumers with usage, cost and load analysis for effective load curtailment. Decision support tools and models analyze distribution systems, user behavior and patterns, and pricing strategies. Extensive experience in designing and launching demand response and direct load control programs at power utilities. Case Study Electric utility implements flexible pricing engine Article Data privacy and security in smart grids Clients Speak Integrated processes helps Ameren streamline operations and rationalize costs Case Study CRM framework boosts customer satisfaction score by 4% Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Digitize operations for sustainable development

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/digital-solutions.html> ----- Overview Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise should achieve long-term profitability while addressing emerging business

challenges. Your team of managers, engineers and field technicians need ready access to data for uninterrupted service. You should preempt emergencies by empowering field service personnel with learning modules and on-the-spot guidance. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Digital Solutions Infosys implements digital solutions to enhance the business performance of power, gas and water utilities. Our digital solutions address the complexity of operations as well as the rich functionality of mobile communication devices and utilities network equipment. Our online portals facilitate remote collaboration, while supporting Bring Your Own Device (BYOD) programs. Our mobile-friendly resource management solutions improve planning and scheduling, optimize resource / task allocation, and enable real-time monitoring. Our solutions provide visibility into environment, health and safety parameters to report incidents and take preventive action. We integrate digital solutions with legacy ERP applications, geospatial information sources, enterprise data systems, SCADA, fleet telematics, and inventory databases. It accelerates maintenance and service restoration, and ensures compliance with industrial safety and environmental regulations. We address competency development of your workforce with digital learning systems and knowledge sharing tools. We track the effectiveness of training programs, and accelerate user adoption of knowledge repositories with intuitive search tools for digital assets, records and documents. A team of document management professionals designs and manages content ecosystems. Rich experience in GIS platforms such as Oracle Spatial and Graph, Microsoft Bing Maps, Intergraph, and Google Maps. Responsive design, identity management systems and advanced access control ensure integrity of digital solutions. Infosys Center for Emerging Technology Solutions (iCETS) incubates cross-functional frameworks for implementing digital enterprise solutions and services. Responsive design, identity management systems and advanced access control ensure integrity of digital solutions. Infosys Center for Emerging Technology Solutions (iCETS) incubates cross-functional frameworks for implementing digital enterprise solutions and services. Insights How sustainability is disrupting today's supply chain Clients Speak Infosys created a flexible, stable and innovation-rich environment: Essent Clients Speak Infosys, a strategic partner for Fayetteville Public Works Commission Article Data-driven energy ecosystems for a sustainable future Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Accelerate EV Charging Station Onboarding

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/electric-vehicle-supply-equipment.html> ----- Overview Our turnkey EVSE solutions enable seamless implementation, maximize return on capital investment, and reduce O&M costs. Challenges & Solutions Resource

Center Experience Insight Innovate Accelerate Assure Application
Development and Maintenance Business Process Management Consulting
Services Incubating Emerging Offerings You need to address the demand for
charging infrastructure, energy supply, and grid capacity arising from the
electrification of passenger, commercial and mass-transit vehicles. You
should encourage EV adoption by installing and maintaining charging ports
at apartments, business districts, and parking lots. You must ensure that the
increased load at charging stations does not affect grid stability or
reliability. You should minimize administrative costs as well as processing
time for EVSE onboarding. Being Resilient. That's Live Enterprise. Digital
Core Capabilities Digital Operating Model Empowering Talent
Transformations Tales of Transformation Industries Services Platforms
Infosys Knowledge Institute About Us Accelerate EV Charging Station
Onboarding The Infosys Utilities practice enables streamlined and scalable
deployment and onboarding of Electric Vehicle Supply Equipment (EVSE).
Our suite of solutions, developed in partnership with Nexant, a smart grid
software and clean energy solutions provider, enables power utilities and
grid operators to grow revenue, deepen customer engagement, and enable
decarbonization by accelerating the adoption of Battery Electric Vehicles
(BEV) and Plug-in Hybrid Electric Vehicles (PHEV). Our domain specialists
assess the impact of variable loads (due to EV onboarding) on the
Transmission and Distribution (T&D) infrastructure and grid capacity. It
enables utilities to address the challenges in managing peak demand and
develop viable tariff plans. Our services and solutions for transportation
electrification span the value chain – consulting, site assessment, planning,
design reviews, installation, inspection, and training. The Infosys-Nexant
EVSE Onboarding solution streamlines administration of Transportation
Electrification (TE) projects by facilitating seamless collaboration between
departments in a utility, including program management, construction, grid
planning, and grid operations. Our metadata-based document management
approach enables utilities as well as stakeholders to recoup investments by
expediting regulatory filings, approvals and rebate processing. We
streamline the collection, tracking and management of customer
applications, utility permits, architecture and engineering permits, and
conveyance and easement timelines. Infosys creates predefined processes
and validation rules based on the consumer sector, type of ownership, grid
impact, and other parameters. Our team accelerates construction and
deployment of EVSE, while leveraging existing processes and systems. We
offer portal solutions for enrollment of EVSE owners. Our integrated
platforms support customer communication, billing, EVSE operations, and
rebate validation. Our expertise in e-Mobility spans functional integration,
wireless and IoT technology, safety, and regulations for electrical and
electronic systems. Artificial intelligence-driven models predict patterns in
EV adoption, enabling utilities to identify grid requirements and create a
blueprint for investment. Cost analysis and automated workflows allow
teams across the utility enterprise to review, approve and prioritize sites to
maximize the return on investment. Predictive insights into demand and
shifts in load patterns help in assessing and mitigating upstream grid impact
of EVSE. Cloud-hosted solution offers a transparent and seamless
onboarding experience while reducing costs. Point of View Creating a smart
EV charging network Blog Key questions for superior customer engagement
White Paper The road ahead for energy storage Case Study Pricing tool

Implement a superior mechanism for energy trading

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/energy-trading-risk-management.html> ----- Overview We maintain a repository of automation tools, asset optimization templates, and smart decision support models with machine learning capabilities. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your trading enterprise needs to manage complex energy portfolios and diverse market positions. You should aggregate the trading value chain, including valuation, scheduling and reconciliation, to manage physical and financial trading. You require sophisticated pricing models to achieve business goals. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Energy Trading & Risk Management The Infosys Utilities practice implements COTS and bespoke Energy Trading and Risk Management (ETRM) solutions for asset-backed as well as pure trading enterprises. Our ETRM ecosystem facilitates operations in real-time and day-ahead energy trading markets, while minimizing human intervention across the trade lifecycle. Our consultants modernize front, middle and back office processes to improve the efficiency of trading, and streamline statutory and customer reporting. We align the trading infrastructure with your enterprise risk profile for accurate execution of trade. Self-healing mechanisms for trade management mitigate operational, credit, market, and regulatory risks. Our approach enhances visibility into pricing, positions and financial risks, and smooth implementation of ETRM solutions. A team of functional, product and technical experts developing trading systems, and evaluating packages for deregulated and regulated power markets. A rich experience across ETRM regulations, including Dodd-Frank Act, European Market Infrastructure Regulation (EMIR), Regulation on Wholesale Energy Market Integrity and Transparency (REMIT), and Markets in Financial Instruments Directive (MiFID II). Light ETRM solutions and 'factory model' IT solution components, including business process maps, capability and portfolio assessment frameworks, and deal entry templates, will maximize reusability and rationalize costs. Report Infosys a major service provider: IDC MarketScape for EMEA Utilities 2017 Case Study Electric utility implements flexible pricing engine White Paper Holistic workforce management Insights How sustainability is disrupting today's supply chain Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Identifying opportunities to grow revenue

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/enterprise-analytics.html> ----- Overview Our competency development center drives continuous enhancement of technology and domain capabilities. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise needs a robust system to aggregate, enrich and analyze terabytes of data in real time. You should forecast demand, optimize tariffs, rationalize power consumption, and predict downtime to better serve customers. You need to focus on outage management, financial and operations risks, and regulatory compliance. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Enterprise Analytics The Infosys Utilities practice combines open source tools with proprietary components to create an enterprise analytics framework. Our analytical processes and statistical models offer real-time visibility into key performance indicators, which helps realign operations from a business standpoint. Our ecosystem accelerates data retrieval, while self-service reporting tools and dashboards facilitate drill-down for reactive as well as predictive interpretation. Our data analytics systems harness enterprise data, including device-specific consumption, weather, grid operations, geospatial asset location, supply constraints, and business risks. Nuanced insights improve operations across functions – customer and field service, project management, demand and supply management, fraud and loss prevention, inventory optimization, and asset management. Team of functional experts, data scientists, analysts, and technical professionals. Infosys Skava, a cloud-based user experience management platform, enables omni-channel consumption of content and artifacts across the enterprise. Infosys Information Platform (IIP) eliminates unplanned service interruption and extends the lifespan of power generation / distribution equipment through predictive maintenance. Case Studies CRM framework boosts customer satisfaction score by 4% Case Studies Electric utility implements flexible pricing engine Clients Speak Anglian Water integrates enterprise systems for real-time data Article Infosys, a major service provider: IDC MarketScape for EMEA Utilities 2017 Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Synchronize load, work, inventory, and asset management

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/enterprise-asset-management.html> ----- Overview We use advanced

models for predictive asset maintenance. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to optimize investment in Transmission and Distribution (T&D) infrastructure. You should take informed decisions on replacement, repair and refurbishment of equipment / assets. You need an enterprise view of programs to improve service delivery while rationalizing workforce and asset management processes. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Work & Asset Management The Infosys Utilities practice offers work and asset management solutions, as well as managed services to undertake operations, safety and statutory compliance. We integrate geospatial technologies with analytical tools to analyze the ecosystem for superior risk management. Moreover, it minimizes capital as well as operational expenditure. Our approach enhances asset reliability and optimizes field service resources. We use proprietary systems to manage underground assets and pipeline integrity. Real-time collaboration between field technicians and the back office ensures timely response to events. Rich experience in mobile workforce management and field service optimization products such as ClickSoftware, CGI ARM suite, MDSI automation software, Tensing, ViryaNet, BT Fieldforce Optimisation Suite (FOS), SAP IS-U, and Oracle Utilities MWM. Strategic alliances for leading geospatial products and asset management platforms, including Esri (desktop, server and mobile products), Schneider Electric (ArcFM desktop and web), GE (Smallworld™ Gas Distribution Office and MapFrame™), and Oracle Spatial and Graph (formerly Oracle Spatial). Repository of reusable artifacts across concept-to-market, lead-to-cash and trouble-to-resolve business processes. Case Study Northumbrian Water transforms field service with mobile workforce management White Paper Holistic workforce management Article Scheduling the field workforce Report Infosys in the Winner's Circle of the HfS Research Blueprint Report for Utility Operations 2017 Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Use a comprehensive risk assessment method to ensure pipeline integrity

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/gas-pipelines.html> ----- Overview Our domain specialists have extensive experience in gas and liquid petroleum pipeline-related projects. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your gas pipeline network needs an advanced ecosystem for safe and reliable operations. Your data management system should capture, share

and archive diverse types of information. Inspection workflows in your enterprise should address operational and regulatory requirements. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Gas Pipeline Integrity Management The Infosys Utilities practice helps owners and operators of gas pipelines manage pipeline integrity across the lifecycle - design, construction, operation, and obsolescence. Our holistic approach extends the life and boosts utilization of pipeline networks. Intelligent pigging and root-cause analysis of defects facilitate mitigation of business risks, thereby reducing liabilities. We develop digital solutions for secure access and sharing of maintenance schedules, inspection reports, survey information, and audit notes between field engineers, managers and control rooms. Real-time insights and collaboration prevent downtime as well as mishaps. In addition, it helps mitigate risks, implement corrective action, and manage unforeseen events. Our Geographic Information System (GIS)-oriented data models and analytical systems support documentation and reporting requirements of transmission and distribution integrity management plans. In addition, our data solutions comply with Pipeline Open Data Standards (PODS). Asset management Predictive maintenance Condition monitoring Cathodic protection Trend analysis GIS portals Inspection CIPS and DCVG survey Mobile field inspection applications Inline inspection and documentation NDT data visualization and management Adapters for inspection databases (ILI, ECDA and surveys) Support systems Schedule generator Work order management Data alignment sheet generator Risk assessment and prevention Dashboards-user, performance and compliance Proven expertise in high pressure, underwater and cross-border petroleum pipeline operations and maintenance. Deep understanding of regulatory frameworks for oil and gas pipelines, including Pipeline and Hazardous Materials Safety Administration (PHMSA), USA; National Energy Board (NEB), Canada; Agency for the Cooperation of Energy Regulators (ACER), European Union; and Pipelines Safety Regulations, UK. Patented method to assess pipeline integrity business risk by quantifying structural, operational and commercial risks across the pipeline network. Article Our IP ensures comprehensive pipeline integrity management Case Study Iroquois achieves superior business performance with web applications Article Automating gas pipeline leak management White Paper Holistic workforce management Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Become a source of sustainable energy

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/generation.html> ----- Overview Our expertise spans electro-mechanical systems as well as R&D services. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings In the near term, your enterprise

should boost fuel efficiency and extend the life of assets. In the long term, your power plant should provide reliable and sustainable source(s) of energy. Your power station needs green technologies to generate 'clean' energy. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Power Generation The Infosys Utilities practice helps coal, gas, oil, nuclear, solar, wind, and geothermal power plants operate in a low-carbon economy. We offer development, upgrade, maintenance, and support services across the turbo machinery and plant engineering value chain. We upgrade / retrofit aging power generation facilities with Internet of Things (IoT) applications and modeling solutions. Our data analytics ecosystem recommends actions to reduce equipment downtime, improve productivity, and ensure reliable operations. Our digital solutions ensure compliance with electrical machinery standards, communication protocols, and health, safety and environmental regulations. We simulate component / plant behavior in the Research and Development (R&D) environment. It validates sophisticated engineering concepts to maximize asset utilization in steam turbine-based power plants. Accurate predictions of casing flow loss and low-pressure exhaust performance optimize casing design for steam turbines. Our approach minimizes dependence on third-party tools for product development, including gas turbine compressors. Infosys Turbo Machinery and Plant Engineering Center of Excellence develops tools and accelerators for COTS packages, proposes bespoke enablement services, and manages competency development. Factory model for product development ensures agility, maximizes reusability of components, and minimizes cost. Team of functional, product and technical consultants with rich experience in industrial automation and control systems (HMI / SCADA / DCS). Report Infosys in the Winner's Circle of the HfS Research Blueprint Report for Utility Operations 2017 Insights From darkness to light: Five 'Ds' can lead the way Article SSE Energy Services: Digital Transformation to Deliver Next-Gen Services at Pace Report Infosys Announced as Major Service Provider in IDC MarketScape for EMEA Utilities 2017 Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Transforming Grid operations with digital solutions

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/grid-operations.html> ----- Overview Our predictive modeling techniques optimize grid operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your power utility should integrate distributed generation assets and Internet of Things (IoT). Your transmission and distribution infrastructure should meet the growing demand for energy. You need to rationalize operational expenditure, while ensuring the safety of employees and protecting the environment. Being Resilient. That's Live

Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Grid Operations The Infosys Utilities practice partners with energy suppliers and grid operators to deliver superior grid performance. Our grid modernization solutions comply with standards of the Federal Energy Regulatory Commission (FERC) and cyber security requirements of the North American Electric Reliability Corporation's (NERC) Critical Infrastructure Protection (CIP) plan. Process automation supports dynamic load balancing and energy conservation programs. Our digital solutions facilitate a smart grid while mitigating risks during migration to a smart utility. Such a business transformation helps your enterprise capitalize on real-time data to optimize asset performance, improve fault isolation and accelerate service restoration. It also facilitates detection of untoward events and instantaneous response to safety alerts as well as power theft. Reusable business process library, components and templates for application portfolio analysis, rationalization and consolidation. Expertise in deployment of Geospatial Information Systems (GIS), distribution automation systems, and Advanced Metering Infrastructure (AMI). Experience in integrating clean energy sources, demand management programs, process improvement initiatives, and post-M&A smart grid programs. Report Infosys in the Winner's Circle of the HfS Research Blueprint Report for Utility Operations 2017 Insights From darkness to light: Five 'Ds' can lead the way Article Data privacy and security in smart grids Clients Speak Infosys, a strategic partner for Fayetteville Public Works Commission Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Use the resources of service delivery experts

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/managed-services.html> ----- Overview Our integrated delivery model ensures accountability of service / deliverables / outcomes. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise demands IT services that cater to business and user requirements. You need to engage an IT services partner to renew your business with disruptive technologies. You should boost productivity while achieving substantial cost efficiency. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Managed Services Infosys offers managed IT services for operational support as well as strategic services at utilities enterprises. We combine cross-skilling and process automation to accelerate turnaround time and rationalize operational expenditure. Our scalable delivery model and proven framework for continuous improvement work together to support innovation across service areas. We ensure that

your enterprise aligns with the business environment and mitigates risks with effective change management. We leverage ITIL-based proprietary components, including a global Agile framework, service catalog framework, and integrated Process Repository for IT Infrastructure Services Excellence (i-PRISE), to standardize processes and facilitate smooth delivery. We also use role-specific dashboards and relationship-level balanced scorecards to achieve business goals. Infosys Knowledge Academy for technical, domain and cross-cultural certifications. Engagement-specific Center of Excellence (CoE) identifies business demand and drives service excellence. Ecosystem for joint business planning and relationship management - board-level sponsorship, joint innovation council, managed services advisory council, and security and compliance officers. Clients Speak Infosys created a flexible, stable and innovation-rich environment: Essent Article Infosys in the Winner's Circle of the HfS Research Blueprint Report for Utility Operations 2017 Clients Speak Infosys, a strategic partner for Fayetteville Public Works Commission White Paper Workforce management solution — considerations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Accelerate the revenue cycle

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/meter-to-cash.html> ----- Overview We have proven experience in amalgamating billing systems and migrating IT processes to greenfield systems for mergers and acquisitions. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise needs to streamline the meter-to-cash process to undertake smart meter implementation. You need insights into usage by customer micro-segments to devise flexible tariff and payment systems for cash flow management. Your billing system should incorporate best practices to grow revenue. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Meter-to-Cash The Infosys Utilities practice provides services spanning the meter-to-cash cycle of gas, power and water utilities comprising Head End System (HES) implementation, customer acquisition, maintenance and support of field service software, debt and risk management, and auditing. Our approach facilitates prompt and accurate processing of meter data, which is essential for time-of-use-based billing plans for households and commercial / industrial clients. Our unified data repository for customers and assets enhances data quality, eliminates billing errors, and ensures responsive customer service. It helps reduce unbilled revenue and deploy interval billing plans. Real-time communication between customer service representatives, dispatchers and technicians prevents missed appointments and service backlogs, while boosting productivity. Preconfigured and Accelerated Customer Care & Billing Enablement (PACE) solution leverages Oracle Customer Care and Billing (CC&B) as well as SAP IS-Utilities. Meter Data Management Appliance, our preconfigured solution,

incorporates Validation, Editing and Estimation (VEE) rules and supports Advanced Metering Infrastructure (AMI) as well as traditional metering devices. A multi-disciplinary team of application developers, technical experts, infrastructure specialists, and program managers. Case Study Iroquois achieves superior business performance with web applications Clients Speak Infosys created a flexible, stable and innovation-rich environment: Essent Clients Speak Anglian Water integrates enterprise systems for real-time data Case Study Electric utility implements flexible pricing engine Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Offering net metering services to retail customers

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/net-metering.html> ----- Overview Our metering solutions enable smart use of grid resources. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your power utility needs two-way communication between metering devices and the grid to comply with regulations. Your net metering system should allow retail customers to get a return on their renewable energy investment. You should promote distributed generation to minimize consumption of fossil fuels. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Net Metering The Infosys Utilities practice provides net metering consulting services and solutions to improve the reliability and efficiency of power utility enterprises. We help you incorporate data from bidirectional as well as Time-Of-Use (TOU) meters with solar photovoltaic systems and wind turbines. Accurate statements of the electricity consumed and exported to the power grid facilitate prompt billing. Our consultants help you make informed decisions on Customer Information System (CIS) modernization / replacement for managing net metering customers by sharing the road map for implementation. We develop dashboards to manage distributed energy sources and electricity load in the network. Extensive experience in maintaining micro-grids with multiple energy sources. Laboratories that gather and process real-time field data from micro-grids. Team of experts that recommends onsite power generation systems for retail customers based on consumption data. Case Study Intuitive navigation drives customers to self-service portal Clients Speak Hafslund delivers smarter customer experience Clients Speak Arizona Public Service transforms customer service Insights Data-driven energy ecosystems for a sustainable future Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Rationalize IT investment

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/portfolio-analysis-optimization.html> ----- Overview Our robust governance framework provides visibility into operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise requires a unified IT landscape to capitalize on business opportunities. You need to integrate smart grid technologies and sources of distributed generation. You must adopt disruptive technologies such as automation, artificial intelligence and data analytics. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Portfolio Analysis & Optimization Infosys offers portfolio analysis and optimization services to transform the IT infrastructure at utilities enterprises. A holistic assessment of your application portfolio facilitates timely decisions – consolidate, re-platform, optimize, enhance, maintain, or decommission. In addition, it enables business strategies such as mergers and acquisitions, diversification, sourcing, and improvement programs. Infosys rationalizes the business-IT inventory – applications, interfaces, products, and vendors. It boosts resource utilization while minimizing integration and maintenance costs as well as capital investment. We align the portfolio with the enterprise architecture, increasing application availability and responsiveness, while minimizing portfolio estate and sprawl. Our approach reduces server and storage capacity requirements. Moreover, it ensures seamless access to real-time data and compliance with regulations. Cloud suitability assessment framework based on the Analytic Hierarchy Process (AHP) model with 35+ parameters. Analytical models help in defining the cloud deployment strategy. Tools, templates and repositories for knowledge management. Case Studies Iroquois achieves superior business performance with web applications Article From darkness to light: Five 'Ds' can lead the way Case Studies Intuitive navigation drives customers to self-service portal Clients Speak Infosys created a flexible, stable and innovation-rich environment: Essent Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Insights

----- Article source ----- <https://www.infosys.com/industries/utilities/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Transform Your Utility Operations with Infosys Pre-configured CIS Solution Empowered Conversations: Inspiring Leaders Shaping the Utility Industry How Utility Companies Can Accelerate Value with AMI 2.0 an Implementation Framework Advanced Metering Infrastructure 2.0: The Next Step Forward for Energy and Utilities E.ON Partners with Infosys for Secure, Boundaryless Network Operations

Time of Use Electricity Tariff – A Key Enabler for Renewable Energy Usage
On-Demand: Transforming Customer Experience with Infosys and SAP The
Power of AI for Renewable Energy Grid Management E.ON UK establishes
digital foundation for energy transition Navigating Data Reconciliation in
the UK Metering Industry Infosys Brings Together Technology and Expertise
to Modernize Uniper Energy's UK Application Infrastructure Landscape
Infosys Solution for Vegetation Management for Utilities Panel Discussion:
The Potential of the Metaverse for Utilities New Age Infrastructure: Why
Tethered Clouds Work Orchestrating a Digital Approach to Energy
Transition Ahead in the Cloud: A Customer-focused Cloud Transformation
with Duke Energy Infosys and E.ON Empower Green Innovation for Utilities
Infosys ranked Winner in HFS Energy Transition Services, 2022 Infosys and
E.ON – On A Mission to Migrate Impact of 5G on Energy Utilities Infosys
ranked Podium Winner in HFS Utilities Top 10 The Safety First Imperative
for Utilities E.ON's Digital Transformation Journey Powered by Infosys
Cobalt and ServiceNow A Digital Approach to Orchestrate the Energy
Transition Intelligent Power Grid: Applying AI in the Energy Industry
Resource Innovations-Infosys Electric Vehicle Supply Equipment Onboarding
Solution \$414 Billion in Profits can be Gained Using Cloud for Business
Growth: Infosys Research Navigating Field Service Management for Utilities
POV on Electric Vehicle (EV) Charging Network Network Modernization in
Energy and Utilities Grid Modernization Keystone to a Clean Energy Future
Infosys Cobalt - Accelerating Enterprise Cloud Journey Battery Storage and
Contract Management: Creating a Renewable Future Smart Energy: future-
proofing Utilities on the Cloud Blockchain - What it means for Utilities
Digital Twin of a Solar Plant Energy Transition with Infosys Why it's Time
for Your Utility to Become a Digital Energy Orchestrator Infosys Selected by
Consolidated Edison to Digitally Transform Customer Service SSE Energy
Services: Digital Transformation to Deliver Next-Gen Services at Pace
Empowering the Utility Ecosystem with Blockchain Energy Utility Redefines
Consumer Experience with Infosys Digitally Managed Services How Utilities
Can Use Gamification to Engage Customers and Cultivate Loyalty Infosys is
helping utilities respond to COVID-19: A NelsonHall Blog Infosys named a
'Leader' in the IDC MarketScape: North American DERMS Strategic
Consultants and Systems Integrators 2020 Vendor Assessment Being
Resilient: Easing the Strain on Utilities How a utility digitalized its CX with
advanced analytics Utility addresses customer care & billing exceptions with
RPA Infosys: Building a Live Enterprise powered by the Sun Managing
complex low-voltage networks in a flexi grid Value realization from Digital
Transformation in Utilities NelsonHall Point of View – Infosys: Navigating
the Future of Energy Environmental leadership will breathe life back into
Utilities The Future of Energy Pricing Intelligent Energy and Utility: The
Movement of Enterprise Applications to the Cloud 5G Powered Utility
Transformation Grid Modernization: Lessons Learned How Utilities Can Use
Cost Estimation Software in Capital Budgeting 7 Edge Application
Remediation Tips for Utilities Implementing a Customer Service
Transformation Program NelsonHall NEAT Identifies Infosys as a 'Leader' in
Smart IT Services for Utilities Pre-configured and Accelerated Customer
Care & Billing Enablement (PACE) for SAP Navigate your digital
transformation with cloud – Energy and utilities industry view Why Utilities
Need to Make Cyber Security an Urgent Priority Linking Efficient
Operations to Customer Centricity Improving Operations Through Digital

Field Workforce Management Three Key Questions to launch successful
Utility Customer Engagement Early Focus on Data - A Key Strategy for CIS
Implementation Success Transforming Customer Experience in the Utilities
Industry Navigate The Future Of Energy Navigate your Next - The Grid of
the Future Navigate your next. In Utilities Infosys Announced as Major
Service Provider in IDC MarketScape for EMEA Utilities 2017 Smart Grid
Data Privacy & Security Automated Gas Pipeline Leak Management Process
Workforce Scheduling in Field Services Infosys positioned in the Winner's
Circle by HfS Research Blueprint Report for Utility Operations - 2017
Workforce management solution — considerations Agile: A Sustainable
Approach for Utilities Implementing SAP Being Resilient. That's Live
Enterprise. Digital Core Capabilities Digital Operating Model Empowering
Talent Transformations Tales of Transformation Industries Services
Platforms Infosys Knowledge Institute About Us Business Solutions Video
Point of View Point of View Video View point Video View point Insight White
Paper Testimonial Video Podcast White Paper Point of View Podcast Video
Report Video Point of View Report Article Video Article Video Brochure
Insights View point View point Video Article Insights White Paper Point of
View Point of View Point of View Video Video Press Release Article Point of
View Video Point of View Blog Report White Paper Video Video Video Point
of View Point of View Perspective Blog Article Article Article Point of View
White Paper Point of View Report Insights Report Blog Article White Paper
Blog Blog White Paper Insights Brochure Brochure Report Article Article
Article Report White Paper White Paper Company Subsidiaries Programs
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E.ON partners with Infosys for secure, boundaryless network operations

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/boundaryless-network-operations.html> ----- Experience Insight Innovate
Accelerate Assure Application Development and Maintenance Business
Process Management Consulting Services Incubating Emerging Offerings
Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital
Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us The E.ON Group, one of the largest energy network operators in
Europe, serves more than 50 million customers. The electric utility
undertook a network modernization program to leverage intelligent
connectivity models for driving energy transition at-scale while enhancing
the user experience. Infosys has been E.ON's strategic technology partner
for 15+ years. We were selected to lead the program for a next-gen,
SDWAN-based, cloud-focused network transformation. Saurabh Jain, AVP,
Group Manager - Client Services, Infosys, discusses the network
modernization program with Kim Dengs, Global Head of Network Services
at E.ON. Kim shares the genesis and achievements of the program. He also

focuses on the connectivity imperative in E.ON's growth, sustainability and digitalization agenda. The partnership with Infosys allows E.ON to apply real-life experiences and "invaluable" operations knowledge across programs. In conclusion, Kim elaborates on the extreme network co-pilot project driving an AI / ML-driven approach for predictive operations at E.ON. It aims to "make the daily run easier, smoother and more efficient." Need for network modernization Goals of the network transformation program 'One Infosys' experience AI adoption in network operations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys: Building a Live Enterprise powered by the Sun

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/building-live-enterprise-powered-sun.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Some believe that it is hard to balance sustainability and economic viability. For us at Infosys, we made sustainability a business imperative and turned to the sun to meet our energy needs. Watch this video to learn how we harnessed renewable energy at scale. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Transforming Customer Experience

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/consumer-experience.html> ----- Maximize Experience. Minimize Cost. Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Consumers expect more than just reliable energy. They are becoming proactive, demanding choice and information, and expecting personalized services. Given this environment, energy utilities need to reinvent their customer-facing operations and applications to improve key business KPIs like customer satisfaction, customer churn, and operational efficiency. Infosys has developed solutions to provide utilities with a true multichannel customer engagement platform and differentiated services. Our solutions deliver transformed customer experience, while realizing

tangible benefits and business outcomes through our IP driven solutions.
Blog How are Customers Influencing the Utilities Behavior? Blog Three Key
Questions to launch successful Utility Customer Engagement Programs
Clients Speak Getting smart with customer experience Case Study CRM
framework boosts customer satisfaction score by 4% Company Subsidiaries
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Utility addresses customer care & billing exceptions with RPA

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/customer-care-billing-exceptions.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Energy utilities are rapidly adopting technology to keep operations costs in check and boost customer satisfaction. In this video, learn how an Arizona-based utility needed to effectively address its customer care & billing exceptions. They turned to Infosys to adopt AssistEdge robotic process automation and the result was lower exception handling time, lower human effort and lower back-office operations costs. Watch the video Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Cyber Security

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/cyber-security.html> ----- Digital first necessitates security first. Is your utility ready? Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us A modern utility incorporates shared infrastructure, third-party products and platforms, legacy and advanced IT systems. Such a heterogeneous landscape requires a security and safety-first approach to business. Review our perspective on cyber security to know how your utility can adopt a proactive and preventive approach by ensuring new devices have built-in security features. Your legacy infrastructure needs to be insulated from breaches and tested for vulnerabilities at regular intervals. Give your utility a robust disaster recovery mechanism to ensure that the service is up and running quickly after a security breach. A disparate utility network can maintain cyber hygiene only by cultivating cyber discipline across the workforce and the partner ecosystem. Make regular training in

best practices, sensitization, and awareness campaigns a business imperative. Blog Why Utilities Need to Make Cyber Security an Urgent Priority Blog New Cyber Security for the New Digital Enterprise Infographic Digital Trust. Assured. Case Study Rapidly reclaim your business after a cyber attack Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

SSE Energy Services: Digital Transformation to Deliver Next-Gen Services at Pace

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/deliver-nextgen-services-pace.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Award-winning transformational CIO Philip Clayson from SSE Energy Services, shares his experience of leveraging Infosys for their fast-paced digital transformation journey. SSE Energy Services (now acquired by OVO) embarked on a digital transformation journey to deliver next-gen services. In this article, Philip Clayson, Chief Information Officer, SSE Energy Services, points out that with digitalization, they have successfully increased their self-service capabilities for apps and their websites. Now, the company has embarked on a digital data journey combining the insights of multiple departments and teams to discover the best method of leveraging enterprise data and unlocking its value. "As I look at the partnership today, it is about being closer and more strategic to SSE Energy Services by jointly exploring where we can make a big difference.", says Chirag Khergamkar, Client Partner to SSE Energy Services at Infosys. In the words of Phil Clayson, "I like pace: people understand it. Delivering at pace is what it's all about". Here is how Infosys partnered with SSE Energy Services to help the CIO implement his vision for the company. Read the full article Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Why it's Time for Your Utility to Become a Digital Energy Orchestrator

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/digital-energy-orchestrator.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being

Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As an industry, energy utilities power the world. Now, this industry is preparing for a transition as it relooks at the sources of energy it supplies, grapples with new regulations, responds to changing consumer behavior, and reviews new technologies. In the midst of all this change, utilities have a unique opportunity to become live enterprises – sense data, respond with agility, and adapt to new sustainable business models. Infosys empowers utilities to accelerate their transition from service provider to Digital Energy Orchestrator. This video elaborates how. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Digital Field Operations

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/digital-field-operations.html> ----- Invest in digital field operations to empower the digital workforce Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Today, the back office of utilities manually schedule and plan work for the field workforce. As unexpected events like customer care requests or outages occur, back offices rely on manual intervention to shuffle work assignments and schedules to accommodate these jobs. Based on human judgment, these manual interventions often lead to mistakes that negatively impact field productivity and endanger field worker safety. Automate low value tasks. With AI and mobile work management solutions, utility companies can empower the field workforce and improve operations. Also ensure that people are in the right place at the right time with the right information to act promptly. White Paper Workforce Management Solution - Considerations White Paper The Grid of the Future Report Workforce Development in the Age of Digital White Paper Improving Operations Through Digital Field Workforce Management Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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E.ON UK establishes digital foundation for energy transition

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/digital-foundation-energy-transition.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital

Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us E.ON UK worked with Infosys to implement a digital transformation that would allow E.ON to continue to drive the energy transition. Infosys designed and developed a cloud native platform at E.ON UK to deliver smart metering and new customer solutions such as solar power, battery, heat pumps and EV charging, and to drive greater sustainability at scale across homes, businesses and for cities. Lee Durham, Head of Technology for E.ON UK Solutions, discusses the business imperative to migrate siloed systems on a legacy platform to a future-proofed digital platform for business agility. Fiona Humphreys, CIO of E.ON UK, shares how the company pivoted to become a digital utility and offered sustainable energy solutions to 22 million homes while driving decarbonization. She adds that E.ON UK has established a digital foundation to scale up as well as develop new products and services to delight customers. Saurabh Jain, Client Partner, Infosys discusses how the Infosys team adopted a platform approach to design a digital ecosystem of customers, assets and field work at E.ON UK. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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How a utility digitalized its CX with advanced analytics

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/digitalized-cx-advanced-analytics.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Retailization has reached energy utilities and they are embracing it with enthusiasm. In this video, learn how a US-based energy utility with 15 million users digitalized their customer experience. They did this by leveraging the cloud and advanced data analytics. The result was a 20% increase in online users, 50% faster time to market and 40% in IT spend. Watch the video Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Mike Koehler, CIO & CDO, Exelon Corp. discuss disruption in the energy sector

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/discuss-disruption-energy-sector.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business

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Infosys and E.ON Empower Green Innovation for Utilities

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Enabling Future Ready Business models

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/enabling-future-ready-business-models.html> ----- Accelerate Innovation. Drive Growth Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Technologies for innovative solutions Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries

Services Platforms Infosys Knowledge Institute About Us Infosys helps utilities 'Be Future Ready' by leveraging emerging technology to convert challenges into opportunities. Infosys helps utilities accelerate innovation and use it as a market enabler for faster growth. By unbundling traditional value chains to reassemble new business models we help utilities drive efficiencies and generate new revenue streams. The proliferation of technologies like AI, ML, Robotics, IoT, Cloud, augmented reality, virtual reality, and blockchain have opened up a plethora of opportunities for utilities. Infosys is at the forefront of helping utilities adopt these emerging technologies and be future-ready. Applying technology to existing power lines without shutting down the grid is a challenge. The current method of addressing the problem of aging overhead conductors which have accumulate decades of silica and carbon deposits, bird droppings, and moss is to have linemen crawl along the narrow transmission wires and clean and coat the conductors. Infosys has developed the world's first intelligent robot for cleaning and coating high-voltage transmission conductors. Post deployment, this robotic solution increased transmission capacity, prevented cable replacement and resulted in a projected saving of \$2 billion. They were also projected to save up to \$6 billion in transmission losses without risking the life of a linemen. Infosys Nia brings machine learning together with deep knowledge to unearth critical insights and industrialize core processes. Infosys' AI platform provides workflow based insights to monitor and optimize critical assets through predictive intelligence for proactive maintenance. KRTI 4.0™, a framework for operational excellence offers a framework which applies AI, cognitive/ machine learning, and machine-to-machine capabilities to address complex and expensive lifecycle management challenges. KRTI 4.0™ uses predictive and prescriptive analytics to empower decision-makers with real-time knowledge on the best and most effective operating and maintenance options for their OT systems. The framework also leverages tools such as real-time dashboards, RAMS modelling capabilities, augmented reality, chatbots, and more. With the industry experiencing a skill scarcity and an aging workforce, AR can aid field workers by connecting them with remote experts who can provide real-time guidance. Additionally, information obtained from AR solutions can be stored as a guideline for future work. Infosys AR-VR capabilities can help users visualize and manipulate large amounts of data, identify business anomalies, build field force enablement support, provide conceptual and contextual learning through immersive experiences, and identify opportunities for improved interactivity. While utilities are exploring the potential of blockchain to create internal and industry-wide efficiencies, Infosys has a proprietary blockchain platform that enables peer2peer transactions. The platform has been used to create a proof-of-concept on a Transactive Market where prosumers (producers + consumers) can sell/buy electricity using blockchain and smart meter infrastructure Infosys' proven Industry 4.0 maturity framework and IoT platform helps utilities manage Distributed Energy Resources (DERs). For a leading utilities firm, Infosys delivered a solution for meter data collection, remote diagnostics, and configuration at wind farms. Article The Future of Energy Pricing White Paper The Grid of the Future Insights How to become a Live Enterprise Article 5G Powered Utility Transformation Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Energy Transition with Infosys

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/energy-transition.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The energy industry is undergoing major transformation, as individuals, societies, and businesses try to alter their footprint. The focus is to meet the goals set out by the Paris Agreement and accelerate the shift to new energy. This better tomorrow needs better technology, and at Infosys, we're working relentlessly to bring it to life. Watch this video to know more. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Impact of 5G on Energy Utilities

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/impact-5g-energy-utilities.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Ultrareliable and low-latency communication (URLLC) and massive machine type communication (mMTC) capabilities of 5G wireless technology transform operations of energy utility enterprises. From routine inspection of transmission and distribution lines using drones to decentralized intelligence and control systems for substations, 5G supports smart grid initiatives to deliver next-generation customer service. 5G connectivity is a catalyst for an advanced digital ecosystem to support renewable sources of energy, safeguard employees, and reduce the cost of asset maintenance. 5G-enabled advanced metering infrastructure empowers utility enterprises to apply real-time data analytics for effective outage management. Read our point of view Watch how 5G effects a transformation of utilities Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

NelsonHall NEAT Identified Infosys a Leader in Smart IT Services for Utilities

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/leader-smart-it-services2019.html> ----- Experience Insight Innovate

Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been identified as a 'Leader' in 'Smart IT Services in Utilities' by NelsonHall in its NEAT evaluation. This evaluation features Infosys as a 'Leader' along with its peers, namely, Capgemini, IBM, TCS, Atos, and NTT Data. NelsonHall evaluated participants in three market segments — overall capability, retail services, and smart asset services. The ranking includes a detailed profile of the Infosys Utilities practice. Infosys sees the digital journey for utilities across two main pillars: Infosys' offerings for the utility industry are based on three core areas: Key strengths of Infosys Utilities practice highlighted by the NelsonHall NEAT ranking Learn more about how Infosys is helping utilities #NavigateTheFutureOfEnergy. More about our offerings for utilities Register to download the report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys named a 'Leader' in the IDC MarketScape: North American DERMS Strategic Consultants and Systems Integrators 2020 Vendor Assessment

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/leader-systems-integrators-2020-vendor-assessment.html> ----- About Infosys Infosys strengths Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The IDC MarketScape has positioned Infosys in the Leaders category in its North American Distributed Energy Resource Management Systems (DERMS) Strategic Consultants and Systems Integrators 2020 Vendor Assessment (doc # US44514919, March 2020). IDC MarketScape evaluates the strategies and capabilities of consultants and systems integrators (SIs) in the utilities industry. IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5-year timeframe. Vendor market share is

represented by the size of the icons. IDC MarketScape recognizes that the Infosys Utilities practice has long-standing relationships with some of the largest investor-owned utilities in the United States. It highlights core areas of services spanning the utilities value chain with customer engagements in generation, energy trading, transmission and distribution, customer service, enterprise services, and consulting. The report identifies the strengths of the Infosys Utilities practice in the areas of innovation, quality IT outsourcing, systems integration, and managed services. Specifically, in DERMS, Infosys partners with clients to integrate new DERs with existing systems within utilities such as DMS and supervisory control and data acquisition (SCADA) along with customer information systems (CISs), automated meter infrastructure (AMI), meter data management (MDM), and order management system (OMS). Register to download the report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Modernizing Grid and IT Infrastructure

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/modernizing-grid-it-infrastructure.html> ----- Enhance Efficiency. Ensure Compliance Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Utilities need to upgrade their legacy infrastructure in preparation for the smart grid, advanced metering infrastructure (AMI) and ERP systems, more so as the ability to monitor, analyze, and act on data will soon become the operating standard for asset operations. The Infosys Utilities practice offers work and asset management solutions, managed services, and safety and statutory compliance solutions. We integrate geospatial technologies with analytical tools to examine the ecosystem for superior risk management. By using smart meters, sensors, and applying cognitive computing and analytics at the edge, we vastly improve operational performance. This minimizes capital as well as operational expenditure. RPA promises operational efficiency by automating tasks and freeing staff to focus on more valuable work. Infosys implemented AssistEdge as an automation lever with Oracle Utilities Customer Care and Billing (CC&B) to enhance productivity and reduce cycle time. The utility was able to resolve 20,000 tasks each month using bots. Average handling time dropped from 11.5 days to 1.5 days, while the time to handle billing exceptions reduced by 86%. White Paper The Case for Grid Modernization Point of View Grid Modernization: Lessons Learned Point of View Grid Modernization Keystone to a Clean Energy Future PoV Case Study Transforming the power grid with autonomous robots Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

NelsonHall Point of View - Infosys: Navigating the Future of Energy

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/navigating-future-energy-report.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Utilities globally are being challenged by the need to offer greater value to customers, improve the management of aging infrastructure and ensure uninterrupted and efficient service. Is your utility looking to rapidly build its technology capabilities, adopt the right tools in advanced analytics, and improve its customer service? Download the point of view by NelsonHall. In it, NelsonHall elaborates how Infosys is helping utilities stay ahead of the curve by, Click here to download the full report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Network Modernization in Energy and Utilities

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learnings. Some of the aspects covered during the session were: Company
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Infosys and E.ON - On A Mission to Migrate

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/on-mission-migrate.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us E.ON, one of the largest utilities in the UK, is an organisation that leads change. Change that transforms and accelerates the future of the energy industry. And on their recent project to deliver reliable, affordable, and sustainable energy - they partnered with Infosys. Infosys aimed to completely digitise their energy ecosystem, streamline business processes, and bring overall synergy to their operations and platforms. E.ON's end goal is to digitally transform and fortify their position at the top of the leader board using innovative tech-driven interventions. Watch this video to discover why and how E.ON embarked on a migration journey with Infosys: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Energy Utility Redefines Consumer Experience with Infosys Digitally Managed Services

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/redefines-consumer-experience.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us In a world of one-click customer transactions, what utility companies need is a new vision for customer satisfaction. That's why an Arizona-based Utility deployed Digitally Managed Services from Infosys. They leveraged cutting-edge technology to transform their website to a dynamic, responsive one, augmented capabilities to handle transaction spikes, and increased avenues for self-service. The benefits were experienced by both, the utility and its consumers. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Navigate the Future of Energy

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Navigate The Future Of Energy

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/smart-utility-overview.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Navigate The Future Of Energy On the one hand, your utilities enterprise needs to maintain a smart grid network that provides reliable service. On the other, your consumers expect clean energy, customized service and cost-effective tariff plans. The emergence of distributed generation, battery storage solutions, home automation and IoT, and trading among prosumers is disrupting the traditional energy supply and billing business model. The opportunity before a utility today is to transform into a responsive enterprise - soaking up a growing quantity of data from every source, analyzing it and publishing actionable insights to the right decision-makers. Technology enables a utility to reinvent itself to be a Live Enterprise - learning,

adapting, healing, and growing smarter in real-time. You need to strike a balance by navigating business challenges and opportunities by harnessing digital technologies to 'Navigate the Future of Energy'. Infosys helps Utilities Navigate the Future of Energy by Transforming Customer Experience, Modernizing Infrastructure and enabling Future Ready Business models. Our extensive experience in CX transformation programs coupled with IP driven solutions like PACE will help create a differentiated customer experience at minimized cost. Our expertise in infrastructure modernization solutions, combined with advanced technologies like IoT, Edge analytics, AI & ML-based integrated cybersecurity platform help secure your business while enhancing efficiency. We also help your business be future ready by accelerating Innovation and driving growth and we do this by unbundling traditional value chains to reassemble new business models. Why Infosys should be your innovative partner Infosys helps utilities enterprise chart their business transformation by harnessing digital technologies. Our digital navigation framework has five focus areas: Navigate the Future of Energy by transforming customer experience, modernizing infrastructure and enabling future-ready business models. Navigate the future of energy. Introduction to #NavigateTheFutureOfEnergy >> Download the 'Digital Outlook Report for the Utility Industry' >> Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys ranked Podium Winner in HFS Utilities Top 10

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/utilities-services-2022.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been ranked #3 in the HFS Top 10 Rankings for Utilities Services, 2022 report. HFS Research rated Infosys a 'Podium Winner,' specifically #1 in 'voice of the customer' and #2 in innovation categories. Key highlights: Infosys integrates services and technology across the value chain: Register to download the report Learn more about Infosys Utilities solutions. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys is helping utilities respond to COVID-19: A NelsonHall Blog

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/utilities-support-covid19-initiatives.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business

Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us John Laherty, Senior Research Analyst, NelsonHall, has published a blog on how Infosys is working collaboratively with utilities to support COVID-19 initiatives. In the blog, John talks about the various macro level impacts of the pandemic on the value chains and how utilities must realign their priorities in response. He believes the new priorities will accelerate investments in digital technologies and enable utilities to become more resilient. Key highlights from the blog post: Read the complete blog here Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Being future-proof. That's AI-first.

----- Article source ----- <https://www.infosys.com/industries/utilities/overview.html> ----- Navigate your next in Utilities. Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Your utility should transition seamlessly to a clean energy enterprise while ensuring energy security. This requires your utility to deploy modern and scalable infrastructure, boost capacity management, and improve operational efficiency. In addition, you need to empower residential and business customers with the tools to monitor and manage energy consumption. Infosys implements advanced technologies, including data analytics, machine learning, generative artificial intelligence, and automation, to ensure gas, power, water, and waste water utilities provide safe, reliable and cost-effective service. Our technology solutions ecosystem built on AI ensures seamless integration of renewable energy sources and enhances energy efficiency, while modernizing transmission and distribution operations. Our offerings for the utilities industry are based on three foundational principles - Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Pre-configured and Accelerated Customer Care & Billing Enablement (PACE) for SAP

----- Article source ----- <https://www.infosys.com/industries/utilities/pace-sap.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live

Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Legacy customer information systems (CIS) can be a huge challenge. Not only are they complex to integrate with other systems, but are also slow during data migration, expensive to maintain, and thus increase time to market. Utilities planning to migrate to a new CIS can evaluate Infosys Pre-configured and Accelerated Customer Care & Billing Enablement (PACE). Our application runs effortlessly on SAP. Infosys PACE for SAP S/4 HANA is a preconfigured industry specific solution that enables utilities to operate in real-time, and with predictable and manageable costs. The solution offers digital (multichannel foundation), analytics (BW/ 4HANA), and usability (Fiori). The solution is available for electric, gas, and water utilities and can be implemented for both residential and non-residential customers. Contact us to know more about PACE for Utilities>> Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys CMO Radar 2024

----- Article source ----- <https://www.infosys.com/industries/waste-management.html> ----- Insights What's New Success Stories Our Offerings Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Industry Segments Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Offerings Infosys REF-OR-M SEGWAY Solution for sorting waste the right way Article The Digitalization of Waste Management for Circular Economy Report Case Study ERP ecosystem transforms operations at a waste management company Case Study Environmental solutions provider drives operational excellence Infosys leverages green technology to drive operational excellence across the value chain of the waste management business. Our frameworks and smart solutions help enterprises transition to a circular carbon economy while complying with global environmental guidelines. Our thought leaders share their perspectives on a low carbon economy Infosys - Reimagining the waste management industry with technology Solid Waste Management at Infosys read more Innovative Waste Processing read more Waste Management: Harnessing Technology for Innovative Collection read more Infosys REF-OR-M SEGWAY Solution read more The Impending Evolution of the Waste Management Industry read more Infosys ESG Waste Management READ MORE We implement green technology to drive business transformation Brochure Infosys REF-OR-M SEGWAY Solution View point The Impending Evolution of the Waste Management Industry Video Watch the webinar on Advancing Sustainability in the Services sector with FT Live! VIEW POINT Waste Management: Harnessing Technology for Innovative Collection VIEW POINT Innovative Waste Processing PRESS RELEASE Economist Impact launches The Sustainability Project with Infosys as Digital Innovation Partner video Practical Sustainability Article Can Technology

Define The Hour Of Reckoning For Our Planet? View point How Zero-Disruption Modernization Works Learn from our clients how we've been empowering them Insights Bins With Brains: IoT for Smarter Waste Management Case Study Environmental solutions provider drives operational excellence Case Study Smart logistics for waste collection and treatment Case Study The Infosys journey towards a carbon neutral enterprise Infosys implements digital solutions across the value chain Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Case Studies

----- Article source ----- <https://www.infosys.com/industries/waste-management/case-studies.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Smart logistics for waste collection and treatment Environmental solutions provider drives operational excellence Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Environmental solutions provider drives operational excellence

----- Article source ----- <https://www.infosys.com/industries/waste-management/case-studies/environmental-solutions-provider.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys implements simplified and scalable ERP platform to boost productivity and performance An integrated and scalable solution Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A North American industrial environmental solutions provider specializing in oil and gas, mining, and industrial sectors, wanted to streamline its disparate IT landscape. The company's ERP ecosystem incurred high cost of operations. Moreover, the enterprise required a robust ERP platform to support a merger. Infosys implemented Microsoft Dynamics 365 on Azure with minimal customization. Key Challenges Ready to experience? Our solution addresses the needs of over 1,000 users across sales, procurement, finance, and expense management at the energy services and environmental services company. Based on a SaaS model and hosted on Azure, the platform enables the company to scale up depending on business needs. Moreover, it provides flexibility in IT costs and capabilities based on the number of employees consuming services. Our

team ensured standardization of finance and procurement processes by adopting out-of-the-box Dynamics 365 functionalities. We migrated a majority of the merged entity's processes, related to energy services and environmental services, to Microsoft Dynamics 365 for Finance and Operations. Our solution enables business units to prepare balance sheets for insights into operations. It streamlines a complex approval process for Journals, Purchase Request, Purchase Orders and Purchase Invoices, ensuring a smooth workflow process while reducing turnaround time. Simplification Infosys implemented Logic Apps, which uses a consumption-based pricing model, to simplify the Service-oriented Architecture (SOA) landscape. Our team implemented six integrations to streamline invoicing from the company's sales and productions systems with Microsoft Dynamics 365 for Finance and Operations Speed We undertook the implementation in four months, resulting in a high return on investment. It paved the way for the second phase of the project to replace legacy systems such as SFDC, HMM, and QFAIM Compliance Our team leveraged standard internal controls within Microsoft Dynamics 365 for ICFR compliance. It helped the company navigate the merger process smoothly, and ensure replacement of the legacy ERP system with the merged entity Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Smart logistics for waste collection and treatment

----- Article source ----- <https://www.infosys.com/industries/waste-management/case-studies/smart-logistics-waste-collection-treatment.html>
----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Smart logistics streamlines treatment, recovery, and disposal processes Solution enables smart logistics and optimal waste management Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A North American environmental solutions provider wanted to optimize its treatment, recovery, and disposal processes. The company sought a smart logistics solution to manage truck appointments and monitor truck movement in real time. Infosys created a Web-based logistics solution, including a mobile app for truck drivers with GPS-based navigation to the waste treatment facility. Key Challenges Ready to experience? Infosys implemented a surveillance system leveraging the home grown Infosys Location Based Services (LBS) platform IP to provide the company with situational awareness of and control over daily processes. Our team created a mobile app on iOS and Android for waste carrier truck drivers to review, book, edit, and cancel appointments. The app also provides drivers with navigation support. Our application enables the company to manage both scheduled as well as unscheduled appointments, and record logbook entry events. It generates Web notifications and push notifications for the mobile

app. It also enables GPS tracking of the truck fleet with notifications on entry and exit of vehicles at treatment facilities. We integrated our solution with the existing riser panel information receiving systems, along with sharing information about wait times and details of trucks in the queue. It generates daily reports about the quantity of waste received, wait times and other relevant information. Online appointments Web-based solution allows stakeholders to book appointments electronically Appointment management It optimizes delivery schedules with track, review, change, reschedule options, and an appropriate role-based approval system Notifications An alert system generates notifications for different events such as available capacity at riser and facility Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Pivot to a circular economy with digital technology

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/circular-economy.html> ----- Overview Our framework for the circular economy fosters responsible behavior and business practices by diverse constituents. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Urbanization and industrialization result in exponential growth in waste, including e-waste, which affects quality of life. The waste management industry is at the receiving end of legacy manufacturing practices and excesses of consumerism. The waste management industry is challenged by a rapid proliferation of different types of residential and industrial waste. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys leverages advanced digital technologies to convert waste into a sustainable business. Our framework for the circular economy enables clear line of sight to upcycle waste for the development of new products and applications. Our team leverages a suite of digital technologies, including blockchain, big data, Internet-of-Things sensors, and cloud computing for granular visibility across the product lifecycle from manufacturing to product obsolescence and back. We enable reverse logistics to return products at the end of their lifecycle to manufacturers for development of new, repurposed or recycled products. Our reference organization (REF-OR-M) Eco Watch sustainability solution enables data collection and monitoring, auditing, and stakeholder management for adherence to circular economy standards. Infosys designs information workflows across the product value chain to realize Extended Producer Responsibility (EPR) for manufacturing enterprises. Manufacturers can devise sustainable business practices with granular visibility into their environmental footprint by capturing data metrics such as water consumption, carbon emissions and waste generation. Infosys follows an EPR policy to source computers, laptops, and electronics from empaneled

vendors who buy back hardware and / or refurbish and return them in working condition. Infosys partners with the Ellen MacArthur Foundation to support the global movement of a circular economy. We partner with enterprises to incorporate circular design into products, services, and supply chains by adopting green technology. A closed loop economy returns used goods as new or refurbished products. Waste management can be a catalyst of the circular economy by evangelizing green technology for sustainable manufacturing and responsible consumer behavior. Waste provides business opportunities to drive new product innovation and introduce new engagement models with consumers and companies. Insights The science of waste management meets the art of design thinking Video Navigating waste on the journey to the circular economy Blog Intelligent supply chains to promote a circular economy Press Release Infosys and Ellen MacArthur Foundation partner to drive forward the circular economy Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Provide omnichannel service to engage with customers

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/customer-engagement.html> ----- Overview Our omnichannel approach enables customers to seamlessly resolve issues across channels. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Customers want queries about waste collection, and related services to be addressed round the clock. Enterprises need to route calls from a contact center to minimize human intervention and reduce total cost of operations. Digital consumers engage with brands across channels and touchpoints. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Waste Management practice adopts an omnichannel approach to attract, engage, and retain customers. We blend automation with cognitive technologies to facilitate two-way communication between the business and customers. It helps waste management enterprises become more responsive by aligning processes to better serve customers. Our Live Enterprise suite transforms the business into a sentient enterprise that senses and responds to the needs of customers. Our customer engagement solution for waste management spans the customer lifecycle and industry value chain - from sharing waste collection schedules/ route updates and billing alerts to resolving customer queries and providing proactive service. Our team combines portal, mobility, and smart solutions to provide personalized service across digital channels. Infosys streamlines processes and develops seamless data pathways across the supply chain to serve customers across touchpoints. We help waste management enterprises provide omnichannel service through a smart contact center. Our Nia chatbot delivers personalized service by interfacing with the ecosystem of

messaging platforms, mobile apps, and smart speakers. It leverages natural language processing to understand the context/intent and extracts relevant data from enterprise systems to resolve customer queries. Infosys Personalized Smart Video solution provides waste management enterprises with the ability to create and share personalized content with each customer. It incorporates personalization and text-to-speech features to develop educational videos for customers about waste segregation, recycling, and the circular economy. Customer support should be automated and augmented by cognitive technologies for timely resolution. Customers should be served across digital channels along with DIY and self-service options. Enterprises need a consolidated view of customer interaction to engage and retain customers. Insights Bins With Brains: IoT for Smarter Waste Management Insights The science of waste management meets the art of design thinking Case Study Smart logistics for waste collection and treatment Insights Driving operational excellence by maximizing vehicle uptime Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopt green technology to minimize your carbon footprint

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/decarbonization.html> ----- Overview Green technology converts a carbon intensive business into a circular carbon enterprise. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Waste management is carbon-intensive from collection to disposal of waste. Stringent environmental guidelines regulate waste management. Waste management is the last mile in the carbon economy. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys leverages smart technology to transition the value chain of waste to a low carbon economy. We partner with the waste management industry to convert a carbon intensive business into a circular carbon enterprise. Our team drives decarbonization at the enterprise and process levels by implementing smart solutions. Infosys adopts a holistic approach to decarbonization of waste management. Our framework helps waste management enterprises to comply with the Resource Conservation and Recovery Act (RCRA) and Comprehensive Environmental Response Compensation and Liability Act (CERCLA) in the United States and the Waste Framework Directive of the European Union. Internet-of-Things (IoT) sensors embedded in smart bins relay data about fill rates so that waste collection vehicles can optimize schedules using the most optimal routes. Smart logistics reduce greenhouse gas emissions while reverse logistics return segregated waste back to manufacturers to be converted into new or recycled products. Landfills emit methane, which is an environmental as well as an occupational hazard. Infosys is an investor in Airviz, a startup incubated at Carnegie Mellon

University that uses patent-pending big data technology for sensing and visualization of air quality. Our team enables optimal landfill management by creating 3-D models from drones for accurate air space calculation of landfills. High-resolution orthogonal and oblique imagery is processed by algorithms using photogrammetry to stitch multiple images and generate a 3D point cloud. Infosys is a Publicly Available Specification (PAS) 2060 certified carbon neutral company, 30 years before the Paris Agreement deadline. We are a founding member of the Open Footprint™ Forum that develops open standards for accurate measurement and reporting of greenhouse gas emissions. Digital technology enables smart logistics and optimal landfill management. Regulation is an opportunity for sustainable waste management by leveraging smart technology. Waste management can be the catalyst for decarbonization and the circular carbon economy. Insights Going from low to zero carbon in 12 years White Paper Re-engineering the carbon supply chain with blockchain technology Case Study Environmental solutions provider drives operational excellence Press Release Infosys turns carbon neutral 30 years ahead of the Paris Agreement Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Empower the field force for operational excellence

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/field-force-enablement.html> ----- Overview Field force management solution empowers professionals to make informed decisions on the go. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Waste collection and disposal demands optimal allocation of labor and vehicle fleet. Unforeseen events from bins to landfill disrupt operations. A siloed field force limits utilization of assets. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Waste Management practice undertakes field service process design to maximize the productivity of the field force. We create a digital twin of the connected field force and fleet ecosystem to drive operational excellence. Our field force management solution empowers a mobile field force to make timely and informed decisions in the last mile of waste collection and disposal. Our transformation approach covers the lifecycle of the workforce. Infosys Wingspan platform accelerates the onboarding and training of new recruits as well as field service professionals. Our cloud- and mobile-first learning platform leverages open source to facilitate knowledge discovery as well as assess proficiency levels. Our Live Enterprise suite leverages the Internet of Things (IoT) to select field staff, identify vehicles based on capacity, and undertake scheduling and route planning for daily operations. A connected ecosystem is the foundation for excellence in field service operations. Infosys combines data analytics with smart logistics for optimal

labor and fleet allocation. Significantly, a mobile workforce makes data-oriented decisions resulting in accelerated turnaround times and lower total cost of operations. The Infosys XR platform supports the field force in troubleshooting and installation. Our platform brings together real-world and virtual environments to provide an immersive working and learning experience for the field force. The Infosys gamification solution boosts the productivity of the field force while rating and incentivizing performance among peers. Field service solution matches field tasks with appropriate skill level and quantum of waste with suitable vehicle capacity. Real-time visibility into smart bins and logistics ensures clockwork precision in operations. A connected field force and fleet ensure real-time planning and execution. Case Study Smart Logistics for Waste Collection and Treatment Insights Driving operational excellence by maximizing vehicle uptime Insights Bins with brains: IoT for smarter waste management Case Study Environmental solutions provider drives operational excellence Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopt smart technology to manage waste collection and disposal at scale

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/smart-collection-disposal.html> ----- Overview Our smart approach to waste collection and disposal minimizes human intervention and drives operational excellence. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Rapid urbanization demands a scientific waste collection and disposal workflow to prevent the outbreak of diseases and epidemics. The urban lifestyle makes it difficult to predict the quantum of waste generation, which puts pressure on waste collection and disposal. Touchpoints across the waste management supply chain must be automated to prevent human error. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys partners with waste management enterprises to adopt a smart approach for waste collection and disposal at scale. We incorporate automation, integrate processes across the value chain and drive operational excellence in waste collection, sorting, disposal and recycling. Our Live Enterprise suite helps enterprises sense and respond to scheduled as well as unplanned events in real time while enabling contactless operations. Our end-to-end solution monitors waste at the source - a network of sensors in smart bins pings data about the bin capacity and threshold level, types of waste as well as time of the last waste collection. The network of smart bins is powered by the Internet of Things (IoT) to track fill levels in real time and prevent spillage. Our solution combines computer vision, Artificial Intelligence, and Machine Learning to

streamline the process of sorting and segregation of different types of waste. An autonomous drone system captures images of waste at the landfill while industrial grade smart cameras record different types of waste at the conveyor belt. This data is transmitted to robots for distinguishing and segregating waste into the appropriate container or chamber. Our smart waste management ecosystem minimizes human intervention by automating waste collection and landfill management. It boosts the productivity of the fleet crew, augments upcycling and recycling of waste, and accelerates the shift to a circular economy. Infosys applies design thinking, develops frameworks, and implements advanced technologies for waste collection, disposal, and treatment of waste at development centers in India. The waste collection and disposal process needs to be streamlined and augmented with smart technologies to mitigate risks. Real-time visibility into waste at the source through a network of IoT sensors ensures optimal hygiene and sanitation. Adoption of Artificial Intelligence and Machine Learning ensures contactless waste collection and disposal operations. Case Study Smart Logistics for Waste Collection and Treatment Insights The science of waste management meets the art of design thinking Case Study Environmental solutions provider company drives operational excellence Video Driving operational excellence by maximizing vehicle uptime Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Adopt smart logistics for timely waste collection

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/smart-logistics.html> ----- Overview Smart logistics optimizes waste collection while rationalizing the cost of operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The last mile is the weakest link in waste collection and disposal. Idling waste collection vehicles and circuitous routes increase the total cost of operations. Waste collection vehicles idling in depots results in sub optimal use of assets. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys implements smart logistics for efficient waste collection at scale and velocity. We help waste management enterprises establish a connected fleet ecosystem to automate route planning and schedule waste collection. Our solutions are underpinned by advanced data analytics to make sense of diverse data points, including real-time updates from smart bins, the weather bureau, and traffic across the civic infrastructure. Our smart logistics approach enhances efficiencies in waste collection and disposal with timely and cost-effective fleet utilization. Our Live Enterprise suite collates and transmits data to a command center that optimizes vehicle scheduling and route planning. A connected fleet of vehicles operates as and when required while allowing schedule and route

changes based on real time data. Infosys smart fleet solutions combine data analytics, artificial intelligence and automation to boost fleet utilization and performance. Our sophisticated algorithms identify optimal scheduling and route planning as well as reassign or right size the fleet based on the load factor. Our fleet telematics system rationalizes the cost of operations while ensuring compliance with environment, health, and safety regulations. Infosys Cobalt, our cloud ecosystem, provides waste management enterprises with cloud solution blueprints to manage data from electronic logging systems at landfills, vehicle sensors and mobile devices of drivers. Our asset management solutions predict automotive component failure and broadcast timely alerts for preventive vehicle maintenance. Smart logistics enables optimal fleet scheduling and timely waste collection. Automated route planning based on real-time updates of fill levels in smart bins and traffic rationalizes costs. A connected fleet of vehicles allows real-time monitoring of operations and optimal resource utilization. Case Study Smart logistics for waste collection and treatment Insights The science of waste management meets the art of design thinking Insights Bins With Brains: IoT for Smarter Waste Management Video Driving operational excellence by maximizing vehicle uptime Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Insights

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys REF-OR-M SEGWAY Solution The Impending Evolution of the Waste Management Industry The Digitalization of Waste Management for Circular Economy Waste Management: Harnessing Technology for Innovative Collection Innovative Waste Processing Economist Impact launches The Sustainability Project with Infosys as Digital Innovation Partner Practical Sustainability How Zero-Disruption Modernization Works HFS Highlight: Infosys' chance to seize the Sustainability First narrative PLM and Product Design for a Circular Economy Infosys - Reimagining the waste management industry with technology Driving Operational Excellence by Maximizing Vehicle Uptime The Oil and Gas Industry's Path to Net Zero Emissions Bins With Brains: IoT for Smarter Waste Management Designing biogas plants to treat food waste at source Going from low to zero carbon in 12 years The science of waste management meets the art of design thinking Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Brochure View point Article View point View point Press Release Video View point Report Point of View Video Video Article Insights Insights Insights Insights Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

The science of waste management meets the art of design thinking

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/art-design-thinking.html> ----- Segregation at source Scientific storage Waste disposal and treatment Extended Producer Responsibility (EPR) Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys applies design thinking and defines indigenous frameworks to develop advanced waste management solutions by leveraging green technology for the collection, storage, disposal, and treatment of waste. Infosys is a global company with a workforce of 240,000+ employees in 46 countries. Our Green Initiatives team designs zero waste to landfill solutions at scale. We segregate up to 91% of waste at source. It includes hazardous (bio-medical and e-waste), non-hazardous (food, garden, and recyclable waste) and mixed waste. We ensure that our vendors follow scientific methods of waste storage in landfills and scrapyards. Toxic waste is stored in four levels of containment to prevent leakage. Biomedical waste is stored at 5° Celsius before it is incinerated using eco-friendly methods and governed by local regulatory policies. Non-hazardous waste is managed by recyclers authorized by local pollution control boards. This process is overseen by our in-house team to ensure that storage and recycling operations meet local and global civic and regulatory guidelines. Infosys adopts an EPR policy to source computers, laptops, and electronics from vendors. The empaneled vendors buy back hardware at the end of the lifecycle and / or refurbish and return them in working condition. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Designing biogas plants to treat food waste at source

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/designing-biogas-plants.html> ----- Automated biogas plant Organic composter Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Green Initiatives team at Infosys designs biogas plants using constant stirred tank reactor technology to treat food waste at source. Food waste constitutes more than 35% of non-hazardous waste across campuses, with the

Bangalore Development Center alone serving 17,000+ meals daily. Infosys treats 100% of its food waste scientifically. Compost and biogas are products from our food waste treatment process. Indigenously developed technology enables 20% energy savings annually and replaces ~ 6,820 LPG cylinders of 19 kg-capacity at our food courts. Infosys has a biogas plant capacity to treat 3,700 tons of food waste annually, across our campuses in India. Smart feeding and biogas management systems with electronic controls manage feeding of the digester, recirculation of slurry, and flaring of waste gas. Far infrared burners improve the effectiveness of gas usage by ~ 25%, while advanced automation minimizes plant downtime and improves gas output by 20%. Infosys has installed mechanized shredders and composters to produce organic compost. Organic waste converters treat garden and food waste aerobically. Garden waste is mulched and composted in mulching units and vermicompost pits. The composters treat more than 2,500 tons of food and garden waste annually and produce 750 tons of micro-nutrient-rich organic compost. Company Subsidiaries Programs Support Connect with us
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The Digitalization of Waste Management for Circular Economy

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/digitalization-waste-management.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Why should waste management companies care about creating a circular economy? What kind of impact can the digitalization of waste management have? And why is it fundamental to building a circular economy? Let's explore that in this thought leadership series of article, podcast and interview by Mitrankur Majumdar- Sr. VP and Global head, Services, Infosys. Article The Digitalization of Waste Management - Is it Essential to the Circular Economy? Mitrankur Majumdar, Sr. VP and Global Head, Services, Infosys. Read more Mitrankur Majumdar in conversation with EdgeVerve on Waste Management Podcast The Digitization of Waste Management - It's Now or Never Mitrankur Majumdar, Sr. VP and Global Head, Services, Infosys. Listen Now Watch out this space for an upcoming LinkedIn interview! Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Going from low to zero carbon in 12 years

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/going-low-zero-carbon.html> ----- Leading by example Partnering with peers Global recognition Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Since 2008, Infosys has actively pursued its carbon neutral goal by focusing on decarbonization. Our strategy includes reducing our carbon footprint across global operations, transitioning to renewable energy, and offsetting carbon by helping more than 100,000 families in local communities reduce carbon emissions. In October 2020, Infosys became a Publicly Available Specification (PAS) 2060 certified carbon neutral company. At the United Nations Climate Change Conference (COP 21) in Paris, 2015, 195 countries committed to achieve carbon neutrality by 2050. We achieved this milestone, 30 years before the deadline set in the Paris Agreement. Infosys develops sustainability solutions that are deployed across its operations in 46 countries. Our reference organization (REF-ORM) Eco Watch Sustainability solution enables data collection and monitoring, auditing, and stakeholder management for adherence to sustainability standards. Infosys joined the Climate Pledge, a forum founded by Amazon and the environment firm, Global Optimism; to become a zero carbon company by 2040. Companies who are signatories continuously measure and report greenhouse gas emissions, implement decarbonization strategies, and neutralize emissions. Infosys partners with the Ellen MacArthur Foundation to influence a global transition to a circular economy. Our Sustainable Business Unit partners with clients to incorporate circular design into products, services, and supply chains by reusing and repurposing their existing technology landscape. Infosys is a member of the Open Footprint™ Forum that develops open standards for accurate measurement and reporting of greenhouse gas emissions and environmental footprint covering water, waste, and land data. We have been recognized for creating awareness, leveraging technology, and driving measurable outcomes in decarbonization. Infosys was inducted into Dow Jones Sustainability Indices (DJSI), including the DJSI World and DJSI Emerging Markets Indices for our environmental, social, and governance policies. Infosys won the United Nations Global Climate Action Award in the 'Climate Neutral Now' category at the United Nations Climate Change Conference (COP 21) in Santiago, 2019 for innovative solutions to address climate change and sustainable development. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys - Reimagining the waste management industry with technology

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/reimagining-waste-management-industry-technology.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As populations grow and urbanization expands, one industry can make a big difference towards making the world cleaner, safer, and healthier – the waste management industry. Today, waste management companies have an opportunity to work smarter and address the problem of rapidly increasing waste with the right technology. This video shares how the Infosys Waste Management Practice can help environmental solutions providers on their journey towards sustainability. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Driving Operational Excellence by Maximizing Vehicle Uptime

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/vehicle-preventive-maintenance.html> ----- Predictive maintenance Automatic scheduling of inspection Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The waste management industry demands an efficient fleet of vehicles for collection of waste from the source and disposal at landfill sites. The fleet of automated sideload trucks, compressed natural gas trucks, front end loaders, and roll-off containers needs to be in optimal working condition to manage the scale of operations daily. Infosys Vehicle Maintenance (iVM) solution allows waste management enterprises to maintain their vehicles in peak condition, undertake predictive maintenance, and schedule timely inspections. Our cloud solution leverages telematics, artificial intelligence, and machine learning to monitor diverse parameters of vehicles and maximize fleet uptime. Our cognitive system assesses the condition of vehicles and triggers an alert about engine and transmission failure, battery life, brakes, axles, and steering issues in advance. Machine learning harnesses vehicle data to enhance the accuracy of predicting malfunction of

parts or components. Our system incorporates an algorithm to schedule maintenance based on 5,000+ parameters of the vehicle in seconds. A dashboard displays average garage utilization and vehicle downtime during the maintenance period. Our solution improves availability of the vehicle fleet by 10%, increases vehicle life by 15%, and reduces the total cost of operations by 20%. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

100% recycling and reuse, zero wastewater

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/zero-wastewater.html> ----- State-of-the-art recycling Reusing treated wastewater Turning blackwater into compost Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As a member of the CEO Water Mandate, an initiative of the UN Global Compact for sustainable development, Infosys made a commitment to 'zero wastewater discharge' in 2014. We adopted advanced technology to achieve the milestone, while driving freshwater conservation by recycling wastewater efficiently for safe reuse. Infosys reengineered, retrofitted, and modified Sewage Treatment Plants (STPs) across campuses and applied best practices in industrial wastewater treatment. Advanced membrane bioreactor technology, energy-efficient pumps and automation improve the load capacity of STPs and minimize maintenance. It ensures consistent recycling and enhances the quality of treated wastewater. We use recycled wastewater within campuses for gardening, landscape maintenance, and makeup requirements of cooling towers for air conditioning. In addition, dedicated plumbing lines for treated water in all buildings facilitate the use of recycled wastewater for flushing. Infosys collaborated with Leibniz University Hannover, Germany to design automated solar dryers for treating and drying sludge. A robotic system automates cleaning of solar panels and wastewater treatment. Dried sludge is blended with organic compost when irrigating plants in the campus. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigate your Next in Waste Management

----- Article source ----- <https://www.infosys.com/industries/waste-management/overview.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being

Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us You need to manage operations with clockwork precision to support the civic infrastructure. You should adopt smart technology to accelerate decarbonization and transition to the circular carbon economy. Infosys partners with waste management enterprises to navigate the dynamics of operations, environmental, social, and governance guidelines, and regulations. We blend advanced and emerging technologies with indigenous frameworks to drive operational excellence and mitigate risks. Our offerings for the waste management industry are based on three principles – Thought paper Intelligent supply chains to promote a circular economyRead more Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Maximize space utilization

----- Article source ----- <https://www.infosys.com/industries/retail/industry-offerings/specialty.html> ----- Overview We optimize the retail mix for the airport business model. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your retail merchandising outlet at the airport needs to attract travelers during the 'golden hour' before boarding the aircraft. You should align the store design with the architecture of the airport / guidelines for retail outlets. You need to display a unique assortment that encourages travelers to buy at the airport outlet. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Specialty The Infosys Retail practice understands the challenges of airport specialty retail programs – limited product lines, pricing regulations, and specific formats for pre- and post-security screening locations. Our consulting services and IT solutions help self-service boutiques in the airport specialty retail market and luxury retail brands to expand their footprint at international airports. Our data specialists combine customer behavior across store formats with retail potential to predict sales at airports. It helps refresh your product assortment or make a business case for leasing to the airport property management office. Our digital solutions encourage impulse purchase, while our inventory and product fulfillment services enable you to comply with airport security guidelines and lease agreements at terminals. White paper : An integrated supply chain maximizes profitability Infosys experts discuss the elements of a responsive supply chain for retailers. BrandEdge builds digital assets, drives marketing campaigns, and gleans insights from customer behavior. DigitizeEdge monetizes digital artifacts, including lifestyle-oriented multimedia content, using a partner ecosystem. InteractEdge incorporates transaction management capabilities and enhances the customer experience across e-Commerce and digital touch points. Article Patented space optimization techniques facilitate shopper-friendly merchandising Case Studies Infosys provides vital support for our

supply chain operations: Andrew Hess, Vice President of Enterprise Systems, IT Administration, Fossil Group Article Adaptive systems drive hyper-personalized shopping experiences Article Influencing the purchase journey of millennial shoppers Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Synchronize the supply chain network with seasonal trends

----- Article source ----- <https://www.infosys.com/industries/retail/industry-offerings/supply-chain.html> ----- Overview Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your retail enterprise requires a supply chain that responds to the dynamics of global commerce. You need an agile supply network to stock sufficient inventory and ship goods and merchandise to your customers on time via their preferred retail channels. You need a team of domain consultants as well as IT experts to ensure supply chain excellence. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Supply Chain The Infosys Retail practice implements advanced supply chain applications to manage the flow of a wide assortment of products from the point of order to fulfillment. Our data-oriented supply chain processes offer visibility into status and lead time. It helps you minimize inventory overheads while ensuring the success of your omni-channel retail program. White paper : An integrated supply chain maximizes profitability Infosys experts discuss the elements of a responsive supply chain for retailers. Expertise in integrating location and tracking technology such as Internet of Things devices, RFID readers, and beacon frames. Supply chain management solutions align purchase patterns and lifecycle of products with delivery schedules and channels. Rich experience in integrated business planning and performance management, including reporting, supply chain analytics, and continuous improvement. Features Opinions Infosys designs customer-friendly supply chains Case Studies Infosys provides vital support for our supply chain operations: Andrew Hess, Vice President of Enterprise Systems, IT Administration, Fossil Group Case Studies Visibility into store operations helps pharma retail network minimize loss Client Speak Dansk Supermarked implements anytime, anywhere shopping Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopt a lean operating model

----- Article source ----- <https://www.infosys.com/industries/retail/industry-offerings/wholesale-clubs.html> ----- Overview Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application

Development and Maintenance Business Process Management Consulting
 Services Incubating Emerging Offerings Your wholesale club needs a
 merchandise strategy that interprets sales patterns to achieve financial
 goals. Your window display and store shelves should provide a curated
 product assortment. You should capitalize on closeout merchandise and
 rationalize stock keeping units. Being Resilient. That's Live Enterprise.
 Digital Core Capabilities Digital Operating Model Empowering Talent
 Transformations Tales of Transformation Industries Services Platforms
 Infosys Knowledge Institute About Us Wholesale clubs The Infosys Retail
 practice partners with wholesale club operators to grow revenue per selling
 square foot. Our merchandising approach helps your customers locate their
 preferred brand and discover new products easily. Our multi-channel
 commerce and digital marketing solutions drive club membership and
 encourage repeat visits. We streamline supply chain operations to increase
 inventory turnover and reduce dead stock. Success story : Footwear retailer
 boosts revenue by integrating marketing channels HfS Research analyzes an
 Infosys marketing optimization solution that helped a footwear retailer in
 USA reduce media costs and improve campaign response by 5%. Expertise
 spans the order-to-cash cycle, demand and supply management, and
 procure-to-pay process. Rich supply chain experience, including inventory,
 warehouse and fleet management. Industrial safety solutions ensure a safe
 environment for the workforce. Article Dansk Supermarked implements
 anytime, anywhere shopping Case Studies Predictive analytics ensures
 smart retailing Article IT powers smart stores of the future Article Infosys
 transforms the IT landscape and business processes at Family Dollar
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Insights

----- Article source ----- <https://www.infosys.com/industries/retail/insights.html> ----- Experience Insight Innovate Accelerate Assure Application
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 Retail Group's Customer Growth in Digital Commerce Consumer Spotlight:
 AI Examples in CPG and Retail Infosys Collaborates with Musgrave to Drive
 Cognitive First IT Transformation Cloud Radar: CPG and Retail Industry
 Report Returns Management: Achieving the Point of No Returns Infosys
 Topaz Accelerates Spotlight Retail Group's Customer Growth in Digital
 Commerce A path to cost take out that equals growth Infosys Recognized as
 a Leader in ISG Provider Lens™ 2023 Retail & CPG Services reports - US
 and Europe Digital Commerce Radar 2023 How Digital Data and AI is
 leading us to Instant Commerce A Framework to Evolve an Aging
 Ecommerce Platform Back to the Future for Consumers in 2023 Consumer
 Spotlight: Can Supply Chains be Lean, Mean and Green? IN THE KNOW:
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 Must-Have Capabilities for Resilient Supply Chains in Retail 8 Success
 Factors to Transcend to an Agile, Digital-first Order Fulfilment Operation
 Supply Chain Resiliency through Visibility, Automation, and Collaboration
 The Key Barriers to Sustainable Sourcing Implementation in the Fashion

Industry Autonomous-first Tech: How Retail can Pivot to Autonomous Stores
Pumping Intelligence into Retail Operations Consumer Spotlight: Quarterly
Reflection - A Comprehensive Approach to Autonomous Supply Chain CGT
Webinar: Conagra Brands' 'Secret Sauce' Integration Playbook How adidas'
IT Resilience Fuels its Digital Growth Tyson Foods' Transformation into
Digital-Speed Innovation Webinar: Learn How Tyson Foods' Appetite for
Data is Customer-Driven Infosys Conversational AI Suite: Accelerate Your
Conversational AI Journey Social Selling - Key Considerations for the Seller
Infosys Solutions for Consumer, Retail, and Logistics on AWS Rethink Retail:
8 Ways to Amplify the Human Experience in Retail Consumer Spotlight:
Quarterly Reflection - A Comprehensive Approach to Autonomous Supply
Chain Infosys Google Fireside Chat on Retail - With Google Cloud and
Infosys Rethinking Retail - Fast and Innovative thinking that helps Retailers
and Brands weather the Pandemic Storm Omnichannel to Omni-experience -
what do consumers expect from today's retailers? Reshaping Retail with a
Human-Centric Approach - Roadmap for the Future Customer Experience
the Starting Point of B2B Commerce Rising From the East: 4 Digital
Commerce Trends Coming to the West Future-Proofing Retail with
Customer-Centric Agile Infosys Consumer, Retail & Logistics: We bring you
powerful advantages to navigate your digital transformation Migrate to
Modernize on AWS with Infosys Retailers must turn to Hybrid Cloud to meet
the new customer expectations Kmart Australia Migrates Transaction
Systems To AWS Consumer Spotlight: Adapting to new business dynamics
5G: Opportunity for Retail, CPG, and Logistics What's Next for Cloud and
Retail? - With AWS and Infosys Infosys Cloud Radar 2021 - CPG, Retail And
Logistics Infosys In Store Campaign Solution Infosys Digital Supply Chain-
Blue Yonder Category Management Infosys Global Inventory Visibility
Platform Securing The Ecosystem: Identifying The Weakest Link In Your
Supply Chain Cybersecurity Solutions For Retail And E-Commerce Industry
Consumer Spotlight: How future looks like for CPG, retail & logistics
companies Infosys Magento B2C Quick Launch eCommerce Solution Infosys
Fast Commerce Solution powered by commercetools Headless Commerce:
Leveraging SFCC and Mobify Business Process Improvement Indian retail
quotient: Think global, implement local The Good, Bad and Ugly for
Consumer Retail in 2021 How Covid-19 will transform food and grocery
retail Infosys and LivePerson Announce a New 360° Partnership to Drive
Customer Experience Transformation COVID-19: Reimagine the apparel
shopping experience The Good, The Bad and The Ugly for consumer
industries in 2021 Infosys SKU Rationalization Solution Infosys Real-time
Demand Sensing Solution Conversational Commerce How to channel
visibility coupled with intelligence can transform your business performance
Driving customer experience using AR/VR technologies Infosys Omni order
management platform Bringing consumers back to store JG Summit has
become more customer-centric after a digital transformation Covid-19 and
beyond: What's new for brick-and-mortar stores Customer experience in a
new retail reality COVID-19 paves the way for a new future in retail and
logistics Dramatic Changes in Retail and Logistics will pave the way to a
new future Infosys, an AWS Retail Competency Partner, Rethinks Retail on
the cloud Return to sender: Using data to manage online retail return
culture Supply-Chain Planning for the New Era Being Resilient: Planning A
Better Tomorrow Across CPG, Retail and Logistics Being Resilient: CPG
Firms - Returning to the 90% Economy 5 Trends Driving the Sweeping Wave

of Change in Retail Being Resilient: Rethink, Redefine Retail Did We Lean Too Far? How Our Supply Chains Need Rethinking Re-balancing Our Supply Chains Post the Pandemic Retailing in the era of Live Enterprises! Charting A Course For The Hr Services' Digital Transformation Journey 5 Ways To Maintain Agile Best Practice In A Distributed Team Attract Talent and Conserve Resources with Smart Spaces Ben Ingram on Remote Employee Experience Preparing For Retail Success In 2020? Check Your Supply Chain. Abbey Road Sessions: Jonquil Hackenberg on Future Resilience Walmart: How the World's Largest Physical Retailer is Harmonizing Digital Retail Amazon: How The World's Largest Digital Retailer Is Harmonizing Physical Retail Customer Retention: The Forgotten Opportunity Creating Unique User Experiences through Hyper-Personalization Security by Design Assuring Digital Trust - CPG and Retail Conversations With Your User Interface Leading with Influence and Impact During Times of Crisis Jonquil Hackenberg on Digitalizing the Back Office Infosys Partners with GEFCO to Support its Digital Transformation Data Monetization Connected Wardrobe Programmatic Media Infosys - Enterprise Cloud Apps Consumer Packaged Goods, Retail and Logistics Ricoh and Infosys - Transforming workplaces digitally The Future of Shopping: How changing consumer habits are inspiring physical store transformation Customer experience innovation Conversational Commerce - Reinforcing Trust as the New Currency How to Reskill Talent in a Quickly Changing Economy Improving customer loyalty through in-store mobility Omni-channel: A roadmap for success Infosys IP gauges shopper intent to recommend products Infosys IP delivers omni-channel retail experience Space management facilitates shopper-friendly merchandising Infosys designs customer-friendly supply chains Boosting customer experience with advanced insights into proactive action Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Press Release Video Press Release Report Article Press Release View point Report Report Point of View White Paper Article Event Video White Paper View point Perspective Insights White Paper Article Video Video Video Video Video Brochure View point Insights Insights Video Video Point of View Insights Insights View point Insights Point of View Insight Insight Article Article Video Point of View Video Report Video Flyer Brochure Point of View Point of View Video Flyer Flyer Point of View Point of View Article Article Point of View Press Release View point Article Brochure Brochure Video Perspective White Paper Flyer Flyer Video Point of View Article Article Article Recognition Article Point of View Point of View Point of View Article Point of View Article Article Blog Point of View Point of View Point of View Podcast Report Podcast Point of View Point of View Point of View Point of View Point of View Point of View Point of View Point of View Point of View Podcast Press Release Insight Insight Insight Report Video White Paper Article Blog Blog Article Article Article Article Article Article White Paper Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Consumer Spotlight: Adapting to new business dynamics

----- Article source ----- <https://www.infosys.com/industries/retail/insights/adapting-new-business-dynamics.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us In this edition of Consumer Spotlight: Quarterly Reflections, a live webinar on consumer, retail, and logistics trends, Infosys experts discuss the retail consumer landscape after the pandemic. The new business model will offer a hybrid of online and brick-and-mortar experiences enabled by technology. Key highlights Samad Masood, Content Strategy and Marketing Lead, Infosys Knowledge Institute, moderates the discussion with Ambeshwar Nath, SVP, Industry Head - EMEA; Sourav Banerjee, SVP, Industry Head - America; and Andal Alwan, AVP and Regional Head - APAC, Consumer, Retail & Logistics, Infosys. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Rethink Retail: 8 Ways to Amplify the Human Experience in Retail

----- Article source ----- <https://www.infosys.com/industries/retail/insights/amplify-human-experience-retail.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Fast and innovative thinking helped retailers and brands weather the pandemic storm. Now, long term solutions that exploit data and value networks are required for this new normal world. There are two big problems that retailers, brands, and logistics companies face today - cost pressure and changing consumer behavior. E-commerce opens opportunities to understand the customer better through its data. However, the current online business model lacks the ability to draw maximum profits. We all know the pandemic changed everything. But do we know what we need to do to thrive in the new world it has left in its wake ACCESS THE POV 8 Ways to Amplify the Human Experience in Retail Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Consumer Spotlight: Can Supply Chains be Lean, Mean and Green?

----- Article source ----- <https://www.infosys.com/industries/retail/insights/can-supply-chains-lean-mean-green.html> ----- Insights Register to Watch Video Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Welcome to the 5th edition of Consumer Spotlight, our virtual discussion series. Join us for a live webinar. Balancing resiliency, agility, and sustainability in supply chains can be a challenge. But with better integrations and more autonomous technologies, the myth of lean, mean, and green supply chains can become real. Our digital experts navigate the shifts in supply chains across CPG, retail, and logistics so that businesses can become more agile, responsive and resilient in the face of disruption. Our digital experts discuss the business imperatives of supply chains and share how digitalization helps maximize operational efficiencies. Understand the nuances of supply chain performance in CPG, retail, and logistics. The conversation focuses on the sweet spot of supply chain excellence: visibility, business intelligence and agility. The experts make a case for autonomous supply chains to synchronize demand with supply, enhance accuracy in demand forecasting, and enable optimal inventory management. We conclude with a discussion on the digital ecosystem, order fulfilment platforms, cybersecurity, sustainability and use cases across CPG, retail, and logistics supply chains. Watch the on-demand webinar here Key Takeaways Samad Masood, Content Strategy Lead, Infosys Knowledge Institute Paula Natoli, Head of Supply Chain & Logistics Industry Solutions, Americas, Google Cloud Neeraj Dixit, Senior Industry Principal -Data Science and Analytics, Infosys Smitha S, Client Partner - Data Science and Analytics, Infosys Sachin Jangam, Partner, Infosys Consulting Opt in for marketing communication Privacy Statement Thank you for registering. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Omnichannel to Omni-experience - what do consumers expect from today's retailers?

----- Article source ----- <https://www.infosys.com/industries/retail/insights/constantly-evolving-needs-consumers.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities

Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Allison Ortiz, WW Partner Development Manager - Consumer, Retail and Logistics, AWS and Ravindar Vanam, Senior Director of Retail Transformations and Cloud, Infosys, discuss the constantly evolving needs and expectations of consumers. As a result, omnichannel has now become omni-experience. They also talk about what retailers are undergoing in the backdrop of these changes. In addition, Infosys and AWS share what they are doing to help retailers cope with these changes. Watch this video to get fresh insights into - Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

The Good, Bad and Ugly for Consumer Retail in 2021

----- Article source ----- <https://www.infosys.com/industries/retail/insights/consumer-retail.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Source: risnews.com | April 26, 2021 Retailers, consumer goods manufacturers, and delivery companies have been upended by the Covid-19 lockdown. Andrew Hogenson, global managing partner, consumer goods, retail and logistics, Infosys Consulting, and Ezhil Mani, associate VP, consumer, retail and logistics, Infosys, discuss in RIS News how the pandemic has changed the retail landscape. The good The pandemic has altered consumer behavior, with e-commerce emerging as a go-to for shopping. Retailers responded with fast and easy delivery processes. The bad Brick-and-mortar retailers have struggled in the backdrop of a growth in online shopping. Black Friday saw a 52% decline in store footfall in 2020. Stores are closing and retail chains are going bankrupt. The ugly Consumer goods manufacturers, retailers, and logistics companies are trying to adjust to the new normal of e-commerce. But they will need to make fundamental structural changes to manage the exponential growth in e-commerce volume. Managing returns is also a challenge, so processes need to be streamlined. Click here to read the complete article. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

How Covid-19 will transform food and grocery retail

----- Article source ----- <https://www.infosys.com/industries/retail/insights/covid-19-transform-food-grocery-retail.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging

Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities
Digital Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us After the pandemic, customers are wary about entering brick-and-mortar stores. Retailers must explore options such as slot booking and curbside pickup by implementing digital solutions. It will ensure social distancing, customer support, lower delivery overheads, while enabling contactless delivery and reduced wait times. Retailers can create mobile apps for customers to walk them through store aisles from the comfort of their homes, touch and select the items they want, and pay at the virtual billing counter. It provides the in-store shopping experience without the associated risks of infection. Digital kiosks and digital menus at quick-service restaurants offer a contactless experience for customers, and enhance the drive-through experience. Download our point of view Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys Recognized as a Leader in ISG Provider Lens™ 2023 Retail & CPG Services reports - US and Europe

----- Article source ----- <https://www.infosys.com/industries/retail/insights/cpg-services-reports-2023.html> ----- Register to Download Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us ISG has recognized Infosys as a Leader in Retail & CPG Services across US and Europe for: The report evaluated 27 service providers that enable retail and CPG firms to reengineer, advance and sustain a broad range and scale of digital business improvements to facilitate survival and competitiveness in today's digital consumer reality. Key highlights from the report 1. Business Transformation Services Domain-led digital transformation: Infosys offers industry-specific solutions for omnichannel commerce, in-store transformation, inventory management, warehouse operations, fulfilment services and supply chain. It spans the value chain from R&D through planning & sourcing, procurement, merchandising, and CRM, supply chain, store operations and channels. 2. Digital Innovation Services Innovation by design: Infosys' approach includes its Infosys Innovation Network (IIN) - a partnership between select startups and Infosys to provide innovative services to clients. Technologies it is actively developing solutions include generative AI, hyper personalized marketing, blockchain, RPA, camera/vision and robotics for autonomous stores, new retail media models, trade promotion optimization (TPO), cybersecurity and AI- and ML-augmented approaches to warehouse optimization. 3. Platform

Modernization Services Headless digital commerce platform: Infosys Equinox is a cloud-native, API-first, headless commerce platform built on MACH-X design principles to transform operations to implement marketplaces, digital malls, and new e-commerce modes such as quick commerce. Its solutions include in-store scan-and-go, loyalty points for brands across retail outlets and integrated virtual try-on. Infosys Equinox Studio is a related cloud native no-code/low-code solution builder. 4. Managed Services: Cloud DevOps services: Infosys aspires to offer business-first, cognitive-first, and end to-end integrated IT operations. Powered by Infosys Cobalt, a set of services, solutions and platforms, Infosys' Cloud DevOps services aim to minimize efforts and costs and maximize scalability and reliability. The company has developed reusable libraries across technology stacks for DevOps and AIOps and introduced a pay-for-performance managed services model that incorporates metrics for speed, stability, and quality across the plan, build and run. Opt in for marketing communication Privacy Statement Thank you for registering. Retail & CPG Services U.S Retail & CPG Services Europe Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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JG Summit has become more customer-centric after a digital transformation

----- Article source ----- <https://www.infosys.com/industries/retail/insights/customer-centric-digital-transformation.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us JG Summit Holdings, Inc., a diversified conglomerate in the Philippines, partnered with Infosys to undertake a business transformation. In a three-part interview, the Group Chief Information Officer, Carlos G. Santos, discusses the journey of how JG Summit has become more agile and responsive by adopting digital technologies. Everyone wants a cool technology, but the CIO should decide whether it is needed, and where it is a perfect fit. The CIO is a bridge between technology and the business, enabling the team to become leaders who drive transformation. Firstly, a company should look for a partner with the capability to undertake a digital transformation. Second, the partner should have a technically qualified team with the capacity to undertake the project. Finally, a successful partnership provides the company with flexibility in terms of cost, which works out more cost-effective than if the company undertook the project on its own. Enterprises can have manufacturing, logistics, and retail capabilities. Alternatively, they can engage partners for these functions. For the end consumer, all that matters is that the product is user-friendly and reaches their doorstep in time. Listen to the entire conversation here. Company

Customer experience in a new retail reality

----- Article source ----- <https://www.infosys.com/industries/retail/insights/customer-experience-new-retail-reality.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Source: retailcustomerexperience.com The restrictions on physical distancing and face-to-face engagement during the COVID-19 era has taken a toll on consumer-oriented industries like retail. Some subsectors like food and essential supplies are overwhelmed with demand, while some non-essential categories like apparel and fashion faced demand scarcity. As the new normal takes shape, consumer expectations and behaviors have also evolved in response to the changed conditions. However, it is necessary to answer one question, whether behaviors learned or reinforced during these times will continue beyond the crisis? One evidence to support the continuity of this trend post-COVID is China, slowly returning to normal activity levels. The offline spending is taking time to reach the pre-COVID level whereas, shifts to the online channel are staying 15% higher than the pre-COVID level. Click here to read the complete article. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys Digital Brain suite mitigates supply chain disruption: HFS Research

----- Article source ----- <https://www.infosys.com/industries/retail/insights/digital-brain-suite.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Supply chain management solutions built on the Infosys Live Enterprise framework help retail and CPG enterprises respond to disruption, according to HFS Research. The 'digital brain' of the solution empowers retailers to acquire Amazon-like capabilities even in legacy application environments. The HFS Research report showcases components of Infosys' 'Live' supply chain management solutions and demonstrates how the suite delivers value

Retailers must turn to Hybrid Cloud to meet the new customer expectations

----- Article source ----- <https://www.infosys.com/industries/retail/insights/hybrid-cloud-meet.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us By Ambeshwar Nath, Senior Vice President, Retail, CPG & Logistics, Infosys

Kurfürstendamm, the once-bustling boulevard in Berlin, lay deserted in the 2020 holiday season. The scene was repeated in every European market. However, as the pandemic stabilizes in 2021, German shops are poised to open, encouraging shoppers with an enthusiastic #Shoppingvorfrohe on social media. In a recent survey by McKinsey, 44% of German consumers are willing to spend extra money on shopping, while 91% will continue purchasing online. The future of retail looks promising. Retailers took to the cloud heavily in 2020 to enable remote access, reduce costs, and build business resilience. An Infosys research reveals that by 2022, 43% of applications, platforms, and infrastructure will be on the cloud. So, what new cloud strategies must retailers build in the coming months? Delivering customer expectation with a Hybrid Cloud The pandemic reaffirmed the old age adage that the customer is the king. They decide what's essential based on their experience. Differentiation and personalization have become critical as customers drive new trends in retail. Retailers must get ready for the phygital. Brick and mortar stores will continue to exist but not in their traditional formats. Popular online features such as contactless and convenient shopping need to become part of the in-store experience. 'Just Walk Out' store is a new concept that does just that by allowing customers to simply enter a store, pick a product, and leave. Another example is the virtual try-on tools such as GLAMlab by Ulta, the beauty product company, at their stores. Likewise, online stores need to incorporate best practices such as easy navigation and display of seasonal sales. Customers are also behaving differently. They could select a product at a physical store but order it on their phone. Or they may choose to pick a product from a store that they have ordered online. Creating this seamless, omnichannel experience requires retailers to be very agile and flexible. Hybrid cloud offers the scalability, portability, and control needed to manage and control the infrastructure and the data that connect the two channels. Leveraging Infosys Cobalt, our Enterprise Cloud Suite with over 14,000 assets and 200+ market-ready industry solutions, we have partnered with retailers to set up omnichannel capabilities, smart supply chain competencies, and real-time

predictive insights through the retail value chain. As customers become more demanding, retailers need to provide exceptional experiences that are highly immersive. We are seeing new concept stores such as the one opened by Payless or influencer-led live-shopping events like the one Walmart conducted. Cloud-based AI and ML solutions that provide real-time data along with AR/VR-enabled capabilities can transform retail experiences dramatically. Supply chain agility will continue to remain strategic as enterprises look for alternate sources and counter economic nationalism. Real-time visibility and traceability to enhance demand sensing and micro fulfilments will play a critical role in ensuring smooth supplies. Cloud-based applications are compatible with emerging technologies like IoT, AI, ML, Blockchain, and Analytics to build a unified supply chain solution. Microservices, APIs, and headless architecture can help retailers adapt quickly to new market demands, including changing the supply chain processes. Lastly, the increase in the use of connected devices and sensors is creating vulnerabilities for retailers as they amass a large amount of customer data. A single data breach can be disastrous. Cloud provides security services such as DDoS protection and network monitoring that are cheaper and more convenient than on-premises security solutions. If you are a retailer, particularly with many stores, likely, you have already moved part of your data center and infrastructure to the cloud. For every new feature you add to your stores, be it an electronic shelf or a navigation app, you need to update servers, applications, devices, and software. Hybrid cloud helps you build on top of the existing infrastructure and with speed. It allows retailers to respond to the market demands faster by scaling and making the necessary changes in the complex ecosystem. Hybrid cloud is no longer just an IT strategy. It is part of the broader business strategy for resilience and agility. Ambeshwar Nath has over 22 years of experience working successfully with clients to execute complex transformational and outsourcing programs. He has helped companies develop their digital capabilities to build a competitive advantage. He is a trusted advisor to many of the leading consumer goods, retailers, and logistics companies headquartered in EMEA. To read the article in German language, turn to Page 25 of the magazine: <https://www.it-zoom.de/it-director/e-paper/>
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Indian retail quotient: Think global, implement local

----- Article source ----- <https://www.infosys.com/industries/retail/insights/indian-retail-quotient.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Source: The Economic Times The Covid-19 pandemic caused shifts in shopping behavior - online purchases increased, and retailers responded with e-

commerce offerings. Ubiquitous connectivity, spanning semi-urban and rural areas, is driving the shift to online shopping. Sourav Banerjee, Senior Vice President, Consumer, Retail & Logistics, Infosys, discusses how Indian retailers can benefit by implementing a digital ecosystem: Endless aisle Retailers should devise a phygital strategy combining brick-and-mortar and online marketplaces to give consumers more choice. Easy finance Readily available credit attracts and retains customers, ensuring conversion rates and sustainability of the business, as well as customer satisfaction. New fulfilment strategies Retailers can convert unused store capacity into mini fulfilment centers for e-commerce operations. They can adopt 'buy online, pick up in store' to enable social distancing. Cloud adoption Retailers need to capitalize on the cloud for centralized IT as well as a seamless customer experience. Cloud platforms offer visibility into operations, along with customer metrics. Read the article Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys Google Fireside Chat on Retail - With Google Cloud and Infosys

----- Article source ----- <https://www.infosys.com/industries/retail/insights/mass-transition-online-shopping.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Andy Eisner, Director, Retail Solutions Management, Google Cloud and Pradeep Kulkarni, Senior Director of Retail Transformations and Cloud, Infosys, have an insightful discussion on the pandemic-induced changes in the retail industry, including the mass transition to online shopping and emergence of BOPIS. So, naturally, the conversation steered towards digital and cloud transformation, harnessing data, and the intelligent use of technology to cope with evolving customer demands. Watch this video to get the perspectives of these seasoned industry experts on: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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COVID-19 paves the way for a new future in retail and logistics

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Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Source: it4Retailers Since the COVID-19 pandemic, shopping priorities for consumers have changed significantly. It no longer depends on choice, convenience, or finding the best product at the cheapest price but has shifted to choosing products that are now categorized into two categories – essentials and non-essentials. While some consumers prefer going to the nearest store to stock these essentials, a significant number of them have shifted to shopping online. These changes in consumer behavior have led to significant disruptions in the retail industry, followed by the logistics and consumer goods companies. Ambeshwar Nath, Senior Vice President, and Regional Head – Europe, Retail, CPG & Logistics at Infosys, discusses the effects of COVID 19 on retail and logistics and what this means for the future in this article on it4Retailers. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys, an AWS Retail Competency Partner, Rethinks Retail on the cloud

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COVID-19: Reimagine the apparel shopping experience

----- Article source ----- <https://www.infosys.com/industries/retail/insights/reimagine-apparel-shopping-experience.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Apparel customers will return to stores only when the shopping experience inspires confidence and retailers take adequate precautions across the shopping journey. Retailers need to adapt to consumer shopping preferences and enhance the shopping experience. Brick-and-mortar retail stores should adopt digital solutions, including zero-touch channels, digitization using augmented reality, and connected devices. Apparel retailers need to promote safe shopping experiences for buyers such as slot booking for in-store visits and curbside pickups, anticipatory shipping with personalization features, and virtual trial rooms. Download our point of view Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

5 Must Have Capabilities For Resilient Supply Chains In Retail

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place, establish end-to-end visibility of supply and demand data across the value chain. Second, effectively monitor risk with early detection and rapid response systems, real-time scenario analysis, and intelligently evaluate alternatives to troubleshoot exceptions. Third, automate all business operations and transactions with accurate data to boost productivity and decision making. Fourth, undertake scientific management of inventory through AI modeled decision and optimization techniques powered by real-time data and cognitive analysis. Finally, establish digitally connected supplier ecosystems to share data upstream and downstream, and detect supply risks at an early stage. Retailers should invest in five key capabilities to build resilience via data-driven supply chains, click here to learn more. Read more Company Subsidiaries Programs Support Connect with us
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Retailing in the era of Live Enterprises!

----- Article source ----- <https://www.infosys.com/industries/retail/insights/retailing-era-live-enterprises.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Retail enterprises should be able to respond under pressure. They should be aware and be able to respond to stimuli, no matter how extreme, in its environment -- taking cognizance of market shifts, making decisions, checking inventory, and automating changes. However, the reality of being able to do so is far more complex. In the last few weeks, we've had the opportunity to experience how retailers have grappled with a whole new slew of challenges - more customers online, steep spikes and plunges, and a workforce that needed additional care, among others. Read More Amitabh Mudaliar, Vice President - Retail, CPG and Logistics, Americas, Infosys Amitabh is a leader in the practice focusing on client relationships globally in addition to focusing on the CoE for Retail Supply Chain and Merchandising Solutions. Amitabh has 19+ years of IT and Business Process Delivery experience with Retail and CPG clients. He has been recognized as a thought leader and has authored several white papers in the areas of supply chain management and merchandising. Amitabh holds an MBA from the Indian Institute of Management, Calcutta, and a mechanical engineering degree. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Dramatic Changes in Retail and Logistics will pave the way to a new future

----- Article source ----- <https://www.infosys.com/industries/retail/insights/retail-logistics-pave-way-new-future.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Source: Journal du Net Since the COVID-19 pandemic, shopping priorities for consumers have changed significantly. It no longer depends on choice, convenience, or finding the best product at the cheapest price but has shifted to choosing products that are now categorized into two categories – essentials and non-essentials. While some consumers prefer going to the nearest store to stock these essentials, a significant number of them have shifted to shopping online. These changes in consumer behavior have led to significant disruptions in the retail industry, followed by the logistics and consumer goods companies. Ambeshwar Nath, Senior Vice President, and Regional Head – Europe, Retail, CPG & Logistics at Infosys, discusses the effects of COVID 19 on retail and logistics and what this means for the future in this article on Journal du Net. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Being Resilient: Rethink, Redefine Retail

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Return to sender: Using data to manage online retail return culture

----- Article source ----- <https://www.infosys.com/industries/retail/insights/return-sender-using-data-manage-online.html> ----- Insights Experience
Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Source: verdict.co.uk. With the growth of the e-commerce business, there has been a significant increase in product returns over the last few years. The consumers are doing this either because they changed their minds or their desire to try out different sizes before the final purchase. This is posing some unique logistical challenges on online retailers. This article explores how online retailers can deal with this problem. Ambeshwar Nath, Senior Vice President and Regional Head for CPG, Retail and Logistics (CRL), Europe at Infosys, shares his perspective in an article published on verdict.co.uk. Read Article Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys Solutions for Consumer, Retail, and Logistics on AWS

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Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The evolution in retail technology prompts customers to expect more; continuous innovation, more personalized experiences, faster checkouts, and simpler payments. Every customer makes a series of choices before, during, and after each purchase. To lead this customer journey, you must first understand customer's experiences - and to do so, you must have a technology foundation that is built to meet the challenge of the customer journey analytics. Read the e-book to know more about how you can - With, Infosys Solutions for Consumer, Retail, and Logistics on AWS Download now Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

5 Trends Driving the Sweeping Wave of Change in Retail

----- Article source ----- <https://www.infosys.com/industries/retail/insights/sweeping-wave-change-retail.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Source: Retail Information Systems News Dinesh Bajaj, Infosys SVP and Industry Head, Retail, Consumer Goods and Logistics, highlights the many changes that have taken place across the retail industry within the past year, noting five key trends for retailers to take into account as they determine what shifts will dominate the market, which trends are no longer relevant and identify emerging changes worth monitoring. Dinesh talks about how consumers will increasingly seek personalized omnichannel experiences, and that data at the right time will help design dynamic business strategies to cater to unique consumer preferences and needs. He also points to the blurred lines between e-commerce platforms, how consumers expect retailers to follow all required regulatory compliance, and the need for retailers to prioritize the optimization of labor costs through automation. Dinesh concludes by emphasizing the importance for retailers to rethink their business models and sell directly to consumers, catering to the customer experience. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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CogEnt: The first step to true digital transformation

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Covid-19 and beyond: What's new for brick-and-mortar stores

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Navigate your Next in Retail

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Recognitions

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Navigating your next in travel and hospitality

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forefront of digital technology Business solution Fraud Detection & Analytics in Travel and Hospitality Industry whitepaper Air Care Can Be a More Powerful Differentiator Than Air Fare Viewpoint Weathering the Storm: Harnessing Disruption in Aviation Video DEIverse Talks Point of View The Future Takes Flight: Transforming Baggage Handling Point of view The Metaverse and Beyond: Accelerating Innovation in Travel and Hospitality View point Embracing the Digital Frontier: AI's Redefinition of Travel and Hospitality insight Navigators of Change Roundtable : Modernizing Customer Experience Management Our data specialists, analysts and digital teams develop smart travel solutions Testimonial Elevating Excellence: Aeromexico and Infosys collaboration leading the way with Cloud Testimonial Cathay Pacific's Cloud Transformation Journey Testimonial CAA Partners with Infosys for its Seamless and Innovative Digital Transformation Testimonial Infosys is a valued extended team and bridges the skill gap at Copa Airlines Infosys ensures operational excellence by leveraging digital technology Find out more about how we can help your organization navigate its next. Let us know your areas of interest so that we can serve you better. All the fields marked with * are required Opt in for marketing communication Privacy Statement Thank you for connecting with us.We will respond to you shortly. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Success Stories

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Predictive maintenance improves airline fleet utilization

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Infosys implements chatbots to support airline HR team

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/airline-hr-team.html> ----- Infosys Solution Infosys - RPA in Airline HR Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY A US airline providing travel and leave benefits to employees based on federal regulations, including the Family and Medical Leave Act. Key Challenges The airline sought a digital solution to support HR service center agents and improve efficiency of the leave management process. Ready to experience?

Infosys Robotic Process Automation (RPA) solution automates travel and leave management at a US airline Infosys AssistEdge, our Robotic Process Automation (RPA) solution, automated travel and leave management at the airline. Our bots process travel / leave requests from pilots and other staff for on-duty travel, training, transfer, and medical leave. The Infosys RPA solution navigates HR rules and company leave procedures residing in up to four disparate applications to validate eligibility. It processes employee requests round the clock, without human intervention. We eliminated redundant workflows to streamline leave approval and boost the productivity of HR service center agents. Looking for a breakthrough solution? Infosys implements chatbots to support airline HR team Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigating from Cloud Chaos to Clarity with Infosys Cobalt

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/cloud-chaos-clarity.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys at AWS re:Invent featuring United Airlines Watch the Infosys breakout session from AWS re:Invent 2021 where Infosys leaders and our client Mahesh Veda, MD - Digital Technology Customer Travel Platforms, United Airlines, highlight their amazing cloud powered transformation journey to AWS and how Infosys helped United Airlines stay resilient during covid-19 and cater to the heavy demand post pandemic. Mahesh touched upon parameters like Navigating from Cloud Chaos to Clarity with Infosys Cobalt Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Curbside check-in delights airline passengers

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/delights-airline-passengers.html> ----- Infosys Solution Infosys - Curbside Check-in Delights Airline Passengers Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY A popular airline in America needed to enhance

their systems to manage traffic and deliver services to their customers Key Challenges The airline sought to offer curbside check-in service at airports with high passenger volumes. Ready to experience? Infosys micro services architecture solution enables a leading airline to offer curbside check-in service Infosys implemented an AWS based micro services architecture solution to modernize the check-in process and transmit notifications to agents. Our application adopts responsive web design to support diverse form factors, including laptops, tablets and smart phones. The robust security framework for curbside check-in workflow enables agents to handle complex check-in scenarios such as payment, overweight baggage, and special travel service requests. Our technology approach enhances system performance and minimizes backend calls to manage baggage and print boarding passes. An analytics dashboard offers visibility into operations and improves decision-making. Looking for a breakthrough solution? Curbside check-in delights airline passengers Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Digital baggage processes enhance the passenger experience

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/digital-baggage-processes.html> ----- Key Challenges The Impact Infosys Solution Automated system tracks baggage, balances aircraft load Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study The airline handles more than 200 million passengers on two million flights annually through a network of ~ 350 destinations. The airline sought a baggage tracking system to - trace each baggage from check-in to stopover to final destination boost baggage handling operations improve aircraft load balancing 40% improvement in traceability of missing baggage 15% reduction in baggage-related incidents 25% decline in mishandled baggage Digital transformation streamlines ramp operations A team of Infosys digital experts developed a mobile application to track baggage and manage its movement through the flight journey. We automated airplane weight and load balancing. We integrated the application with mainframe backend systems for real-time validation of baggage rules. Our approach mitigated risks and revenue leakage due to missing / mishandled baggage and aircraft overload / imbalance. Infosys created a digital ecosystem focused on the passenger experience, baggage traceability, flight safety, and airline revenue. Our digital systems automate tracking, validate data, and trigger a response mechanism to manage real-time events. The application displays the location of each baggage, which enables the airline to track baggage items of passengers across their airline network from checking in till disembarkation. Looking for a breakthrough solution? Compliance with IATA Resolution 753 100% accuracy in aircraft

weight and load balancing Average annual saving of US\$ 7.50 million

Centralized baggage repository The Infosys baggage tracking solution depends on core backend systems to process real-time events of passengers, baggage and flights. We created a centralized baggage repository to streamline the flow of information through enterprise systems. The repository manages millions of records and interfaces with disparate internal / third-party systems to track checked-in baggage across counters and transit locations. The centralized repository serves as the single source of information for baggage. Our solution unifies sources of baggage-related data, reconciles data using predefined rules, and channelizes it for consumption. We established a rules engine to automate recording and systems update of baggage weight and airplane load balancing. Baggage data is verified and confirmed during loading to address criteria such as global security standards, connecting flight data, and rerouting at specific airport. The location of each scanned baggage on the aircraft is recorded in the system along with the flight load plan. Baggage weight and aircraft load balance data is automatically updated in the Sabre Global Distribution System (GDS), and provides the sign-off on loading completion for flight takeoff. We built adaptors to integrate the mobile application with complex legacy systems. Our responsive dashboard empowers airport gate agents and airline staff to promptly assist passengers with baggage issues. The dashboard enables search based on diverse criteria, and maps the flight and passenger to the checked-in baggage. In addition, it displays deviations from specific processes, guidelines and expected time of arrival. Our digital ecosystem complies with guidelines of the International Air Transport Association (IATA) for proactive customer notification. A baggage notification rules engine processes data from all baggage-related systems and incorporates an alerting mechanism to message baggage handlers, tracers and passengers in the event of a deviation. Modular and reusable frameworks

The Infosys team created bespoke components to accelerate development of the baggage tracking solution while enabling reusability of modules. We combined standardized methods with IP technology tools for timely delivery of an error-free system. We used the JUnit framework to generate test cases. A customized test automation framework validated all fields in baggage messages and ensured total data coverage. Our test strategy helped the airline save ~ US\$150,000. The tracking solution is designed to support diverse handheld devices, scanning instruments, ramp / loading processes across airports, and aircraft configurations. Automated update of real-time baggage weight, flight balance and passenger data via mobile devices eliminates the need for Sabre terminals. Further, a customized offline sync engine streams data feeds into the core baggage repository, enabling systems update in the offline mode. Our weight and load balancing system ensures data accuracy, which enables compliance with guidelines of the U.S. Federal Aviation Administration (FAA) for flight safety and take off. In addition, the system boosts employee productivity and rationalizes the team of baggage tracers across airport hubs such as Dallas-Fort Worth, Los Angeles and Miami. Digital workflow, reusable components and standardized frameworks enable the airline to integrate emerging technologies into the system. Significantly, it supports third-party Passenger Services System (PSS) and Flight Operating System (FOS) in the event of a merger / acquisition. Agile-DevOps methodology

Infosys and the airline established a Joint Innovation Council to address the complexity of backend

systems, manage changes to the scope of application development, and coordinate resources. We selected the Agile DevOps approach to ensure a high performance architecture and a robust system to process voluminous baggage data, reconcile messages using complex algorithms, and update output to 20+ client applications in real time. Our experts leveraged Jenkins Pipeline plug-ins, automation tools, and process bots to realize goals: Continuous Integration-Continuous Delivery (CI-CD), static code analysis, minimal effort across the development cycle, accelerated time-to-market, and application stability as well as high availability. We created a configurable release management portal to streamline release planning and track releases across projects. The deployment model enabled smooth roll out to 250+ airports in USA and 70+ destinations in the airline's global network. Since baggage movement is part of core airline business processes and critical for on-time flight takeoff, a disaster recovery mechanism was established for the baggage visibility solution. Two data centers with active-active data processing nodes provide 24x7 production and maintenance support for the application infrastructure. Notably, continuous monitoring ensures zero downtime of the mission-critical application.

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The Solution Suite of digital solutions provides a seamless travel experience Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study Online Travel Marketplace Transforms Customer Experience with Managed Services Solution Established in Amsterdam, this American travel technology company has grown from a Dutch start-up to one of the world's leading digital native travel companies. With a mission of investing in technology that takes the friction out of travel, the company's digital platforms seamlessly connect millions of travelers with memorable experiences and provide a range of transport options and incredible places to stay. The online travel company wanted a partner to manage mission-critical IT systems spanning business-as-usual operations, cybersecurity, detection of customer and payment fraud, customer abuse, high risk transaction, IT helpdesk and SAP development. The travel marketplace selected Infosys as its extended IT enterprise, a first for the global company for end-to-end integrated digital solutions with operations consolidated in Romania. Key Challenges Ready to experience? Boosted effectiveness of digital platform for seamless and secure customer and partner interactions Infosys adopted a managed services model to transition IT operations of the global travel company. Our SMEs conducted online meetings to understand business requirements and organized 32 solution workshops remotely across the IT landscape. Infosys defined and implemented an end-to-end solution covering cybersecurity, fraud monitoring, IT helpdesk, and SAP development. Our comprehensive technology solution transformed IT from a cost center to a revenue stream. The digital travel marketplace registered a high success rate for its 100,000+ monthly customer interactions and transactions, including booking, modification, and cancelation. Significantly,

our cybersecurity solution safeguarded customers and partners from payment fraud. Enhanced responsiveness and resolution of queries / issues Improved accuracy of fraud detection Improved analyst efficiency All teams at one strategic location in Romania Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Elevating Excellence: Aeroméxico and Infosys collaboration leading the way with Cloud

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/elevating-excellence.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Aeroméxico's leaders, Fernando Rocha, CIO, and David Sanchez, Enterprise Architect & eBusiness Director, engaged in a compelling conversation about their transformative partnership with Infosys. In this interview, moderated by Samik Ghatak, AVP, Travel and Hospitality, Infosys, the discussion highlights how this collaboration is driving significant advancements in people, and skills through technology. Fernando and David emphasized how it is crucial developing the skills of their workforce, ensuring that their team is equipped to leverage cutting-edge tools and technologies and the importance of their partnership with Infosys in navigating the rapidly evolving technological landscape. They stressed the need for advanced tools that can enhance & optimize these processes and fully exploit the data models they have developed. This testimonial underscores the dynamic synergy between Aeroméxico and Infosys, showcasing their joint efforts in transforming business processes, and driving change by fostering innovation. Forbes Spotlight Infosys Cobalt Airline Cloud Tales of Transformation Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Airline passenger sentiment analysis rationalizes crew size

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/rationalizes-crew-size.html> ----- Infosys Solution Infosys - Airline Passenger Sentiment Analysis Rationalizes Crew Size Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core

Capabilities Digital Operating Model Empowering Talent Transformations
Tales of Transformation Industries Services Platforms Infosys Knowledge
Institute About Us CASE STUDY A popular airline in America wanted to
capitalize on data for business advantage. Key Challenges The airline
wanted to uncover meaningful insights from passenger survey data. Ready
to experience? Infosys undertook sentiment analysis to uncover meaningful
insights from an airline passenger survey The Infosys analytics team
undertook multi-aspect sentiment analysis to make sense of passenger
survey results. Our experts analyzed passenger satisfaction based on on-
time arrival, in-flight service, and frequent flyer programs. Infosys used the
word embedding technique for textual analysis. We assigned sentiment
polarity scores for each aspect of the passenger experience, and allocated
weightage to crew members for consistency in their performance. We
leveraged Python for data analysis and Microsoft Power BI for data
visualization. Looking for a breakthrough solution? Airline passenger
sentiment analysis rationalizes crew size Advanced data analysis helped the
airline improve performance by identifying - Company Subsidiaries
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Real-time resource planning tool streamlines ramp operations

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/streamlines-ramp-operations.html> ----- Infosys Solution Infosys -
Resource Planning Tool Streamlines Ramp Operations Benefits Experience
Insight Innovate Accelerate Assure Application Development and
Maintenance Business Process Management Consulting Services Incubating
Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core
Capabilities Digital Operating Model Empowering Talent Transformations
Tales of Transformation Industries Services Platforms Infosys Knowledge
Institute About Us CASE STUDY The ramp operations group of a US-based
airline carrier. Key Challenges The airline sought a web-based work
assignment tool to manage ramp and bag transfer operations. Ready to
experience? Infosys developed a web-based work assignment tool to manage
ramp and bag transfer operations of a US-based airline Infosys integrated
disparate enterprise planning systems for real-time ramp operations
management. We developed a robust web-based application using J2EE
architecture. It captures real-time flight data and resource information,
applies business logic to allocate resources, and provides a web-based
planning interface for resource planners. Our application helps ramp
operations supervisors/ managers assign work based on flight schedules,
passenger and cargo data, and resource availability. In addition, it updates
airline staff about their assignments. The application provides granular
visibility into day-to-day operations, which enables better cost management.
Looking for a breakthrough solution? Real-time resource planning tool
streamlines ramp operations Company Subsidiaries Programs Support
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Aeromexico's Fernando Rocha on Synergy in Technology and People

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/technology-people.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Watch this exclusive interview shot at AWS Reinvent, featuring Fernando Rocha, VP IT, CIO, Aeroméxico, interviewed by Kumar Paramasivam, VP and Global Head - Travel and Hospitality and Professional Services, Infosys, which highlights about leveraging right technology such as AWS Cloud solutions, in this rapidly changing industry and the importance of constant upskilling, reskilling of the workforce by learning new ways of working. He continues by emphasizing on cloud adoption, how AWS plans to bring scale and agility AeroMexico's operations and commerce, and strong partnership with Infosys, as their digital transformation partner. Enterprises can leverage the full potential of the cloud ecosystem such as AWS and Infosys Cobalt's thriving community of business and technology innovators to drive increased business value. AWS Cloud is helping organizations like AeroMexico become digital native in the airline world, by enabling new capabilities to unleash potential for digital disruption, improving customer journey and leading to higher revenues and lower IT costs. Infosys Cobalt offerings help businesses redesign the enterprise, from the core, and build new cloud-first capabilities to create seamless experiences in public, private and hybrid cloud, across landscapes. To know more about Infosys Cobalt: Enterprise Cloud Solutions to Enhance Business Value Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

NDC-compliant ecosystem drives value-added airline services

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/value-added-airline-services.html> ----- Infosys Solution Infosys - NDC Ecosystem Drives Airline Services Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY An enterprise that aggregates and publishes airfare and related data for the air travel industry. Key Challenges The enterprise wanted to implement the New Distribution Capability (NDC) of the International Air Transport Association (IATA) to enhance services to airlines

and travel agencies. Ready to experience? Infosys implemented New Distribution Capability (NDC)-compliant processes to boost offerings of an airfare data services provider Infosys developed a message platform on AWS for translation and transformation of messages from legacy schema to NDC, an XML-based data transmission standard to streamline communication and simplify distribution of rich media content. We undertook field-level mapping of messages in the NDC format to ensure reliable transmission of a high volume of content. Our NDC-compliant ecosystem addressed architectural constraints in the legacy Global Distribution System (GDS). Further, standardized communication optimized revenue accounting for all stakeholders in the airfare ecosystem. Looking for a breakthrough solution? Curbside check-in delights airline passengers The enterprise's NDC-compliant systems boost offerings of the data services provider. It helps airlines and travel agents - Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Undertake predictive maintenance to maximize aircraft uptime

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/aircraft-maintenance.html> ----- Overview Our predictive maintenance solutions support mechanical and structural requirements of aircraft fleet spanning diverse OEMs. Challenges & Solutions Resource Centre Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your aircraft maintenance program should focus on avoiding flight delays and cancellations while accelerating turnaround time for overhaul. You need to rationalize maintenance and repair services to minimize costs as well as aircraft downtime. You require robust planning and scheduling solutions to streamline inspection and address maintenance issues between flight schedules. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Aircraft Maintenance The Infosys Travel & Hospitality practice helps airline enterprises leverage digital tools for safe and sustainable operations. We integrate diverse data streams using scalable data architecture to capitalize on data mining tools, predictive analytics, and machine learning-based rare event and Complex Event Processing (CEP) models. A digital ecosystem facilitates predictive maintenance to minimize grounding of aircraft for servicing Our analytical solutions collate, correlate and analyze data from various aircraft systems, including Maintenance, Repair and Overhaul (MRO) history, engineering data, aircraft utilization records, flight parameters, crew logbooks, and weather reports. Our approach enables contextual diagnostics to predict failure and identify optimum maintenance intervals. The correlation of messages and patterns helps mitigate malfunctions, while revealing factors contributing to potential maintenance issues; for example, flight routes or flying practices causing safety issues,

excessive wear and tear, or structural damage. We create a 'digital twin' of critical airplane parts such as the engine and landing gear. Simulation and 'what-if' scenarios provide insights to maximize performance as well as the lifespan of aircraft components. We integrate augmented / virtual / mixed reality into fleet management systems to boost productivity of engineering teams as well as maintenance and repair crew. Our real-time remote equipment monitoring solutions distil knowledge from engagements with leading aircraft manufacturers. It helps us address maintenance requirements across airplane models and structural components. We align predictive maintenance programs with enterprise systems, which streamlines workforce scheduling and improves spare parts inventory management. Our holistic strategy minimizes aircraft downtime and fuel costs. Significantly, accurate insights allow airlines to rationalize capital investment via informed repair or replacement decisions to manage an aging fleet. Success story: Robotic process automation streamlines travel and leave management US airline saves ~ 300 person days per year by automating HR processes using Infosys AssistEdge. Brochure: Infosys predictive maintenance offering for airlines Infosys Sense-Find-Action framework boosts fleet uptime through accurate diagnostics and condition-based maintenance. Data tools identify potential maintenance events through textual analytics of maintenance logs, statistical modeling of flight parameters, and analysis of airplane sensor data. Integrated inspection and maintenance planning modules ensure compliance with statutory requirements for aircraft airworthiness and passenger safety. Case Study Predictive maintenance improves airline fleet utilization Case Study Real-time resource planning tool streamlines ramp operations Perspective Renew travel and hospitality with technology Case Study Infosys process bots support airline HR team Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Avoid baggage loss and mishandling

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/asset-tracking.html> ----- Overview Our mobile apps allow passengers to trace baggage, and initiate claims and compensation procedures when required. Challenges & Solutions Resource Centre Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need real-time visibility into location and status of assets to better serve passengers. You should track baggage across the journey to minimize insurance liability. You should empower ground staff with mobile tracking solutions to boost productivity. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Asset Tracking The Infosys Travel & Hospitality practice offers automated asset tracking solutions for airlines and airport operators. We capitalize on mobile

connectivity, tracking technologies, and text and video analysis tools to monitor the movement of baggage / freight as well as assets at airport terminals such as luggage trolleys, shuttle carts, buggies, strollers, and wheelchairs. Our solutions streamline check-in, scheduling and indoor navigation at airports. Infosys Enterprise Cognitive Platform (iECP) is the digital automation backbone for our track and trace solutions. It combines machine learning, cognitive learning, and artificial intelligence to process and analyze image, voice and video streams. iECP extracts content from labels and images, categorizes it, and presents asset movement on a map. The ability to track the location and visualize the movement of assets on mobile devices enables airport administrators, gate agents and airline staff to provide timely assistance, thereby, enhancing the passenger experience. Our GIS solutions capture and display a consolidated view of every asset in real time and provide status updates in enterprise systems and master data repositories. Sector / zonal checkpoints simplify tracking of assets. We incorporate business rules into tracking solutions for an automated alert mechanism to notify stakeholders in the event of deviations. We replace legacy barcode-based tracking systems with cloud-hosted tracking solutions to be accessed on diverse mobile devices. Our mobile apps for location-based asset tracking reduce the risks and costs due to delayed or lost baggage while improving the quality of service. Significantly, our configurable dashboards support reporting, operational analytics, and inventory management. White paper: Redefine the millennial travel experience Big data analytics, automation, artificial intelligence, and machine learning help travel and hospitality enterprises address business challenges and manage customer expectations. Read more Team of experts identify bottlenecks and reengineer processes to improve baggage / asset tracking. Smart baggage solutions support load balancing, which minimizes aviation fuel usage and ensures flight safety. Rich experience in Radio Frequency Identification (RFID), Bluetooth Low Energy (BLE), Internet of Things (IoT) and Geographic Information System (GIS) technologies. Case Study Digital baggage processes enhance the passenger experience Blog Travel Industry - The Journey to the Next Phase of Digital Perspective Renew travel and hospitality with technology Case Study Real-time resource planning tool streamlines ramp operations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

===== ----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/bag-runner-dispatcher.html> ----- Overview Our solution maximizes utilization of ramp personnel and supports performance-based incentive schemes. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Baggage handling Resource management Dispatch operations You should accelerate transfer of baggage between terminals for timely flight operations. You need to provide smart assistance to help unloaders and runners manage short time windows for baggage transfer at airports. You should ensure bag drop-off at precise locations across terminals and gates to avoid rerouting, mishandling, loss, and missed flights. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Improve Speed and Efficiency of Bag Transfer Operations

Infosys Travel & Hospitality practice offers Bag Runner Dispatcher, an application designed to simplify airport operations. Our AWS Cloud-hosted solution ingests flight information, baggage data, gate GPS coordinates, and ramp layout maps to accelerate baggage movement. It locates the nearest available runner and automatically assigns bags for dispatch. The app tracks each bag assignment through the delivery process, and re-assigns pickup to the next available runner based on predefined time limits. Our app incorporates dashboards for runners and supervisors to handle 'hot' and 'cold' baggage efficiently. The solution forecasts luggage load, enabling hub operators and airlines to plan runner placement and assign runners based on flight arrival and departure. The consolidated view of real-time flight and baggage load data improves management of runner devices and vehicles at airports. Notably, real-time tracking of bags and baggage handlers helps ground managers to identify and resolve dispatch inefficiencies. Infosys Bag Runner Dispatcher optimizes baggage routing, thereby ensuring speedy delivery and boosting the productivity of ramp personnel. Significantly, our app allows airlines to enhance the passenger experience by streamlining baggage movement between interconnecting flights and sharing baggage status information with passengers in real time. Brochure: Ensure efficient and accurate baggage handling Viewpoint: The Future Takes Flight: Transforming Baggage Handling Bag prioritization and automated routing reduces average baggage handling time significantly. Location maps guide runners from the arrival to departure gates, and alert dispatchers and ground handlers in the event of misplaced baggage. Notifications at every stage of the luggage handling process - from bag scan and pickup to delivery - eliminate baggage handling errors. Brochure Ensure efficient and accurate baggage handling every time Case Study North American airline deploys touchless baggage management solution Video Smart baggage management for the airlines industry Case Study Digital baggage processes enhance the passenger experience Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Enable travelers to help themselves

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/customer-self-service.html> ----- Overview Our mixed reality tools allow a 'preview' of the travel experience, which facilitates decisions regarding pre / post-journey travel and hospitality packages. Challenges & Solutions Resource Centre Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your customer support should transcend the contact center to deliver bespoke travel experiences. You need to personalize communication, recommendations and services to cultivate passenger loyalty. Your digital channels for customer support should enable self-service across the journey. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services

Platforms Infosys Knowledge Institute About Us Customer Self-Service The Infosys Travel and Hospitality practice helps airlines and airport operators raise the bar in passenger engagement with robust self-service capabilities. We automate travel service processes, and enhance it with analytical tools and Artificial Intelligence (AI) to drive customer self-service. The digital ecosystem enables airlines and airports to identify a traveler's needs based on the customer profile, and incorporate insights from the social footprint and peer groups to auto-recommend actions, be it to deepen engagement or reward loyalty. Infosys Nia, a conversational AI platform, enables text and voice-based assistance for self-service. Machine learning, deep learning and natural language processing capabilities enable our chatbot to 'understand' customer queries as well as artifacts. Chatbots assist travelers and answer queries related to facilities at the airport / destination, booking, cancellation, refund, etc. Action bots take action based on user requirement; for instance, ticket authorization and rebooking in the event of rescheduled flights. Our AI-driven chatbot integrates with social media tools and location-based service solutions to provide a bespoke travel experience via intuitive assistance across the journey - from booking and baggage information, and indoor navigation to exclusive lounge access / concierge services. Infosys develops mobile applications for real-time passenger queue and airport experience management. It empowers airlines to extend customer service to any location in the airport. Our apps predict waiting times, which enables airlines and airport operators to engage travelers with contextualized offers. Airlines can direct passengers to alternative queues for faster check-in, and notify walk time to the gate. Our digital team also develops cloud-hosted microsites to help loyal customers track reward points and redeem miles. Success story: Robotic process automation streamlines travel and leave management US airline saves ~ 300 person days per year by automating HR processes using Infosys AssistEdge. Virtual agents personalize interactions despite zero-human touch. Trained algorithms answer queries and interact with travelers in several languages. Cognitive platforms manage the travel lifecycle by understanding specific requirements of travelers. Case Study Curbside check-in delights airline passengers Case Study Infosys process bots support airline HR team White Paper Cost-revenue approach for creating frequent flyer programs Blog Travel Industry - The Journey to the Next Phase of Digital Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Personalize the customer's experience with Infosys genome solution

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/infosys-genome-solution.html> ----- Overview Our pre-built repositories reduce the time, effort and cost of advanced customer analytics. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings

You should convert a traveler's data into insights to offer personalized products / services. You need to focus on the experience and ensure consistent service quality to increase yield per passenger. You require an agile ecosystem to capitalize on real-time revenue opportunities. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Genome Solution The Infosys Travel & Hospitality practice helps airlines and air / helicopter charter enterprises harvest insights of travelers' behavior to personalize experiences and augment quality of service. The Infosys Genome Solution, an intelligent data solution, is a 'marketplace' for data discovery and self-service analytics. It integrates real-time data from diverse sources for explorative, predictive and prescriptive analytics. Our solution provides a contextual understanding of a traveler's behavior and preferences to recommend bespoke services. The 'customer information fabric' of the Infosys Genome Solution enriches psychographic data with advanced analysis of social feeds as well as cross-channel interactions, including online shopping, purchase patterns, and campaign response. The Infosys Genome Solution sequences gene blocks along frequency, temporal and monetary dimensions of traveler's attributes, thereby creating a unique identity for each traveler. The comprehensive profiling exercise enables customer-oriented strategies to engage deeply with travelers and cultivate loyalty. For example, an assessment of a family on vacation may prompt a recommendation of a premium club accommodation rather than an upgrade to Business Class during a long layover. Our solution incorporates a Natural Language Processing (NLP)-based chatbot, prefabricated attributes, and data modeling tools. Our open source data platform is compatible with hybrid cloud infrastructure, and facilitates reusability of data structures (gene blocks and genome attributes). Significantly, data scientists can configure information models and attributes for specific analytics requirements or use cases across booking, accommodation and entertainment. White paper: Redefine the millennial travel experience Big data analytics, automation, artificial intelligence, and machine learning help travel and hospitality enterprises address business challenges and manage customer expectations. Read more Brochure:Infosys Genome Solution Technology accelerators collate enterprise, partner, digital asset, and customer data to generate networked data products. Processing engine derives customer attributes and creates behavioral gene blocks. Pre-built model libraries and analytics workbench accelerate integrated analytics. Case Study NDC-compliant ecosystem drives value-added airline services Case Study Airline passenger sentiment analysis rationalizes crew size Perspective Renew travel and hospitality with technology White Paper Cost-revenue approach for creating frequent flyer programs Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopt NDC to boost airline retailing

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/new-distribution-capability.html> ----- Overview Our NDC-compliant APIs support airline product / service bundling as well as co-branding with travel and hospitality partners. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your airline enterprise should replace legacy content / distribution systems with a digital structure to generate ancillary revenue. Your communications systems need to transcend data exchange functionality to share rich multimedia content with passengers, directly or through intermediaries. You need to integrate enterprise, merchandising partner, and third-party systems to deliver memorable travel experiences. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us New Distribution Capability The Infosys Travel & Hospitality practice helps airline carriers, travel management companies, online travel agents, content aggregators, and travel service providers create a retail ecosystem by adopting New Distribution Capability (NDC) and ONE Order standards of the International Air Transport Association (IATA). In addition, we partner with travel software enterprises to incorporate NDC standards into proprietary IT products. Our experts ensure compliance with NDC across CRM, data warehouse, and passenger service systems. The Infosys NDC architecture includes a pricing and marketing offers engine as well as a merchandising engine. It helps stakeholders in the travel industry align product, order and distribution strategies. Our standardized data system facilitates collaboration between travel partners and stakeholders to offer value-added services. The bundling of airline services, merchandise and auxiliary hospitality supplies ensures a superior travel experience while growing revenue. Ancillary products range from extra legroom, seat upgrades and personalized meal plans to insurance, airport concierge services, and car rentals. Our rich experience of implementing the NDC reference architecture and XML schemas helps us streamline message flow and apply tools for consistent content distribution. Our semi-automated NDC exchange and transformation platform maps data structure and elements to the NDC format. We develop third-party interfaces and Application Programming Interface (API) plug-ins to integrate the standardized NDC schema with existing workflows. It ensures a 'single source of truth,' including flight schedules, price and seat availability, across booking channels. In addition, it simplifies content search across retail channels, and drives brand differentiation. Significantly, an NDC-compliant infrastructure rationalizes distribution costs. White paper: Redefine the millennial travel experience Big data analytics, automation, artificial intelligence, and machine learning help travel and hospitality enterprises address business challenges and manage customer expectations. Point of view: Destination Next for Travel and Hospitality Brochure: Infosys' International Air Transport Association

(IATA) New Distribution Capability Consulting Services Point of view:
Infosys IATA NDC Services: Integrating the Air Travel Ecosystem Expertise in integrating central reservation system, Global Distribution System (GDS) and NDC-compliant portfolios to manage inventory, distribution, sales, and marketing. Big data analytical models, passenger genome-based personas, and predictive algorithms provide contextual insights for personalizing offers and cross-sell / up-sell of ancillary services. NDC adapters and APIs facilitate real-time merchandising / partner data sharing across channels, while ensuring an omni-channel experience. Case Study NDC-compliant ecosystem drives value-added airline services White Paper Cost-revenue approach for creating frequent flyer programs Perspective Renew travel and hospitality with technology Blog Travel Industry - The Journey to the Next Phase of Digital Company Subsidiaries Programs Support Connect with us
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Infosys Sustainable Aviation Fuel Certificates (SAFc)

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/sustainable-aviation-fuel-certificates.html> ----- Overview
Our blockchain technologies are inherently ideal for building and managing robust, secure, scalable SAFc solutions based on the Book & Claim model. Challenges & Solutions Resource Centre Register to Download Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Features SAF adoption faces several challenges for its widespread adoption such as supply & demand - limited amount of economically viable supply sites, high-cost of SAF, supply points are limited by the geographical location. Airlines are sold same certificates thus causing double counting Non-existence of SAF usage in aviation industry Falsifying documents related to SAF, such as production records or verification reports can be generated. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Sustainable Aviation Fuel Certificates (SAFc) The global aviation ecosystem has set ambitious targets to reduce its carbon dioxide (CO₂) emissions and is estimated that almost 450 billion liters of SAF will be needed to achieve Net Zero by 2050. Moving to Sustainable Aviation Fuel (SAF) is perhaps one of the most important shifts the industry is making towards becoming tangibly greener. The SAFc framework is expected to play an increasingly important role in enabling organizations outside the aviation sector (customers and business partners) to play a more direct role in reducing aviation emissions. This is to be achieved by allowing organizations willing to share in the higher cost of SAF to claim reductions in SAF emissions- thus furthering their own commitment to reducing carbon footprint. A SAFc marketplace for the aviation industry will typically bring together multiple players as shown in the diagram below: Smooth functioning of an SAFc marketplace requires efficient, timely and secure flow of accurate information between various stakeholders. Infosys SAFc is

part of Integrated NetZero Platform powered by Infosys Cobalt Airline Cloud (ICAC); a model office built on cloud for the Airline industry. Through this platform, the airlines can monitor, measure, and mitigate carbon emissions. From enabling route optimization in the air to minimizing emissions on ground and supporting energy management, this solution can help you take the next step towards sustainability. Generating and transmitting SAF credits in the form of Fungible Tokens enhances security by making the SAFc tamper-proof. This real-time approach provides a convenient, transparent, and efficient way for all stakeholders in the SAFc value chain and makes it easy to manage SAFc accounting. It can support multiple SAFc standards. Besides automating issuance, trading, and retirement of SAFc, it can provide perpetual, real-time traceability, and audit trails. Brochure Fueling a Greener Sky: A Comprehensive SAF Platform for Sustainable Aviation viewpoint Is Your Airline Ready For Sustainable Aviation Fuel Certificates (SAFc) Marketplaces? IATA Magazine Article Airlines. 2024-01 by Redactive Media Group - Issuu This solution is design to implement SAF accounting framework based on Book & Claim leveraging Blockchain technology. It also enables a decentralized marketplace facilitating the trade of SAF Certificates, thereby catalyzing additional demand for SAF by generating new funding that can be used to cover its price premium and which in turn creates market demand signals to drive investment in increasing SAF production capacity. This solution enforces the Airline operator to mention the SAF retirement type (Voluntary/Compliance), so there is no scope of claiming the same certificate for multiple purposes. At the time of SAF Registration, solution requires the supplier to list down the buyer of the SAF with the supporting details like SO, Airline Operator, Airport, Flight details. Using credentials verification, the documents related to SAF sustainability can be cross verified against the repositories of issuing bodies. Insight Infosys Cobalt Airline Cloud Insight Blockchain Services & Technology Offerings by Infosys Insight How Blockchain Enables Sustainability in Supply Chains Case Study Blockchain Insurance Solutions: Policy & Claim Processing Opt in for marketing communication Privacy Statement Thank you for registering. Download Now Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Reconcile ULD inventory in real time

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/unit-load-device-management.html> ----- Overview Our automated tracking solutions rationalize maintenance and repair requirements, while preventing loss of ULDs. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to optimize ULDs taking into account the capacity and frequency of airline as well as air freight operations. You should replace barcode-based ULD tracking processes with digital solutions to better manage inventory, while rationalizing costs. You

require real-time visibility into asset location to avoid flight delays due to non-availability of ULDs. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Unit Load Device Management The Infosys Travel & Hospitality practice partners with airline carriers, air cargo terminal operators, airfreight management companies, and ground handling agents to track Unit Load Devices (ULDs) across the supply chain. We combine digital tracking technologies for real-time monitoring of ULDs and ground support equipment, including pallets, special purpose ULDs, temperature-controlled containers, dollies, and tractors. ULD management solutions built on the Infosys Enterprise Cognitive Platform (iECP) capture 'live' video stream and convert it to image frames to detect objects, remove ambient noise, and update asset repositories. iECP provides REST APIs to integrate external applications as well as cognitive elements such as machine learning, natural language processing, and Artificial Intelligence (AI). Our deep learning models use 'self-learning' to improve image recognition and analytics. Infosys digital asset tracking solutions minimize idle time and streamline inventory management of ULD as well as ancillary equipment across global networks. Rule-based validation of ULD location, time and movement offers contextual information to reconcile stock. Our solutions generate real-time status reports and notify business users / ULD handlers in the event of deviation(s) from business rules. Our ULD solutions address technical requirements, operational procedures and regulations. We develop mobile applications using responsive design to facilitate smooth ULD operations. In addition, we provide user training to accelerate adoption of AI-driven ULD tracking solutions. White paper: Redefine the millennial travel experience Big data analytics, automation, artificial intelligence, and machine learning help travel and hospitality enterprises address business challenges and manage customer expectations. Read more Asset health monitoring dashboards ensure compliance with airworthiness standards and regulations for flight safety. ULD tracking solutions incorporate 'replay' feature to view asset movement using location history. Expertise in Radio Frequency Identification (RFID), Bluetooth Low Energy (BLE), Global Positioning System (GPS), and Internet of Things (IoT) tracking systems. Case Study Digital baggage processes enhance the passenger experience Case Study Predictive maintenance improves airline fleet utilization Case Study Real-time resource planning tool streamlines ramp operations Case Study Curbside check-in delights airline passengers Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Insights

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Air Care Can Be a More Powerful Differentiator Than Air Fare Weathering the Storm: Harnessing Disruption in Aviation Is Your Airline Ready For Sustainable Aviation Fuel Certificates

(SAFc) Marketplaces? Women in Tech: Interview with Sabre Webinar: Create a Seamless Traveler Experience using Generative AI DEIverse Talks Flying Towards a Sustainable Future: The Aviation Industry's Journey to Net-Zero Wings of Innovation: Transforming Aircraft MRO with Infosys Generative AI Solution The Future Takes Flight: Transforming Baggage Handling Infosys Cobalt Airline Cloud The Metaverse and Beyond: Accelerating Innovation in Travel and Hospitality Embracing the Digital Frontier: AI's Redefinition of Travel and Hospitality Forbes Spotlight: Aeromexico Flies To The Cloud To Improve Agility Navigators of Change Roundtable: Modernizing Customer Experience Management DEIverse Talks with Sabre Booking Holdings' Spencer Mott on Building a Better Customer Experience Infosys IATA NDC Services: Integrating the Air Travel Ecosystem Airline Revenue Accounting - Choosing the Right Product Global ULD Tracer for the Aviation Industry Travel Lounge Talk Series Navigators of Change Roundtable: Decoding the Future of Travel Airports of the Future Infosys Cobalt - Accelerating Enterprise Cloud Journey Sustainable Travel: Re-imagining the world of travel & tourism Post-COVID-19 - Navigate Your Next with Infosys Personalized Smart Video (PSV) for the Travel Industry Corporate Travel and the New Normal Post Covid-19 How Airlines Can Benefit from Cloud Adoption Smile because it's the season for joy The Future of Travel: A Smart Contact Center to Delight Travelers Smart Roadside Assistance App from Infosys Smart Baggage Management for the Airline Industry Being Resilient: An Opportunity for Airlines Safe Travel in the New Normal: Technology as Change Agent A Playbook Approach to Navigating Disruption in the Travel Industry Perspectives on Travel Distribution Trends and the NDC Leading North American Airline deploys a personalized touchless customer-centric baggage management solution Chatbots for Better Customer Experience in Air Travel Decode the passenger genome to provide a personalized flight journey The Role of AI in Travel and Hospitality Industry Infosys helps leading airline introduce kiosk and web check-in Digital solution reduces lost baggage rate by 25% Cost-revenue approach for creating frequent flyer programs Renew travel and hospitality with technology Travel Industry - The Journey to the Next Phase of Digital Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us White Paper View point Point of View Video Video Video Point of View Brochure Point of View Insights Point of View View point Article Insight Insights Video Point of View View point Video Insights Insight Article Insights Article Point of View White Paper Point of View Video Point of View Video Video Article Point of View Point of View Point of View Report Blog Blog White Paper Article Article White Paper Article Blog Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Booking Holdings' Spencer Mott on Building a Better Customer Experience

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/building-better-customer-experience.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Watch this exclusive interview from the "Humanizing Digital" series in collaboration with the Wall Street Journal. This interview features Booking Holdings' Spencer Mott, Chief Security Officer, in conversation with Mitrankur Majumdar, Senior Vice President and Global Head - Services, Infosys on creating travel experiences using the latest tools and technologies. He further states, "Our mission is to allow everyone to experience the world for the better. That culture is delivered through basic behaviors. These behaviors are embedded in the products and services that we develop." This interview also emphasizes the strong partnership between Booking Holdings / Booking.com and Infosys. Click here to know more. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Forbes Spotlight: Aeromexico Flies To The Cloud To Improve Agility

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/cloud-improve-agility.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us In this Forbes article, Aeromexico, Mexico's global airline and a leader in Latin American aviation, highlights about the process of moving and modernizing critical applications to the cloud while delivering better customer experience, more innovation, and a stream of operational efficiencies with a need to radically overhaul the entire application ecosystem while maintaining security and uptime to achieve business objectives. According to Fernando Rocha, there was an immediate need to standardize and automate as much as possible while making the IT environment modular and microservices-oriented. To be able to do so, Aeromexico chose Infosys as their strategic partner mainly because of a "good alignment in terms of vision and a partnership where both companies can benefit.", according to Rocha and Amazon Web Services (AWS) as cloud

provider. Infosys is building an end-to-end DevSecOps pipeline using AWS-native services which resolves that tension, delivering new software and services at agile speed without compromising application security. This move will enable Aeromexico to respond quickly to market demands, enhance customer experience, and enhance operational IT capabilities. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Leading North American Airline deploys a personalized touchless customer-centric baggage management solution - Read exclusive case study by HFS

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/customer-centric-baggage-management-solution.html> -----
Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us - Reduce mishandled baggage by 25% Today, passengers increasingly expect a touchless, personalized experience from airlines. This is leading the industry to adopt interactive, real-time technologies, and incisive analytics. A true competitive differentiator, however, can come if an airline is able to predict customer events rather than just react when they happen. One area in which airlines can do this is baggage management. Download this HFS case study on how a leading North American airline partnered with Infosys to reimagine its baggage handling application. Authored by Melissa O'Brien, Research Vice President, HFS, wherein she unpacks why a Digital OneOffice™ approach is critical to touchless personalized customer experience. The case study is about an airline which handles 6,000 flights a day and over 100 million passengers per year. Handling the baggage of this large a volume of passengers is a business-critical task with a host of inherent challenges. To know how the airline navigated towards a technology-driven baggage handling process, download this point of view and learn, The new baggage handling system led to a 25% decline in mishandled baggage. Download case study>> Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Travel Lounge Talk Series

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/get-on-board-travel-hospitality.html> ----- Experience Insight Innovate

Accelerate Assure Application Development and Maintenance Business
Process Management Consulting Services Incubating Emerging Offerings
Fourteenth Edition Thirteenth Edition Twelfth Edition Eleventh Edition
Tenth Edition Ninth Edition Eighth Edition Seventh Edition Sixth Edition
Fifth Edition Fourth Edition Third Edition Second Edition Being Resilient.
That's Live Enterprise. Digital Core Capabilities Digital Operating Model
Empowering Talent Transformations Tales of Transformation Industries
Services Platforms Infosys Knowledge Institute About Us Get On-Board with
the Latest in Travel and Hospitality Let's face it. 2020 was a challenging
year. The pandemic heavily impacted travel and hospitality. Coming years
now show an even better forecast than before and the deficit is met. Now
that the sky is clearer, take that flight. Innovate. Infosys introduces the
Travel Lounge Series, a series of videos where experts speak about the
latest technologies which help them digitally transform their business and
adapt to the new normal. With personalized services for passengers, better
travel engagement and collaboration with partners for essential services,
the Travel & Hospitality industry is set to take off to new heights. Explore.
Accelerate. Reimagine millennial travel. For queries and insights into
Infosys capabilities, please write to us at TravelPractice@infosys.com Kumar
Paramasivam, VP & Portfolio Head, T&H Infosys Americas Catch this
engaging panel discussion featuring esteemed speakers from Air Canada -
Derek Whitworth - VP, Customer Digital Technology, Keith Wallis - Managing
Director, Customer Digital & Distribution, & Rania Chehade - Director of
Distribution, moderated by Samik Ghatak, AVP - Travel & Hospitality. In this
episode, they discuss about technologies like GDS, NDC, Offer & Order
Management, and future of aviation industry and how AI and partnerships
are driving operational efficiencies and enhancing passenger experiences.
They also spoke about Air Canada's point of view on unprecedented demand
for travel and customers and a vision for civil aviation at large. In this
newest edition of the "Travel Lounge" talk series, catch Jeff Kavanaugh - VP
& Head, Infosys Knowledge Institute in conversation with aviation expert -
Jane Thompson, Director of aviation, travel & tourism at ICF & Deputy Chair
- British Aviation Group, where they discuss and exchange insights about
trends & growth in travel industry and how sustainable aviation fuel is
gaining importance for greener future in aviation. Jane also speaks about
role of AI impacting airlines & airports. Hear more insights from Jane
Thompson & Jeff Kavanaugh. In the twelfth edition of the "Travel Lounge"
talk series, tune in to an interesting conversation with Fluido leaders -
Maurus Puttonen - Travel & Hospitality Industry Expert & Andrew
Hainsworth - Service Cloud Practice Lead, where they discuss about
importance of customer service and customer experience in the airline
industry. They also touched upon technology like AI and how AI is impacting
the travel and hospitality industry. Fluido is a leading Salesforce consultancy
- Infosys company. In the eleventh edition of the "Travel Lounge" talk series,
tune in to an interesting conversation with Kumar Paramasivam - VP &
Global Head, Travel & Hospitality featuring Timothy O'Neil Dunne - an
Aviation Expert & Principal at T2Impact LLC, on trends & technologies of
Airline industry. Timothy highlights stories of leading airlines and how
technologies like AI, NDC, sustainable aviation fuel, customer experience is
playing a role in the growth & future of aviation. In the tenth edition of the
"Travel Lounge" talk series, view this engaging discussion between Mohan
Krishnaraj, Chief Experience Officer, WongDoody and Nithya Kappini, Sr

Director, Design Strategy & Growth, WongDoody, as they provide a comprehensive exploration of the key factors influencing the future of travel experiences and the pivotal role design plays in shaping this dynamic landscape. This discussion throws light on experience design applicable in areas like personalization, privacy, sustainability, AI-first approach, enhanced passenger experiences and immersive experiences like Metaverse. In the ninth edition of the "Travel Lounge" talk series, watch this interesting conversation between Jeff Kavanaugh, VP - Infosys Knowledge Institute & Samik Ghatak, AVP - Client Services, Infosys, on how technology has ushered a new era for travel and hospitality industry by simplified booking processes, streamlining airport processes, cloud transformation and AI-driven travel assistance. Jeff further adds about practical sustainability by adoption of cleaner fuels and reduce emissions travel journey, enhancing the industry's sustainability while improving the passenger experience. In the eighth edition of the "Travel Lounge" talk series, listen to this interesting conversation between Infosys Industry leaders, Arunkumar Ranganathan and Vijaykumar Warriar where they speak about challenges around ULDs like lack of visibility and under-utilization. In continuation, Prasanna S, Consultant, shows a glimpse of Global ULD Tracer platform, an Infosys cloud solution built to simplify airport operations that aggregates accurate, real-time ULD data. In the seventh edition of the "Travel Lounge" talk series, Infosys EVP and CTO, Rafee Tarafdar, talks about adoption of emerging technologies in this fast-paced market. In this video, learn how Infosys have leveraged advanced and emerging technologies to build a plug-and-play cloud-based platform called Infosys Watch Tower aka Industrial Asset Monitoring Platform, for aviation enterprises. Infosys Principal Product Architect, Allahbaksh, shows a glimpse of this dynamic platform on how artificial intelligence, computer vision, IoT sensors and image analytics process real-time data feeds to improve surveillance, identify threats, and support data-driven decisions to mitigate security risks. In the sixth edition of the 'Travel Lounge' talk series, we explore how should hoteliers look at technology. Revenue management is a key driver for top and bottom line and technology exists to drive better RM. RM job can be rewarding and yet expensive for a hotel to afford. Grab a cup of coffee and join us for a brief conversation with some very specific, targeted questions designed to shed light on these topics. In this video, Samik Ghatak - AVP, Travel and Hospitality, Infosys who poses tough questions to Ira Vouk, Hospitality Technology Consultant, Pricing and Revenue Management Professional, Published Author. In our fifth edition of the 'Travel Lounge' talk series, we explore automation, simplification, and a bit of AI/ML - and even dare to ask if technology will replace humans. Grab a cup of coffee and join us for a brief conversation with some very specific, targeted questions designed to shed light on these topics. In this video, Matthew Kolodny - Practice Lead, the Americas (Travel & Hospitality) poses tough questions to Dr. Ricardo Pilon, a highly visible industry figure focused on designing modern business models and travel technology." Aviation is one of the largest contributors to climate change issue with over 1 billion metric tons, or 2-3%, of global CO2 emissions annually. In the fourth edition of the 'Travel Lounge' talk series Mitrankur Majumdar - SVP & Regional Head, Services Americas in conversation with Doug Lansky - Travel Journalist, Author and Consultant throws light on sustainability in travel in the current world conditions and need of the hour initiatives. Infosys recently became a signatory to the

World Economic Forum's CST coalition. We are working on energy and sustainability in several areas, enabling us to bring this experience and expertise to the CST initiative. Two years have passed by with lot of uncertainty and restrictions, recovery of full travel is getting extended due to the new variants. Vijayakumar Unnikrishna Warriar- Industry Principal & Practice Head (Travel, Hospitality & Services) talks about how the industry now is revisiting its strategy. He throws light on sustainability in travel in the current world conditions. Pankaj Negi, Principal Consultant, iCETS talks about Infosys personalized smart video platform that uses latest technology to deliver a fully personalized video message and help significantly transform customer experience. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

===== ----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/infosys-cobalt-airline-cloud.html> ----- Possibilities take flight Infosys cobalt airline cloud YOUR DIGITAL RUNWAY Experience infosys cobalt airline cloud Overview THE DIFFERENCE DELIVERED Client Stories Request for services Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Key solutions Enhancing Profitability with Global ULD Tracer Boosting Agility with BagRunner Dispatcher Delivering Visibility with WatchTower Building Affinity with Infosys Genome Solution Powering Sustainability with Integrated Net Zero Platform Thank you for connecting with us Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us 95% of global airlines and 86% of global airports consider cloud technology a top CIO investment priority today. What if we could simplify processes and problem solving? Drive measurable outcomes and create real value? Explore new ways of working? And make your journey modular? We can, and already are. With a model office for airline businesses on the cloud. And whether it's through new insights or new efficiencies, new experiences or new directions, Infosys Cobalt Airline Cloud will be Explore the possibilities that Infosys Cobalt Airline Cloud delivers through an immersive 3D experience curated just for you. Infosys Cobalt Airline Cloud (ICAC) is a model office built on cloud for the Airline industry. It consists of cloud-native business solutions that cater to different stakeholders of the airline industry such as authorities, passengers, airline DOA, station manager and ground staff. The industry cloud is built using composable architecture principles and provides business capabilities such as seamless loyalty management, human-centric personalized experiences, Unit Load Device (ULD) tracking and management and smart monitoring alleviate security concerns, among others. Every 24 hours, more than 140,000 tonnes of cargo will be transported, equating to 657 million packages worth 17.8 Billion USD. And it takes a massive number of aircraft ULDs to deliver them to their destinations. Today, airlines across the world are looking for new ways to optimize fuel consumption, utilization of these ULDs and profitability in the long run. And that's exactly what our Global ULD Tracer can help you do. The solution aggregates ULD data around availability and movement across vendors, airlines, freight forwarders, and ground handling agents to provide real-time updates about ULD status, location, and condition. From enabling efficiency to enhancing profitability, this solution was built to help airlines

get closer to their cloud goals. As airlines and airports adjust to the gradual recovery of passenger figures, the number of mishandled baggage grew to 4.35 bags for every 1000 passengers in 2021. While this number seems negligible, the impact it has on your passenger's experience isn't. And that's why we built the Infosys BagRunner Dispatcher. The solution first collects information from different sources and analyzes it to deliver real-time notifications and alerts to every BagRunner on your airport floor. From tracking luggage to reducing errors and achieving 100% accuracy across your baggage handling operations, this solution makes it possible. Whether it's getting luggage to the right destination, or your employee to the right place, with this solution, efficiencies are in the bag. Safety and security at airports have always been a key priority. But as your organization grows, traditional means no longer suffice. You need eyes on the ground everywhere. And that's just what Infosys WatchTower has to offer. It's a solution that incorporates knowledge inference and predictive analytics to enable data-driven decisions and mitigate security risks at airlines and airports. It offers 360-degree visibility through computer vision and uses sensors and other next-gen technology for detection of fire or smoke, protection against wildlife attacks, prevention of intrusions, vegetation management, and more. Now, you can monitor crowds and measure threats in real-time to minimize incidents and maximize safety of every passenger that chooses to fly with you. It's no longer just about getting your passengers to their destination but creating a memorable experience for them throughout their journey. However, to do so, you need to know your customers better. And that's where the Infosys Infosys Genome Solution platform can come in handy. It's a solution that helps airlines and airports harvest insights about an individual's traveling habits, preferences and behaviors. The comprehensive profiling exercise can help you build customer-oriented strategies to engage with them on a deeper level, simplify their journey and cultivate loyalty. Personalize the experiences you deliver for every traveler that walks through your airport's doors. The airline industry accounts for 2.5% of the global CO₂ emissions and amounts to 3.5% when we account for non-CO₂ impacts on climate change. Sustainability is no longer nice to have but a necessity. And airlines that hope to lead the generations to come need to prioritize sustainability today. And that's where the Integrated Net Zero Platform comes into the picture. This platform helps airlines monitor, measure and mitigate carbon emissions. From enabling route optimization in the air to minimizing emissions on ground and supporting energy management, this solution can help you take the next step towards sustainability. Reach for better tomorrows with the Integrated Net Zero Platform for airline businesses on the cloud. Serverless foundation with tools that are built to deliver resilience today and a foundation for every tomorrow. Each solution is a modular accelerator that's easy to integrate into existing systems and delivers value shortly after deployment. We've partnered with several organizations including Amadeus, Sabre, APTCO, etc. to help build a network for change. Access integrated data and analytics layer with pre-built dashboards and performance metrics that enable seamless monitoring and operations. From applications to infrastructure and data, the office is secure-by-design and conforms with the regulatory standards defined by IATA. We explore the real challenges and route performance at airports to devise efficient, future-ready solutions.

Aeromexico's Fernando Rocha on Synergy in Technology and People From

Cloud Chaos to Clarity with Infosys Cobalt - Featuring United Airlines Cloud Adoption and Implementation - Case Studies Infosys named AWS Cloud Operations Competency Launch Partner Infosys Collaborates with Microsoft to Accelerate Industry Adoption of Cloud Forbes Spotlight: Aeromexico Flies To The Cloud To Improve Agility Booking Holdings' Spencer Mott on Building a Better Customer Experience Navigators of Change Roundtable : Modernizing Customer Experience Management Find out more about how we can help your organization navigate its next. Let us know your areas of interest so that we can serve you better. Opt in for marketing communication Privacy Statement Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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DEIverse Talks

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Webinar: Create a Seamless Traveler Experience using Generative AI

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Insights

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/season-for-joy.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Travel and Hospitality practice wishes you Season's greetings and a very happy new year. As we navigate the turbulence today to keep connecting the new world, here's to hope and a seed of change for a better tomorrow. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys is a valued extended team and bridges the skill gap at Copa Airlines

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/skill-gap-copa-airlines.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Copa Airlines is a leading Latin American airline and was ranked the most punctual airline in the world in 2018. In this client testimonial, Julio Toro Silva, Vice President, and Chief Information Officer, Copa Airlines shares his thoughts about the key challenges facing his industry, namely, stiff competition, managing the digital workforce and empowering their customers with digital tools. He also dwells on his role as the CIO in this digital age and drills down into how Infosys has been helping them build new capabilities and bring agility to all their IT infrastructure. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Smart Baggage Management for the Airline Industry

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Smart Roadside Assistance App from Infosys

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/smart-roadside-assistance.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Technology is making its way into roadside assistance. A smart app means that support is just a few clicks away in case of a breakdown. In this video, Infosys showcases a solution that effortlessly connects a driver with a mechanic, and a chatbot that supports the two. The app has been carefully crafted to speed up assistance, enhance safety, and resolve breakdowns, faster. Watch the video for more Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Global ULD Tracer: A Seamless and Comprehensive Tracking Solution for Cargo ULDs

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Travel Lounge - Talk Series

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Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Get On Board with the Latest in Travel and Hospitality Let's face it. 2020 was a challenging year. The pandemic heavily impacted travel and hospitality. 2022 however shows a better forecast for enterprises. Now that the sky is clearer, take that flight. Innovate. Infosys introduces the Travel Lounge Series, a series of videos where experts speak about the latest technologies which help them digitally transform their business and adapt to the new normal. Kumar Paramasivam, VP & Portfolio Head, T&H Infosys Americas, tells us what we can expect in the Travel Lounge Series. With personalized services for passengers, better travel engagement and collaboration with partners for essential services, the T&H industry is set to take off to new heights. Explore. Accelerate. Reimagine millennial travel. Please share your suggestions with us at TravelPractice@infosys.com Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Travel Lounge - Talk Series - 2nd edition

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Travel Lounge - Talk Series - 3rd edition

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About Us Welcome to the third edition of the 'Travel Lounge' talk series.
Two years have passed by with lot of uncertainty and restrictions, recovery
of full travel is getting extended due to the new variants. Vijayakumar
Unnikrishna Warriar- Industry Principal & Practice Head (Travel, Hospitality
& Services) talks about how the industry now is revisiting its strategy. He
throws light on sustainability in travel in the current world conditions.
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Infosys Watch Tower: An AI Platform for Comprehensive Airport Security

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Model Empowering Talent Transformations Tales of Transformation
Industries Services Platforms Infosys Knowledge Institute About Us The
dynamics of the aviation business involve inherent risks. People and airport
facilities need to be safeguarded from accidents and threats from non-state
actors. It demands 24x7x365 surveillance, which needs equal parts
automation and preventive action. Infosys Watch Tower enables real-time
monitoring of situations, which is an important aspect of operations,
specifically in the aviation industry. The need for monitoring increases
exponentially at airports where crowd management and security are
amplified. Infosys Watch Tower mitigates security threats and tracks cargo,
thereby ensuring smooth operations and the platform also offers a unified
view of inferences, reports, monitoring plans and alerts via reports and
analytics. PoV - Infosys WatchTower: An AI Platform for Comprehensive
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Women in Tech: Interview with Sabre

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About Us The number of women in tech is steadily increasing, with women holding 26.7% of tech-related jobs globally in 2022. This represents a positive shift from 25% in 2021 and 24.9% in 2020, indicating a gradual but encouraging trend towards gender balance in the tech workforce, according to a recent report. It has been proven that women in leadership roles have an innate ability to make powerful and progressive business impact from driving innovation and new business opportunities to spearheading inclusion and ESG initiatives. Their contributions are evident across various domains, from developing innovative software applications to spearheading advancements in artificial intelligence. The increasing presence of women in tech industry events, and communities are on the rise, indicates a positive direction for the tech industry. In this interview, we have two incredible women leaders from Sabre, who are not just inspiring but also lead as an example for next generation of female leaders. Sabre, a leading software, and technology provider powering the global travel industry is committed to creating a culture of inclusion and belonging and values the diversity of their employees around the world. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Navigate your Next in Travel & Hospitality

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Assure Deliver bespoke travel experiences to cultivate loyalty. Company
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Navigate your next in Utilities.

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CMO Radar 2024 Success Story Reimagining the Workplace: E.ON's Story of
User-Centric IT Transformation with Infosys Analyst Recognition Infosys
Ranked Leader in Power and Utilities Solutions & Services, Study by ISG
Testimonial Infosys Brings Together Technology and Expertise to Modernize
Uniper Energy's UK Trading Solutions Insights Discovering Net Zero
Opportunities in Utilities With #EnergyTransitionNow Your utility needs to
meet the needs of consumers, communities and industries while addressing
clean energy imperatives. You should capitalize on AI-driven systems and
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business requirements. Agile Digital Services Architecture:Utilities Agile
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at Pace READ MORE Here's what several independent industry analysts,
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Landscape Our solutions effect a business transformation of utilities enterprises Case Study El Paso Water Transforms Customer Experience with a Digital Billing Ecosystem Testimonial How OVO Energy Enabled Digital Switching Service Platform with Infosys using Oracle Cloud Testimonial Infosys Brings Together Technology and Expertise to Modernize Uniper Energy's UK Application Infrastructure Landscape Client Speak E.ON UK & Infosys - Strategic Partnership for Smart Metering and More Our solutions modernize generation, transmission, distribution, and customer networks Explore Services Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Analyst Recognition

----- Article source ----- <https://www.infosys.com/industries/utilities/analyst-reports.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys Ranked Leader in Power and Utilities Solutions & Services, Study by ISG Infosys Ranked Leader in ISG Provider Lens™ 2022 Infosys Ranked Podium Winner in HFS Utilities Top 10 Infosys Ranked Winner in HFS Energy Transition Services, 2022 Infosys named a 'Leader' in the IDC MarketScape: North American DERMS Strategic Consultants and Systems Integrators 2020 Vendor Assessment Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Report Report Report Report Report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys ranked Leader in ISG Provider Lens™ 2022

----- Article source ----- <https://www.infosys.com/industries/utilities/analyst-reports/isg-provider-lens-2022.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been ranked in the 'Leader' quadrant of the ISG Provider Lens™, Power and Utilities - Services and Solutions Quadrant 2022 report. ISG rated Infosys a 'Leader' across Intelligent Business Process Management Services (iBPMS), next-gen IT services, grid modernization, Enterprise Asset Management (EAM), and Customer Information Systems (CIS) quadrants. Key highlights: ISG rates Infosys capabilities and offerings across the value chain: EAM: Combines domain expertise, best practices and products to drive asset management digital transformation. Adopts a 360-degree approach to digital EAM solutions with KRTI 4.0, a core predictive

asset maintenance AI framework for utilities, in partnership with Pöyry, and Infosys XR platform for augmented reality experiences to enhance field service operations. Download report Grid modernization: Complements grid modelling and planning, grid management and operations, grid analytics, and grid optimization solutions with digital offerings in analytics, AI, RPA, and the cloud. Download report iBPMS: Executes digital strategy in BPM by implementing infrastructure modernization solutions and new-age technologies. Download report Next-gen IT services: Accelerates application development lifecycle through automation, intellectual property, open source, and licensed third-party tools; leverages AI and machine learning to drive automation; with a strong ecosystem of partners spanning academia, technology, and industry. Download report CIS: With strong industry expertise and focus on new age technologies such as IoT, edge, analytics, and AI / ML, Infosys executes its strategy of providing digital solutions in the CIS space. Register to download the report Learn more about Infosys Utilities solutions. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys ranked as North America Utilities Leader in ISG Provider Lens™ 2021 Report

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Infosys Ranked Leader in Power and Utilities Solutions & Services, Study by ISG

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Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys is positioned among 'leaders' across all service quadrants of the ISG Provider Lens™, Power and Utilities – Services and Solutions Quadrant report, 2023. The ISG study evaluated capabilities of 42 service providers across five service quadrants. Infosys is a leader across Intelligent Business Process Management Services (iBPMS), Next-gen IT Services, grid modernization, Enterprise Asset Management (EAM), and Customer Information Systems (CIS) and CX. Key highlights: The ISG report highlights Infosys' competences and differentiators across evaluation criteria: Intelligent Business Process Management Services (iBPMS): : Our network of delivery centers and utilities focused CoE are catalysts for process workflows. Our CoE with more than 17,000 finance professionals is one of the largest in the industry. Next-gen IT Services: Our AI and cloud platforms as well as IoT and analytics solutions drive efficient operations. A robust partner ecosystem comprising enterprise platforms (Oracle, SAP and IBM), hyperscalers, and academia boost our IT services. Grid Modernization: Our offerings are supported by digital services such as analytics, AI / ML, RPA, blockchain, cloud, AR / VR / XR, and metaverse. Our dedicated CoE for grid modernization accelerates DER / EV integration programs. Enterprise Asset Management (EAM): Our comprehensive suite of asset, workforce, and field service management and GIS solutions improve performance. Our solutions extend the useful life of assets, while reducing operational costs. Further, our EAM practice focused on utilities has a pool of 2,000+ experts across geographies. Customer Information Systems (CIS) and Customer Experience (CX): Our knowledge-based AI platforms and service offerings address the requirements of prosumers as well as contact center and CX transformation. Notably, our CIS transformation expertise spans process consulting, technology modernization, and risk management. Download report Learn more about Infosys Utilities solutions. Opt in for marketing communication Privacy Statement Thank you for registering. North America Australia Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Success Stories

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Accelerating Citizens Energy Group's Customer Service Transformation with an Agile and Flexible CIS

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Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Utilities, an industry that has historically been unilateral, must now adopt change the way they work to meet the ever-rising demands of the increasingly involved consumers. A customer service transformation is a herculean task for utilities. But it's one that's worth the journey. In this video, Ashiss Kumar Dash, Segment Head - Services, Utilities, Resources, Energy, Infosys, Curtis Popp, Vice President of Customer Operations and Jeff Ford, Director of Billing and Customer Service, briefly discuss the importance of customer service and the strategy that Citizens Energy Group followed for their implementation. Citizens Energy Group (CEG) is a broad-based utility service company, providing natural gas, thermal energy, water, and wastewater services to about 800,000 people and thousands of businesses in the Indianapolis area. An organization that was built solely for the benefit of customers in 1887 and continues to do so even today. Except, now they leverage technology to create greater value and deliver better experiences. Customer service transformations are complex and often run over the budget and beyond the schedule. Watch this video to gain firsthand insight into how CEG leveraged the right technologies and people to overcome the challenges and enable a flawless transformation. Click here to read our press release about this transformation program. Download and read the whitepaper published by AAC Utility Partners, LLC to understand this transformation program. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Automation Transforms Power Utility

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/automation-transforms-power-utility.html> ----- The Solution Automation of Distribution network provides superior service while transforming business Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Seamless integration of IT infrastructure across distribution coupled with automation drives business transformation. A unique initiative in the utility industry globally. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study An Indian electric Power Utility serving over 8 million customers faced several challenges due to lack of business process automation and IT baseline to measure, monitor and control AT&C losses. Infosys implemented IT application to automate core business functions. We integrated the IT infrastructure to access real-time data of customers. Key Challenges Lack of IT baseline data hampered ability to identify and rectify malfunctions, leading to significant Aggregate Technical and Commercial

(AT&C) losses High turnaround time for customer requests such as new connection processing, name change, tariff plan modification, load enhancement / reduction, etc. Ready to experience? Infosys integrated the IT infrastructure across Distribution while automating core business processes. Our team implemented 17 modules including revenue and asset management, automated meter reading, GIS, self-service portal, and MIS reporting. We undertook a Differential Global Positioning System (DGPS)-based GIS survey to evaluate assets of a geographic area covering 511 sq. km. serving 7.2 million customers. We set up IT infrastructure across 750 offices, installed LAN, MPLS, VPN in select towns, established a data center and disaster recovery center, and commissioned five customer support centers. The Infosys solution of integrating and automating the IT infrastructure resulted in - ~2.5% year-on-year revenue growth through superior governance Improvement in The System Average Interruption Duration Index (SAIDI): power distribution interruptions reduced from 60 hours to 30 hours Lower AT&C losses from 28% to 17% Installation of 80,000+ automated meter readers Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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CRM framework boosts customer satisfaction score by 4%

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/crm-framework.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY A large utility company engaged in the distribution and supply of electricity in the US. Key Challenges The enterprise wanted to enhance customer satisfaction. However, the lack of a unified system to collect customer data impaired visibility into customer service. The realignment of customer-oriented processes and cross-functional integration were pre-requisites to measure and improve customer satisfaction. Ready to experience? Improved the customer satisfaction score Infosys developed a CRM framework that mapped customer service processes with performance metrics, and segmented customers based on attributes and operational parameters. We implemented a cost allocation methodology to determine the cost of service for each customer segment. We also developed a business intelligence tool to integrate data from various systems for monitoring, measuring and analyzing the performance of service enhancement initiatives. The tool helped the enterprise identify and prioritize strategies to improve customer satisfaction. The CRM framework facilitated decision-making through visibility into customer data, processes information and cost of transaction / service. The nuanced understanding of customer requirements helped the power distribution company develop strategic initiatives to improve service. The framework rationalized cost to serve

customers, and improved the customer satisfaction score by 4%. Company
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Pricing tool addresses dynamics of power distribution

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/design-pricingtool.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study An electric utility distributing and supplying electricity to domestic customers as well as commercial and industrial users in the West Coast of USA. Key Challenges The electricity distributor faced myriad operational issues due to disparate legacy systems. Sub-optimal work management escalated costs for system maintenance. Further, the complexity of pricing techniques resulted in inaccurate pricing. The enterprise wanted to develop a pricing system with a scalable architecture. It sought configurable computing algorithms that were compatible with planner / designer tools in the ecosystem. The prototype solution had to breakdown cost / price, and demonstrate capability in cost estimation and pricing. Ready to experience? Easily comply with changes to local regulations Infosys analyzed code compiled over the years by design and planning teams to address business requirements. It helped us validate the approach and formulate a comprehensive solution. Our experts combined Microsoft Visual Basic with Sybase (now SAP) SQL Anywhere database to build the prototype. We provided end-to-end services, including design, construction, unit and integration testing, and onsite coordination. Our project management methodology and robust integration road map enabled smooth integration of multiple enterprise systems. The Infosys pricing solution does not depend on design tools or back end work management systems for estimating cost and pricing. Our flexible and configurable design enhances the pricing engine. Significantly, it empowers the enterprise to easily comply with changes to local regulations for pricing and estimation. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys Builds a Strong Foundation for SCE's Digital Future

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/digital-future.html> ----- Experience Insight Innovate Accelerate

Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us SCE (Southern California Edison), one of the nation's largest electric-only utilities, has always been a leader in transformation of the electric power industry. By identifying changing trends and adapting to them with agility, SCE continues to shape the future of clean energy. Our world has transitioned into an experience economy with revolving priorities. To drive for reliability and service improvements, SCE initiated their customer systems modernization journey. And they chose to partner with Infosys. We delivered a strong digital foundation to enable a simple, seamless, secure, and satisfying experience for SCE's customers. Watch this video to discover how Infosys implemented a complex, multi-year digital transformation to put SCE at the forefront of operational and service excellence: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Iroquois attains superior business performance by invoice & data management simplification

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/simplify-invoicing-data-management.html> ----- Key Challenges The Impact The Brief Infosys Solution Infosys solutions simplify invoicing and data management Users rated efficacy of the revamped application in an independent third-party survey: Ready for Disruption? Intuitive navigation drives customers to self-service portal Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Speed meets simplicity Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study Infosys solutions simplify invoicing and data management Iroquois Gas Transmission is a partnership of five US and Canadian energy companies that operates an interstate natural gas pipeline. Iroquois Gas Transmission sought to upgrade IT systems to address several issues – inconsistent connectivity difficulty in printing reports cumbersome user interface 90% reduction in the time required to produce a single invoice Significant savings in cost and effort for reporting "The IOL survey results were excellent. In every area, we scored at least 10% over the previous survey. The scores and feedback reflect that Iroquois customers are pleased with the IOL web application". – Lisa Krohne, Business Lead, Iroquois Iroquois exceeded industry benchmark status in the regional pipeline category 99% of users voted IOL 4-5 on availability 95% ranked 4-5 on speed 89% ranked 4-5 on user friendliness 95% voted 4-5 on connectivity Infosys reengineered IOL using a web-based framework. Looking for a

breakthrough solution? Infosys reengineered IOL using a web-based framework. Our web solution provided convenient printing as well as a 'save' feature in diverse formats. We transformed the user experience by incorporating functionalities such as a tabbed screen for smoother navigation, a collapsible tree view menu, advanced sorting, and collapsible panels. We incorporated a user-friendly interface and functionality to save output in Adobe Portable Document Format. We redesigned business-critical applications at Iroquois to improve the user experience Our development team maintained the design and structure of the legacy application to ensure continuity in application usage by users. Infosys reengineered Iroquois Gas Invoicing (IGI), a local application to calculate and generate invoices for customers. We transitioned it from a Citrix-based Microsoft Windows application to a web solution for automating invoice calculation. We streamlined the Electronic Data Interchange (EDI) system at Iroquois to improve speed and performance. The EDI upgrade had a zero defect score during user acceptance testing. Post-implementation, Iroquois ranked it as the best project implementation as of date. Benefits 99% of Users voted IOL 4-5 on availability 89% Ranked 4-5 on user friendliness 95% Ranked 4-5 on speed 95% Voted 4-5 on connectivity Next Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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E.ON UK & Infosys - Strategic Partnership for Smart Metering and More

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/smart-metering-strategic-partnership.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The countdown for Great Britain's national smart meter rollout has begun. As one of the largest suppliers of energy in the nation, E.ON plays a large role in accelerating a future that's decarbonized, decentralized, democratized and digitized. Infosys empowered E.ON with an E2E smart metering platform and is now helping them integrate their business and reimagine outcomes. Watch this video to see "How Infosys Enabled E.ON UK's Field and Metering Transformation": Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Intuitive navigation drives customers to self-service portal

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/web-self-service.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study One of the oldest gas distribution companies in USA. It operates six local distribution companies to provide gas to more than 2.3 million residential, commercial and industrial consumers. Key Challenges The enterprise sought to enhance the customer experience by providing multiple channels of communication as well as tools for self-analysis of consumption. The gas distribution company also wanted to minimize customer contact via call centers and rationalize the cost of customer service. Ready to experience? Real-time access to the Customer Information System Infosys conducted workshops with stakeholders to generate and prioritize potential solutions based on complexity and value. We developed a two-phased solution road map to realize project goals. We designed an application to provide near real-time access to the Customer Information System (CIS). In the first phase, we implemented basic functionalities to establish a web presence, and allow customers to sign-up, make payments through the website, and view account details. In the subsequent enhancement phase, Infosys enabled rich functionalities and features such as bill dashboard, bill comparison, and paperless billing. We adopted Service Oriented Architecture (SOA) to enable reusability, provide flexibility for further enrichment of the portal, and support other service channels such as IVR. The Infosys web portal solution reduced direct calls to customer contact centers. Paperless billing reduced costs and supported sustainability initiatives, while addressing regulatory requirements. More than 22% of customers registered online to leverage services via the user-friendly portal. Simple and intuitive navigation facilitated customer self-service for payments and analysis. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Workforce Scheduling in Field Services

----- Article source ----- <https://www.infosys.com/industries/utilities/features-opinions/gaining-efficiencies-workforce-scheduling.html> ----- Author Profile Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Ashish Kumar Das Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering

Talent Transformations Tales of Transformation Industries Services
Platforms Infosys Knowledge Institute About Us Asset intensive
organizations such as water, gas, and electric utilities rely heavily on field
staff to keep the operations going. They need to maintain numerous assets -
from their own production and network assets to public and private assets
on the customer's premises. Utilities today need a single enterprise-wide
fieldwork solution that supports a mixture of field activities and ensures
economical allocation of task to crews, with optimal street-level routing.
Workforce scheduling helps increase productivity, quality of service, and
customer and employee satisfaction. It helps streamline back-office
operation, reduce planning time and release office staff to monitor other
valuable activities. It also helps minimize cost by creating optimized
schedule based on rule-based scheduling to produce efficient routes by
grouping service calls for field workers. This article delves into workforce
scheduling and the steps involved in this exercise; and outlines the benefits
that a utilities can obtain through real-time workforce scheduling. Read
Published with the permission of Energy Central Senior Manager for Utility
Practice at Infosys. He has extensive experience in service delivery and
project management for medium to large-scale projects, primarily in the
domain of energy and utilities, manufacturing, and supply chain
management. His core expertise lies in system integration and program
management. Ashish can be reached at AshishKumar_Das@infosys.com
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Infosys Announced as Major Service Providers in IDC MarketScape for EMEA Utilities 2017

----- Article source ----- <https://www.infosys.com/industries/utilities/features-opinions/reduce-cost-increase-agility.html> ----- Highlights of Infosys in the report: Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been positioned as a Major Player in the IDC MarketScape: Service Providers for EMEA Utilities 2017 Vendor Assessment (doc #EMEA41387516, February 2017). The company has been recognized for its 'Renew and New' strategy of transforming core IT services and leveraging emerging technologies like AI and analytics for new products and services. The IDC MarketScape vendor assessment provides a comprehensive overview of services for the Utilities segment and assessed 15 service providers for the report. As per the report, "Infosys is a trusted transformation partner known for its ability to provide its clients with the right mix of technology options, competence, and

innovation in execution. Its focus on automation using its artificial intelligence platform MANA (now part of Infosys Nia) to reduce cost and increase agility, and initiatives like Zero Distance are helping clients realize value beyond the contracted engagements. About IDC MarketScape : IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT (information and communications technology) suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. IDC MarketScape provides a clear framework in which the product and service offerings, capabilities and strategies, and current and future market success factors of IT and telecommunications vendors can be meaningfully compared. The framework also provides technology buyers with a 360-degree assessment of the strengths and weaknesses of current and prospective vendors. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Smart Grid Data Privacy & Security

----- Article source ----- <https://www.infosys.com/industries/utilities/features-opinions/smart-grid-data-privacy.html> ----- Author Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Sambit Bisoi Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Utilities must adopt a robust security mechanism to safeguard data of intelligent monitoring devices. In an article published at Energycentral.com, Infosys' expert proposes a cryptographic solution based on asymmetric keys for data privacy and security. Our integrated framework with anonymous usage data packets enables utilities to - Read Published with permission of Energy Central Technology Lead, Infosys Sambit has more than six years of experience in the Utility domain. He has been actively involved in providing IT solutions for Transmission and Distribution divisions of large utility companies. He has published multiple papers on Smart Grid in reputed journals. Sambit can be contacted at Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys positioned in the Winner's Circle by HfS Research Blueprint Report for Utility Operations - 2017

----- Article source ----- <https://www.infosys.com/industries/utilities/features-opinions/utility-operations-report2017.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been positioned in the Winner's Circle in the HfS Research Blueprint Report for Utility Operations - 2017. The HfS Blueprint evaluated 14 global service providers of the utility industry. The report recognizes Infosys' "strong vision for the utility market underpinned with deep domain expertise and a consultative, innovation rich approach." The HfS Blueprint discusses Infosys' capabilities, partner ecosystem and alliances, and investment in digital services: Domain expertise The report states, "Infosys has a deep understanding of the utility industry and business challenges utilities face." Significantly, clients value the combination of technology prowess and deep industry expertise for transformation engagements and innovation projects. Consulting "Infosys has a significant utility industry consulting capability," says the HfS report. It adds that clients consider Infosys to be a committed partner going the extra mile, using a collaborative methodology for execution, and retaining the original team for the duration of the engagement. Design thinking The HfS report states that Infosys has put design thinking at the heart of developing solutions and reimagining processes. In addition, digital offerings of Infosys are a catalyst for online channels and migration to the cloud for utility enterprises. Download the HfS Research Utilities Blueprint Report: Infosys Excerpt About HfS Research Blueprint Report for Utility Operations: The HfS Blueprint Report for Utility Operations provides a comprehensive overview of services for the utility industry. This Blueprint looks at business process services, information technology services, and engineering services across the utility value chain areas of generation, market operations, transmission, distribution and metering, marketing and retail, and cross-value chain BPO, engineering, and ITO services. This report analyzes and reviews how the market is evolving toward more business-outcome-focused, flexible, and collaborative services and how service providers are meeting the needs of utility organizations. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Automated Gas Pipeline Leak Management Process

----- Article source ----- <https://www.infosys.com/industries/utilities/gas-pipeline-leak-management.html> ----- Author Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys believes in proactive pipeline maintenance across the ecosystem enables gas utilities to identify and mitigate risks, while ensuring safe and reliable distribution. The expert from Infosys co-authored an article on proactive pipeline leak management in the Pipeline & Gas Journal. Automated leak management processes supported by a robust functional architecture provide real-time data that help gas utilities: Read Published with permission of Pipeline & Gas Journal Surya Srinivas Chavali, Lead Consultant, Utilities Smart Grid practice, Infosys Limited Surya has more than 11 years of experience in IT consulting and project management at gas and electric utilities. He can be reached at Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Upgrade the CIS portfolio to boost marketing

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/cis-transformation-consulting.html> ----- Overview Our CIS transformation programs improve business responsiveness. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise requires a customer-oriented application portfolio to be responsive to customers and address business requirements. You need to consolidate as-is customer service processes while developing to-be process models to sustain the competitiveness of your enterprise. You need modern CIS solutions for digital marketing initiatives. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer Information System (CIS) Transformation The Infosys Utilities practice undertakes Customer Information System (CIS) transformation programs to align technology with business. We focus on quality, speed and reliability of operations, enhancing the meter-to-cash value chain, while ensuring statutory compliance and supporting on-boarding of net metering customers as well as electric vehicles to the smart grid. Our CIS transformation approach bridges gaps in knowledge and capabilities, minimizes application

support costs, and eliminates redundant functionality in your CIS portfolio. The Infosys data governance methodology ensures a unified data inventory and improves the accuracy of reporting across gas, power and water utilities. CIS process reengineering and systems integration based on SOA principles. Team of consultants with expertise in packaged solution implementation and Advanced Metering Infrastructure (AMI) readiness assessment. Suite of tools to identify and analyze CIS improvement initiatives, prioritize plans based on value and enterprise readiness, and monitor value realization. Clients Speak Arizona Public Service transforms customer service Case Study CRM framework boosts customer satisfaction score by 4% Clients Speak Hafslund delivers smarter customer experience Case Study Electric utility implements flexible pricing engine Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Modernize the contact center infrastructure

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/contact-center.html> ----- Overview Our suite of automation tools ensures smooth call forwarding and boosts agent productivity. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise needs an advanced contact center to be more responsive to customers. Agents at your contact center can become proactive with seamless access to customer as well as enterprise data. You can resolve issues at the first instance by applying the right tools. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Contact Center The Infosys Utilities practice develops, maintains and upgrades contact center applications at gas, power and water utilities for a superior customer experience. We use communications technologies and automation tools to reorient your contact and customer support center from service resolution to revenue generation. Our user-friendly Graphic User Interface (GUI) ensures accurate data capture, analysis and presentation across your contact center. We ensure performance excellence by undertaking continuous analysis and improvement of contact center operations. Standardized workflow enables better utilization of resources, thereby allowing higher call volume management at lower costs. Our domain specialists integrate contact center applications with internal and external systems, while providing robust support for a diverse technology stack. An integrated view of customer records delivers outcomes for every customer interaction and reduces repeat calls. We also create dashboards for performance reporting, develop instruction manuals, and train users. Rich experience in bespoke packaged interaction management software, including SAP and Oracle solutions. Simplified service management and process optimization help in minimizing the budget and duration to train new recruits. AssistEdge, our proprietary

customer service product, reduces average call handling time as well as call waiting time. Case Study CRM framework boosts customer satisfaction score by 4% Clients Speak Intuitive navigation drives customers to self-service portal Clients Speak Hafslund delivers smarter customer experience Video Energy Utility Redefines Consumer Experience with Infosys Digitally Managed Services Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Monetizing customer data

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/customer-analytics.html> ----- Overview Our machine learning models analyze historical data and predict patterns to make recommendations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your customers seek clean energy, flexible price plans, energy management solutions, and self-help tools. Your enterprise needs an integrated data and analytics system to meet emerging needs. You need to comply with regulations while managing costs. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer Analytics Infosys reorients power utilities into analytics-driven enterprises with semantics models for a 360-degree view of customers and enterprise products / services. We help you harness customer data, and deliver value-based offerings - energy efficiency solutions, sustainability initiatives, gamification tools, and curtailment programs. Our data solutions capture machine-generated, transactional and streaming data for real-time processing. We use data lakes to store voluminous raw data across formats, schema and types. Our metadata-driven data grids allow seamless consumption of enriched data. We have a boundary-less data ecosystem to facilitate advanced analytics. Our offerings help you predict customer behavior and forecast demand accurately while enhancing customer service, managing constraints, and streamlining operations. Strategic alliances with leaders in analytics such as Tableau, MicroStrategy, SAS Institute, and Pentaho. Responsive architecture, technology components and engineering approach for pervasive analytics. Infosys Analytics Academy develops competencies by partnering with leading institutions, including the Stanford Institute for Computational & Mathematical Engineering (ICME) and Indian Statistical Institute. Case Study CRM framework boosts customer satisfaction score by 4% Case Study Electric utility implements flexible pricing engine Clients Speak Anglian Water integrates enterprise systems for real-time data Clients Speak Integrated processes helps Ameren streamline operations and rationalize costs Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Addressing residential, commercial and industrial customers

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/customer-experience-management.html> ----- Overview Our professionals have extensive experience in contact center operations and multi-lingual customer support. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utility enterprise should capitalize on growth opportunities offered by smart homes, connected devices and energy efficient buildings. Commoditized service makes it imperative for your enterprise to leverage customer experience to differentiate from other utilities. You need expertise in browser-based and mobile applications for bill notification, presentment, and payment through third-party gateways. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer Experience Management The Infosys Utilities practice implements digital solutions to help power, gas and water utilities transform customer service across channels. Integrated customer information systems facilitate personalized customer experiences in traditional service channels such as the contact center. We develop portals that allow your customers to manage their account / consumption, view usage reports, and check billing history at any time, using any device. Our social tools encourage participation in energy conservation and help you reward users with rebates / customized rate plans. We develop two-way messaging solutions for prompt communication regarding payments, outages and emergencies. Our customer service surveys and polls provide accurate feedback on service levels. Team of customer experience consultants, digital marketing experts and service delivery specialists uncovers several paths for effective communication. Infosys platforms and solutions deepens customer engagement through behavioral analytics and discussion forums for local communities. Infosys Enterprise Cognitive Platform (iECP) applies machine learning and cognitive science to respond to customer service requirements. Case Study Iroquois achieves superior business performance with web applications Case Study CRM framework boosts customer satisfaction score by 4% Clients Speak Hafslund delivers smarter customer experience Case Study Intuitive navigation drives customers to self-service portal Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Encourage consumer participation in grid operations

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/demand-response.html> ----- Overview Our approach optimizes grid resources as well as operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your power utility needs a robust demand management system to ensure reliable grid performance and statutory compliance. You need to share consumption and tariff data with consumers in real time. You should offer customized energy solutions to reduce demand. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Demand Response The Infosys Utilities practice partners with power utilities to implement Demand Response (DR) and direct load control programs. Our services span the DR lifecycle – from analysis of business requirements, conceptual architecture and vendor evaluation to load profiling and contact center support for program enrollment, event management, billing, and settlement. We integrate demand-side functionality and Distributed Energy Resources (DER) with the distribution and transmission system. It helps identify consumers and monitor reduction during a load control event. We also incorporate customer notification and event settlement systems with third-party applications. Our approach optimizes grid operations, while deepening customer engagement with innovative usage incentive schemes. A team of experts develops demand response portals to provide consumers with usage, cost and load analysis for effective load curtailment. Decision support tools and models analyze distribution systems, user behavior and patterns, and pricing strategies. Extensive experience in designing and launching demand response and direct load control programs at power utilities. Case Study Electric utility implements flexible pricing engine Article Data privacy and security in smart grids Clients Speak Integrated processes helps Ameren streamline operations and rationalize costs Case Study CRM framework boosts customer satisfaction score by 4% Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Digitize operations for sustainable development

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/digital-solutions.html> ----- Overview Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise should achieve long-term profitability while addressing emerging business

challenges. Your team of managers, engineers and field technicians need ready access to data for uninterrupted service. You should preempt emergencies by empowering field service personnel with learning modules and on-the-spot guidance. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Digital Solutions Infosys implements digital solutions to enhance the business performance of power, gas and water utilities. Our digital solutions address the complexity of operations as well as the rich functionality of mobile communication devices and utilities network equipment. Our online portals facilitate remote collaboration, while supporting Bring Your Own Device (BYOD) programs. Our mobile-friendly resource management solutions improve planning and scheduling, optimize resource / task allocation, and enable real-time monitoring. Our solutions provide visibility into environment, health and safety parameters to report incidents and take preventive action. We integrate digital solutions with legacy ERP applications, geospatial information sources, enterprise data systems, SCADA, fleet telematics, and inventory databases. It accelerates maintenance and service restoration, and ensures compliance with industrial safety and environmental regulations. We address competency development of your workforce with digital learning systems and knowledge sharing tools. We track the effectiveness of training programs, and accelerate user adoption of knowledge repositories with intuitive search tools for digital assets, records and documents. A team of document management professionals designs and manages content ecosystems. Rich experience in GIS platforms such as Oracle Spatial and Graph, Microsoft Bing Maps, Intergraph, and Google Maps. Responsive design, identity management systems and advanced access control ensure integrity of digital solutions. Infosys Center for Emerging Technology Solutions (iCETS) incubates cross-functional frameworks for implementing digital enterprise solutions and services. Responsive design, identity management systems and advanced access control ensure integrity of digital solutions. Infosys Center for Emerging Technology Solutions (iCETS) incubates cross-functional frameworks for implementing digital enterprise solutions and services. Insights How sustainability is disrupting today's supply chain Clients Speak Infosys created a flexible, stable and innovation-rich environment: Essent Clients Speak Infosys, a strategic partner for Fayetteville Public Works Commission Article Data-driven energy ecosystems for a sustainable future Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Accelerate EV Charging Station Onboarding

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/electric-vehicle-supply-equipment.html> ----- Overview Our turnkey EVSE solutions enable seamless implementation, maximize return on capital investment, and reduce O&M costs. Challenges & Solutions Resource

Center Experience Insight Innovate Accelerate Assure Application
Development and Maintenance Business Process Management Consulting
Services Incubating Emerging Offerings You need to address the demand for
charging infrastructure, energy supply, and grid capacity arising from the
electrification of passenger, commercial and mass-transit vehicles. You
should encourage EV adoption by installing and maintaining charging ports
at apartments, business districts, and parking lots. You must ensure that the
increased load at charging stations does not affect grid stability or
reliability. You should minimize administrative costs as well as processing
time for EVSE onboarding. Being Resilient. That's Live Enterprise. Digital
Core Capabilities Digital Operating Model Empowering Talent
Transformations Tales of Transformation Industries Services Platforms
Infosys Knowledge Institute About Us Accelerate EV Charging Station
Onboarding The Infosys Utilities practice enables streamlined and scalable
deployment and onboarding of Electric Vehicle Supply Equipment (EVSE).
Our suite of solutions, developed in partnership with Nexant, a smart grid
software and clean energy solutions provider, enables power utilities and
grid operators to grow revenue, deepen customer engagement, and enable
decarbonization by accelerating the adoption of Battery Electric Vehicles
(BEV) and Plug-in Hybrid Electric Vehicles (PHEV). Our domain specialists
assess the impact of variable loads (due to EV onboarding) on the
Transmission and Distribution (T&D) infrastructure and grid capacity. It
enables utilities to address the challenges in managing peak demand and
develop viable tariff plans. Our services and solutions for transportation
electrification span the value chain – consulting, site assessment, planning,
design reviews, installation, inspection, and training. The Infosys-Nexant
EVSE Onboarding solution streamlines administration of Transportation
Electrification (TE) projects by facilitating seamless collaboration between
departments in a utility, including program management, construction, grid
planning, and grid operations. Our metadata-based document management
approach enables utilities as well as stakeholders to recoup investments by
expediting regulatory filings, approvals and rebate processing. We
streamline the collection, tracking and management of customer
applications, utility permits, architecture and engineering permits, and
conveyance and easement timelines. Infosys creates predefined processes
and validation rules based on the consumer sector, type of ownership, grid
impact, and other parameters. Our team accelerates construction and
deployment of EVSE, while leveraging existing processes and systems. We
offer portal solutions for enrollment of EVSE owners. Our integrated
platforms support customer communication, billing, EVSE operations, and
rebate validation. Our expertise in e-Mobility spans functional integration,
wireless and IoT technology, safety, and regulations for electrical and
electronic systems. Artificial intelligence-driven models predict patterns in
EV adoption, enabling utilities to identify grid requirements and create a
blueprint for investment. Cost analysis and automated workflows allow
teams across the utility enterprise to review, approve and prioritize sites to
maximize the return on investment. Predictive insights into demand and
shifts in load patterns help in assessing and mitigating upstream grid impact
of EVSE. Cloud-hosted solution offers a transparent and seamless
onboarding experience while reducing costs. Point of View Creating a smart
EV charging network Blog Key questions for superior customer engagement
White Paper The road ahead for energy storage Case Study Pricing tool

Implement a superior mechanism for energy trading

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/energy-trading-risk-management.html> ----- Overview We maintain a repository of automation tools, asset optimization templates, and smart decision support models with machine learning capabilities. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your trading enterprise needs to manage complex energy portfolios and diverse market positions. You should aggregate the trading value chain, including valuation, scheduling and reconciliation, to manage physical and financial trading. You require sophisticated pricing models to achieve business goals. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Energy Trading & Risk Management The Infosys Utilities practice implements COTS and bespoke Energy Trading and Risk Management (ETRM) solutions for asset-backed as well as pure trading enterprises. Our ETRM ecosystem facilitates operations in real-time and day-ahead energy trading markets, while minimizing human intervention across the trade lifecycle. Our consultants modernize front, middle and back office processes to improve the efficiency of trading, and streamline statutory and customer reporting. We align the trading infrastructure with your enterprise risk profile for accurate execution of trade. Self-healing mechanisms for trade management mitigate operational, credit, market, and regulatory risks. Our approach enhances visibility into pricing, positions and financial risks, and smooth implementation of ETRM solutions. A team of functional, product and technical experts developing trading systems, and evaluating packages for deregulated and regulated power markets. A rich experience across ETRM regulations, including Dodd-Frank Act, European Market Infrastructure Regulation (EMIR), Regulation on Wholesale Energy Market Integrity and Transparency (REMIT), and Markets in Financial Instruments Directive (MiFID II). Light ETRM solutions and 'factory model' IT solution components, including business process maps, capability and portfolio assessment frameworks, and deal entry templates, will maximize reusability and rationalize costs. Report Infosys a major service provider: IDC MarketScape for EMEA Utilities 2017 Case Study Electric utility implements flexible pricing engine White Paper Holistic workforce management Insights How sustainability is disrupting today's supply chain Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Identifying opportunities to grow revenue

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/enterprise-analytics.html> ----- Overview Our competency development center drives continuous enhancement of technology and domain capabilities. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise needs a robust system to aggregate, enrich and analyze terabytes of data in real time. You should forecast demand, optimize tariffs, rationalize power consumption, and predict downtime to better serve customers. You need to focus on outage management, financial and operations risks, and regulatory compliance. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Enterprise Analytics The Infosys Utilities practice combines open source tools with proprietary components to create an enterprise analytics framework. Our analytical processes and statistical models offer real-time visibility into key performance indicators, which helps realign operations from a business standpoint. Our ecosystem accelerates data retrieval, while self-service reporting tools and dashboards facilitate drill-down for reactive as well as predictive interpretation. Our data analytics systems harness enterprise data, including device-specific consumption, weather, grid operations, geospatial asset location, supply constraints, and business risks. Nuanced insights improve operations across functions – customer and field service, project management, demand and supply management, fraud and loss prevention, inventory optimization, and asset management. Team of functional experts, data scientists, analysts, and technical professionals. Infosys Skava, a cloud-based user experience management platform, enables omni-channel consumption of content and artifacts across the enterprise. Infosys Information Platform (IIP) eliminates unplanned service interruption and extends the lifespan of power generation / distribution equipment through predictive maintenance. Case Studies CRM framework boosts customer satisfaction score by 4% Case Studies Electric utility implements flexible pricing engine Clients Speak Anglian Water integrates enterprise systems for real-time data Article Infosys, a major service provider: IDC MarketScape for EMEA Utilities 2017 Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Synchronize load, work, inventory, and asset management

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/enterprise-asset-management.html> ----- Overview We use advanced

models for predictive asset maintenance. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to optimize investment in Transmission and Distribution (T&D) infrastructure. You should take informed decisions on replacement, repair and refurbishment of equipment / assets. You need an enterprise view of programs to improve service delivery while rationalizing workforce and asset management processes. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Work & Asset Management The Infosys Utilities practice offers work and asset management solutions, as well as managed services to undertake operations, safety and statutory compliance. We integrate geospatial technologies with analytical tools to analyze the ecosystem for superior risk management. Moreover, it minimizes capital as well as operational expenditure. Our approach enhances asset reliability and optimizes field service resources. We use proprietary systems to manage underground assets and pipeline integrity. Real-time collaboration between field technicians and the back office ensures timely response to events. Rich experience in mobile workforce management and field service optimization products such as ClickSoftware, CGI ARM suite, MDSI automation software, Tensing, ViryaNet, BT Fieldforce Optimisation Suite (FOS), SAP IS-U, and Oracle Utilities MWM. Strategic alliances for leading geospatial products and asset management platforms, including Esri (desktop, server and mobile products), Schneider Electric (ArcFM desktop and web), GE (Smallworld™ Gas Distribution Office and MapFrame™), and Oracle Spatial and Graph (formerly Oracle Spatial). Repository of reusable artifacts across concept-to-market, lead-to-cash and trouble-to-resolve business processes. Case Study Northumbrian Water transforms field service with mobile workforce management White Paper Holistic workforce management Article Scheduling the field workforce Report Infosys in the Winner's Circle of the HfS Research Blueprint Report for Utility Operations 2017 Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Insights

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The Role of AI in Digital Transformations Exploring AI's Cross-Industry Impact: Insights from Mobile World Congress 2024 In conversation with Liberty Global's Adrian Drury: Borderless Cloud the New Enterprise Reality WongDoody's Ralf Gehrig on the Super App Infosys Consulting's Olu Adegoke on Monetizing AI Investments at Scale XpertiseNow's Sundi Balu on Using Generative AI to Create Value in the Enterprise One New Zealand wins the SAP Best Run Award - Australia and New Zealand Fireside Chat: Opportunities for Adoption of 5G and EDGE in Telecom Industry with Singtel

Smart Axiata and Infosys: An open approach to innovation
Leo satellites: the next disruptor for global connectivity
Improving Revenues with Multi-channel Digital Distribution on the Cloud
Improving Revenues with Multi-Channel Digital distribution on the Cloud
Media and Entertainment 2.0: Maximizing Return on Podcast Advertising Dollars
Sports Enthusiasts Experience a Fresh Adrenalin Rush with Stadium Technology
Being Resilient: Squeezing More From Media Rationalizing Cloud Costs For Maximum Effectiveness
Mission to Mars: New frontiers for media and entertainment
Game, Set, and Match - Data Entertainment is all about experiences
AR and VR in the real world Delight sports enthusiasts with smart stadium technology
Augmented and virtual reality transform entertainment
Sense, Analyze, Engage: How to Successfully Monetize Your Fan Ecosystem
Our patented methodology maximizes usage of sports data
Infosys IP frameworks recommend content while streaming high quality VoD
Infosys invents watermarking methods for copyright protection
IP algorithms undertake digital rights management
Our patented techniques enrich the viewer experience
Being Resilient. That's Live Enterprise. Digital Core Capabilities
Digital Operating Model Empowering Talent Transformations
Tales of Transformation Industries Services Platforms
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IP algorithms undertake digital rights management

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/insights/digital-rights-management.html> -----
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Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations
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Internet Protocol Multimedia Subsystem (IMS) and network convergence enable content service providers to delight viewers.
However, it poses a challenge for safeguarding 'traditional rights and usages' of digital media users and ensuring copyright protection.
The Infosys Media and Entertainment practice combines advanced technologies for secure delivery and authorized access of multimedia content.
The United States Patent and Trademark Office (USPTO) has granted patents for several Digital Rights Management (DRM) systems developed by Infosys.
Our algorithms detect unauthorized usage and illegal use of video as well as the source of leakage (internal access by employees of a studio, theater, broadcaster, or distributor; or external access via online download or copy from physical medium such as DVD).
It extracts the watermark from the pirated copy to identify the user responsible for copyright violation.
Infosys' algorithms identify abrupt scene changes and scenes that are incorrectly

sequenced in a video. Our automated application for scene change detection enhances the efficiency of DRM, and video indexing and retrieval systems. Our key management system enforces digital rights of data in user equipment such as a mobile device, personal digital assistant, laptop, and / or a fixed device. Our data solution protects downloaded files and real-time IMS data streams that use a real time protocol / real time control protocol. Our content licensing and access control mechanism generates a dynamic key for viewing protected content via a set top box. The set top box validates the dynamic key against predefined parameters as well as the user profile, and the user's right to access protected content. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Improving Revenues with Multi-Channel Digital distribution on the Cloud

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/insights/improving-revenues-multi-channel.html> -----
Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us A service must deliver the proper type of content, a good user experience, and a cost that resonates with the customer The average US household has a stingy \$21 per month budget for streaming services, according to research from Sling TV DISH Network. Services that don't differentiate themselves are not going to get a portion of that \$21, said Mukkadim Pathan, head of over-the-top engineering and apps at Sling TV Dish Network. How Digital Distribution is driving Revenue growth in the current Landscape? Virtual studio production also creates efficiency benefits for post-production and distribution phases, and can further accelerate the pace for delivery content. This is something Infosys discovered as it worked with Warner Bros. to digitize its production and distribution activities, said Anand Swaminathan, executive vice president, and global communications media and technology industry leader How can companies Reimagine and monetize data and content to create a network effect while transforming the audience experience? Anant Adya SVP and Business Head - Cloud, Infrastructure & Security Services, Infosys answers the most pressing questions emerging in the Media and Entertainment landscape. How will a Virtual Studio Platform modernize content production and distribution in Media and Entertainment Industry? To be sure, a media cloud platform won't solve the Covid-19 pandemic, but pandemic-related disruptions create an opportunity for media companies across the value chain the opportunity to re-orient their practices and systems to cloud infrastructure, applications, and platforms. Traditionally, production methods and technology has evolved slowly in the media production business in large part because there's never

a pause in production activity, said Buzz Hays, media and entertainment industry leader for Google Cloud Platform Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Our patented methodology maximizes usage of sports data

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/insights/patented-methodology-sports-data.html> -----

Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Sports agencies and entertainment enterprises need a data ecosystem to harness player, team and event-related data to manage operations: schedule events, prepare team rosters, accumulate team and player statistics, and generate audio-visual reports and press releases. The Infosys Media and Entertainment practice developed a data methodology for managing and using sports-related information in real time. Our application enables sports information providers to rate players, manage advertisements, and share sport-specific information such as diet plans. In addition, it helps sporting bodies select players, teams and coaches across sports - cricket, football, hockey, tennis, basketball, and baseball, among others. Infosys' data methodology was granted a patent by the United States Patent and Trademark Office (USPTO). Our web-based system automatically updates data across enterprise modules. An intuitive interface enables registered users, such as sports personnel, coaches, administrators, selectors, and sports clubs, to securely access player statistics spanning performance records, career information, achievements, fitness level, and competitors. Players and coaches use our portal solution to download pictures and video clips, view performance, analyze career statistics, identify competitors, and manage affiliation / registration with authorized sports organizations. Our solution incorporates a virtual play module for individual and team events. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Our patented techniques enrich the viewer experience

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/insights/patented-techniques.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities

Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The digital media user experience depends on the quality of service of the wireless network, cost of syndicated content, and user interface of the interactive multimedia application. The Infosys Media and Entertainment practice ensures seamless deployment of high quality multimedia applications. Our systems to enhance distribution of digital content have been granted patents by the United States Patent and Trademark Office (USPTO). Our system enables broadcasters and distributors to implement a dynamic header in applications for interactive television. The dynamic header facilitates faster and easier navigation between diverse modules of an application that allows viewers to interact with the television or the content. A majority of mobile devices support multiple wireless networks. Our system estimates the buffering time for a multimedia data packet streamed to a mobile device by selecting the network with the highest quality of service. Our patented system monitors the mobile device and multimedia calls placed by the device over wireless networks to select a high performance network. Our method for determining the price for multimedia content helps service providers recover costs, while allowing users to negotiate the price of syndicated content and avoid commercials during broadcast. Our system ranks commercials in the repository based on the user profile, content relevance, and the recoverable cost to utilize pre-roll, mid-roll, post-roll, and banner commercial spots. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys IP frameworks recommend content while streaming high quality VoD

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/insights/streaming-high-quality-vod.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Video on Demand (VoD) service providers should offer subscribers rich content across genres. In addition, viewers should be able to select content and access it on their preferred device. However, bandwidth limitations of telecommunication networks result in buffering, long download duration, and below par video quality. The Infosys Media and Entertainment practice developed a recommendation engine that helps users find relevant content from a vast content catalog. Further, we created a content delivery framework that addresses the constraints of network bandwidth in resource-intensive VoD service. Our inventions for ready access and uninterrupted video data transfer have been granted patents by the United States Patent and Trademark Office (USPTO). Our

recommendation engine minimizes network bandwidth requirement for content streaming by ranking video files in a hierarchical network (distributed architecture) based on turnaround time. It maps a subscriber's search parameters with historical viewing patterns, reviews and comments, social analytics, and promotions to recommend content in response to a VoD search query. Our grid-based video on demand system for near real-time delivery of multimedia content and video conferencing is superior to adaptive streaming systems. It eliminates setup latency and ensures consistent quality by transmitting video data over a grid infrastructure network. Significantly, our system incorporates interactive features such as pause, rewind and fast forward. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys invents watermarking methods for copyright protection

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/insights/watermarking-methods.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us On the one hand, digital technology simplifies content production, distribution and monetization. On the other, it attracts piracy and unauthorized distribution. Unlawful reproduction / copying and distribution can be prevented by incorporating copyright information into digital content. The Infosys Media and Entertainment practice generated watermarking algorithms for secure distribution of digital content. Our watermarks can be embedded in pixels, a selected spectral frequency band, or in each scene of video content, based on the requirements of the content owner. The United States Patent and Trademark Office (USPTO) has granted patents for our digital watermarking methods for copyright and digital rights protection. Our algorithms embed a pre-processed watermark into a video in real time, either during capture or while delivering / streaming. It can also be used to extract the watermark from the original or a copy of stored video files. Significantly, our robust pixel watermarking system addresses the issues of interoperability and mobility in digital media. Infosys' system for transcoding-resistant watermarking enhances data security across multimedia formats, and rationalizes processing overheads as well as computational complexity and cost. It inserts the watermark pattern in a spectral frequency band in the original media content while mitigating risks of transcoding for diverse devices. Our technique for watermarking each scene in frames safeguards original content from tampering and breaches during image processing. It uses visual cryptography for optimizing watermarking and detecting copyright infringement. Digital signing and time stamping help verify the watermark pattern to confirm ownership of content. Company Subsidiaries Programs

Enhancing the Digital Fabric of our Society

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/overview.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The media and entertainment industry is the digital fabric of our society, creating incredible value for increasingly digital-native customers. Amid unprecedented disruption, increasing complexity of processes, systems and partnerships, your organization must continue to evolve to deliver value and opportunity to all the societies you serve. This means enabling the creation of compelling content, enhanced broadcast and streaming services, the provision of deep insights during live sports and high-quality customer experiences that delight across a diverse set of devices and form factors. But that's just the beginning. Breaking down barriers is about increasing choice for customers, in the face of new challenges, to surpass their expectations and create incredible new products, services and experiences. To stand apart from the competition, you must harness the value of your digital transformations, overcome complexity, and generate new capabilities to drive growth at scale. With an ever-evolving network of people, processes, systems, and partnerships to manage, it's essential to find a deeply experienced ecosystem integrator to help connect everything. The Infosys Difference With a track record of delivering sustainable success at scale, we are a trusted partner for many clients who are creating the digital fabric of society. Working in harmony with your existing digital landscape, we'll help connect and augment your capabilities for a powerful, future-fit ecosystem. Infosys has the solutions, services, and experience to support your priorities across four key areas: Go lean Optimize for operational efficiency Transform people, processes, and partnerships to create a future-ready digital platform for success. Go digital Enhancing agility and CX Infosys elevates the value of existing assets to help delight your customers with world-class experiences. Go growth Expand, scale, and realize your vision Drive growth by leveraging the deep digital transformation expertise of Infosys to create new opportunities. Go purpose Delivering responsible success Infosys helps you create a better world as you focus on growth and achieve your vision sustainably. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigate your next in Mining

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Transformations Tales of Transformation Industries Services Platforms
Infosys Knowledge Institute About Us Report Infosys is positioned as a
'Leader' in IDC MarketScape for Mining Operational Process Optimization
Video Navigate your Next in Mining Video Digging Smarter with Technology,
A Fireside chat with Vale Insights Unearthing Carbon-free Realities With
#EnergyTransitionNow Report Infosys CMO Radar 2024 AI is a catalyst to
discover essential elements. Smart algorithms estimate the quantum of ore
deposits, accelerate production lead time, optimize mine operations, and
enhance the mine-to-market supply chain. Agile Digital Services
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Infosys is positioned as a 'Leader' in IDC MarketScape for Mining
Operational Process Optimization POINT OF VIEW Insights: A Roadmap for
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Environment Management in the Mining Industry Point of View Leveraging
Digital Technologies in the Steel Industry Viewpoint Connected Worker:
Empowering Workforce on Shop Floors and in Field Services Point of view
Navigate Your Next in Mining Point of View Mining 4.0: A Roadmap for
Digital Transformation Global mining companies implement our solutions to
address business challenges Case Study How a mobile app automated &
enhanced safety for miners during COVID-19 Case Study Risk assessment
model recommends terms of supply chain credit Case Study Asset-specific
analytics helps mining company rationalize costs Case Study Data
visualization solution enables freight cost benchmarking Our automation
tools and remote monitoring solutions improve open cast and underground
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Success Stories

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Services Incubating Emerging Offerings Infosys BPM and Newmont Corporation Collaborates to Standardize & Digitize Delivery Models Across Mine Sites How a mobile app automated & enhanced safety for miners during COVID-19 Risk assessment model recommends terms of supply chain credit Asset-specific analytics helps mining company rationalize costs Data visualization solution enables freight cost benchmarking Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Press Release Case Study Case Study Case Study Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Predictive freight analytics streamlines mining logistics

----- Article source ----- <https://www.infosys.com/industries/mining/case-studies/predictive-freight-analytics.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A multi-national natural resources company engaged in mining as well as transportation and logistics services Key Challenges The company manages freight of more than US\$ 1 billion annually for shipping diverse output to global clients. The enterprise wanted to enhance marketing and logistics with a freight analytics solution that provides insights into profitability, safety of ships / cargo, and performance of the fleet. Ready to experience? Infosys freight analytics and reporting solution Infosys developed a data-driven analytics and visualization solution to support decision-making and enhance ocean freight operations. Our supply chain experts and technology consultants conducted workshops with stakeholders across business teams to understand logistics at the mining company. Knowledge gained from these sessions helped define freight performance and safety metrics, and focus areas for analytical modules. Infosys designed and implemented an enterprise data visualization solution using TIBCO Spotfire, which was selected after mapping available products with business requirements. Our data visualization and UI professionals applied best practices and advanced techniques to develop an interactive dashboard. The user-friendly interface allows the marketing and logistics team to access shipping information easily and quickly. We used automation tools to migrate data from enterprise systems to an analytical database hosted on a big data platform. It eliminated human intervention in the reporting process. Intermittent validation of the freight management solution by shipping, finance and technology specialists at the mining company enhanced usability as well as reliability. Our artificial intelligence-based decision support system helps the company analyze various International Commercial Terms (Incoterms) and offer the most profitable

freight service in sales contracts. The Infosys freight analytics and reporting solution provides visibility into – Our solution supports freight cost benchmarking, which empowers the company to evaluate freight rates and global shipping contracts. Significantly, streamlined freight operations delivers annual savings of US\$ 100 million in bunker and freight costs. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Predictive modeling mitigates credit risk

----- Article source ----- <https://www.infosys.com/industries/mining/case-studies/predictive-modeling.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Early warning system Credit risk forecasting Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A leading mining company supplying minerals and metals to global enterprises Key Challenges The mining company sought a framework to manage supply chain risks, specifically credit risk, for improving cash flow and preventing revenue loss. The enterprise needed a robust data strategy to capitalize on the large volumes of data residing across systems and predict payment default by clients, minimize credit exposure, and manage risks. In addition, the mining company wanted a partner to establish a global credit risk Center of Excellence (COE) for driving adoption of credit risk analytics across product groups. Ready to experience? Mitigating credit risk factors across the supply chain Infosys delivered a holistic credit risk analytics and management engine by combining IP assets and technology products of leading fintech enterprises. We established an Infosys Collaborative Connected Credit COE to implement best practices and distil actionable insights for improving risk management. We created a machine learning model to understand the reasons for payment default and assess the credit worthiness of clients. The model provided better visibility into credit exposure across the risk spectrum. In addition, it identified potential risks across the receivables portfolio as well as potential clients to mitigate risk exposure via debt factoring. Our credit risk assessment model applied a collaborative membrane to unify data in functional silos such as business development, sales, marketing, and manufacturing. It enhanced the accuracy of default analysis, thereby improving forecasting and receivables management. Our machine learning model correlated payment terms, invoice exposure and credit risk factors across the supply chain by analyzing – The analysis revealed patterns in customer ordering and payment behavior as well as credit exposure for clients, products and delivery. In addition, it identified the countries, products, payment terms, and clients with the highest default risk. The model discovered significant mismatch between some payment terms and product categories, which caused a spike in default. It also revealed that credit limit was not specified for several

existing clients and a significant number of new clients, which resulted in excess credit and higher default risk. The Infosys credit risk analytics engine analyzed internal and external data of the past four years, including Letters of Credit, bank guarantees, commodity rates, exchange rates, and sales orders. Our risk management algorithms leveraged historical data to generate forecasts for credit performance and accounts receivables. Our model helped determine factors contributing to default behavior and predicted default risk across clients, products and regions. It simulated future transactions and created client credit profiles, which helped standardize payment terms. The Infosys system boosts working capital and supply chain management at the mining company. Our predictive model recommends terms of supply chain credit for each client and product category. Our solution displays future exposure along with the probability of default, and forecasts credit risk up to a year in advance. Visual representation of credit and payment patterns as well as aggregated exposure offers business insights to minimize credit losses. Insights into risk ratings, credit strategies and the cost of capital help customize payment terms and modify credit limits to reduce risk exposure. The automated system mitigates risks by ensuring that risk exposure never exceeds the credit limit for any client. Our credit advisory model enables the company to devise supply chain financing plans based on the risk profile of the client / product / country. It helps customize the credit policy to limit utilization for high-risk clients and product groups. Significantly, visibility into credit utilization and average net working capital helps leverage debt factoring as a cash flow optimization tool. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

===== ----- Article source ----- <https://www.infosys.com/industries/mining/case-studies/preventing-disruption.html> ----- The Solution Intuitive 3-screen navigation provides instant result of a worker's health status Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study How a mobile app automated & enhanced safety for miners during COVID-19 A global mining company was challenged by disruption caused by the COVID-19 pandemic with risk of community spread, and prevent slowdown/shutdown of operations at their mining sites even when mining personnel are diagnosed positive. The mining company had an imperative: being an essential service, ensure business-as-usual at its mines, mills, and smelters during the public health crisis. The company had to prevent virus transmission as well as disruption caused by ailing personnel unable to report to work. Infosys developed a mobile app to screen mine workers, identify and segregate those with symptoms, and report findings to management for medical treatment and contingency planning. Watch how a global mining enterprise navigates disruption during the COVID-19 pandemic with a mobile app to screen personnel Download a copy of this case study here Key Challenges Ready to experience? Mobile app screens mining personnel to identify COVID-19 suspected positive cases, avoid community spread, and prevent disruption to operations Infosys developed a mobile app for supervisors at mining sites in Canada. The supervisor queries

employees about their health and enters responses. The app informs the supervisor to allow or forbid access to employees at the mine based on World Health Organization (WHO) guidelines. The app captures the health status of each employee and pushes it to the cloud. Managers access a dashboard view of the number of mine workers and visitors with COVID-19 symptoms across mining locations. Real-time visibility into the health condition of workers enables managers to reallocate workers using Power BI reports for uninterrupted operations. Infosys used the Ionic framework to develop the mobile app. Our team hosted the app on Microsoft Azure and leveraged SQL and Power BI reports. The multilingual app offers flexibility to add innumerable mining locations for screening, modify queries about a worker's health based on the latest WHO guidelines, and scale up to screen 100,000 workers every week. Dashboard view of affected workers across mining sites enables efficient planning of shifts/operations Scalable mobile app has the capability to screen 100,000 mining personnel every week
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Telematics tracking solution maximizes fleet utilization

----- Article source ----- <https://www.infosys.com/industries/mining/case-studies/telematics-tracking-solution.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Data acquisition Data consumption Data display Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A mining company operating a global network of mines Key Challenges The company's equipment, including manned and autonomous trucks, bolters, drillers, shovels, and scoops, registered 50%+ under-utilization due to the lack of visibility into availability and performance of assets. In addition, fleet maintenance cost was high – 40%-60% of operating costs. The mining enterprise required a centralized system with a scalable and robust architecture to boost operational efficiency and maximize return on investment. The business imperative: a holistic online fleet management system with several modules – Ready to experience? Near real-time visibility into performance indicators and asset-specific analytics Infosys addressed the requirements of the mining company with an advanced vehicle telematics solution. We combined the Infosys Information Platform with Hadoop storage, Spark / Hive functions, R analytics engine, web visualization tools, and statistical modeling in the solution. The extendable architecture facilitated global deployment across assets from diverse mining and industrial equipment manufacturers, including Caterpillar, Komatsu, Atlas Copco, and MacLean Engineering. Infosys partnered with Cisco to install a wireless sensor network at underground mining sites for uninterrupted streaming of asset data and monitoring of critical parameters. We mounted a telemetry device on each vehicle to log and transfer live data

from the Wi-Fi-enabled underground infrastructure to the remote command center. The Infosys Information Platform ingests fleet telemetry data and shares it with the event processing and analytical engines. The event analysis engine processes inbound data and monitors fleet performance indicators such as cycle times, speed, acceleration, and braking. It identifies Load-Haul-Dump (LHD) events and presents trend views / analytical reports that help fleet managers better manage operations. The Infosys event engine processes data three times faster than traditional models for event calculations. Our solution applies big data analytics to mine business insights for operations, materials movement and safety incidents. It evaluates patterns in fleet telemetry and sensor data to correlate diverse operational issues – fuel consumption and maintenance events, driver behavior and fuel consumption, fleet maintenance and accident rate, etc. Infosys developed an intuitive dashboard to manage and report mining operations, vehicle utilization, fleet performance, and safety incidents. The menu enables users to select the date and shift, parameter and machine to compare and analyze performance across timelines, variables and LHD events. Asset / fleet summary reports can be exported in different file formats including Comma-Separated Values (CSV) and Microsoft Excel, and printed. Authorized users can configure application features such as thresholds for LHD events and color code for event detection. Our ‘incident playback’ trends chart plots time series data based on user inputs, with minimal latency. It supports normalized trend analysis for event detection across 82 variables. User-controlled plotting features include dual axis, zooming, windowing, panning, and rolling. Near real-time visibility into performance indicators and asset-specific analytics help the mining company improve fleet safety, reduce fuel consumption, and rationalize maintenance costs. Substantive analysis of driver behavior complements training programs to achieve targeted performance. Moreover, automated tools to calculate quantity of materials handled enables faster inventory reconciliation. Significantly, operational intelligence from our fleet management system guides capital equipment procurement decisions. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Automate operations across the digital mining enterprise

----- Article source ----- <https://www.infosys.com/industries/mining/industry-offerings/ai-driven-automation.html> ----- Overview. Nia, our AI platform, applies machine learning techniques to make accurate predictions in the absence of historical data. Challenges & Solutions. Resource Center. Experience. Insight. Innovate. Accelerate. Assure. Application Development and Maintenance. Business Process Management. Consulting Services. Incubating Emerging Offerings. You should adopt automation to save time, ensure workplace safety, and boost enterprise productivity. You need to leverage robotic systems such as drones, unmanned aerial vehicles, and self-driving haul trucks to operate in physically demanding environments. You require advanced software to increase throughput and recovery, and automate risk

assessment and management. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us AI-driven Automation Infosys partners with mining enterprises to leverage Artificial Intelligence (AI), machine learning, and cognitive computing to determine when, where and how to mine most efficiently. AI-driven automation enhances digital control systems and programmable logic controllers to boost reliability and accuracy at mining sites. Nia, our AI platform, consumes data in diverse forms and formats – geological, topography, geo-mechanical, engineering, mineralogy, and well logging data – to augment each phase of mining. It accelerates prospecting, discovery and exploration by predicting target zones and using soil samples from a few test holes to classify the total surface area / rock face / subsurface materials. AI algorithms streamline ore fragmentation assessment, pre- and post-blast surveys and site inspections in underground and open pit mines using satellite imagery, aerial photographs and 3D maps. AI programs combine core drill data, sample analysis results and survey reports to recommend techniques for maximizing ore deposits. Moreover, it guides geologists and engineers in extraction planning and optimization. Advanced analysis of composite samples enables quantification of ore reserves as well as impurities in the output. The data helps streamline processing and sorting procedures to conserve energy and minimize truck rolls. We use multivariable modeling to predict and address constraints in the development and construction phases. Our AI platform solutions accelerate returns on newly discovered ores by providing insights to extract and process minerals and metals efficiently and safely. It empowers digital mines built with sensor network technologies to capitalize on IoT data for real-time surveillance and operations management. Infosys combines robotic automation and industrial IoT to manage autonomous drilling systems and hauling fleets. In addition, it helps mining enterprises use fleet motion metrics to minimize asset idle time and prevent equipment collision. Significantly, our machine learning algorithms can be trained to extract contextual data from complex documents, identify risks, and respond to user queries. Success story: Asset-specific analytics helps mining company rationalize costs Operational intelligence from our vehicle telematics and data analytics-based fleet management system guides decisions on capital expenditure. Tools to analyze surface and subsurface areas enable better targeting across grade zones, reduce the number of exploratory drilling holes, and renew exploration in defunct mines. Tools to analyze surface and subsurface areas enable better targeting across grade zones, reduce the number of exploratory drilling holes, and renew exploration in defunct mines. Intelligent automation and intuitive dashboards simplify cost / labor-intensive operations and ensure control of autonomous drilling equipment and field assets. Intelligent automation and intuitive dashboards simplify cost / labor-intensive operations and ensure control of autonomous drilling equipment and field assets. Machine learning algorithms rationalize parts inventory, minimize work overrun, and prevent asset downtime / unscheduled maintenance by predicting overload events, component failure, and the lifespan of industrial equipment. Machine learning algorithms rationalize parts inventory, minimize work overrun, and prevent asset downtime / unscheduled maintenance by predicting overload events, component failure, and the lifespan of industrial equipment. Case Study

Predictive freight analytics streamlines mining logistics Case Study
Predictive modeling mitigates credit risk Case Study Predictive maintenance
helps mining company maximize fleet utilization White Paper Infosys
challenged our processes to make them more efficient: Vishal Seth, Country
Head, Alcoa India GBS Company Subsidiaries Programs Support Connect
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Avoid production loss with optimal maintenance

----- Article source ----- <https://www.infosys.com/industries/mining/industry-offerings/asset-management.html> ----- Overview Accurate insights into usage, repair history, and lifespan of existing equipment enhance asset procurement / replacement plans. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You require real-time visibility into assets across equipment classes and mining sites to streamline asset management. You need automated systems to generate work orders and schedule predictive asset maintenance. Your asset lifecycle management program should offer real-time status of equipment efficiency and availability. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Asset Management The Infosys Mining practice offers solutions to maximize utilization of assets for open cut / underground mining, earth moving and metal processing. Our asset management solutions capture asset information, hierarchy and engineering data to provide as-designed, as-built, and as-maintained views of assets. Our team of experts uses a 5D data warehouse to store asset data as well as documents in product-agnostic formats. It enables smooth transfer of information from the engineering and construction phase to the operations phase. Moreover, it eliminates data duplication, mitigates risks, and ensures consistent data usage across engineering, maintenance, production, and corporate functions. We develop user-friendly equipment downtime management applications for web and mobile platforms. It helps your managers understand the cause, duration and frequency of events, and analyze downtime based on diverse criteria, including reason of failure, time period, equipment, operator, and process. We integrate the equipment downtime system with work order management and asset maintenance systems to automate actions such as prioritization of equipment maintenance and ordering of spare parts / components. In addition, we use downtime data to develop predictive maintenance models. Our digital solutions synchronize asset data from disparate sources to drive maintenance programs and manage asset inventory. We use simulation techniques to augment preventive maintenance strategies for extending the life of equipment. Our experts diagnose the root cause(s) of recurring issues and assess impact on safety and / or production. We combine operations data and inspection reports with predictive analytics to improve the

performance and safety of assets. Our asset management solutions comply with ISO 15926 data standards. The reference library, data templates and standardized workflows help benchmark asset performance and enhance the asset lifecycle. Infosys Asset Efficiency Testbed, developed in collaboration with the Industrial Internet Consortium (IIC), boosts productivity, rationalizes capital and operational expenditure, and improves energy efficiency. Success story: Asset-specific analytics helps mining company rationalize costs Operational intelligence from our vehicle telematics and data analytics-based fleet management system guides decisions on capital expenditure. Comprehensive reporting minimizes unplanned downtime, under-utilization, mishandling, and over maintenance of assets. Real-time equipment tracking supports accurate resource planning, maintenance budgeting, and inter-site / company accounting. Comprehensive reporting minimizes unplanned downtime, under-utilization, mishandling, and over maintenance of assets. Real-time equipment tracking supports accurate resource planning, maintenance budgeting, and inter-site / company accounting. Mapping of each asset with the mining site and supplier enables better management of maintenance contracts, warranty claims, safety inspections, and regulatory compliance. Mapping of each asset with the mining site and supplier enables better management of maintenance contracts, warranty claims, safety inspections, and regulatory compliance. Team of experts integrates asset management solutions with engineering systems (COMOS, Aveva and Bentley), SCADA / MES systems (Honeywell, Rockwell Automation, ABB, and Schneider), corporate systems (SAP, Oracle and IBM Maximo), and asset performance management systems (Bentley AssetWise and GE Meridium). Team of experts integrates asset management solutions with engineering systems (COMOS, Aveva and Bentley), SCADA / MES systems (Honeywell, Rockwell Automation, ABB, and Schneider), corporate systems (SAP, Oracle and IBM Maximo), and asset performance management systems (Bentley AssetWise and GE Meridium). Case Study Predictive maintenance helps mining company maximize fleet utilization Article Infosys transforms procurement at Rio Tinto Client Speak Infosys has the technical capability to support our complex application portfolio: Gustavo Vieira, Head - Global IT Services, Vale S. A. Article Information management, a business imperative for the mining industry Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Make sense of data and monetize data assets

----- Article source ----- <https://www.infosys.com/industries/mining/industry-offerings/big-data-analytics.html> ----- Overview Our big data solutions enable descriptive, diagnostics, prognostics, predictive and prescriptive analytics. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should invest in data analytics technology to unlock value from engineering, geology, computational geosciences, industrial, and operational

databases. You should be able to predict and correlate operational parameters to improve business efficiency and mitigate risks. You should use data in technical maps and documents, maintenance logs, production systems, and asset tracking solutions to optimize processes and benchmark performance. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Big Data Analytics The Infosys Mining practice implements big data analytics to ensure the safety, sustainability and profitability of mines. We capture data from diverse systems used in underground and open cast mining, and distill actionable insights for real-time planning, productivity and workforce management, and cost rationalization. The Infosys Information Platform (IIP) ingests and analyzes time series as well as device / sensor data and business parameters to retrieve contextual content, draw inferences, and predict outcomes. Our big data platform, analytical engines and mathematical algorithms process real-time data streams and complex events to identify business opportunities and challenges, while also shaping strategies to accelerate response. Our team of data experts onboards advanced computing and automation systems and predictive modeling / simulation tools for smart remote monitoring and control of mining operations. We undertake digital transformation to incorporate analytical frameworks into physical processes. Our analytical solutions optimize blast design, facilitate safer drilling, and ensure compliance with blasting and processing procedures / standards. We implement intelligent systems that identify anomalies across processes - production planning, fleet management, asset maintenance, and contractor management. Our visualization tools reveal patterns that indicate abnormalities in operations data and machinery / personnel behavior, which helps prevent issues, including equipment failure, and faster response such as evacuation of miners. Our vehicle health monitoring system increases the availability and reliability of assets, and optimizes fuel consumption via condition-based maintenance. Predictive analytics boosts Overall Equipment Effectiveness (OEE) by combining shift records and operational statistics with vehicle telemetry data such as status, engine oil and fuel level, tire pressure, and hydraulics metrics. Success story: Data visualization solution enables freight cost benchmarking Analytics solution enhances marketing and logistics operations, and recommends the most profitable shipping terms for each contract. Analytics platform aggregates large volumes of internal and external data to identify trends, make accurate predictions, and address business challenges. Analytics platform aggregates large volumes of internal and external data to identify trends, make accurate predictions, and address business challenges. Rich experience in consolidating data across systems, software products and platforms for real-time update of functional databases. Rich experience in consolidating data across systems, software products and platforms for real-time update of functional databases. Team of experts implements analytical platform solutions, and also guides enterprises on capitalizing data across the mining value chain, including Internet of Things. Team of experts implements analytical platform solutions, and also guides enterprises on capitalizing data across the mining value chain, including Internet of Things. Case Study Predictive modeling mitigates credit risk Case Study Telematics tracking solution improves fleet operations Client Speak Infosys has the technical capability to support our

complex application portfolio: Gustavo Vieira, Head – Global IT Services,
Vale S. A. White Paper Information management, a business imperative for
the mining industry Company Subsidiaries Programs Support Connect with
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Automate process monitoring and diagnostics

----- Article source ----- <https://www.infosys.com/industries/mining/industry-offerings/centralized-control.html> ----- Overview Our automated mining systems enable centralized monitoring of operations across processes. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should integrate IT and OT systems to harness sensor data and manage field equipment from remote control centers. You need to monitor process parameters in real time to enhance productivity as well as output. Your enterprise should have the ability to acquire, store and process voluminous data for accurate business forecasting and operational excellence. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Centralized Control The Infosys Mining practice offers solutions to boost process efficiency and safety through centralized control systems. Our onsite visualization tools support thermal and chemical processes as well as mineral and metal ore beneficiation technologies. We create a robust operational intelligence infrastructure via Information Technology (IT)-Operational Technology (OT) convergence and patching of critical Open Platform Communication (OPC) servers and interfaces. Our experts define the data historian strategy and integrate it with enterprise systems to facilitate collection, validation and aggregation of data from heterogeneous sources. Data historians increase asset uptime by tracking maintenance data, manuals, equipment diagnostics, and repair history. Our approach facilitates process optimization as well as detection of anomalies. Significantly, it enables in-depth analysis of time series data to identify patterns, correlate events and predict trends. Our fault tolerant architecture minimizes points of failure, while ensuring high system availability. We assess the security of existing control systems and recommend improvements, product migration, and / or enhancements to achieve business goals. Our data services span data to data, process to data, and data to application mapping. We leverage sophisticated tools to configure the hardware architecture, define control logic, and design Human-Machine Interface (HMI) screens. Development and deployment Implementation Integration Testimonial: Infosys has the technical capability to support our complex application portfolio: Gustavo Vieira, Head – Global IT Services, Vale S. A. Real-time collaboration between mining sites, processing plants and remote operations control centers enables informed decision-making and strategic planning. Real-time collaboration between mining sites, processing plants and remote operations control centers enables informed

decision-making and strategic planning. Automation and open standards-based data platforms facilitate root cause analysis, investigation of mining incidents, and regulatory compliance. Automation and open standards-based data platforms facilitate root cause analysis, investigation of mining incidents, and regulatory compliance. Simulation tools enhance design of HMI screens used by operators to monitor / control processes. Simulation tools enhance design of HMI screens used by operators to monitor / control processes. Article Infosys creates innovative business improvement solutions for the mining industry: ARC Advisory Article Infosys challenged our processes to make them more efficient: Vishal Seth, Country Head, Alcoa India GBS Clients Speak Gold producer achieves operational excellence by transforming source-to-pay operations Case Study Predictive modeling mitigates credit risk Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Drive transformation with IT-OT convergence

----- Article source ----- <https://www.infosys.com/industries/mining/industry-offerings/convergence.html> ----- Overview Our data systems integrate mine engineering, operational and information technologies, while supporting big data analytics and artificial intelligence-driven automation. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need an open technology landscape to adopt new tools for business intelligence, analytics and sustainable growth. You should replace proprietary networks and architectures with advanced communications technologies and protocols such as Ethernet and TCP/IP for seamless connectivity. You should standardize interfaces to blend IT with OT systems and create a unified framework for data standards such as ISA-95. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us IT/OT Convergence The Infosys Mining practice integrates Operational Technology (OT) products to monitor / control processes with Information Technology (IT) systems that manage data transmitted by sensors, process instruments and control software. Progressive mining enterprises require demand-driven production optimization and predictive capabilities, which depends on the convergence of IT and OT as well as data management. Infosys implements a holistic data strategy for OT apps (geological modeling, reserve estimation, mine planning, drilling and blasting, stockpile management, and blending) and ERP solutions (business planning, materials management, logistics, HR, fleet management, and finance and costing). The Infosys five-level IT-OT Maturity Model creates agile mining enterprises with superior decision-making and risk management capabilities by enhancing visibility and collaboration across processes and systems. We leverage rich project experience from IT-OT convergence in the manufacturing industry to help mining enterprises realize the benefits of a holistic view of enterprise data, including improved

safety, sustainability and productivity. Unified IT-OT protocols facilitate real-time monitoring of process and environmental parameters. Operational visibility drives data-driven decisions to increase production throughput, minimize equipment downtime and mitigate risks. Significantly, the integration of IT and control networks rationalizes cost of operations as well as enterprise security. We implement an enterprise data historian strategy, which provides shared data and communications infrastructure for IT and OT systems. In addition, we develop a common network and transport layer for seamless convergence of OT and IT networks. Process-level alignment of OT products, such as Programmable Logic Controllers (PLCs) and Remote Terminal Units (RTUs), with the IT infrastructure and applications facilitates the adoption of standards such as ISA-95. An integrated data model boosts quality, while establishing shared goals and responsibilities across functional groups. Moreover, it supports cloud computing, virtualization and Industrial Internet of Things (IIoT). White Paper: Knowledge management enables sustainable mining Our experts propose a reference architecture for enterprise content management to facilitate process improvement as well as automation. Technology-driven convergence of IT-OT systems facilitates event monitoring and process control while also addressing reporting requirements. Technology-driven convergence of IT-OT systems facilitates event monitoring and process control while also addressing reporting requirements. Integrated governance model and enterprise architecture support diverse communication stacks and security protocols. Integrated governance model and enterprise architecture support diverse communication stacks and security protocols. IT-OT alignment approach incorporates change management techniques for smooth transformation of technology tools as well as business operations. IT-OT alignment approach incorporates change management techniques for smooth transformation of technology tools as well as business operations. Client Speak Infosys has the technical capability to support our complex application portfolio: Gustavo Vieira, Head – Global IT Services, Vale S. A. Client Speak Infosys transforms procurement at Rio Tinto Clients Speak Gold producer achieves operational excellence by transforming source-to-pay operations Case Study Telematics tracking solution improves fleet operations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Integrate geological data for accurate blasting

----- Article source ----- <https://www.infosys.com/industries/mining/industry-offerings/drill-blast-management.html> ----- Overview Our simulation techniques enhance drilling and blasting as well as mining activities including loading, hauling and crushing. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should adopt a drilling methodology that rationalizes usage of blasting consumables. You should ensure uniformity in the size of blast fragments to reduce energy

consumption and maintenance costs during the crushing and milling stages. Your drilling and blasting processes should maximize ore recovery while reducing mine tailings. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Drill and Blast Management The Infosys Mining practice offers drill and blast management solutions to boost operational efficiency while safeguarding personnel, machinery and the environment. Real-time visibility into key performance indicators across drilling and blasting processes as well as field logs enables downstream analysis to minimize sound, vibration, toxic emissions, and ambient air pollution. We integrate the drilling and blasting management solution with the geological database and inventory management system. It supports innovative drilling patterns, automates ordering of consumables, and rationalizes inventory in surface and underground mines. Real-time surveillance of the blast area and an open channel of communication mitigate occupational hazards and ensure prompt response in the event of an emergency. Our experts analyze simulated outcomes, data logged by drilling machines as well as images transmitted by drones. It facilitates pre-blast clearance surveys and post-blast assessment to improve blast design and drilling accuracy for better rock fragmentation. Review and analysis of data enable superior operations planning while ensuring compliance with environmental regulations. Our data governance approach – from design to post-execution – helps analysts undertake root cause analysis and manage issues. White Paper: Knowledge management enables sustainable mining Our experts propose a reference architecture for enterprise content management to facilitate process improvement as well as automation Real-time monitoring of blast operations and predictive maintenance of drilling equipment ensure safe operations and minimize machinery downtime. Real-time monitoring of blast operations and predictive maintenance of drilling equipment ensure safe operations and minimize machinery downtime. Integration of drilling and blasting software with enterprise systems enable data analysis and process optimization. Integration of drilling and blasting software with enterprise systems enable data analysis and process optimization. Audit trail of the blast design and execution helps identify root causes of issues, including misfires and fly-rock. Audit trail of the blast design and execution helps identify root causes of issues, including misfires and fly-rock. Clients Speak Infosys has the technical capability to support our complex application portfolio: Gustavo Vieira, Head – Global IT Services, Vale S. A. Case Study Telematics tracking solution improves fleet operations Clients Speak Gold producer achieves operational excellence by transforming source-to-pay operations Article Infosys creates innovative business improvement solutions for the mining industry: ARC Advisory Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Use a unified platform for engineering data requirements

----- Article source ----- <https://www.infosys.com/industries/mining/industry-offerings/engineering-data-requirements.html> ----- Overview Our data services include migration of legacy asset repositories without disrupting production. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your enterprise should assimilate a continuous flow of engineering data across different phases of mining projects. You need a robust system for secure storage and retrieval of 2D / 3D data and 4D models. Your engineering, operations and mine maintenance teams should collaborate in real time for construction and commissioning of projects. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Engineering, Procurement and Construction The Infosys Mining practice offers Engineering, Procurement and Construction (EPC) solutions to streamline management of mining projects – greenfield as well as brownfield programs. Our services enable mining and industrial metal / commodity enterprises as well as EPC service providers to manage turnkey projects and specific components of contracts. Our mining team creates collaboration hubs and unified engineering data warehouses based on ISO 15926 standards for data integration and sharing. It facilitates real-time exchange of data and documents between EPC contractors, suppliers and enterprise staff. Moreover, it ensures secure storage and retrieval of asset repositories, process calculations, analytical output, and design data such as reliability, structure and process models. We enable ready access to relevant data in the format of choice to enhance pre-feasibility studies, economic assessment, and design analysis. In turn, it facilitates scientific design in ecologically sensitive areas as well as optimization of the Piping and Instrumentation Diagram (P&ID) and electrical layout. Further, it supports troubleshooting and correlation of design, engineering and maintenance issues. Infosys partners with mining companies to drive Engineering Data Management (EDM) maturity. We realign business processes and implement common workflows for a digital EDM ecosystem. Our EDM services span solution blueprinting, package customization, global rollout, maintenance, and support. Our platform-based procurement and logistics management solutions align equipment and materials delivery with mine development / construction / production milestones. An agile engineering information lifecycle and robust governance enable EPC projects to be completed on time and within budget. Success story: Real-time analytical insights minimize equipment down time Cloud-based solution enables mining company to predict maintenance requirements and eliminate vehicle breakdown. Seamless integration of EPC solutions with business applications, including Enterprise Resource Planning (ERP), Manufacturing Execution System (MES) and Maintenance, Repair and Overhaul (MRO). Seamless integration of EPC solutions with business applications, including Enterprise Resource Planning (ERP), Manufacturing Execution System

(MES) and Maintenance, Repair and Overhaul (MRO). Role-based access management mitigates operational risks, and scenario-oriented training methodologies drive user adoption as well as change management. Role-based access management mitigates operational risks, and scenario-oriented training methodologies drive user adoption as well as change management. Infosys Global Resource and Product Sharing solution optimizes enterprise resources for timely completion of projects. Infosys Global Resource and Product Sharing solution optimizes enterprise resources for timely completion of projects. Communication Services Predictive maintenance helps mining company maximize fleet utilization Communication Services Information management, a business imperative for the mining industry Clients Speak Gold producer achieves operational excellence by transforming source-to-pay operations Offerings Infosys creates innovative business improvement solutions for the mining industry: ARC Advisory Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Maximize fleet uptime and utilization

----- Article source ----- <https://www.infosys.com/industries/mining/industry-offerings/fleet-fuel-management.html> ----- Overview Our fleet and fuel management systems increase mine output while minimizing cost of fleet operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your staff needs real-time visibility into fleet movement and fuel consumption to manage operations. Your drivers should be alerted about vehicle idling time to maximize utilization. You need insights into asset equipment to undertake preventive maintenance, minimize fuel consumption, and assess the lifespan of equipment as well as components or parts. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Fleet and Fuel Management The Infosys Mining practice implements fleet and fuel management solutions to manage scheduling, routing and dispatching in real time based on operational dynamics and the fleet status or condition. Our open platform-based solutions ensure seamless flow of blasted ore and waste material across the mining site. In addition, it enables appropriate allocation of shovels, loaders, drilling machines, excavators, dozers, haul trucks, and auxiliary field equipment during fill and dump operations. Our reporting dashboards for Load-Haul-Dump (LHD) vehicles help mine and quarry supervisors, maintenance engineers and fleet managers assess fleet condition, monitor vehicle location as well as movement, and access real-time operational data. Geo-referenced data enables onsite / remote analysis of fuel consumption, asset utilization, cycle time, payload, and occupational hazards. Integration with Global Positioning System (GPS) navigation systems and communication devices facilitates timely and informed decisions across the fleet. We configure fuel and

lubricant management modules to manage inventory at fuel dispensing stations and monitor consumption based on location, equipment and type of engine. Accurate forecasting and advanced analysis of fuel consumption for every vehicle helps assess driver performance and mitigate fraudulent activities. Our integrated performance management systems cultivate responsible driving behavior, resolve issues in real time, and monitor operational parameters to prevent emergency situations. Success story: Asset-specific analytics helps mining company rationalize costs Operational intelligence from our vehicle telematics and data analytics-based fleet management system guides decisions on capital expenditure. Predictive analytical tools correlate fuel consumption, asset health, driver performance, load, and environmental conditions to boost fleet and fuel management. Predictive analytical tools correlate fuel consumption, asset health, driver performance, load, and environmental conditions to boost fleet and fuel management. Digital solutions optimize fuel usage and prevent waste by accurately allocating fuel for equipment and LHD vehicles. Digital solutions optimize fuel usage and prevent waste by accurately allocating fuel for equipment and LHD vehicles. Tools for real-time monitoring of drivers, assignments, equipment, payloads, and risk factors ensure safe operations. Fleet route optimization tools evaluate workplaces, stockpiles and haulage passages to recommend the shortest distance and / or most cost-effective route for transporting mineral ore. Tools for real-time monitoring of drivers, assignments, equipment, payloads, and risk factors ensure safe operations. Fleet route optimization tools evaluate workplaces, stockpiles and haulage passages to recommend the shortest distance and / or most cost-effective route for transporting mineral ore. Case Study Predictive maintenance helps mining company maximize fleet utilization Article Gold producer achieves operational excellence by transforming source-to-pay operations Article Predictive modeling mitigates credit risk Clients Speak Infosys has the technical capability to support our complex application portfolio: Gustavo Vieira, Head - Global IT Services, Vale S. A. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Ensure integrity of geological data

----- Article source ----- <https://www.infosys.com/industries/mining/industry-offerings/geological-data.html> ----- Overview Our data management and visualization approach supports mobile platforms, automation tools, and virtual reality applications. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should combine technology with advances in geological sciences to accelerate discovery of industrial metals / commodities and mitigate risks in mining. You need to collect, process and interpret large volumes of data to gain a better understanding for surface as well as subsurface exploration. You require scientific tools to distil, preserve and manage intellectual property and experiential knowledge of technical staff. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of

Transformation Industries Services Platforms Infosys Knowledge Institute
About Us Geoscience and Geotechnical Services The Infosys Mining practice offers geoscience and geotechnical services to accelerate exploration, feasibility assessment and development of mines. We aggregate geophysical, geochemical, geological, hydrological, climatology, and mineralogical data as well as cartographic data for geographic mapping, characterization and management of mining sites. Our mining team integrates the technical architecture and existing tools portfolio with a comprehensive information management mechanism to capture relevant data and attributes. Our proprietary models facilitate migration of interpreted data and metadata from disparate applications to vendor- and application-neutral repositories. Our data models ensure consistent definition, classification and messaging for better processing of data. We unify the drill hole database and Laboratory Information Management System (LIMS) to streamline metallurgical assaying and mine site services. Infosys combines middleware applications, web services, adaptive user interfaces, pre-built connectors, and synchronization technologies to create technically validated databases for storing information in standardized formats. Our data solutions convert 3D data into 3D XML / VRML and other digital formats for anytime, anywhere access to enterprise data. Moreover, our solutions simplify on-boarding of data from disparate sources as well as structured and unstructured data sets. Our systems integration approach enables data interoperability, ensures a single source of data, and provides a framework for state-of-the-art analytics. Significantly, it helps geoscientists in surface as well as subsurface prospecting, and exploration geologists in discovering sustainable ore deposits White Paper: Knowledge management enables sustainable mining Our experts propose a reference architecture for enterprise content management to facilitate process improvement as well as automation. Governance models enable business and technology teams to access high quality geophysical / geological data across enterprise systems. Governance models enable business and technology teams to access high quality geophysical / geological data across enterprise systems. Data management framework mapped with the industry information lifecycle ensures effective governance, interpretation and storage of diverse types of data. Data management framework mapped with the industry information lifecycle ensures effective governance, interpretation and storage of diverse types of data. Rich experience across software platforms for seismic, geological, petrophysical, and engineering data management, including IHS Petra, Petrel, Paradigm, and GeoFrame. Rich experience across software platforms for seismic, geological, petrophysical, and engineering data management, including IHS Petra, Petrel, Paradigm, and GeoFrame. Communication Services Infosys creates innovative business improvement solutions for the mining industry: ARC Advisory Communication Services Information management, a business imperative for the mining industry Clients Speak Infosys challenged our processes to make them more efficient: Vishal Seth, Country Head, Alcoa India GBS Clients Speak Gold producer achieves operational excellence by transforming source-to-pay operations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Capitalize on the Industrial Internet of Things

----- Article source ----- <https://www.infosys.com/industries/mining/industry-offerings/industrial-internet-things.html> ----- Overview Our IIoT technology tools support the convergence of IT and OT systems. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should ensure interoperability between devices and machines that use diverse protocols and architectures to minimize data latency. Your communications infrastructure should be capable of acquiring, processing and storing large volumes of data. You should continuously train designers, process control engineers, and technology experts to address challenges in implementing IIoT. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Industrial Internet of Things The Infosys Mining practice implements Industrial Internet of Things (IIoT) solutions to create smart mines. A connected network of machines, processes and systems enables autonomous control while establishing sustainable value chains. Our cyber-physical ecosystems incorporate Industry 4.0 principles to enhance visibility, predictability and adaptability. A data-oriented approach to physical-functional design of industrial equipment improves safety, minimizes energy consumption, and enables near real-time monitoring. Centralized control of IIoT smart devices simplifies device management, while facilitating remote operations management. Our robust authentication techniques and rules engines safeguard assets, and ensure the security and integrity of data. Our expertise in communications protocols and simulation tools maximizes investment in IIoT across mining operations. Infosys IIoT gateways exchange and process data from diverse sources – fleet telemetry, wireless sensor networks, wearable devices, connected equipment, and production schedules. It enhances edge analytics, engineering and business analytics, and asset lifecycle management. Moreover, it improves operational efficiency and reporting. The Infosys Asset Efficiency Testbed, developed in collaboration with the Industrial Internet Consortium (IIC), boosts productivity and rationalizes expenditure. It tracks uptime of industrial assets and improves efficiency across multiple dimensions, including operations, maintenance, service, information, and energy. Success story: Data visualization solution enables freight cost benchmarking Analytics solution enhances marketing and logistics operations, and recommends the most profitable shipping terms for each contract. IIoT Lab provides a first-mover advantage to enterprises by validating the technology stack in specific industrial contexts. IIoT Lab provides a first-mover advantage to enterprises by validating the technology stack in specific industrial contexts. IIoT strategy spans data visualization, statistical computing, and predictive / prescriptive analytics in cloud-hosted environments. IIoT strategy spans data visualization, statistical computing, and predictive / prescriptive analytics in cloud-hosted environments. Bespoke IIoT solutions adapt to existing industrial infrastructure and technology landscape. Bespoke IIoT

solutions adapt to existing industrial infrastructure and technology landscape. Case Study Telematics tracking solution improves fleet operations Case Study Predictive modeling mitigates credit risk Clients Speak Infosys has the technical capability to support our complex application portfolio: Gustavo Vieira, Head - Global IT Services, Vale S. A. White Paper Information management, a business imperative for the mining industry Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Maintain a safe work environment

----- Article source ----- <https://www.infosys.com/industries/mining/industry-offerings/industrial-safety.html> ----- Overview We use big data-driven engineering analytics to predict points of failure, enhance the reliability of assets, and mitigate risks. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should use non-intrusive surveillance methods to ensure the safety of personnel. You need robust systems to report mishaps and undertake corrective / preventive action(s). You should comply with global regulations and industrial safety standards regarding industrial hygiene, occupational health and workplace safety. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Industrial Safety The Infosys Mining practice offers industrial safety solutions to safeguard personnel and assets from occupational hazards. We combine automation tools and tracking systems to monitor safety parameters such as smoke, noise, vibration, temperature, and humidity. An alert mechanism notifies stakeholders in the event of a breach in threshold levels. It helps isolate the risk, protect personnel, and insulate downstream processes / assets. Our bespoke solutions integrate with operational processes to keep mining sites safe, which in turn mitigates risks and boosts productivity. Our data-driven predictive maintenance algorithms decipher inspection reports as well as patterns in asset pressure, temperature, vibration, and other measurements for fault diagnosis, repair and recalibration. We define a robust network architecture to support diverse communication technologies, including Wi-Fi, RFID, Bluetooth, ZigBee, and wireless sensors. It ensures streaming of real-time data from IoT protective gear and connected devices, fleet telemetry and GPS tracking systems. Accurate data is useful for pre-blast clearance surveys and emergency response capabilities such as ventilation on demand, which also reduces the cost of insurance cover. Infosys develops mobile applications to monitor personnel in a high risk environment. 3D geospatial contextualization and visualization enable the supervisor / operations control center to easily locate personnel and assets and report events promptly. Color-coded map markers are used to display severity of the safety breach / level of hazard. It facilitates prompt action, including pushing alert messages, broadcasting evacuation procedures, mobilizing medical assistance, or cordoning off the area to avoid loss of life and assets. Testimonial: Infosys has the technical capability to support our complex

application portfolio: Gustavo Vieira, Head – Global IT Services, Vale S. A. Infosys Internet of Things solution platform accelerates development of applications to detect presence, fatigue and fall, and monitor key parameters, activity level and exposure to toxic emissions. Infosys Internet of Things solution platform accelerates development of applications to detect presence, fatigue and fall, and monitor key parameters, activity level and exposure to toxic emissions. Simulation models address process requirements, including site-specific aspects, to ensure a safe work environment. Simulation models address process requirements, including site-specific aspects, to ensure a safe work environment. Ergonomics assessment and consulting services to define procedures, recommend personal safety devices, and implement global standards for industrial safety. Ergonomics assessment and consulting services to define procedures, recommend personal safety devices, and implement global standards for industrial safety. Case Study Telematics tracking solution improves fleet operations Article Infosys creates innovative business improvement solutions for the mining industry: ARC Advisory Clients Speak Infosys has the technical capability to support our complex application portfolio: Gustavo Vieira, Head – Global IT Services, Vale S. A. Article Gold producer achieves operational excellence by transforming source-to-pay operations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Automate testing of ore sample and output quality

----- Article source ----- <https://www.infosys.com/industries/mining/industry-offerings/laboratory-informatics.html> ----- Overview Our LIMS solutions address operational and quality requirements as well as regulatory guidelines for environment, health and safety. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should collect and analyze soil, water and ore samples at regular intervals, and maintain traceable records of results across mining sites. Your laboratory should be capable of managing large volumes of samples collected and analyzed in each shift, and sharing lab results with stakeholders in near real time. You need to connect the laboratory with the enterprise to improve productivity and boost performance.. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Laboratory Informatics The Infosys Mining practice offers laboratory informatics solutions to address requirements of each phase – feasibility assessment, exploration, drilling, and production. Our Laboratory Information Management Systems (LIMS) solutions cover testing regimes and quality control parameters for mining rare earths, industrial metals and minerals. We integrate LIMS data with 3D ore body modeling as well as core mining systems, which helps assess the embedded value of reserves accurately, grade the quality of processed ore, and maintain product quality.

Our laboratory informatics solutions support process monitoring systems, portable sampling tools and analyzers, and scientific instruments for elemental analysis of rock surfaces, drilled core and processed ore. Visibility into the elemental composition and geochemical properties of samples in geo-referenced formats enables timely evaluation of deviations and informed decision-making during exploration and processing stages. Our team of mining experts blends laboratory and business systems, including MES and ERP solutions, using ISA-95 standards. It facilitates quality control, throughput optimization, and compliance with environmental and safety standards. Data traceability enables accurate metallurgical accounting and provides reliable audit trails. Our lab automation tools accelerate analysis, while cross-reference tables ensure better interpretation of lab reports. Our data approach enhances the flexibility of Chromatography Data Systems (CDS). We use in-house tools to streamline migration of laboratory data to electronic notebooks and advanced systems. White Paper: Knowledge management enables sustainable mining Our experts propose a reference architecture for enterprise content management to facilitate process improvement as well as automation. Laboratory Information Management Systems Center of Excellence (CoE) curates cross-industry best practices and creates reusable knowledge assets to streamline LIMS integration with external laboratories and portable sampling systems. Rich experience in electronic laboratory notebooks and digital systems to reduce turnaround times for sample preparation, logging, analysis, and publishing of results. Team of experts evaluates COTS packages for paperless labs, defines lab informatics strategy, customizes the architecture, and provides maintenance and support services for lab informatics applications. Article Infosys challenged our processes to make them more efficient: Vishal Seth, Country Head, Alcoa India GBS Clients Speak Infosys has the technical capability to support our complex application portfolio: Gustavo Vieira, Head – Global IT Services, Vale S. A. Blog Infosys creates innovative business improvement solutions for the mining industry: ARC Advisory Clients Speak Gold producer achieves operational excellence by transforming source-to-pay operations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Increase production through process automation

----- Article source ----- <https://www.infosys.com/industries/mining/industry-offerings/mining-execution-systems.html> ----- Overview Our pit-to-port integration solutions maximize asset utilization while facilitating material traceability as well as regulatory compliance. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need real-time visibility into mining processes to deliver high quality output. You need to integrate production management systems to streamline work orders, maintenance schedules and supply chain activities based on demand fluctuations. You should rationalize inventory while improving ore output. Being Resilient.

That's Live Enterprise. Digital Core Capabilities Digital Operating Model
Empowering Talent Transformations Tales of Transformation Industries
Services Platforms Infosys Knowledge Institute About Us Mining Execution
Systems The Infosys Mining practice develops bespoke Mining Execution
System (MES) platforms to manage continuous and batch processes in open
cast as well as underground mines. We capitalize on decades of experience
in transforming operations at global manufacturing enterprises to drive
production efficiency in the mining industry. Our experts analyze the
existing operations landscape and IT applications portfolio to design the
MES solution and prioritize implementation of each module. Our MES
platforms integrate processes, workflows, and operational systems including
laboratory information, fleet, customer, logistics, inventory, warehouse, and
stockpile management systems. Real-time visibility into operations,
maintenance and engineering data improves quality, facilitates production
accounting, and minimizes unplanned downtime. We combine automation
and best practices to create a mining ecosystem that streamlines operations,
enables continuous improvement, and supports project management. Our
templates for a 'connected mine' track the transformation of metallic and
non-metallic ore bodies as well as key performance metrics. Our dashboards
for reporting and analytics span mission-critical as well as mining support
systems, which facilitates better management of materials delivery, costs
and risks. White Paper: Knowledge management enables sustainable mining
Our experts propose a reference architecture for enterprise content
management to facilitate process improvement as well as automation. Tools
for process optimization address causes of variations in quality such as
element concentration, seasonal changes and cyclical fluctuations in ore
bodies. Tools for process optimization address causes of variations in quality
such as element concentration, seasonal changes and cyclical fluctuations in
ore bodies. Seamless integration of ERP, SCM, MES, and control systems
improve efficiency as well as yield. Seamless integration of ERP, SCM, MES,
and control systems improve efficiency as well as yield. Rich experience in
retrofitting legacy production management systems with unified MES. Rich
experience in retrofitting legacy production management systems with
unified MES. Client Speak Infosys has the technical capability to support our
complex application portfolio: Gustavo Vieira, Head - Global IT Services,
Vale S. A. Article Infosys transforms procurement at Rio Tinto Case Study
Telematics tracking solution improves fleet operations Article Infosys
creates innovative business improvement solutions for the mining industry:
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Update geological models and mine plans in near real time

----- Article source ----- <https://www.infosys.com/industries/mining/industry-offerings/real-time-planning-scheduling.html> ----- Overview Our geological models boost the accuracy of mine planning and scheduling. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management

Consulting Services Incubating Emerging Offerings You should minimize gaps between planned and actual mine field performance by integrating planning systems. You need accurate geological models to transfer data from deposit structures / sites to mine development and production plans. You require near real-time business intelligence to address operational constraints and unplanned events. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Planning and Scheduling The Infosys Mining practice develops integrated mine planning and scheduling solutions to accelerate identification of natural resources, development of mining sites, and metal / mineral extraction. We create strategic plans as well as daily schedules for open pit as well as underground mines. Our automation tools reduce turnaround times for geological modeling and mine planning. Our mining team connects mine plans to the geological database and ore body models. It enables detailed planning based on technical, operational and economic factors such as ore body geometry, grade, accessibility, price, and resource availability. Moreover, it helps update the mine development plan automatically with incoming data, including survey data, field sample results, and drill hole information during exploratory / production drilling. Our 4D models offer consolidated views spanning the lifetime of mineral ore deposits. It improves the accuracy of mine planning, ore reserve estimation, and resource forecasting. In addition, it facilitates contextual data interpretation and investigation for exploration and development of facilities. A robust geological modeling and mine planning system helps prioritize upstream and downstream activities to boost productivity and extend the lifespan of mining sites. Spatial analytics solutions enable planners and geologists to compare multiple mine plan scenarios. Further, it provides the capability to compare actual performance with estimates across development stages. The Infosys approach reduces the effort and cost of mine development, while minimizing pilot holes. Moreover, it supports exploration in geologically complex sites. Our professionals link the mine planning system with enterprise systems including contractor and asset management. Our mine plan version control and access management techniques ensure data integrity and security. Significantly, quality data and effective tracking facilitate compliance with mine plans. White Paper: Knowledge management enables sustainable mining Our experts propose a reference architecture for enterprise content management to facilitate process improvement as well as automation. Infosys Integrated Mine Planning Platform integrates plans from various systems to provide a consolidated view and monitor progress. Infosys Integrated Mine Planning Platform integrates plans from various systems to provide a consolidated view and monitor progress. Iterative mine planning workflows evaluate drill hole and sampling data to optimize drilling and production scheduling. Iterative mine planning workflows evaluate drill hole and sampling data to optimize drilling and production scheduling. Dynamic mine planning systems modify short-term and daily plans based on near real-time operational data and schedules. Dynamic mine planning systems modify short-term and daily plans based on near real-time operational data and schedules. Article Infosys creates innovative business improvement solutions for the mining industry: ARC Advisory Article Gold producer achieves operational excellence by transforming source-to-pay operations Article

Gain better visibility across the mining supply chain

----- Article source ----- <https://www.infosys.com/industries/mining/industry-offerings/supply-chain-management.html> ----- Overview We implement sustainable supply chain solutions to better manage mining operations and logistics. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You require robust systems to monitor, analyze and report productivity as well as performance of contractors. You need advanced simulation models to forecast performance and match production with demand across timelines. You should integrate materials, warehouse, fuel, and stockpile management systems to manage blasting, mucking and processing operations across locations. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Supply Chain Management The Infosys Mining practice offers Supply Chain Management (SCM) solutions to provide visibility into mining operations for enhanced planning and scheduling of materials flow - from the blast site to shipment of ore. Our solutions address mine-to-port shipping and logistics of mining enterprises as well as contractors. Our techniques rationalize inventory and working capital while facilitating demand-driven business planning. Our contractor management systems monitor contractors, including certification status, work history, start and end date of contracts, skills of the labor pool, and validity period of insurance policies and licenses. Our dashboards track performance, milestones and approvals to streamline Human Resources processes such as leave, overtime payments and compensation. We automate resolution of user queries and issues, role-based notifications related to license and certification, and workflows for approval of leave / overtime. In addition, we synchronize contractor management with daily shift scheduling systems. Supply chain visibility improves governance and streamlines multi-modal transportation. Our supply chain solutions address demand fluctuations by aligning production plans with market trends, capacity and constraints such as infrastructure and labor. We implement blockchain technology to enhance the supply chain with robust asset and payment systems as well as reliable data management. Success story: Risk assessment model recommends terms of supply chain credit Infosys established a global credit risk Center of Excellence (COE) to drive adoption of risk analytics and mitigate credit risk across the supply chain at a mining company. Integrated supply chain, inventory and performance management solutions optimize resource-to-market processes. Integrated supply chain, inventory and performance management solutions optimize resource-to-

market processes. Digital SCM systems help minimize the carbon footprint and mitigate risks. Digital SCM systems help minimize the carbon footprint and mitigate risks. Sophisticated transportation management solutions ensure smooth delivery of materials from the mining site to processing plants. Sophisticated transportation management solutions ensure smooth delivery of materials from the mining site to processing plants. Case Study Gold producer achieves operational excellence by transforming source-to-pay operations Insight Infosys transforms procurement at Rio Tinto Case Study Telematics tracking solution improves fleet operations Article Infosys challenged our processes to make them more efficient: Vishal Seth, Country Head, Alcoa India GBS Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Ensure the sustainability of your business and its ecosystem

----- Article source ----- <https://www.infosys.com/industries/mining/industry-offerings/sustainability.html> ----- Overview We implement Internet of Things (IoT) solutions for safe transportation and storage of extracted minerals and metals. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should evaluate social and environmental priorities while making investment decisions. You need to invest in the welfare of the local community in areas where you operate. You require a mechanism to identify and mitigate business risks. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Sustainability The Infosys Mining practice implements technology solutions for sustainable operations at every stage of mining - exploration, construction, operations, and closure. Our consultants develop strategies to achieve planned production while minimizing the impact of mining on the ecosystem. Our sustainability management solutions ensure the well-being of the local communities by maintaining infrastructure safety and preventing land, water, and air pollution. We design systems to preserve the biodiversity of the mining area and avoid intensive sampling for evaluating potential recovery. Our collaboration tools help your experts develop cleaner techniques for extraction and processing of ore bodies, and adopt innovative approaches to boost the viability of mineral and metal reserves. We focus on water and energy conservation as well as decomposition of waste materials to minimize the carbon footprint over the lifetime of mine fields. Digital waste management plans streamline periodic sampling and analysis of solid, liquid and gaseous process waste, and ensure compliance with best practices for toxic waste discharge. Our product traceability solutions address the sustainability requirements of all constituents. It supports regulations for reuse and recycling as well as environmental sustainability. Moreover, it establishes a 'green' lifecycle for customers who seek sustainable supply

chains. White Paper: Knowledge management enables sustainable mining
Our experts propose a reference architecture for enterprise content management to facilitate process improvement as well as automation. Process reengineering minimizes generation of waste as well as pollutants in the extraction and processing of minerals and metals. Process reengineering minimizes generation of waste as well as pollutants in the extraction and processing of minerals and metals. Accurate monitoring of process parameters and sustainability metrics minimizes emergency situations. Accurate monitoring of process parameters and sustainability metrics minimizes emergency situations. e-learning modules facilitate community outreach, training, and contractor / supplier relationship management. e-learning modules facilitate community outreach, training, and contractor / supplier relationship management. Article Infosys creates innovative business improvement solutions for the mining industry: ARC Advisory Article Infosys challenged our processes to make them more efficient: Vishal Seth, Country Head, Alcoa India GBS Client Speak Telematics tracking solution improves fleet operations Case Study Predictive modeling mitigates credit risk Company Subsidiaries Programs Support Connect with us
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Reinforce your communications system

----- Article source ----- <https://www.infosys.com/industries/mining/industry-offerings/unified-communications-networking.html> ----- Overview We design and deploy bespoke next-generation voice, video and data services. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You require reliable communications infrastructure to transform into a digital mining enterprise. You should replace disparate single-service networks and radio-based onsite networks with converged networks to address bandwidth requirements. You need access to real-time data across people, assets and processes to harness insights for improving productivity and operational efficiency. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Unified Communications and Networking The Infosys Mining practice offers unified communications and networking solutions that address dynamic topology environments. We ensure last mile connectivity for uninterrupted acquisition and transmission of data from diverse sources to centralized operational control centers. A robust communications network integrates data feeds for real-time asset / process monitoring and collaboration, which improves efficiency of mining operations. Significantly, it supports deployment of autonomous mining systems for drilling and transportation. We combine network automation and open source platforms to rationalize costs for new infrastructure as well as network maintenance costs. We implement IP Multimedia Subsystem (IMS) and telematics solutions for 'connected' fleet management. Our domain

expertise covers network engineering, Software-Defined Network (SDN) products, and Network Functions Virtualization (NFV) services. SDN / NFV-based, application-aware routing maximizes network utilization. We also implement intelligent routers to process high-speed data streams and enable edge analytics. Success story: Asset-specific analytics helps mining company rationalize costs Operational intelligence from our vehicle telematics and data analytics-based fleet management system guides decisions on capital expenditure. Strategic alliances with networking product suppliers and unified communications service providers as well as OEMs including Cisco, Juniper and Alcatel-Lucent. More than two decades of experience in implementing, upgrading and maintaining networking and communications systems. State-of-the-art Long-Term Evolution (LTE), Content Delivery Network(CDN), and client-supported laboratories. White Paper Information management, a business imperative for the mining industry Case Study Predictive freight analytics streamlines mining logistics Article Infosys challenged our processes to make them more efficient: Vishal Seth, Country Head, Alcoa India GBS Article Infosys creates innovative business improvement solutions for the mining industry: ARC Advisory Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Insights

----- Article source ----- <https://www.infosys.com/industries/mining/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Re-imagining Battery Minerals Supply Chain with Blockchain and AI Industry 4.0: A SMART Approach to Mineral Exploration Infosys is positioned as a 'Leader' in IDC MarketScape for Mining Operational Process Optimization Insights: A Roadmap for Sustainable Mining How Analytics Can Reshape Health Safety Environment Management in the Mining Industry Leveraging Digital Technologies in the Steel Industry Connected Worker: Empowering Workforce on Shop Floors and in Field Services Navigate Your Next in Mining Mining 4.0: A Roadmap for Digital Transformation Infosys: Smart Agriculture Solution Digging Smarter with Technology The Mine of the Future: From Subterranean to the Cloud Water Management in the Mining Industry How 5G makes the mine of the future a reality Infosys as a Leader in Professional Services Firms for Mining Operational Process Optimization, IDC MarketScape Being Resilient: How the Resources Industry can Navigate the new Normal Building Next-Generation Data Foundation and Framework for Mining Industry Capitalizing on emerging technologies to become 'Live' mining enterprises Infosys Mining Sector- Current Trends and Future View Partner with Infosys to Navigate Your Next in Mining Navigate Your Next in Mining Using Computer Vision to Detect and Classify Corrosion Blockchain - Understanding the practical applications for mining Integrated Digital Mining Platform for Operational Decision Support Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us View point View

Industrial Internet Consortium (IIC) approves Infosys Asset Efficiency Testbed

----- Article source ----- <https://www.infosys.com/industries/mining/insights/asset-efficiency-testbed.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Over the last few decades, equipment and systems have become intelligent. They generate data, which if monitored and managed well, can help engineers predict system failures accurately and prevent these failures beforehand. However, high-tech manufacturing companies have been challenged with the major problem of downtime of critical assets that has resulted in losses amounting to millions of dollars. According to a study on maturity of asset efficiency that was conducted by Infosys and the Institute for Industrial Management (FIR) at Aachen University, 85 percent of global manufacturing companies are aware of asset efficiency but only 15 percent have managed to implement it. Current challenges include lack of instrumentation of the assets, missing real-time data analytics, lack of context due to missing information from other systems, lack of a holistic focus with other aspects of efficiency like energy, utilization, operations, and serviceability. Effective management of assets would help overcome this scenario, which can be achieved through asset efficiency. Asset Efficiency solution analyzes real-time and historical data across key health parameters and predicts the serviceable life of assets in order to decrease downtime and increase the asset utilization. The main goal is to collect asset information more efficiently and accurately, in real-time, and also enable usage of analytics to help companies make the right decisions. The solution brings in a holistic approach to monitor, control, and optimize the assets across all tenants of efficiencies that includes operational, energy, maintenance, information, and service. Some of the key features of asset efficiency include: The reference architecture of this testbed is built on Infosys Information Platform (IIP) leveraging the IoT ecosystem partners providing sensors, application enablement, device management capability, and edge devices. This architecture is approved by IIC that makes it secure with respect to security, reliability, scalability, and interoperability perspective. Read more Industrial Internet Consortium launches new Industrial Testbed Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Re-imagining Battery Minerals Supply Chain with Blockchain and AI

----- Article source ----- <https://www.infosys.com/industries/mining/insights/battery-minerals-supplychain.html> ----- Register to Download Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us

The global demand for battery minerals is surging, driven by the rapid adoption of electric vehicles and renewable energy storage solutions. However, this growth brings significant challenges, including ethical sourcing, environmental sustainability, and supply chain transparency. To meet the increasing demand for electric vehicles (EVs), the world's battery capacity needs to grow significantly—approximately 40 times larger than its current size. EVs alone will require 80% of this future battery capacity. With stringent global regulations in place, ensuring a sustainable and ethical supply of critical materials for billions of battery-enabled products has come to the forefront. Transparency and ethical sourcing are now non-negotiable factors for businesses. A circular economy approach ensures that end-of-life batteries are efficiently recycled, minimizing environmental impact and supporting the continuous supply of critical minerals. This approach is made possible with the integration of Blockchain and AI. Blockchain provides secure and transparent record-keeping, while AI offers analytical power to optimize and predict supply chain dynamics. Together, these technologies can build a sustainable and ethical supply chain that meets the growing demand for battery minerals without compromising on environmental and social standards. For more in-depth insights Download the POV We look forward to discussing this perspective further and exploring potential collaborations to bring this vision to life. Opt in for marketing communication Privacy Statement Thank you for registering. Download Now Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Capitalizing on emerging technologies to become 'Live' mining enterprises

----- Article source ----- <https://www.infosys.com/industries/mining/insights/capitalizing-emerging-technologies.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings

Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The world is transitioning to a low carbon economy and this trend is impacting the mining industry as well. The transition to low emission energy and transportation systems have placed a great amount of demand on metals like Lithium, Nickel, and Cobalt. The mining companies themselves are looking at operating their mines and plants with renewable energy sources, operating electric and hydrogen fuel-based fleets as well as integrating metal recycling as part of their value chain. In this podcast, Kapil Nanchahal, Associate Vice President, and Head Resources and Ram Ramachandran, Director, Resources talk about the challenges the industry is facing, be it by way of attracting the right talent or deploying emerging technologies. They elaborate on how Infosys is helping the mining industry address these concerns by implementing an AI-based Digital Nerve Centre to monitor, operate, continuously learn, and optimize operations even in remote environments. Download Transcript Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys Mining Sector- Current Trends and Future View

----- Article source ----- <https://www.infosys.com/industries/mining/insights/current-trends.html> ----- Insight Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Kapil Nanchahal, Head of Resources Americas explains how an Mining sector can become a Live enterprise. He explains the trends in the industry and also the Mining value chain which makes Infosys the partner of choice for its clients. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Digging Smarter with Technology

----- Article source ----- <https://www.infosys.com/industries/mining/insights/digging-smarter-technology.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Innovative technology is increasingly making its way into a once manual industry -mining. In this video, Ashiss Kumar Dash, Segment Head - Services, Utilities, Resources, Energy, Infosys is in conversation with

Gustavo Vieira, then Global Chief Information Officer and now Managing Director, Head of Iron Ore China Blending & Distribution, Vale Metals Shanghai Co. They discuss how technology has helped Vale keep operations up and running across 30 countries, even during the pandemic, and where technology is taking them from here. Vale is a large Mining company in Brazil and is also one of the largest producers of iron ore in the world. One of the innovative technologies adopted by Vale is a completely truckless system, which resulted in 30 kilometers of interconnected conveyor belts. Vale reduced their water consumption by an impressive 93% and eliminated the need for tailings dams. Vale aggressively adopted automation, control systems, and next-generation drone technology to survey their mine, plants, and ore piles. Watch this video as Gustavo Vieira talks about the technology transformations currently underway in the mining industry, why innovation is important to mining firms, what benefits Vale has experienced from their investments in digital solutions, and more. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Partner with Infosys to Navigate Your Next in Mining

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Infosys as a Leader in Professional Services Firms for Mining Operational Process Optimization, IDC MarketScape

----- Article source ----- <https://www.infosys.com/industries/mining/insights/operational-optimization.html> ----- Insight Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us IDC MarketScape: Worldwide Professional Services Firms for Mining Operational Process Optimization 2020 Vendor Assessment positions

Infosys as a Leader. IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5-year timeframe. Vendor market share is represented by the size of the icons. This positioning considers the services and offerings from Infosys, which mining firms can leverage to experience agility in operations. These offerings include the Digital Navigation Framework, which is centered around a digital platform for IT-OT integration, manufacturing execution system (MES) automation, remote operation, decisions support, digital procurement and integrated supply chain, digitally connected assets, and next-gen safety and sustainability. Mentioned in the IDC MarketScape Vendor Assessment is Infosys' capabilities across the mining value chain. These encompass engineering services, supply chain, mining operations, and field service management. Also recognized as focus areas of Infosys technology capabilities are IoT, data platforms, mobility, cloud, cybersecurity, and AI. The IDC MarketScape Vendor Assessment points out that Infosys services are delivered from "closer to mine" delivery hubs located in Toronto, Phoenix, Monterey, Santiago, Sao Paulo, London, Frankfurt, Perth, and Brisbane, as well as global delivery centres in India, United States, and Europe, the Middle East, and Africa (EMEA). Infosys strengths and challenges identified by IDC MarketScape Strengths: Buyers were positive about Infosys' focus on R&D, level of innovation capability and the vendor's reliability. IDC analysts noted Infosys' growth in success in the operations side of the mining sector and its improved messaging in supporting its credibility in this area. Challenges: Infosys has potential to further expand its greater mining sector specific expertise as part of scaling this business further and the ability to support its geographical footprint more evenly. Download the report excerpt Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys is positioned as a 'Leader' in IDC MarketScape for Mining Operational Process Optimization

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2023 IDC MarketScape for Worldwide Professional Services Firms for Mining Operational Process Optimization. In the IDC MarketScape report, customers highlighted Infosys strengths in terms of the depth of its mining industry expertise and technology capabilities, specifically on data platforms, analytics, and data management as well as cloud offerings. Breadth of offerings Infosys has innovative offerings, which encompass digital technologies and capabilities, including AI, ML, and Agile at scale. Mining-specific solutions cover mining operations decision support, integrated remote operations centers, next-gen connected safety and sustainability solutions, digitally connected assets, IT/OT integration, and automation. Depth of offerings Infosys has a depth of mining experience and capabilities, which allow it to offer solutions encompassing software engineering services, integrated environment, health, and safety (EHS) platforms, mining operations (including electrification), waste and water management, and field service management. Mining value chain Infosys partners with mining clients to streamline operations across the value chain from exploration and drilling to ore extraction and processing. It employs the Live Enterprise Framework, which helps customers react, adapt, and learn from changing situations and scenarios in their operations. It also assists clients to migrate to the cloud through its Cobalt offering. Technology capabilities Clients can benefit from its expertise in data acquisition, management and analytics services, IoT, data platforms, mobility, cloud, cybersecurity, and AI. Partner ecosystem Infosys has built a strong partner ecosystem that includes horizontal and mining industry-specific partners, Microsoft, SAP, ESRI, and Enablon, covering a wide spectrum of technologies and services. It engages in continuous improvement through R&D investments - Infosys Living Labs and the Infosys Innovation network - as well as industry forums and academia, such as the Indian Institute of Technology (Indian School of Mines) (IIT), Curtin University, and the University of Western Australia. Infosys has set up new mining centers of excellence (COEs) in Phoenix AZ, Raleigh NC, Santiago Chile, and Calgary AB. Learn more about Infosys Mining solutions. Register to download the excerpt. Opt in for marketing communication Privacy Statement Thank you for registering. Download Now Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Insights: A Roadmap for Sustainable Mining

----- Article source ----- <https://www.infosys.com/industries/mining/insights/sustainable-mining.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The mine of the future needs to pursue a sustainability agenda that prioritizes preservation of natural resources while transforming the business. Infosys experts

propose the Political, Economic, Social, Technological, Environmental and Legal (PESTEL) analysis framework to assess the macro environment of sustainability in the mining industry. Mining enterprises should reduce the carbon intensity of operations across the mining lifecycle. Our experts offer point solutions to enable responsible mining and maintain balance in the ecosystem across energy management, water management, ESG risk management, and product traceability. Read our point of view Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigate your next in Mining

----- Article source ----- <https://www.infosys.com/industries/mining/overview.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Your mining enterprise needs to identify new high-grade reserves of critical metals (copper and cobalt), strategic minerals (nickel and lithium), precious metals (gold and platinum), and rare earth elements (yttrium and neodymium) to facilitate the shift to clean energy and a low-carbon economy. Significantly, you should accelerate time-to-market of these essential metals, while addressing social and environmental concerns. Infosys establishes AI Centers of Excellence at mining and metal processing enterprises to drive smart operations. AI-based techniques accelerate survey and exploration, and enable accurate extraction and evaluation of mineral deposits. Further, we integrate IT and business systems with a digital thread for safe and sustainable underground / surface mining operations and processing facilities. Our offerings for the mining industry are based on three foundational principles – Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigate your next in Oil and Gas

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Relationship to Transform bp's Digital Application Landscape Press Releases
Infosys and Aramco Aim to Leverage AI to Create Digitally Connected
Employee Experiences Your oil and gas enterprise needs to be rewired to
become increasingly agile and responsive to shifts in business and
technology, as well as unforeseen events. A digital-first enterprise pivots
strategy and operations appropriately with enhanced visibility into the
business landscape and enterprise ecosystem. "We are delighted to further
develop our relationship with Infosys to help accelerate our digital
transformation and scale growth through tech-enabled operations. Together,
we look forward to delivering innovative solutions that meet the evolving
needs of our customers and drive growth for the future." Leigh-Ann Russell
EVP, Innovation & Engineering, bp "The Shell Inventory Optimizer was one
of our earliest global digital products and has delivered millions of dollars in
benefits for Shell, helping us to safeguard operations through inventory
rightsizing. We are delighted to bring this innovation to market together
with Infosys. The collaboration enables us to accelerate the development of
this product and develop new and innovative features." Dan Jeavons Vice
President Computational Science and Digital Innovation at Shell "At Aramco,
we are constantly looking to improve employee experience and make our
company the best place to work. This collaboration will allow us to explore
ways to further upgrade our focus on customer-centricity and transform our
digital HR offerings." Faisal A. Al-Hajji SVP Human Resources, Aramco "bp
and Infosys have brought together their complementary capabilities,
products, and services to create an integrated Energy-as-a-Service offering.
This strategic collaboration builds on our energy transition goals where we
can deliver secure, affordable, lower carbon energy the world increasingly
needs, managed by AI/ML based digital platform to drive energy efficiency.
With this engagement, we will aim to support our customers in achieving
their sustainability goals faster." Sashi Mukundan President, bp India and
Senior Vice President, bp Group "I think that the convergence of edge
computing and AI presents an exciting opportunity for the real-time data, a
real-time low latency processing and decision making at the network edge,
which is extremely critical for us, given all of the platforms, rigs that we
have out across the globe." Keisha Garcia Vice President of Digital
Foundations at bp "We worked together with Infosys for a year to develop an
AI-based root cause analysis tools. It always felt like one team working
towards a common goal. I'm immensely impressed with their commitment to
delivery, respect for others' views, and technical capability." Saptarshi
DasData Science Research and Development Manager, Shell Our experts
discuss strategies to navigate the challenges of exploration, production and
operations at oil and gas enterprises. Infosys Research: Cloud Computing Is
Integrated at Every Stage Across the Energy Value Chain Data is
Foundational for an Autonomous Supply Chain: bp ENERGY 2050:
Sustainability Revolution - Radical Ideas for Change Read more AI has a
Multiplier Effect in Digital Transformation READ MORE How Energy and
Resources Firms can Drive Successful Partner Outcomes in the Long Term
READ MORE How the Strategic Pivot to Onshore Value Addition by
Resource-rich Nations is Creating a New World Order read more Cloud will
Shape Edge AI & Quantum Computing: bp read more Article Automated HR
Reporting Processes for a Leading Oil and Gas Company Press Release 'Girls
in STEM' Mentor Program Empowers Middle School Students in Houston
Podcast AI has a Multiplier Effect in Digital Transformation Article Driving

Operational Efficiency with an end-to-end CMMS for an Oil and Gas Leader
Point of View How Blending Ethanol with Gasoline can Help Save the Planet
Point of View Bringing Circularity to Oil and Gas: Technologies and
Strategies to Make the Transition POINT OF VIEW The 3Ms of Carbon
Management White paper Predict with Precision: A Quick Win to Reduce
Emissions Using IoT Report Infosys and HFS Research collaborate for
Energy Transition 2023 Report Our technology solutions transform
operations Case Study Hatch implements virtual reality solution for effective
design reviews of infrastructure projects Case Study Intelligent drilling and
well-monitoring platform transforms assets Case Study Integrated oil
trading system increases efficiency and mitigates risks Case Study GIS
solution improves inventory management Infosys combines automation,
analytics and artificial intelligence to ensure operational excellence
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Success Stories

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/case-studies.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings How Hatch is Driving Transformation and Solving Real World Problems Cloud Knowledge Management Platform & System for Oil & Gas Scalable Governance Model for Oil & Gas Firm - AI Hatch implements virtual reality solution for effective design reviews of infrastructure projects HFS Point of View: OneOffice™ and digital transformation converges in energy trading Key Energy partners with Infosys to modernize the enterprise landscape with Next-Gen IT as a Service (ITAAS) IDC: Infosys leads resources company on Industry 4.0 journey Intelligent drilling and well-monitoring platform transforms assets Integrated oil trading system increases efficiency and mitigates risks GIS solution improves inventory management Integrated refinery information system enables real-time decision making Optical sensing system facilitates reservoir monitoring GIS-based information management portal boosts business planning Advanced optimization solution improves oil pipeline capacity utilization Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Testimonial Case Study Case Study Case Study Case Study Client Testimonial Case Study Case Study Case Study Case Study Case Study Case Study Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

IDC: Infosys leads resources company on Industry 4.0 journey

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/case-studies/charted-digital-transformation-resources-company.html> -----

Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Resources companies need to begin their Industry 4.0 journey with digitizing their assets for smart asset management, according to IDC in a report on operations technology (OT) services in information technology. Andrew Meyers, Jonathan Lang, and Kevin Prouty of IDC discuss the role of a digital services partner to undertake IT and OT convergence and ensure scalability. The authors cite a digital transformation at a large resources company where Infosys combined central engineering resources, field documentation, and onsite visits to assess digital readiness of assets. Infosys charted a road map for Industry 4.0 implementation - The resources company achieved several outcomes after gaining visibility into asset operations. Significantly, Infosys helped the enterprise standardize diverse technology stacks and systems, and address data integrity issues in asset management systems. "Asset-intensive companies face large-scale digitization initiatives on their Industry 4.0 journey. Having the right services provider is critical to manage the scope of IT-OT convergence for a global enterprise." - Andrew Meyers, research director, Worldwide Oil and Gas IT Strategies at IDC Download the complete case study to know more. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Optical sensing system facilitates reservoir monitoring

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/case-studies/development-intelligent-reservoir.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Accelerated time-to-market Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study One of the world's largest oil field services companies Key Challenges The company sought to develop a product line using optical sensing technology. A technology partner with rich experience in embedded application software development was required to build the greenfield proof-of-concept model and fine-tune the production version into a mainstay product line. Ready to experience? Infosys adopted an iterative methodology from concept

definition through the production stages. It helped incorporate ongoing changes to enhance functionalities of the innovative product. Our flexible technical architecture facilitated expansions to the initial scope of the prototype development. The Infosys team developed and undertook testing of the embedded software that includes device drivers, Digital Signal Processor (DSP) firmware, DSP algorithms and graphical user interfaces. In addition, we built plug-ins for connecting the application to SCADA systems. The sophisticated product offers both 'well monitoring' and 'well test' modes. The distributed architecture enables users to access the software from onshore locations even when the product is deployed in an offshore environment. The fault-tolerant architecture ensures extremely low downtime, and processes data from multiple wells. The Infosys software development approach accelerated time-to-market and improved quality of the mission-critical product for remote optical sensing. The robust product can be deployed in diverse production environments including unmanned oil fields in any part of the world. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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HFS Point of View: OneOffice™ and digital transformation converges in energy trading

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Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys modernized the business model and supported topline growth at the energy trading unit of a global energy company. In a Point of View, HFS Research highlights how Infosys checks all the boxes of the HFS OneOffice™ vision of digital transformation: Read the HFS Point of View Learn more about the Infosys Energy Trading and Risk Management solution Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

GIS solution improves inventory management

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/case-studies/geographic-information-system.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities

Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A leading oilfield services provider that partners with railroad companies to transport products across North America Key Challenges The company had to monitor the movement of rail cars, both loaded and empty, for logistics and inventory management. A third-party service provided the location information for each rail car at frequent intervals. The Enterprise Geographic Information System (EGIS) department of the company sought a web-based GIS application to track rail cars in real time. Ready to experience? Improve logistics and inventory management. Each rail car that transports the company's products is bar coded. The bar code system records details of rail cars arriving and exiting stations. The bar code system and transportation data was managed by a third party. Infosys developed a solution that geo-coded the location of each rail car and displayed it on a map. The Infosys application facilitates real-time traffic management by tracking specific rail cars as well as the entire fleet. Advanced search tools ensure easy retrieval of historical data and transportation logs. Our solution has intuitive features to improve the search functionality, and enable users to save and print freight records and location maps. Search results can be exported to a Microsoft Excel worksheet, saved in a tabular format and printed as a map. We offered a map navigation toolbar with full extent, previous extent, next extent, zoom in, zoom out; and pan out buttons. Plotting geographic coordinates on a map displays details of rail cars at the location. The maps can also be saved and printed. Infosys created the rail car tracking application by combining diverse mapping services and GIS technologies, including Esri ArcSDE, ArcGIS Online, Microsoft Virtual Earth, and ArcGIS Server API for Flex, and SAP. The interactive rail car tracking application tracks rail cars based on the equipment number, fleet series, product transported, and destination. The system generates a 15-day event history for a rail car enquiry, which helps accelerate transportation planning. GIS-based tracking of rail cars ensures smooth transportation of oil and gas products. Identification of bottlenecks in transit enables escalation and follow-up with railroad companies. Significantly, it improves logistics as well as inventory management. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

GIS-based information management portal boosts business planning

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About Us case study A global oil and gas company Key Challenges The company sought to address gaps in the document management system to enable seamless search and retrieval of oil well files, stored in shared drives at multiple locations. The lack of a unified Geographic Information System (GIS) hindered oil well location evaluation, as well as collaboration between multidisciplinary teams for decision making. Ready to experience? Inter-disciplinary collaboration for oil well planning Infosys reviewed existing information management processes, identified gaps and developed a GIS-based information management portal. We provided end-to-end services, including strategy, solution design, development, and program management. We scanned hard copies of oil well files / documents and migrated records to the new system. The Infosys portal solution integrates production data, electronic documents and spatial data. We leveraged the Documentum platform to manage document information, and the existing database management systems to manage production data. The GIS-based information management portal captures and transfers enterprise data. It also enables inter-disciplinary collaboration for oil well planning and development activities, and business decisions. Digitization of oil well files enhances operational efficiency of the oil and gas company. Moreover, prompt access to real-time data and historical documents facilitates statutory compliance. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Integrated oil trading system increases efficiency and mitigates risks.

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deployment. Our program management approach enabled parallel implementation of modules to comply with aggressive project timelines. It also helped address complex downstream application requirements without affecting upstream modules. The trading system integrates front office (deal capture and contract management), middle office (credit control and risk management), and back office (inventory management, shipping, accounts receivable, accounts payable, invoicing, and profit and loss reporting) operations. Our commodity trading solution provides real-time decision support, enables consistent reporting, and simplifies risk management. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Integrated refinery information system enables real-time decision making

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/case-studies/integrated-refinery-information-system.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A joint venture greenfield refinery in the Persian Gulf with a process capacity of 400,000 barrels per day. It produces a wide range of products, including low sulfur transportation fuels and petrochemicals. Key Challenges The refinery planned to implement a scalable data management platform and an Integrated Refinery Information System (IRIS) to streamline operations from day 1. Ready to experience? Improve agility of refinery operations Infosys provided IT consulting and solution design services for critical business processes – refinery planning and scheduling, refinery operations, data validation and reconciliation, and mass and energy balance. In addition, we recommended best-of-breed business processes for health, safety and environment management, supply chain management, and logistics operations through pipelines, marine vessels and road tankers for procurement as well as sales. The Infosys team designed a Service-Oriented Architecture (SOA)-based solution to ensure agility and scalability of the system. We proposed portal-based applications for a majority of business processes. Our centralized information solution ensures seamless access to real-time data, which enables prompt decisions at the refinery. We developed a product evaluation template for transparent assessment of products for each business application. Our evaluation methodology helped process owners perform a thorough analysis before selecting a product. We created a knowledge repository of assets, identified Key Performance Indicators (KPIs), and developed customized report formats. Infosys synchronized the implementation road map for the integrated refinery information system with the Refinery Construction Plan. The integrated information system is estimated to improve agility of refinery

operations by more than 30%. Significantly, efficient operations will reduce the cost of refining and increase gross refining margins by up to 20% per barrel. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Intelligent drilling and well monitoring platform transforms assets

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Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Program management Business requirements analysis Solution architecture Product development Testing and quality assurance Deployment Support Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study An oil and gas company with drilling and oil well completion operations Key Challenges The company sought a real-time data aggregation and visualization system to transform oil well construction, enhance drilling performance, and improve operations of oil wells. The multi-phase, multi-year transformation program required the technology partner to Ready to experience? Infosys collaborated with a drilling data aggregation product vendor for developing a customized well advisory solution. We structured the program along seven work streams to integrate the well advisory solution with the organization: We developed project-specific processes for each work stream and the integration workflow for program tracks and vendors. Our team ensured accurate business analysis and requirements across critical functions such as fluid gains and loss management, formation correlation, drilling state detection, and well bore stability Our solution architecture leadership team created the deployment reference architecture and supported the product vendor to ensure that the solution integrated with the IT landscape. Our configuration-based development approach helped the product vendor minimize the time and cost of development. We developed a drilling risk catalog to monitor real-time drilling activities. Our testing frameworks and QA strategy ensured comprehensive testing of the program. Infosys created oil rig and data center deployment blueprints. We led deployment and go-live activities for three regions as well as three product console interfaces. We developed a global support services strategy for the product, and provided transition and bubble support. The well advisory solution improved the safety and reliability of oil wells across regions. It provides visibility across the enterprise, including casing and cementing operations. The solution helps the company undertake oil well barrier pressure tests and generate reports to comply with regulations. Furthermore, it helps onshore personnel troubleshoot blowout preventers. Our solution helps experts analyze events and take informed decisions at Real-time Operations Centers

(RTOC) and oil rigs. Real-time data from rigs and safety equipment helps address operational issues, while online processing of data and console interfaces function as early warning systems for intelligent drilling. The solution helps the company minimize lost time associated with stuck pipe in casing operations at 30 oil rigs. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Advanced optimization improves oil pipeline capacity utilization

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/case-studies/soa-transformation-oil-pipeline.html> ----- Key Challenges The Impact Infosys Solution Defining future state processes and data models. SOA-based transformation program Feature Ready for Disruption? Integrated refinery decision information system enables real-time making Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study The company needed a solution that maximized capacity utilization through intelligent scheduling of maintenance activities, evaluation of line disposition and shut down, and better routing of crude volume in the pipeline network. In addition, a smart knowledge ecosystem was required to capture experiential knowledge of the workforce. The oil and gas enterprise sought to maintain pipeline integrity while maximizing operating margins. Near real-time visibility into inventory across products would facilitate product delivery, equitable distribution, quality control, and detection of unscheduled events. Optimize the 25,420 km pipeline network Improve asset utilization Mitigate business risks 2.2 million barrels of 80 unique crude oil commodities, allocated efficiently every day Improves utilization of pipeline capacity which is equivalent to 13% of crude oil consumption in USA and 65% in Canada Generates multi-million dollars incremental revenue annually SOA-based transformation ensures future-proof operations Infosys evaluated off-the-shelf ERP products, but existing product suites barely addressed 15% of the business requirements. So we designed and developed a customized solution using Java, the Oracle 11g Fusion technology stack and Service-Oriented Architecture (SOA). Our modular, flexible and scalable solution is equipped with state-of-the-art components to drive operational excellence and comply with interstate pipeline regulations of the National Energy Board (NEB) and Federal Energy Regulatory Commission (FERC) in North America. Looking for a breakthrough solution? Combines mathematical modeling and constraint propagation-based optimization algorithm for crude allocation in batches across pipelines. Facilitates equipment management by storing data of diverse equipment, including pipelines, storage tanks and pumps, in a central repository. Hosts and manages business and operational rules to provide a 'single source of truth' for enterprise applications. Rules can be

easily reconfigured for specific business requirements. De-risks operational decisions by replacing human intervention with algorithms. The knowledge repository distilled experiential knowledge of engineers and schedulers into 30+ business rules / mathematical models. Improved capacity utilization of the pipeline network, and increased recurring incremental revenue. Reduced power cost per barrel of oil transported significantly. Minimized product degradation costs. Improved operations through processes, business intelligence, and alerts. Ensured scalability to effect changes to the network such as addition of pipelines and commodities, and changes to shippers, routes, and network configuration. Ability to measure capacity accurately based on the supply profile as well as disposition on the lines. Facilitated better decision-making through reporting and graphical representation of volume allocations. Enabled 'What-if' analysis using a parallel verification tool developed by Infosys. Infosys Pipeline Integrity Management The United States Patent and Trademark Office (USPTO) has granted a patent for our pipeline integrity management system that ensures integrity of assets and compliance with pipeline regulations. Infosys Pipeline Integrity Management The United States Patent and Trademark Office (USPTO) has granted a patent for our pipeline integrity management system that ensures integrity of assets and compliance with pipeline regulations. Download Report Next Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Hatch implements virtual reality solution for effective design reviews of infrastructure projects

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/case-studies/vr-application-engineering-design-review.html> ----- Key Challenges The Impact The Brief Infosys Solution Team members can appear as avatars and collaborate in VR to review 3D models. Timely and informed decision making for operational excellence Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Offers rounded project view by integrating data Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study Infosys developed a cloud hosted virtual reality (VR) solution for Hatch, a global leader in mining, energy and infrastructure. The company has over six decades of experience in engineering, procurement, and construction (EPC) and business consulting services for mining, metallurgical, energy and infrastructure sectors. The VR solution provides teams of designers and site engineers with an immersive 3D view of designs in a 1:1 scale. It enhances collaboration across the project lifecycle, reduces cycle time, boosts productivity, and improves quality by replacing traditional engineering design review with an immersive engineering design process. Handling

varied size of data Projects in the iModelHub varied in size, with iModels ranging from 70MB / 220K triangles to 5.8GB / 150 million triangles. Iterative design Since designers uploaded design changes to the iModelHub with every iteration, the new application had to capture changes in the backend, pull this content, and stream it to the VR application at run time. Infosys VR solution provides design, engineering, and construction teams with an immersive 3D view of ongoing infrastructure projects. VR solution ensures real-time collaboration across multiple locations during construction Looking for a breakthrough solution? Combines 3D models and metadata for insights into complex aspects of the project Our immersive solution integrates data and information, including metadata, from multiple sources such as CAD drawings and 3D assets. It streams models onto VR devices in a 1:1 scale to provide designers and engineers with near-real views during design and review processes. Our user-friendly solution allows 2D and 3D designs to be ported across VR headsets such as Microsoft HoloLens and Oculus Rift as well as personal computing devices. Our application streams changes in design and configurations from the database and makes it available in VR for designers to view at run time. A geometry cache solution minimizes the time taken to download high-resolution images. Significantly, our VR solution reduces time required for converting an existing 3D to new VR model Benefits Database access to latest versions for real-time status of design and review VR technology enables visualization of project nuances across the lifecycle Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

ARC Advisory Acknowledges Need for Strong Technology Partners like Infosys for Digital Oilfields to Fully Leverage Power of IIoT

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/features-opinions/fully-leverage-power-iiot.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us A recent blog post, authored by Tim Shea, ARC Advisory Group, a leading technology research and advisory firm, referred Infosys as a strong technology partner that possesses not only strong technical expertise in complex systems integration, machine learning and IIoT deployments, but also an organization that possesses deep domain expertise in upstream oil & gas operations. The blog focuses on how Infosys with its specialization in complex systems integrations, machine learning and advanced analytics along with developments in augmented reality, virtual reality, workflow optimization and monitoring systems can assist and enable owner operators, independent E&P, oilfield service providers and related stakeholders to face

their data management and data integration challenges. The blog further elaborates on major areas of focus in terms of capabilities and expertise including equipment condition monitoring; production allocation and reporting; workflow management optimization including planning & scheduling, collaboration and knowledge management, asset management; supply chain management including enterprise content management and business process automation; real-time visualization dashboard (OSIsoft, Matrikon, ISS, etc.) development, production data historian (i.e. OSIsoft PI, AspenTech IP.21, etc.) optimization, and leveraging best of breed solutions (i.e. Microsoft SharePoint, IBM Maximo, Quorum, etc.) to provide complete systems integration. To know more about ARC Advisory Group's thoughts on Digital Oilfields and about Infosys capabilities, read the blog: Digital Oilfields Require an Ecosystem of Strong Technology Partners to Fully Leverage Power of IIoT Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Comprehensive Pipeline Integrity Management System

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/features-opinions/pipeline-integrity-management.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Pipeline integrity management is perceived as the structural integrity of the pipeline network. However, the dynamics of the oil and gas business demand a comprehensive assessment of commercial criteria and operational risks faced by oil and gas pipeline operators. Infosys developed a holistic pipeline operations and maintenance system to ensure the integrity of oil and gas assets as well as constituents of the network. Our system divides a pipeline network into segments based on common traits to assess internal and external business risks. An algorithm calculates the pipeline integrity business risk of a network by aggregating structural, operational and commercial risks for each segment. A dashboard provides a business risk assessment score and helps professionals identify risks in their pipeline network. A 360-degree evaluation of risks helps oil and gas pipeline operators undertake predictive maintenance and implement risk mitigation strategies to safeguard assets. Our approach ensures compliance with pipeline regulations, including 49 CFR Parts 190 to 195, USA, and Regulation 13A of the Pipelines Safety Regulations, UK. The United States Patent and Trademark Office (USPTO) granted a patent for our risk assessment method to calculate a comprehensive pipeline integrity business risk score. Learn more about our pipeline integrity management offering Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Leveraging predictive analytics in oil drilling

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/features-opinions/predictive-analytics.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Oil and gas companies generate large amounts of data during day-to-day operations. Hence, it is important to gather insights from this data and use them for the betterment of operations. Infosys expert Joseph J. Alenchery, AVP and Group Manager – Client Services, opines that oil and gas companies should leverage big data and predictive analytics to analyze large amounts of data streaming from various sources. These insights together with historical data analysis can help these companies make real-time decisions, reduce losses, improve drilling effectiveness, and increase oil production. Read Published with the permission of Oil & Gas Monitor Joseph J. Alenchery, AVP and Group Manager – Client Services, Energy Americas, Infosys Joseph is a business and technology executive specializing in oil and gas, corporate strategic planning, financial planning, and business assurance. Joseph has played a key role in advising large companies in the industry and in growing the Oil and Gas practice at Infosys. He can be reached at Joseph_Alenchery@infosys.com Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Accelerate adoption of the OSDU™ Data Platform

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/data-platform-services.html> ----- Overview We enable Agile deployment of the OSDU™ Data Platform in a hybrid cloud environment. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Platform deployment Accelerators Data management Lack of expertise in using the OSDU™ Data Platform to access subsurface data and developing digital applications to leverage upstream data for improving efficiency. Accelerating adoption among business users without technical knowledge or experience in administrative tasks. Integrating existing upstream data platforms with the OSDU™ Data Platform to unify data from multiple sources for a single source of truth. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Oil and Gas offers data

lifecycle services to maximize utilization of upstream (subsurface, reservoir and well engineering) data sets. As a member of the Open Subsurface Data Universe™ (OSDUTM) Forum of The Open Group, Infosys creates an interoperable digital ecosystem across the exploration and production data chain. Our digital services enable oil and gas enterprises to accelerate adoption of the OSDUTM Data Platform – the new industry standard – for enabling data flow between domain teams by reducing data silos. Our IP tools optimize workflows in a cloud environment by integrating diverse data formats and legacy applications. White paper: How Industry 4.0 is disrupting the upstream business An IIoT ecosystem to distill, aggregate and analyze upstream data helps oil and gas enterprises improve operations and mitigate risks. Download Infosys Digital Studios in London and Houston enable design thinking workshops, hackathons, and prototyping of bespoke applications on the OSDU™ Data Platform. Our web-based, cloud-agnostic user portal and admin UI tool for the OSDU™ Data Platform simplify user interaction as well as the creation of members, groups, and legal tags to drive platform adoption. Our data stewardship models, workflow templates, tools, and open APIs ensure portability of data between the OSDU™ Data Platform and enterprise applications, data systems and cloud platforms. Case Study Intelligent drilling and well-monitoring platform transforms assets Case Study Upstream data management solution enhances exploration Brochure Infosys Real-Time Drilling Data and Process Management Services Brochure Infosys High Performance Data Management Solution Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Offerings

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/design-studio.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Accelerate innovation and digitalization in the energy industry Our Design Studio promotes innovation through: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Adopt a platform for digital development with full stack templates and DevSecOps automation

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/devsecops-automation.html> ----- Overview Our platform provides a digital ecosystem to accelerate the development of digital solutions and integration with the IT landscape Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Idea to MVP lifecycle takes several months with lost focus from business due to slow progress Most digital projects take a while to establish architecture standards, select the relevant technology stack, security and DevOps model along with enterprise branding with intuitive user experience. Bespoke development of applications is time consuming, cost prohibitive, and does not guarantee return on investment. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Oil and Gas industry is pivoting towards a digital ecosystem to sustain its competitiveness across the value chain. Enterprises need to leverage data analytics, Internet of Things (IoT), cloud computing, and artificial intelligence / machine learning to match supply with demand of hydrocarbons, streamline logistics, and ensure consistent performance across business cycles. The Infosys Digital Foundry provides a platform to automate, standardize and accelerate deployment of digital projects in Oil and Gas enterprises. Our full stack templates transcend architecture layers to deliver a single reference implementation that can be customized to address the unique needs of upstream, midstream and downstream operations. Infosys Digital Foundry provides out of the box templates with components for client-specific branding, design, API Management, security, caching, database access patterns, and best practices harnessed across the project lifecycle. Our platform ensures a digital transformation by adopting agile / DevSecOps methods of implementation, accelerating time-to-market, navigating the dynamic landscape, and leveraging a rich body of knowledge and best practices of past projects. Infosys Digital Foundry provides full stack templates that cut across all the layers of the architecture with a single reference implementation which can be leveraged to accelerate the project. Our platform ensures better control over iterative development of applications and 3-5x faster time-to-market. Our cloud native-first approach gives developers cloud independence Case Study Optical sensing system facilitates reservoir monitoring Insights Assuring digital trust in energy Article Navigating your digital transformation with the cloud Article Data excellence in oil and gas Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Ensure lean and safe operations

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/digital-oil-field.html> ----- Overview Our team of technical and functional domain experts provides end-to-end DOF services. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The oil and gas enterprise needs to automate workflows to boost production. Integrate business processes across upstream operations to improve asset performance. Absence of real-time operations and collaboration centers for prompt decision-making. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Digital Oil Field The Infosys Oil and Gas practice connects the oil field to your office by aligning people, processes, and technology. Our Digital Oil Field (DOF) solutions reduce the environmental footprint of your hydrocarbon business. Our real-time monitoring, analysis, and control tools facilitate proactive event and field management. The Infosys DOF framework coupled with our project management methodology accelerates the transformation of brown fields to digital oil fields. A service-oriented, standards-based integration mitigates risks in legacy modernization. We maximize DOF investment by implementing innovative methods to operate oil fields. Our workflow orchestration approach supports causal analysis and ensures business continuity. Our scalable workflow library incorporates feedback to ensure data integrity. Collaboration with industry bodies such as Energistics and Microsoft Upstream Reference Architecture (MURA) to define industry standards and DOF best practices. Center of Excellence (CoE) with a proven track record in implementing and maintaining DOF programs. Expertise across the upstream business - production engineering, operations, and workflow management. Experience in DOF readiness assessment spans reservoir management, well testing, decline curve analysis, event detection, and data archival. Expertise across the upstream business - production engineering, operations, and workflow management. Experience in DOF readiness assessment spans reservoir management, well testing, decline curve analysis, event detection, and data archival. Article Infosys, a strong technology partner for digital oilfields: ARC Advisory Case Study Oilfield services company launches intelligent reservoir monitoring system Clients Speak FTS International partners with Infosys in its business transformation journey Offering Infosys Smart SAP ERP Oilfield Services Solution Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Capture and analyze real-time well data

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/drilling-operations-management.html> ----- Overview Our expertise spans onshore / offshore drilling and engineering products. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The oil and gas enterprise demands an integrated data system to capture, process, transmit, and store data. Ensure oil well integrity during drilling operations. Need for an efficient data system to safeguard the interests of your personnel, oil and gas assets, and the environment. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Drilling Operations Management The Infosys Oil and Gas practice offers solutions and services for real-time drilling operations management in diverse geological conditions. We collaborate with oilfield services companies and data product vendors to develop drilling and oil well completion data solutions. Our web-based systems capture core and subsurface data, including wireline logging, logging while drilling (LWD), and measurement while drilling (MWD) data. Our interpretation systems and tools for drilling surveillance and offset analysis help experts analyze current events and historical data to take informed decisions in oil well planning, and risk mitigation at Real-time Operations Centers (RTOC) and oil rigs. Infosys implements workflows related to wireline and drilling services, including signal processing and embedded systems, time to depth conversion, data visualization, and calibration. Our hierarchical data validation mechanism ensures data quality and integrity Comprehensive services spanning business consulting, systems integration, independent validation, and application management and support. Experience includes drilling risk catalogs as well as complex navigation systems using LWD formation evaluation sensors in conjunction with directional data for landing the drilling assembly in the target zone and maintaining the well bore in the zone of maximum interest. Collaboration with industry bodies such as Energistics to standardize methods for transferring drilling and oil well data. Intelligent drilling and well monitoring platform transforms assets Integrated asset modeling boosts production at oil fields Article Infosys, a strong technology partner for digital oilfields: ARC Advisory Offering Infosys Real-time Drilling Data and Process Management Services Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Offerings

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/energy-ecosystem-integration.html> ----- Experience Insight

Innovate Accelerate Assure Application Development and Maintenance
Business Process Management Consulting Services Incubating Emerging
Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities
Digital Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us Rapidly build customer-ready solutions of the future We work with
a diverse technology partner ecosystem to transform operating realities
across the energy lifecycle. From delivering the next generation of digital
solutions to exploring possibilities in emerging, smart and connected
technologies, we offer holistic capabilities to nurture and realize
breakthrough change. Amazon Web Services Our global strategic initiative
with Amazon Web Services (AWS) allows enterprises to seamlessly transition
to the cloud. We leverage AWS to host a suite of Infosys technologies that
help clients adopt cloud-based systems securely. Infosys migrates legacy
enterprise workloads, including mainframe and enterprise resource
planning (ERP), to the AWS Cloud. Infosys leverages the AWS Cloud to
enable analytics-as-a-service and help enterprises leverage their data assets
for business growth and innovation. PTC Inc. For more than a decade, PTC
and Infosys have collaborated to help manufacturers in a broad spectrum of
industry verticals to design better products, ensure asset uptime, and drive
continuous improvement, achieving cost reductions, greater speed to
market, and increased profitability. Today, we are guiding Energy
organizations globally towards Industry 4.0 and achieving double-digit
business impact across the value chain. Our teams are making smart
connected (and safe) operations a reality for Operators/Oil Field Services/
EPCs, combining Infosys engineering expertise and track record of success
in the energy sector with PTC's IoT (Internet of Things) and AR (Augmented
Reality) technologies. Software AG Software AG and Infosys have been
alliance partners for close to two decades now. We collaborate to offer world
class solutions to support our clients on their business transformation
journeys. Our solutions, products, and services, esp. in the Energy space,
provide our clients with platforms to innovate, to increase operational
efficiency, and, to accelerate energy transition journeys. We have
successfully delivered hundreds of engagements together like automating
procurement systems, outage management systems, work and asset
management systems, etc. Our joint service offerings include solutions
developed for our clients at Infosys Houston and London Digital Studios.
This includes solutions like IoT-based remote water tank monitoring system
as well as ideation workshops, hackathons, training and skill development.
Vantiq Vantiq and Infosys have formed a partnership to enable rapid digital
business transformation for enterprises across multiple industries. Vantiq's
agile, full lifecycle development platform combined with Infosys' deep
domain expertise enables rapid development and deployment of real-time
systems that can Sense, Analyze, and Act on events as they occur to
leverage opportunity and avoid threats. When the environment and lives are
at stake in high-risk industries such as energy, a real-time safety monitoring
and response management system is crucial. Our joint solution ingests
streams of data from thousands of IoT devices and sensors to create real-
time situational awareness and response to hazardous incidents that may
occur for safety, sustainability, and efficiency. Company Subsidiaries
Programs Support Connect with us Copyright © 2024 Infosys Limited

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Overview

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/energy-next-innovation-hub.html> ----- Insights How we can help Infosys Energy Ecosystem Integration Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Energy Innovation Center The world is facing the generational challenge of transforming the entire energy system to create a sustainable net zero emissions future. And its needs bold, innovative technologies to bridge the gap between ambition and reality. The Infosys Energy Innovation Center are our incubator for next-generation energy solutions. Designed to foster collaboration, openness, and speed to explore and scale solutions that address the hard problems of energy transition. At its heart is a community of practitioners and experts from Infosys, our partners, and the startup ecosystem, that are engaged in hypothesis building, problem solving and breakthrough offerings. The Infosys Energy Innovation Center combine Living Labs and a Design Studio supported by our partners and a thriving startup ecosystem. Infosys Living Labs is a testbench for smart R&D and new ways of working. The state-of-the-art infrastructure helps the energy industry innovate at scale using advanced technologies. Infosys Design Studio enables energy companies to deliver disruptive solutions through rapid, iterative design cycles. Designers and developers collaborate in creative environments to quickly build and test new ideas. The studio-as-a-service model offers end-to-end consulting, strategy, design, and production services — aimed at faster time to market. Our experts discuss strategies to navigate the challenges of exploration, production and operations at oil and gas enterprises. Transforming the Energy ecosystem with blockchain view more Pump more for less - An order to cash transformation in oil pipelines view more Disrupting the last mile in Oil & Gas Retail view more Procurement 4.0: Are you ready? view more Infosys Energy Next Innovation Center combines Living Labs and a Design Studio flanked by the support from our partners and a thriving startup ecosystem Infosys Living Labs Infosys Living Labs offers an ecosystem to design, prototype, test, implement, and scale up solutions across the Energy value chain. Read more Infosys Design Studio Infosys Design Studio enables learning interventions such as ideation workshops, visualization engagements, hackathons, and Conversation to Creation (C2C) workshops to define disruptive value propositions. Read more Infosys Energy Ecosystem The Infosys Energy Ecosystem Integration comprises a robust partner universe that capitalizes on data science, advanced analytics, and emerging technologies like cloud, IoT, blockchain, AI and quantum computing to address industry challenges. Read more Explore our partnerships and solutions that help Navigate the next in Energy Press Release bp and Infosys Announce Strategic Collaboration to Reduce Emissions at Campuses and Cities Blog AWS and Infosys : Enable Real-Time Oil and Gas Pipeline Monitoring with IoT Video Software AG and Infosys: Smart IoT-enabled Remote Tank Monitoring Blog Vantiq and Infosys: Energy Decarbonization -

Make informed trade decisions

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/energy-trading-risk-management.html> ----- Overview Our data management systems eliminate duplication of effort for operational and reporting requirements. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Need of an agile IT infrastructure to address the dynamics of energy trading. Trade processing frameworks need to reduce manual intervention and the resulting errors while enhancing transparency. Core trading platforms need to support mergers and acquisitions as well as new areas of investment. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Energy Trading and Risk Management The Infosys Oil and Gas practice aligns energy trading processes with business goals. Our Energy Trading and Risk Management (ETRM) offering covers physical delivery and financial settlement contracts. Our rich experience in power, oil, gas, nuclear energy, and renewable energy helps accelerate trade execution and mitigate operational and regulatory risks. Our ETRM offerings are reinforced by our expertise in hedging instruments, logistics and contract management, petroleum refining, modes of energy transport, and inventory management. We enable energy traders to make superior risk-adjusted trading decisions by harmonizing systems, processes, and data. We also help traders select and implement trading platforms that address tactical needs, minimize license costs and provide scalability. Infosys develops bespoke trade blotters for visibility into trading activities, and monitoring systems that reduce costing issues and outages on price curves. Our reporting tools support customized MIS reports as well as regulatory guidelines such as European Market Infrastructure Regulation (EMIR) and Regulation on Energy Market Integrity and Transparency (REMIT). Our knowledge management frameworks enable accurate tracking of invoices and accruals. A Center of Excellence (CoE) with reusable solutions and accelerators for integrated asset management. A global pool of ETRM consultants and techno-functional experts with cumulative experience of 1,600+ person years IP assets to deliver business value across system integration and product implementation projects - from cost savings of US \$2 million delivered by a new platform for market data services to annual savings of € 120,000 in license costs via BusinessObjects landscape consolidation A Center of Excellence (CoE) with reusable solutions and accelerators for integrated asset management. A global pool of ETRM consultants and techno-functional experts with cumulative experience of 1,600+ person years IP assets to deliver business value across system integration and product implementation projects - from cost savings of US \$2 million delivered by a new platform for market data services to annual

savings of € 120,000 in license costs via BusinessObjects landscape consolidation Expertise spanning physical and paper trade in exchange traded as well as over-the-counter (OTC) products, demand and supply planning and forecasting, contract generation, pricing engine, forward curve generation, and records management Our process-driven approach offers compelling business value – from annual savings of US\$ 8 million through a trading transformation program and 50 percent improvement in reporting timelines to 70 percent reduction in the operational cost of EMIR regulatory reporting Expertise spanning physical and paper trade in exchange traded as well as over-the-counter (OTC) products, demand and supply planning and forecasting, contract generation, pricing engine, forward curve generation, and records management Our process-driven approach offers compelling business value – from annual savings of US\$ 8 million through a trading transformation program and 50 percent improvement in reporting timelines to 70 percent reduction in the operational cost of EMIR regulatory reporting Collaboration and alliances with leading product vendors such as OpenLink Software, SunGard, Asset Control, and ABB Ventyx Case Study Integrated oil trading system reduces risk and increases efficiency Sustainability reporting system enables better accountability Case Study GIS-based information management portal boosts business planning Article Infosys Trade Support Platform (ITsP) Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Manage the engineering data lifecycle efficiently

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/engineering-data-management.html> ----- Overview Our expertise spans leading EDM products, including AVEVA, Bentley, Intergraph, and Oracle Petroleum Information Data Model (PIDM). Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Empower team of design, project and production engineers to make prompt and informed decisions with ready access to engineering data. Achieve operational excellence by integrating engineering data systems with ERP applications. Synchronize engineering applications with business processes, including inventory management and maintenance. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Engineering Data Management The Infosys Oil and Gas practice consolidates engineering data across your enterprise. Our Engineering Data Management (EDM) services span design and engineering data [piping and instrumentation diagram (P&ID), 3D models, general arrangement (GA) drawings, and isometrics], documentation for equipment (supplier datasheets, technical specifications, and spare parts management), health, safety, and environment (HSE) documents (HSE procedures, training material, and competency

management artifacts), and operational data (maintenance schedules and incident reports). We help oil and gas enterprises implement ISO 15926 data protocols. We combine advanced search functionality with visualization tools to increase productivity and accelerate project completion. Our approach enables your personnel to focus on engineering, while reducing the cost of data management. Center of Excellence (CoE) for state-of-the-art engineering data management services. Experience in delivering more than 30 exploration and production data management product releases for a leading oilfield services company. Alliances with industry bodies such as Professional Petroleum Data Management (PPDM) Association. Alliances with industry bodies such as Professional Petroleum Data Management (PPDM) Association. Case Study GIS-based information management portal facilitates knowledge transfer Insights Data-driven energy ecosystems for a sustainable future Article Data excellence drives innovation Article Oracle E-Business Suite and Primavera-based Solution for EPCI Companies Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Provide a safe and healthy ecosystem for stakeholders

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/environment-health-safety-management.html> -----

Overview The Infosys Sustainability practice has more than 100 person-years of experience. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The oil and gas enterprise needs to define sustainability goals to ensure safety of employees and security of assets. The sustainability management system needs to reinforce brand equity, while mitigating supply chain risks. Need to comply with regulations for industrial safety as well as environmental protection. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Environment, Health and Safety Management The Infosys Oil and Gas practice provides environment, health, and safety (EHS) management solutions to minimize your carbon footprint. Our approach encourages employees to take responsibility for their actions by adhering to occupational health, industrial hygiene, environment protection, and product handling policies. We assess the sustainability quotient of the enterprise and define a road map for continuous improvement. We integrate sustainability management solutions with Microsoft Office products, ERP systems and document management solutions for comprehensive coverage, monitoring and reporting across parameters. Our Web-based tools provide insights into social responsibility programs and offer access to historical records across EHS processes. Infosys Sustainability Reporting solution incorporates an out-of-the-box key performance indicator (KPI) dashboard and libraries to streamline reporting across environmental, social, and economic dimensions. Infosys

SustainEdge, our cloud-based sustainability management platform, minimizes the cost of sustainability programs and mitigates supply chain risks. Our experience spans the establishment of an EHS academy and development of certification portals for sustainability management at oil and gas enterprises and oilfield services companies. Sustainability reporting system enables better accountability Insights Data-driven energy ecosystems for a sustainable future Case Study Integrated oil trading system reduces risk and increases efficiency Case Study Infosys, a strong technology partner for digital oilfields: ARC Advisory Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Maximize the value of geospatial data

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/gis-solutions.html> ----- Overview We provide end-to-end lifecycle support for GIS platforms and bespoke solutions. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Consulting Application Development/ Integration Data Management Application Maintenance/ Support Exploration and production team need to be empowered with specialized geospatial systems to evaluate licenses or lease blocks, and optimize drilling configuration. Generate spatial reports on the environmental footprint for statutory compliance. Integrate geospatial databases with existing systems to enhance the oilfield lifecycle. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us GIS Solutions The Infosys Oil and Gas practice offers geographic information system (GIS) solutions to capture, manage, store, and extract value from location-based information. We meet your operational and regulatory requirements for GIS data and analysis. GIS-enabled asset and operations management streamline business processes, boost productivity, and reduce costs by up to 50 percent. We integrate GIS solutions with legacy IT infrastructure, ERP systems, and business support systems such as SCADA for consistent and accurate data. Our visualization tools monitor pipeline assets for leakage and potential hazards, facilitate the generation of inspection reports, and support environmental reporting. It also ensures prompt response during an emergency. Our GIS applications incorporate geospatial indexing for optimal routing of cargo between your oil and gas assets and destinations. Requirement Analysis, enterprise GIS road map, GIS readiness assessment, and platform evaluation and recommendation. Platform implementation/ customization, customized functionality development, enterprise application integration and systems integration and rollout. Enterprise spatial database design, data modeling, GIS data migration, and data conversion/conflation. Application maintenance, spatial data management/refresh, GIS application upgrade, and system training. A

large team of GIS professionals with cumulative experience of more than 500 person years. Rich experience in developing Web- and mobile device-enabled GIS solutions as well as user community portals. Expertise across GIS platforms, including Esri ArcGIS products, GE Smallworld, Oracle Spatial and Graph, Intergraph, Microsoft Bing Maps, and Google Maps. Case Study GIS solution improves inventory management Case Study GIS-based information management portal facilitates knowledge transfer Article Drilling deeper with the help of predictive analytics Offering Infosys High Performance Data Management Solution Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Manage the hydrocarbon data chain in real time

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/hydrocarbon-accounting-production.html> ----- Overview Our HCA solutions manage unscheduled deferments while mitigating business risks. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Lack of visibility across the hydrocarbon supply chain - from the oil well to point of sale - to streamline operations. Manage allocation agreements with partners, while complying with regulations. Lack of a robust production reporting system to improve hydrocarbon allocation and revenue realization. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Hydrocarbon Accounting & Production Reporting The Infosys Oil and Gas practice combines consulting expertise with IT tools for end-to-end hydrocarbon information management. Our Hydrocarbon Accounting (HCA) solutions span field operations, volumetric and contractual allocation, contract pricing and valuation, revenue distribution, payment processing, taxation, and royalty management. We help oil and gas enterprises capture near-real-time data across exploration, production, and distribution operations. A unified source of auditable data reduces the cost of data management and facilitates introduction of new assets. Moreover, reliable production reports help professionals take informed decisions for production planning, asset utilization, and financial management. Our hydrocarbon accounting solutions ensure accurate allocation and ownership accounting, including payables, receivables, and joint venture accounting for shared resources. We also undertake gap-fit analysis and develop interfaces to implement third-party HCA products. Process-oriented approach to evaluate the existing hydrocarbon management process at the outset. It maximizes benefits from the HCA solution by optimizing the process prior to product selection or solution configuration. The Infosys Value Realization Method (VRM™) identifies areas of improvement and quantifies benefits. We help oil and gas enterprises recover up to 1 percent of production revenue through precise allocation and cost accounting. Process-oriented approach

to evaluate the existing hydrocarbon management process at the outset. It maximizes benefits from the HCA solution by optimizing the process prior to product selection or solution configuration. The Infosys Value Realization Method (VRM™) identifies areas of improvement and quantifies benefits. We help oil and gas enterprises recover up to 1 percent of production revenue through precise allocation and cost accounting. Infosys Hydrocarbon Management Center of Excellence backed by a large team of HCA consultants, intellectual property, and partnerships with product vendors. Rich experience in implementing large projects using off-the-shelf HCA products such as Energy Components, P2 Energy Solutions, EnergySys, Avocet, and SAP PRA. Automation drives hydrocarbon accounting Upstream data management solution enhances exploration Offering Infosys High Performance Data Management Solution Article Infosys, a strong technology partner for digital oilfields: ARC Advisory Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Rationalize asset maintenance costs

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/integrated-asset-management.html> ----- Overview Our templates for work management track equipment, jobs and tool data. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Need of an asset management strategy that reduces non-productive time (NPT) and minimizes insurance liability. Comply with environmental and safety norms, while enhancing asset performance. Streamline asset management processes to improve productivity. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Integrated Asset Management The Infosys Oil and Gas practice implements Integrated Asset management (IAM) solutions to provide visibility to assets and field equipment. We help oilfield services companies and hydrocarbon distributors to maximize return on assets. Process harmonization improves operational efficiency, while optimizing utilization of assets and reducing maintenance costs. We enhance the maturity of asset management processes for seamless collaboration across enterprise functions - including sales, design, and manufacturing. We use predictive analytics and decision trees to identify potential failures and maintenance requirements. Our approach supports inventory management. A Center of Excellence (CoE) with reusable solutions and accelerators for integrated asset management. Intellectual property that includes Infosys InFlux - a methodology that maps business processes with IT solutions, and a repository of requirement models with version control capabilities. Expertise spans IBM Maximo, Syclo, SAP-Primavera integration for resource management as well as the Oracle suite of products for cost management and non-functional

requirements assessment. Article Integrated asset modeling boosts production at oil fields White Paper Simplify oilfield asset management Infosys Smart SAP ERP Oilfield Services Solution Article Infosys, a strong technology partner for digital oilfields: ARC Advisory Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Track the refinery supply chain

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/integrated-refinery.html> ----- Overview Our Business Value Articulation (BVA) framework quantifies and tracks performance metrics for projects as well as businesses. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Need of a comprehensive data system that integrates functions across lines of business and responds to diverse business scenarios. Need for visibility into refinery business processes to plan asset utilization and measure performance. Need for a robust governance system to streamline operations. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Integrated Refinery Information System The Infosys Oil and Gas practice understands the complexities of the refining landscape – a wide range of crude oil categories, product quality norms, energy performance standards, demand and supply side fluctuations, pricing volatility, and stringent environment regulations. A robust enterprise information backbone facilitates smooth flow of data and streamlines operations across the refinery supply chain. We develop integrated refinery information systems using service-oriented architecture (SOA) to transform your refinery into a data-oriented enterprise Our IRIS solutions deliver contextual and role-specific information to boost enterprise productivity and profitability. Our centers of excellence (CoEs) for energy, project management, software maintenance, and Microsoft SharePoint maintain a knowledge repository of tools, accelerators, and templates across the software development lifecycle. Our InFlux methodology combines an easy-to-use workbench for requirements modeling with best practices for thorough analysis of business processes. Our structured governance model with well-defined roles and responsibilities as well as multi-level interaction improves knowledge sharing and collaboration. Our InFlux methodology combines an easy-to-use workbench for requirements modeling with best practices for thorough analysis of business processes. Our structured governance model with well-defined roles and responsibilities as well as multi-level interaction improves knowledge sharing and collaboration. Our inSOAP solution methodology rationalizes the IT portfolio and helps implement an enterprise SOA strategy. Ingress, our SOA-based service mediation platform, realizes Enterprise Service Bus (ESB) and addresses systems integration requirements. Our inSOAP solution methodology rationalizes the IT portfolio and helps implement an enterprise SOA strategy. Ingress, our SOA-based service mediation platform, realizes Enterprise

Service Bus (ESB) and addresses systems integration requirements. The Infosys Winnow product evaluation and selection framework incorporates meta models to assess products for refinery operations such as planning, scheduling, production accounting, mass balancing, data reconciliation, and supply chain management. Case Study Integrated refinery information system enables real-time decision making Case Study Enterprise collaboration solution breaks down information silos Case Study Integrated oil trading system reduces risk and increases efficiency Article Infosys, a strong technology partner for digital oilfields: ARC Advisory Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Offerings

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/living-labs.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Co-create the energy transition blueprint Our Living Labs drives innovation through: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Enhance the productivity of your project management office

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/oracle-preconfigured-solutions.html> ----- Overview Our accelerators, tools and templates reduce project implementation cost by up to 30 percent. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Integrated project management approach to achieve operational excellence. Absence of real-time visibility. Need to align supply chain with projects, workforce with execution systems, and cost control systems with revenue streams. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Oracle Preconfigured Solutions The Infosys Oil and Gas practice collaborates with our Oracle practice for smarter planning and execution of projects – from bidding to commissioning and operations. We help project management teams at oil and gas enterprises, and Engineering, Procurement, Construction and Installation (EPCI) companies deliver projects on time and within budget. Infosys-Oracle preconfigured solutions minimize effort and cost while focusing on project execution. Our solutions use Oracle E-Business Suite and Primavera, and incorporate best practices

across project planning and control, project execution, financial reporting and consolidation, procure-to-pay, and hire-to-retire processes. We offer point solutions such as project invoice automation and multiple rate billing for industry-specific functionalities. Our project management tools and methodologies facilitate seamless data sharing between technical and administrative functions. They improve resource allocation and boost productivity. Our consolidated cost model and sourcing strategy, reference product models (RPMs), and work breakdown structures (WBSs) offer visibility into critical project tasks such as costing, billing, and scheduling. Our workflows for approval of projects, budgets, time data authorization, and expense management expedite revenue realization. Oracle ecosystem

The Infosys-Oracle Innovation Center at Redwood Shores, California, USA, develops indigenous solutions

Our team of 25,000+ Oracle professionals includes 8,500+ Oracle applications and 600+ Fusion Middleware consultants

More than 20 centers of excellence (CoEs) include Oracle Financials, Oracle Projects, Oracle Reporting, and Oracle Fusion Middleware

Oracle ecosystem Product experience

Oracle E-Business Suite R12 - Financials, HRMS, and Procurement

Oracle Primavera suite, including Enterprise Project Portfolio Management and P6 Professional

Oracle Projects suite, including Oracle Project Management, Oracle Project Costing, Oracle Project Billing, and Oracle Time and Labor

Oracle Business Intelligence Enterprise Edition (OBIEE) and BI applications

Oracle Hyperion Planning

More than 500,000 person hours of experience in global rollouts

Product experience IP for EPCI projects

Predefined business rules and process automation tools increase productivity, reduce errors, and enhance user experience

Pre-built business process repositories across the oil and gas value chain with personas encompassing end-to-end process flows such as procure-to-pay, order-to-cash, hire-to-retire, project-to-profit, and accounting to financial reports

Oracle Projects - Primavera integration for seamless costing and scheduling

Global Resource and Product Sharing, a solution to align service and product delivery with the project schedule; facilitates sharing of labor and product resources within the enterprise

Project Data Migration and Validation Tool for migration of complex WBS and multi-currency financial plans including expenditure, revenue, and invoices of multi-year projects

Oracle E-Business Suite- and Primavera-based Infosys solution for EPCI companies accelerates implementation of Oracle applications and provides quantifiable business and IT benefits, including reduced deployment costs, increased user acceptance, risk mitigation, and faster time-to-market.

IP for EPCI projects

Clients Speak

FTS International partners with Infosys in its business transformation journey

Article Infosys, a strong technology partner for digital oilfields: ARC Advisory

Article Infosys Smart SAP ERP Oilfield Services Solution

Article Oracle E-Business Suite and Primavera-based Solution for EPCI Companies

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Modernize your upstream applications environment

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/petrotechnical-support.html> ----- Overview Our partner ecosystem includes data historians such as OSIsoft, and GIS product suppliers such as ESRI and GE Smallworld. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Geology and geophysics Production Modeling Drilling Engineering Corporate Ecosystem of upstream applications needs to be vertically integrated for seamless workflow and operational excellence. Consolidate petrotechnical applications and databases to make informed decisions from real-time exploration and production data. Petrophysicists, geologists, and geophysicists need to improve management of operations with a global application support team. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Petrotechnical Support and Integration The Infosys Oil and Gas practice understands the complexities of your application portfolio. We integrate, maintain, and support petrotechnical solutions, and offer post-production application support. We partner with global oil and gas companies to streamline operations across assets, boost productivity, and reduce the cost of petrotechnical applications by 20 - 40 percent. Our shared services model delivers compelling business value in the areas of information security, quality, service continuity, and scalability. Petrel and plug-ins for Petrel, Techlog, Recall, EDM, OpenWells, Geoprobe, OpenWorks, Petra, Petrosys, ProMAX 2D/3D, SeisWorks 2D/3D, Hampson-Russell Geoview suite, SKUA-GOCAD, and RokDoc Avocet, ECI(Tieto), BabelFish, OSI/PI, Honeywell, Flow-Cal, ISSOW, MEPO, OpenFlow(Ternis), Tmap, LSF, KAPPA, PVTsim, and OFM GAP, Prosper, WellFlo, MBAL, PIPESIM, and HYSYS SiteCom, well discovery, Compass, StressCheck, WELLPLAN, EDM, and OpenWells MOC, Honeywell PHD, PI Server, HYSYS, alarm reporting, EnviroSys, HA Works, alarm management, PI ACE, and SCADA Geographic Information System(GIS), Knowledge Management(KM) and records management Suite of proprietary tools -Infosys Transition Advantage: Provides a 'single version of the truth' for stakeholders during transitionInfosys Problem Analytics: Offers data analytics related to incidents and service requestsInfosys Automation Platform: Automates resolution of incidents and service requests based on past eventsInfosys Command Center: Facilitates the shift to monitoring business events from IT events Suite of proprietary tools - Experience gained from integrating 250+ upstream applications using our global delivery model. More than 98 percent services complied with SLAs, while 95 percent application services were delivered in time and within budget. Collaboration with industry bodies such as Energistics, Indian School of Petroleum and Energy, and the Society of Petroleum Engineers (SPE) as well as learning centers such as the University of Petroleum and Energy Studies, Dehradun; Pandit Deendayal Petroleum University, Gandhinagar; and International Human Resources

Development Corporation, Boston. Case Study GIS-based information management portal boosts business planning Article Data excellence drives innovation Offering Infosys SnipeNext Data Migration Solution Article Infosys, a strong technology partner for digital oilfields: ARC Advisory Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Use patented algorithm to identify risks in the pipeline network

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/pipeline-integrity-management.html> ----- Overview Our patented risk assessment method ensures integrity of enterprise assets and the pipeline network. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Development of a comprehensive pipeline integrity management system for oil and gas enterprise to safeguard personnel and assets. Conduct periodic inspection of pipelines to reduce mean time between incidents. Share accurate inspection reports with authorities for statutory compliance. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Pipeline Integrity Management The Infosys Oil and Gas practice partners with pipeline and downstream enterprises to mitigate risks in transporting hazardous cargo through pipelines across challenging terrains. We extend the life of aging pipeline infrastructure and ensure structural integrity through predictive maintenance. Our solutions help you rationalize the cost of pipeline maintenance, reduce insurance liability, and comply with regulations. Our pipeline integrity management solution provides functional modules to meet the business requirements of complex pipeline networks. We combine 3-D visualization with Geographic Information System (GIS) for an integrated, real-time view of assets. Our threat identification and risk assessment solution incorporates tools for root-cause analysis. Our augmented reality systems and protocols for sharing real-time information between the oil field and control room empower your mobile workforce. We reduce the time lag between problem detection and resolution by eliminating paper-based processes. Our record management system captures, consolidates, and retrieves information across diverse systems, and maintains an archive of business data. Patented algorithm calculates pipeline integrity risk score by aggregating business, commercial, operational, and structural risks. Patented algorithm calculates pipeline integrity risk score by aggregating business, commercial, operational, and structural risks. Alliances with product vendors for data management, physical and inline inspection, and simulation. Alliances with product vendors for data management, physical and inline inspection, and simulation. Web-based architecture adapts to existing technology stack and IT infrastructure. Comprehensive portfolio of pipeline integrity management services, including business process blueprinting, future state mapping and

realization, systems integration, data migration, and engineering assessment. Customized reports for regional and international regulatory agencies such as Pipeline and Hazardous Materials Safety Administration (PHMSA), USA; Agency for the Cooperation of Energy Regulators (ACER), European Union; and National Energy Board (NEB), Canada. Applications and data models comply with Pipeline Open Data Standards (PODS). Web-based architecture adapts to existing technology stack and IT infrastructure. Comprehensive portfolio of pipeline integrity management services, including business process blueprinting, future state mapping and realization, systems integration, data migration, and engineering assessment. Customized reports for regional and international regulatory agencies such as Pipeline and Hazardous Materials Safety Administration (PHMSA), USA; Agency for the Cooperation of Energy Regulators (ACER), European Union; and National Energy Board (NEB), Canada. Applications and data models comply with Pipeline Open Data Standards (PODS). Article Our IP ensures comprehensive pipeline integrity management Case Study Advanced optimization solution improves oil pipeline capacity utilization White Paper BPM for structural integrity management Article Infosys Pipeline Integrity Management Solution Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Ensure smooth pipeline operations

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/pipeline-scheduling.html> ----- Overview Our optimization tools assess operational constraints for multi-product pipeline scheduling. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Need to streamline procurement and refinery operations at oil and gas enterprise to meet delivery commitments. Lack of a flexible transmission network infrastructure to address demand fluctuations. Need to minimize apportionment as well as interruptions to pipeline flow. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Pipeline Scheduling and Optimization The Infosys Oil and Gas practice helps oil refineries and petroleum pipeline operators sense and respond to demand. Our pipeline scheduling and optimization solutions enhance capacity, track inventory in real-time, and minimize operational costs. We reengineer processes to gain better visibility into your supply chain. We automate production planning and scheduling, to eliminate human intervention in volumetric allocations, and improve the accuracy of scheduling data. We identify sub-optimal equipment capacity and create a mechanism for better utilization of assets such as pump stations, storage tanks, and chartered vessels. Our consolidated pipeline management data model offers a holistic view of pipeline-related data, including structured, unstructured, and

business intelligence (BI) data. Our robust reporting solutions incorporate intuitive drill-down tools, visualization techniques, and archiving capabilities. Alliances with energy management academies, pipeline modeling tools providers, and simulation software companies, including EnergySolutions. Rich experience in hydraulic and pipeline modeling tools including PipelineStudio and PIPESIM. Expertise in petroleum product handling operations as well as onshore and cross-border pipeline regulations of the National Energy Board (NEB), Canada, and Federal Energy Regulatory Commission (FERC), USA. Case Study Advanced optimization solution improves oil pipeline capacity utilization Case Study GIS solution improves inventory management Article Integrated refinery information system enables real-time decision making Article Infosys, a strong technology partner for digital oilfields: ARC Advisory Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Achieve operational excellence

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/production-optimization.html> ----- Overview Our team of industry experts trains field personnel in using models for production optimization. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Modeling Production Simulation enhancement Management The oil and gas enterprise demands consistent production to maximize oil recovery. Configure models to meet specific requirements of assets across the ecosystem. Lack of performance simulation tools to maximize production. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Production Optimization The Infosys Oil and Gas practice partners with upstream enterprises to integrate customized toolkits with third-party modeling applications for production optimization. We develop 'seed models,' undertake troubleshooting of third-party asset modeling software, and create applications to track and report the performance of assets. Our model maintenance approach ensures the integrity of simulation results. We design customized toolkits for sub-surface to surface integrated asset modeling-based production optimization. We also provide online optimization and operational support by automating workflows and integrating asset models with data historians, SCADA applications, and surveillance systems. Integrated asset modelling, PVT modeling (black oil and compositional fluid), well and network modeling, facilities and reservoir modeling, and multiphase flow De-bottlenecking, production engineering, process engineering for facilities, artificial lift (ESP) Production Surveillance Systems - Oil & Gas | Infosys

Automate workflow to meet production targets

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/production-surveillance.html> ----- Overview We have implemented production surveillance and flow assurance systems at one of the 'big four' oilfield services companies. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The oil and gas enterprise demands advanced remote monitoring systems to manage performance of oil wells, equipment, and facilities. Analyze the root cause of unscheduled events to respond appropriately. Integrate historical information with real-time data for safe and smart production management. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Production Surveillance The Infosys Oil and Gas practice empowers your production and reservoir engineers with robust production surveillance solutions. We accelerate your response time for exception, condition, and event management through routing systems with pre-defined business rules and workflows. We develop plug-and-play components for data management, data integration, rules and events configuration, workflow automation, and reporting. Our solution components require minimal IT support and integrate with disparate technology stacks. Our alert management solution detects deviations in operating conditions and updates stakeholders on the timeline, and severity of events in real-time. It defines procedures to manage exceptions or deviations. Automated workflows ensure normalization of production systems. Our trend analysis, forecasting, and production planning tools help you maximize production. Proactive asset management increases operational efficiency and reduces production downtime, while a collaborative work environment improves decision-making. Our methodology minimizes risks in implementing production surveillance solutions. A global pool of oil and gas professionals, including IT consultants with experience in upstream production operations and workflow management, and subject matter experts with systems integration experience. Alliances with oil and gas technology providers, educational institutions, and industry bodies. Knowledge management systems for training, capability building, and domain certifications. Case Study Integrated asset modeling boosts production at oil fields Article Data excellence drives innovation Article Infosys, a strong technology partner for digital oilfields: ARC Advisory Offering Infosys Real-time Drilling Data and Process Management Services Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Enhance reservoir engineering with simulation tools

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/reservoir-engineering.html> ----- Overview Our solutions rationalize the effort and cost of reservoir development and operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The oil and gas enterprise requires advanced simulation tools to design reservoir workflows. Use geological models and reservoir modeling systems to enhance recovery from reservoirs. Provide visualization solutions for geological, geophysical and production data to meet structural and stratigraphic requirements. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Reservoir Engineering The Infosys Oil and Gas practice offers reservoir engineering services and solutions to three of the top five oil and gas majors, three of the top four oilfield services companies, four of the top 10 natural gas companies in USA, and to a leading natural gas producer in the UK. Predictable performance streamlines reservoir management, and accurate analysis of real-time data from multiple wells, facilitate the making of informed decisions at these oil and gas enterprises. Our solutions for well engineering, fluid modeling, and reservoir performance monitoring, improve asset performance. Our integrated solutions enhance the acquisition system for reservoir characterization, while our fault-tolerant architecture ensures minimal downtime. We develop plug-ins for velocity modeling and formation management. Our trained professionals create Ocean plug-ins for Petrel software across seismic processing, data interpretation, well completion, and fracturing. Expertise across the exploration and production data value chain – data acquisition, data modeling and interpretation, upstream data management, data visualization, drilling, reservoir monitoring, production optimization, information management, and subsurface computing. Partnerships with oil and gas product companies such as OSIsoft, OpenSpirit and Tieto, and alliances with Microsoft (Gold Certified Partner), SAP (Global Services Partner), and Oracle (Diamond Partner). Collaboration with industry forums such as Energistics and Professional Petroleum Data Management (PPDM) Association. Case Study Fault tolerant data processing augments reservoir monitoring Case Study Upstream data management solution enhances exploration Case Study Intelligent drilling and well monitoring platform transforms assets Offerings Infosys High Performance Data Management Solution Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Maximize customer lifetime value

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/retail-pos.html> ----- Overview Our POS solutions support monetization of retail trends. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Competition in the fuel industry and fluctuations in pricing of products are a challenge for the retail fuel operations team The oil and gas enterprise needs to sense and respond to demand for products. Need for insights into purchase behavior to attract and retain customers. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Retail, Point-of-Sale Systems & Loyalty Card Management The Infosys Oil and Gas practice improves fuel sales and enhances customer adoption and loyalty. Our oil and gas retail solutions, point-of-sale (POS) systems, and loyalty card management programs, drive the growth and profitability of fuel retailers Infosys fuel card solutions offer value-added services including fuel transaction management and fuel consumption tracking services. The integration of the fuel card management program with enterprise systems provides end-to-end visibility. It also facilitates reporting, based on customer transactions and / or cardholders. Our POS systems, loyalty programs, and analytics services maximize the lifetime value of customers through targeted marketing. Our IP tools identify opportunities for revenue growth and reduce the cost of marketing campaigns. The Infosys BrandEdge platform capitalizes on social media to deepen customer engagement, build communities, and enhance the user experience. Rich experience in developing, implementing, and rolling out integrated POS systems for bulk sales of oil and gas products, including aviation fuel. Team of professionals provides multi-lingual support for sales and customer experience management platforms. Case Study Aviation fuel supplier introduces digital POS solution Case Study Integrated oil trading system reduces risk and increases efficiency Client Speak FTS International partners with Infosys in its business transformation journey Article Infosys High Performance Data Management Solution Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Deepen employee engagement

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/talent-learning-management.html> ----- Overview Our automation tools accelerate learning, and minimize the cost of assessment and reporting. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The oil and gas enterprise requires robust strategies to attract, train, and retain personnel. Learning systems need to transfer the

knowledge of retiring professionals to new personnel. Need to enhance enterprise knowledge by enabling employees to continually acquire skills. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Talent and Learning Management The Infosys Oil and Gas practice helps you build a talent pipeline to meet business requirements. Our talent and learning management solutions retain vital knowledge and skills. We combine traditional learning with digital learning models to help your professionals acquire knowledge. Our blended approach empowers your workforce with a holistic understanding of the oil and gas landscape, including business transformation, regulatory compliance, and change management. Infosys offers advisory and assessment services to address workforce training. Our portfolio of competency-oriented solutions and customized learning interventions enhance your learning and development programs. Metrics-based project management delivers major learning transformations within specified timelines and budgets. We develop integrated learning solutions and migrate data from legacy learning systems. We integrate enterprise learning management platforms with ERP and knowledge management systems to facilitate knowledge sharing and collaborative decision-making. Our performance management techniques maximize returns on talent development programs by tracking the effectiveness of training. Proprietary product and platform evaluation framework that selects the core learning management system based on specific requirements. Knowledge management tools and best practices to accelerate talent development – technical, software engineering, non-functional, and project management skills. Gain rich experience in curriculum and learn content development. Case Study Transforming the learning program of a global workforce Case Study Enterprise collaboration solution breaks down information silos Article Infosys Smart SAP ERP Oilfield Services Solution Article Infosys, a strong technology partner for digital oilfields: ARC Advisory Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Automate oil and gas product flow

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/transportation-logistics.html> ----- Overview We have rich experience in L2 and L3 maintenance and support services across downstream applications. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The oil and gas enterprise requires specialized logistics and supply chain solutions for reliable transportation and storage of petroleum products. The intermodal transportation network needs to operate with clockwork precision for smooth inward and outward cargo delivery. Need for visibility into shipments for transaction as well as capacity management. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations

Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Transportation and Logistics The Infosys Oil and Gas practice offers end-to-end supply chain solutions for product distribution, retail trading, product movement, demurrage control, and traffic management. Our integrated trade and logistics systems ensure seamless data flow from the source to the destination of products. It facilitates informed decisions in road, rail, and marine transportation, while mitigating supply chain risks. Our radio-frequency identification (RFID) and geographic information system (GIS) tracking solutions for warehouse, fleet and inventory management streamline supply chain operations. We capture real-time inventory at oil tank terminals to plan logistics including pipeline scheduling. Our product blending and pricing solutions help downstream enterprises capitalize on business opportunities. We integrate front, middle, and back-office supply and trading systems. In addition, we address regulations for transportation of hazardous products across challenging terrains, as well as reporting, to comply with health, safety and environment norms. Pragmatic approach combined with advanced customized solutions and best practices for accurate demand-supply forecasting and planning. A team of supply chain experts with expertise in bulk liquid logistics management and integrated supply and trading solutions. Strategic alliances with leading supply chain product companies such as IBM, Oracle, SAP, and Sterling Commerce. Case Study GIS solution improves inventory management Case Study Advanced optimization solution improves oil pipeline capacity utilization Case Study Automation drives hydrocarbon accounting Article Infosys High Performance Data Management Solution Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Streamline data management across the upstream value chain

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/industry-offerings/upstream-data-management.html> ----- Overview Our process-centric approach simplifies upstream data management. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The oil and gas enterprise needs a holistic data management solution to address the complexity of exploration and production data. Aggregate and cleanse upstream data from diverse sources. Lack of an enterprise system to provide a 'single version of truth' to geologists, geophysicists, and petrophysicists. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Upstream Data Management The Infosys Oil and Gas practice meets your upstream data requirements - oil well, log, production, seismic, and surface. Our global delivery model delivers scalability, predictability of operations, and cost savings. Our managed services transform upstream data management with quality frameworks, data security techniques, and

metrics for incremental improvement. Center of Excellence (CoE): Our subject matter experts (SMEs) and technical professionals focus on state-of-the-art data services. Our team has rich experience in leading products, including ProSource, Finder, InnerLogix, Recall, Seabed, and OpenWorks. Client-specific investment: We achieve business goals by investing in client-specific engagement training and software. We function as an extended enterprise by collaborating with third-party partners. Alliances: We partner with industry bodies that define standards in data management: Professional Petroleum Data Management (PPDM) Association - We participate in the Business Rules Workgroup and train consultants in USA and India. TIBCO OpenSpirit - Our Offshore Capability Center focuses on application integration in the OpenSpirit environment. We commercialized the OpenSpirit Adapter Factory and developed an OpenSpirit Adapter for Seabed. Energistics - We created a BizTalk-based PRODML POC for well temperature data. We share knowledge at the Society of Petroleum Engineers (SPE) conferences as well as Special Interest Groups (SIGs) for PRODML and EnergyML. Alliances: We partner with industry bodies that define standards in data management: Case Study Upstream data management solution enhances exploration Case Study Infosys helps FTS International modernize ICT infrastructure Offering Infosys High Performance Data Management Solution Offering Infosys Real-time Drilling Data and Process Management Services Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Insights

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys Research: Cloud Computing Is Integrated at Every Stage Across the Energy Value Chain Automated HR Reporting Processes for a Leading Oil and Gas Company 'Girls in STEM' Mentor Program Empowers Middle School Students in Houston AI-driven Operations for the Energy Sector O&G Major Saves Millions of Dollars by Implementing Reporting Automation for Real-time Insights AI has a Multiplier Effect in Digital Transformation O&G Pipeline Leader Achieves Operational Excellence Through Order-to-cash Transformation Transforming Outbound Customer Journeys for Global Commodities Leader Data is Foundational for an Autonomous Supply Chain: bp Top Energy Enterprise Transforms Production Data Management with EnergySys How the Strategic Pivot to Onshore Value Addition by Resource-rich Nations is Creating a New World Order How Energy and Resources Firms can Drive Successful Partner Outcomes in the Long Term Driving Operational Efficiency with an end-to-end CMMS for an Oil and Gas Leader Cloud will Shape Edge AI & Quantum Computing: bp Charting Course to a Greener Future: Decarbonizing Shipping and Steel How Blending Ethanol with Gasoline can Help Save the Planet Industrial Cybersecurity Risks - Oil And Gas Operations The Oil and Gas Industry's Path to Net Zero Emissions Now Is the Time for Digitalization in the Oil & Gas Industry Making a Deep

Impact in Oil and Gas with Extreme Automation Insights on the Pandemic's Impact on Oil and Gas Industry Infosys Collaborates with Shell to Market Shell Inventory Optimizer Solution Infosys and Aramco Aim to Leverage AI to Create Digitally Connected Employee Experiences Infosys and bp Deepen their Relationship to Transform bp's Digital Application Landscape Keeping an Eye on a Greener Future The Consumer-driven Paradigm - A New Era for Oil and Gas Bringing Circularity to Oil and Gas: Technologies and Strategies to Make the Transition The 3Ms of Carbon Management Predict with Precision: A Quick Win to Reduce Emissions Using IoT The Promise of Hydrogen: Fuel of the Future Infosys and HFS Research collaborate for Energy Transition 2023 Report Quantum Computing - A Game Changer for the Energy and Utilities Sector On Integrating Carbon Neutrality into BHP's Business Choices Ahead in the Cloud: A Customer-focused Cloud Transformation with Richard Donaldson Hatch Uses Cloud-based Immersive Solution to Streamline its Design Reviews ENERGY 2050 Sustainability revolution: radical ideas for change Orchestrating a Digital Approach to Energy Transition Infosys Recognized as a 'Leader' in IDC MarketScape 2022 Energy's Transformation Powers Its Transition How Black Swan Events Drive Strategic Shifts in the Path to Net Zero Oil and Gas Companies Pivot to Diverse Post-Pandemic Futures Infosys ranked Winner in HFS Energy Transition Services, 2022 Infosys at the Intersection of Sustainability and Digital Transformation: IDC Infosys ranked winner in HFS Energy Services Top 10, 2021 IDC MarketScape 2021: Infosys Named a Leader in Oil and Gas Upstream Asset Management Digital Services Vantiq and Infosys develop IoT solution for the energy industry Infosys Energy Fireside Chat: The Future of Automation with bp Infosys Fireside Chat: Future of Energy Industry The Future of Energy Explore Infosys Energy Innovation Center Enable Real-Time Oil and Gas Pipeline Monitoring with IoT Energy Decarbonization - How to Ensure a Clean Transition with Digitization Pump More for Less - An Order to Cash Transformation in Oil Pipelines Webinar: Future of Cybersecurity in the Energy Industry Smart IoT-enabled Remote Tank Monitoring Transforming the Energy Ecosystem with Blockchain Turning Data into Opportunity Using Business Intelligence as a Service (BIAAS) Infosys is a 'Leader' in IDC MarketScape: EMEA DX Service Providers for Oil and Gas 2020 Procurement 4.0 - Are you ready? Disrupting the Last Mile in Oil and Gas Retail IT/OT Convergence Needs Organizational Change First AR and VR can Solve many of Core Oil and Gas Challenges Infosys Ranked #2 in HFS Top 10 Ratings of Energy Service Providers, 2019 Revolutionizing Procurement through Smart AI From survival to revival Digital transformation for oil and gas The disruption in oil and gas upstream business by Industry 4.0 Fueling Growth with Extreme Automation Digital initiative for petroleum refinery industry to achieve operational excellence Margin Management in the Oil and Gas Industry Predictive Analytics and Dynamic Optimization: The Sweet Spot in Refinery Planning Comprehensive Pipeline Integrity Management System Leveraging predictive analytics in oil drilling ARC Advisory Acknowledges Need for Strong Technology Partners like Infosys for Digital Oilfields to Fully Leverage Power of IIoT Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Report Article Press Release Point of View Article Podcast Article Article Podcast Article Point of View Point of View Article Podcast View point Point of View

White Paper Article Article Article Article Press Release Press Release Press
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Point of View Report Article Video Podcast Blog Insights Point of View
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AI has a Multiplier Effect in Digital Transformation

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Assure Application Development and Maintenance Business Process
Management Consulting Services Incubating Emerging Offerings Key
Takeaways Being Resilient. That's Live Enterprise. Digital Core Capabilities
Digital Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us Hatch and Infosys collaborate to drive digital transformation at
global metals, energy, and infrastructure enterprises. We adopt a
partnership model that blends business acumen with digital capabilities,
which helps us envision technological solutions for business outcomes. In a
podcast hosted by Kelly Levesque of Hatch, Sandeep Garg, Head of Sales,
Energy, Infosys and Vivek Sinha, Global Head of AI & Automation, Infosys
share insights into digital transformation. Our experts discuss how artificial
intelligence is a catalyst to boost enterprise productivity, automate software
code, and mitigate risks of project delivery. Given the scale and complexity
of projects, automation is an imperative for precision and accuracy. Artificial
Intelligence (AI) boosts productivity, mitigates risks, safeguards the health
and safety of constituents, and protects the environment across the project
landscape. The success of projects lies in the efficacy of supply chains.
Managers need to be empowered with supply chain insights and predictive
data analytics to make informed decisions in procurement, project planning
and implementation. Advanced technology ensures that projects are
delivered on time and within budget. Augmented Reality (AR) / Virtual
Reality (VR) allows managers to visualize workflows, effect changes in the
project plan, and undertake reviews. Listen to the podcast Published with
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Data is Foundational for an Autonomous Supply Chain: bp

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/autonomous-supply-chain.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Key Takeaways: Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us bp established a global procurement organization and migrated enterprise data to the cloud as a precursor to AI-driven supply chain operations. In a podcast hosted by MIT Technology Review Insights, in partnership with Infosys Cobalt, Raimundo Martinez, global digital solutions manager of procurement and supply chain, discusses the digital transformation journey of bp. AI, ML, and advanced analytical tools require a robust data layer to improve operational efficiency. The reorganization of procurement departments and data centralization enable bp to leverage emerging technologies that consume clean datasets for semi-autonomous supply chain operations. A unified data source boosts reporting by avoiding data discrepancies. Cloud migration of supply chain data homogenizes operations across business units at bp. Further, cloud-hosted data repositories provide a single source of truth for operations and reporting. Automated platforms improve transparency and visibility into enterprise systems. As part of the digital transformation, process automation enabled bp to reduce cycle times, improve communication, boost supply chain visibility, and create an audit trail. Listen to the podcast Published with permission of MIT Technology Review Insights Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys Ranked #2 in HFS Top 10 Ratings of Energy Service Providers, 2019

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/claimed-2nd-energy-services-research-report2019.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As oil prices stay volatile, and consumers shift towards electric vehicles, Oil and Gas enterprises are pushed to identify new avenues of growth and optimize operation and production costs. In this scenario of transformation, a robust technology partner can be a key differentiator of

success. Download the 'HFS Top 10 Energy Services Providers 2019' Report by HFS Research, a prominent research and analyst firm. The Report identifies technology partners who can enable Oil and Gas enterprises to capitalize on emerging technologies to address changing industry challenges. Infosys has been ranked #2 in the overall Top Energy Services Providers ratings. We have been recognized for "Demystifying the digitization of the energy sector with a combination of domain expertise, ecosystem approach, emerging technologies, as-a-service offerings, and localized delivery" in the report. The HFS research team conducted detailed RFIs with 11 service providers. This included reference checks with energy clients, briefings with leaders of energy services practices within service providers, HFS surveyed 350 Global 2000 enterprises, and publicly available information sources. The Report has assessed and scored technology providers across execution, innovation, and voice of the customer. Register to download the report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Hatch Uses Cloud-based Immersive Solution to Streamline its Design Reviews

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/cloud-based-immersive-solution.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Hatch, a supplier of business and technical experience in the mining, energy, and infrastructure sectors, was looking to improve its project review process, which was cumbersome and time-consuming and involved several geographically dispersed stakeholders. The company was interested in developing a solution that could support design reviews in an immersive and virtual environment, saving the effort of flying in the contractors, customers, and employees every few weeks to a central location. They developed a virtual reality solution in the cloud, with help from Infosys, that expedited the review process and provided visibility into the project data and design, making it easy for the Hatch team to communicate and analyze the impact of changes on the entire project delivery process. Read more about Hatch's experience in the VR space as Maurice Tayeh, the global CIO for Hatch, shares more details about their cloud-based innovation that improved their time to market for customers. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Driving Operational Efficiency with an end-to-end CMMS for an Oil and Gas Leader

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/driving-operational-efficiency.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us

An end-to-end computerized maintenance management system (CMMS) is vital for oil and gas companies to improve asset reliability and availability, reduce costs, improve safety, and comply with regulations. An integrated CMMS helps oil and gas companies save costs and enhance operational efficiencies. Infosys has vast experience in implementing CMMS for a variety of energy companies ranging from oil and gas to wind energy. With this expertise, Infosys partnered with an oil and gas company to deliver a scalable framework of CMMS master data governance for their maintenance, reliability, and integrity business across the globe.

IDC: Infosys leads resources company on Industry 4.0 journey

Client Brief The client is one of the world's largest integrated oil and gas major. The client needed an end-to-end CMMS for the standardization of data governance across their global operations. They wanted a solution that would provide seamless user experience to encourage rapid adoption across their operations worldwide.

Infosys Solution The Infosys solution supports the entire spectrum of the client's CMMS activities ranging from maintenance asset definition, criticality assessment, equipment strategy definition and planning, and scheduling of maintenance. We also implemented a robust SAP UI5 application that has an overarching intuitive approach toward request management as well as CMMS data governance of master data such as materials, equipment, bills of material (BOMs), maintenance plan, functional location, and task lists.

Business Benefits The implementation of an end-to-end CMMS system helped the client standardize their data governance processes across business units - upstream as well as downstream. Having a centralized system and processes in place enabled the client to carry out continuous assessment and undertake improvement of their asset and maintenance data. Standardization and automation further freed up their teams to identify opportunities to optimize data quality in terms of completeness, consistency, and quality. With better data quality, the client gained greater visibility and predictability into their maintenance costs. Streamlining and automating the maintenance management system and providing a state-of-the-art user experience with SAP UI5 led to increased adoption amongst business users. The scalable UI5 platform with robust architecture enabled the growth of the client's business units.

Overall, the Infosys-led CMMS implementation empowered the client to streamline their data governance across their business network while providing a seamless work interface for their users.

Sriram Sundar, Vice President and Business Head - Energy Core, Infosys Company Subsidiaries

Enable Real-Time Oil and Gas Pipeline Monitoring with IoT

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/enable-real-time.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Pipeline efficiency is a significant challenge faced by the oil and gas industry today. In the article, 'Building Automated Pipeline Corrosion Monitoring with AWS IoT Core', Ashutosh Pateriya, AWS, Venkatesh Muthusami, Infosys, Sudharsan Chinnappan, Infosys and Kenneth Francis Dias, Infosys, explain how the automated IoT-based solution can help identify potential risks by constantly monitoring a pipeline network with sensors, analysing data and sending instant alerts through mobile and email. A pipeline network forms the backbone for transportation in the oil and gas industry, and corrosion poses a significant threat. Current monitoring activities are labor-intensive as it is carried out manually onsite. An automated pipeline maintenance approach can help customers reduce operational expenditure with real time insights, enabling companies to avoid pipeline failures as soon as a breach occurs. Learn how to build an end-to-end pipeline monitoring solution using sensors to collect, process and analyse data. Read the full article here. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

ENERGY 2050 Sustainability revolution: radical ideas for change

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/energy-2050.html> ----- Are Open Ecosystems Taking Over Supply Chains? Unearthing Tomorrow: The Role of Mining in Energy Transition Is Grid Modernization the Key to Decarbonization? Can Electrification Turn 2050 into a Sustainable Reality? The Roadmap to Net Zero: How Technology is Enabling the Shift to Renewables The Green Gateway to Decarbonization with Cloud The Digital Stepping Stones To a Green Economy The promise of Hydrogen - the fuel of the future? Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation

Industries Services Platforms Infosys Knowledge Institute About Us Can technology tame climate change? As we navigate towards a low-carbon economy, we must understand how each sector has different needs and requirements. There are various ways of decarbonizing the economy, including through greater efficiency and innovation in energy production, use, and storage; increased reliance on renewables; a shift away from fossil fuels. In our ENERGY 2050 series, we will examine these challenges, discuss innovations and engage in meaningful conversations with leaders and innovators as we race to meet the 2050 climate goals. The energy industry stands at a crossroads, with the traditional centralized power model giving way to a more distributed, dynamic landscape. In this episode, Srikanth Srinivasan, Vice President, Energy Transition, Infosys, and Geoffrey G. Parker, Professor of Engineering and Faculty Director, Irving Institute for Energy and Society, explore how platform-based models are revolutionizing the energy sector. By examining the evolution from traditional supply chains to open ecosystems, the conversation delves into the implications for utilities, consumers, and market participants, with data, AI, and platform strategies converging to create a more resilient, efficient, and equitable energy future. Professor of Engineering, Dartmouth College Vice President - Energy Transition, Infosys What role does mining play in our global energy transition? Amber Mac, President, AmberMac Media Inc. moderates a thought-provoking conversation with Nishant Kumar, Associate Vice President - Energy & Resources, Infosys, in this Energy 2050 fireside chat. They delve into the importance of critical minerals, responsible sourcing, and how these elements are crucial for a greener future. Discover the transformative role digital partners play in modern mining - from exploration and safety to enabling sustainability and driving energy transition. Learn how technology is reshaping mining, creating opportunities for a more sustainable and inclusive industry. President, AmberMac Media Inc. Associate Vice President - Energy & Resources, Infosys The ability to handle large volumes of data in a very short span of time and deliver a situationally aware grid is no longer a vision. With AI and ML solutions, it's now a reality that enables organizations to keep their customers at the center of change while also ensuring sustainable energy distribution. Discover how digital platforms are helping grids go from unidirectional to bidirectional to multidirectional, powering a greener planet. EVP & Segment Head - Services, Utilities, Resources and Energy, Infosys Limited VP and General Manager, Grid Software, GE Vernova Can you imagine a future where 90% of our energy is electrified? Join in on our conversation where we envision and aim to champion this revolutionary shift by diving deep into the transformative role of electrification. As we draw parallels between electrification and the journey towards a greener, more sustainable future, the spotlight remains on the broader implications of electrification and its potential to drive a greener, more sustainable 2050. Professor-Civil & Environ Eng, Director-Atmos/Energy Program, Stanford University VP & Business Head- EnergyNext, Infosys Nations worldwide are shifting away from fossil fuels and embracing sustainable energy sources. For many, this energy transition is proving pivotal, introducing vast opportunities to discover alternative sources and the chance to establish themselves as a green energy powerhouse. Discover how technology is speeding up this change and assisting nations on their journey to net zero. CEO - Energy Consortium, IIT Madras AVP & Head DCG - Energy, Utilities & Services,

Infosys How is cloud propelling companies to exceed their sustainability goals? With the economic landscape enabling the energy industry's shift to renewables, discover the role of cloud technologies in the industry-wide adoption of greener practices and clean energy solutions. Digital Decentralization, Democracy and Security Adviser Center for a New American Security AVP, Global Head of Cloud Economy and Industry Cloud, Infosys Is digitization the key to unlocking a low/zero emission economy? As enterprises around the world transition to greener energy sources, they're confronted with a string of obstacles, like creating attainable ESG goals, ensuring energy security and innovating at scale. Discover how technology is helping them overcome these challenges and accelerate their no-carbon journey. Director Institute for Planetary Security VP - Energy Core, Infosys Hydrogen is fast becoming the world's most promising zero-emission energy source, with countries and organizations around the globe racing to adopt it. Let's explore hydrogen and its far-reaching global economic and environmental impacts as we move to an all-renewable energy economy. VP-Energy Next, Infosys Managing Director, TheEnergy Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Energy Decarbonization - How to Ensure a Clean Transition with Digitization

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/energy-decarbonization.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As global enterprises work towards a zero-carbon economy, the journey unveils unique challenges for the oil and gas sector. Digitization gives enterprises an opportunity to quickly transform their business, or even evaluate potential solutions efficiently. With the right set of digital solutions to capture, measure and exchange Greenhouse Gas (GHG) emission data in real-time, organizations can achieve carbon neutrality in a seamless manner. In the article, 'Successful Decarbonization & Clean Energy Transitions with Real-Time Technology | Partner Perspective with Infosys', Sourabh Roy, Director of Energy Digital Infosys, discusses common issues faced by the energy sector - organizational culture, single point solutions which cannot scale and the inability to measure data. Read the full article here. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys ranked winner in HFS Energy Services Top 10, 2021

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/energy-services-top10-2021.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Global business research consultancy HFS Research has placed Infosys in the Winners Circle in energy services for 2021. The HFS Energy Top 10 report positions Infosys at #2 among global service providers in execution, innovation, voice of the customer, and HFS OneOffice™ alignment. The report rates Infosys as a 'historic energy powerhouse proving that innovation, sustainability, and transformation capability is a reality... with a domain-centric approach, knowledge, and deep history in energy with the clients and partnerships to match.' Key highlights Read the HFS Energy Top 10 report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Energy's Transformation Powers Its Transition

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/energy-transformation-powers-transition.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us For the energy industry, energy transition is about pairing the move to cleaner, renewable power with a shift to greener operations, optimizing production and distribution, and adapting to changing paradigms like renewables and carbon tracking. Infosys accelerates this transition by equipping energy companies with the technology to power new capabilities, discover new opportunities and unlock new ways of doing business. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys ranked Winner in HFS Energy Transition Services, 2022

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/energy-transition-services-top10-2022.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been ranked # 2 in the HFS Energy Transition Services, 2022 report. HFS Research rated Infosys a 'Winner,' specifically # 1 in 'voice of the customer', # 2 in 'sustainability services', # 3 in 'innovation and OneOffice™ alignment', and # 4 in 'execution' categories. The HFS report states, 'Infosys' ambition across the energy transition and broader sustainability is matched with its deep energy history, rapid growth in its utilities practice, and an industry-leading sustainability services team that includes high-level strategy.' Register to download the report Learn more about the Infosys Oil and Gas solutions across upstream, midstream and downstream segments. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Explore Infosys Energy Innovation Center

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Infosys Energy Fireside Chat: The Future of Automation with bp

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/future-automation-bp.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys presents The Energy Fireside Chat, a discussion on trends in the energy industry. AI in automation is a prerequisite for the digital transformation of global corporations. bp has evolved continuously throughout its 110 year history, now setting an ambition to be net zero by 2050 or sooner. This will see a very different kind of energy company by 2030, scaling up investment in low carbon, focused oil and gas production, and making headway on reducing emissions. In building its capabilities and learning from other industries, bp's global business services and IT embarked on an automation journey in 2018 to simplify, standardize and harmonize processes. A new Automation CoE has proved to be very successful, of which only a few organizations have been able to stand up. In this discussion bp talks about how the Automation CoE has delivered value and evolved with the changing technology landscape. In this discussion, Daves Sharma, Senior Principal Portfolio Leader, bp, shares the company's automation journey with Joseph Alenchery, Vice President, Infosys. He discusses how bp's Automation CoE has delivered value and kept pace with shifts in the technology landscape. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Podcast: The Future of Energy

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/future-energy.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us HFS Research and Infosys present a podcast where an expert panel discusses how the energy industry can address disruption through innovative use of technology. Nischala Murthy Kaushik, CMO - HFS Research joins Maurice Tayeh - CIO, Hatch; Saurabh Gupta, President - Research and Business Operations, HFS Research; and Robin Goswami - SVP and Global Head, Energy Practice, Infosys to discuss how energy enterprises can reinvent themselves with digital technology. Key highlights Listen: HFS Podcast: Unfiltered Stories | Energy Industry - Now and Beyond Company

Infosys Fireside Chat: Future of Energy Industry

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/future-energy-industry.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The oil and gas industry needs to respond to shifts in business by undertaking a digital transformation. In this 'Infosys Fireside Chat', Rafael Hernandez, Digital Transformation Fellow, PTC, discusses the business and digital imperatives for oil and gas enterprises with Rajeev Kumar, Associate Vice President - Oil & Gas Practice, Infosys. Watch the fireside chat to learn how: The session was hosted at the Infosys Energy Innovation Center, Houston, Texas, United States, part of the Infosys Labs ecosystem where partners and clients collaborate to incubate solutions in response to real-world business issues. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys named a Leader in 2022 IDC MarketScape for Energy Transition And New Business Models in Oil And Gas for EMEA

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/idc-marketscape-energy-transition-2022.html> ----- Register to Download Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been named as a Leader in the IDC MarketScape: EMEA Service Providers for Energy Transition and New Business Models for Oil and Gas Companies 2022 Vendor Assessment. The IDC MarketScape recognized Infosys for its service innovation and energy-efficient production capabilities alongside their ESG data solutions and ecosystem innovations. Key highlights: Register to download the excerpt Learn more about Infosys energy transition offerings. Opt in for marketing communication Privacy Statement Thank you for

registering. Register to download the excerpt Company Subsidiaries
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Real-time resource planning tool streamlines ramp operations

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/streamlines-ramp-operations.html> ----- Infosys Solution Infosys - Resource Planning Tool Streamlines Ramp Operations Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY The ramp operations group of a US-based airline carrier. Key Challenges The airline sought a web-based work assignment tool to manage ramp and bag transfer operations. Ready to experience? Infosys developed a web-based work assignment tool to manage ramp and bag transfer operations of a US-based airline Infosys integrated disparate enterprise planning systems for real-time ramp operations management. We developed a robust web-based application using J2EE architecture. It captures real-time flight data and resource information, applies business logic to allocate resources, and provides a web-based planning interface for resource planners. Our application helps ramp operations supervisors/ managers assign work based on flight schedules, passenger and cargo data, and resource availability. In addition, it updates airline staff about their assignments. The application provides granular visibility into day-to-day operations, which enables better cost management. Looking for a breakthrough solution? Real-time resource planning tool streamlines ramp operations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Aeromexico's Fernando Rocha on Synergy in Technology and People

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/technology-people.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Watch this exclusive interview shot at AWS Reinvent, featuring Fernando Rocha, VP IT, CIO, Aeroméxico, interviewed by Kumar Paramasivam, VP and Global Head - Travel and Hospitality and Professional

Services, Infosys, which highlights about leveraging right technology such as AWS Cloud solutions, in this rapidly changing industry and the importance of constant upskilling, reskilling of the workforce by learning new ways of working. He continues by emphasizing on cloud adoption, how AWS plans to bring scale and agility AeroMexico's operations and commerce, and strong partnership with Infosys, as their digital transformation partner. Enterprises can leverage the full potential of the cloud ecosystem such as AWS and Infosys Cobalt's thriving community of business and technology innovators to drive increased business value. AWS Cloud is helping organizations like AeroMexico become digital native in the airline world, by enabling new capabilities to unleash potential for digital disruption, improving customer journey and leading to higher revenues and lower IT costs. Infosys Cobalt offerings help businesses redesign the enterprise, from the core, and build new cloud-first capabilities to create seamless experiences in public, private and hybrid cloud, across landscapes. To know more about Infosys Cobalt: Enterprise Cloud Solutions to Enhance Business Value Company Subsidiaries Programs Support Connect with us
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NDC-compliant ecosystem drives value-added airline services

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/case-studies/value-added-airline-services.html> ----- Infosys Solution Infosys - NDC Ecosystem Drives Airline Services Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY An enterprise that aggregates and publishes airfare and related data for the air travel industry. Key Challenges The enterprise wanted to implement the New Distribution Capability (NDC) of the International Air Transport Association (IATA) to enhance services to airlines and travel agencies. Ready to experience? Infosys implemented New Distribution Capability (NDC)-compliant processes to boost offerings of an airfare data services provider Infosys developed a message platform on AWS for translation and transformation of messages from legacy schema to NDC, an XML-based data transmission standard to streamline communication and simplify distribution of rich media content. We undertook field-level mapping of messages in the NDC format to ensure reliable transmission of a high volume of content. Our NDC-compliant ecosystem addressed architectural constraints in the legacy Global Distribution System (GDS). Further, standardized communication optimized revenue accounting for all stakeholders in the airfare ecosystem. Looking for a breakthrough solution? Curbside check-in delights airline passengers The enterprise's NDC-compliant systems boost offerings of the data services provider. It helps airlines and travel agents - Company Subsidiaries Programs Support

Undertake predictive maintenance to maximize aircraft uptime

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/aircraft-maintenance.html> ----- Overview Our predictive maintenance solutions support mechanical and structural requirements of aircraft fleet spanning diverse OEMs. Challenges & Solutions Resource Centre Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your aircraft maintenance program should focus on avoiding flight delays and cancellations while accelerating turnaround time for overhaul. You need to rationalize maintenance and repair services to minimize costs as well as aircraft downtime. You require robust planning and scheduling solutions to streamline inspection and address maintenance issues between flight schedules. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Aircraft Maintenance The Infosys Travel & Hospitality practice helps airline enterprises leverage digital tools for safe and sustainable operations. We integrate diverse data streams using scalable data architecture to capitalize on data mining tools, predictive analytics, and machine learning-based rare event and Complex Event Processing (CEP) models. A digital ecosystem facilitates predictive maintenance to minimize grounding of aircraft for servicing Our analytical solutions collate, correlate and analyze data from various aircraft systems, including Maintenance, Repair and Overhaul (MRO) history, engineering data, aircraft utilization records, flight parameters, crew logbooks, and weather reports. Our approach enables contextual diagnostics to predict failure and identify optimum maintenance intervals. The correlation of messages and patterns helps mitigate malfunctions, while revealing factors contributing to potential maintenance issues; for example, flight routes or flying practices causing safety issues, excessive wear and tear, or structural damage. We create a 'digital twin' of critical airplane parts such as the engine and landing gear. Simulation and 'what-if' scenarios provide insights to maximize performance as well as the lifespan of aircraft components. We integrate augmented / virtual / mixed reality into fleet management systems to boost productivity of engineering teams as well as maintenance and repair crew. Our real-time remote equipment monitoring solutions distil knowledge from engagements with leading aircraft manufacturers. It helps us address maintenance requirements across airplane models and structural components. We align predictive maintenance programs with enterprise systems, which streamlines workforce scheduling and improves spare parts inventory management. Our holistic strategy minimizes aircraft downtime and fuel costs. Significantly, accurate insights allow airlines to rationalize capital investment via informed repair or replacement decisions to manage an aging

fleet. Success story: Robotic process automation streamlines travel and leave management US airline saves ~ 300 person days per year by automating HR processes using Infosys AssistEdge. Brochure: Infosys predictive maintenance offering for airlines Infosys Sense-Find-Action framework boosts fleet uptime through accurate diagnostics and condition-based maintenance. Data tools identify potential maintenance events through textual analytics of maintenance logs, statistical modeling of flight parameters, and analysis of airplane sensor data. Integrated inspection and maintenance planning modules ensure compliance with statutory requirements for aircraft airworthiness and passenger safety. Case Study Predictive maintenance improves airline fleet utilization Case Study Real-time resource planning tool streamlines ramp operations Perspective Renew travel and hospitality with technology Case Study Infosys process bots support airline HR team Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Avoid baggage loss and mishandling

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/asset-tracking.html> ----- Overview Our mobile apps allow passengers to trace baggage, and initiate claims and compensation procedures when required. Challenges & Solutions Resource Centre Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need real-time visibility into location and status of assets to better serve passengers. You should track baggage across the journey to minimize insurance liability. You should empower ground staff with mobile tracking solutions to boost productivity. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Asset Tracking The Infosys Travel & Hospitality practice offers automated asset tracking solutions for airlines and airport operators. We capitalize on mobile connectivity, tracking technologies, and text and video analysis tools to monitor the movement of baggage / freight as well as assets at airport terminals such as luggage trolleys, shuttle carts, buggies, strollers, and wheelchairs. Our solutions streamline check-in, scheduling and indoor navigation at airports. Infosys Enterprise Cognitive Platform (iECP) is the digital automation backbone for our track and trace solutions. It combines machine learning, cognitive learning, and artificial intelligence to process and analyze image, voice and video streams. iECP extracts content from labels and images, categorizes it, and presents asset movement on a map. The ability to track the location and visualize the movement of assets on mobile devices enables airport administrators, gate agents and airline staff to provide timely assistance, thereby, enhancing the passenger experience. Our GIS solutions capture and display a consolidated view of every asset in real time and provide status updates in enterprise systems and master data

repositories. Sector / zonal checkpoints simplify tracking of assets. We incorporate business rules into tracking solutions for an automated alert mechanism to notify stakeholders in the event of deviations. We replace legacy barcode-based tracking systems with cloud-hosted tracking solutions to be accessed on diverse mobile devices. Our mobile apps for location-based asset tracking reduce the risks and costs due to delayed or lost baggage while improving the quality of service. Significantly, our configurable dashboards support reporting, operational analytics, and inventory management. White paper: Redefine the millennial travel experience Big data analytics, automation, artificial intelligence, and machine learning help travel and hospitality enterprises address business challenges and manage customer expectations. Read more Team of experts identify bottlenecks and reengineer processes to improve baggage / asset tracking. Smart baggage solutions support load balancing, which minimizes aviation fuel usage and ensures flight safety. Rich experience in Radio Frequency Identification (RFID), Bluetooth Low Energy (BLE), Internet of Things (IoT) and Geographic Information System (GIS) technologies. Case Study Digital baggage processes enhance the passenger experience Blog Travel Industry – The Journey to the Next Phase of Digital Perspective Renew travel and hospitality with technology Case Study Real-time resource planning tool streamlines ramp operations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

===== Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/bag-runner-dispatcher.html> ----- Overview Our solution maximizes utilization of ramp personnel and supports performance-based incentive schemes. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Baggage handling Resource management Dispatch operations You should accelerate transfer of baggage between terminals for timely flight operations. You need to provide smart assistance to help unloaders and runners manage short time windows for baggage transfer at airports. You should ensure bag drop-off at precise locations across terminals and gates to avoid rerouting, mishandling, loss, and missed flights. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Improve Speed and Efficiency of Bag Transfer Operations Infosys Travel & Hospitality practice offers Bag Runner Dispatcher, an application designed to simplify airport operations. Our AWS Cloud-hosted solution ingests flight information, baggage data, gate GPS coordinates, and ramp layout maps to accelerate baggage movement. It locates the nearest available runner and automatically assigns bags for dispatch. The app tracks each bag assignment through the delivery process, and re-assigns pickup to the next available runner based on predefined time limits. Our app incorporates dashboards for runners and supervisors to handle 'hot' and 'cold' baggage efficiently. The solution forecasts luggage load, enabling hub operators and airlines to plan runner placement and assign runners based on flight arrival and departure. The consolidated view of real-time flight and baggage load data improves management of runner devices and vehicles at airports. Notably, real-time tracking of bags and baggage handlers helps ground managers to identify and resolve dispatch inefficiencies. Infosys Bag

Runner Dispatcher optimizes baggage routing, thereby ensuring speedy delivery and boosting the productivity of ramp personnel. Significantly, our app allows airlines to enhance the passenger experience by streamlining baggage movement between interconnecting flights and sharing baggage status information with passengers in real time. Brochure: Ensure efficient and accurate baggage handling Viewpoint: The Future Takes Flight: Transforming Baggage Handling Bag prioritization and automated routing reduces average baggage handling time significantly. Location maps guide runners from the arrival to departure gates, and alert dispatchers and ground handlers in the event of misplaced baggage. Notifications at every stage of the luggage handling process – from bag scan and pickup to delivery – eliminate baggage handling errors. Brochure Ensure efficient and accurate baggage handling every time Case Study North American airline deploys touchless baggage management solution Video Smart baggage management for the airlines industry Case Study Digital baggage processes enhance the passenger experience Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Enable travelers to help themselves

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/customer-self-service.html> ----- Overview Our mixed reality tools allow a 'preview' of the travel experience, which facilitates decisions regarding pre / post-journey travel and hospitality packages. Challenges & Solutions Resource Centre Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your customer support should transcend the contact center to deliver bespoke travel experiences. You need to personalize communication, recommendations and services to cultivate passenger loyalty. Your digital channels for customer support should enable self-service across the journey. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer Self-Service The Infosys Travel and Hospitality practice helps airlines and airport operators raise the bar in passenger engagement with robust self-service capabilities. We automate travel service processes, and enhance it with analytical tools and Artificial Intelligence (AI) to drive customer self-service. The digital ecosystem enables airlines and airports to identify a traveler's needs based on the customer profile, and incorporate insights from the social footprint and peer groups to auto-recommend actions, be it to deepen engagement or reward loyalty. Infosys Nia, a conversational AI platform, enables text and voice-based assistance for self-service. Machine learning, deep learning and natural language processing capabilities enable our chatbot to 'understand' customer queries as well as artifacts. Chatbots assist travelers and answer queries related to facilities at the airport / destination, booking, cancellation, refund, etc. Action bots take action based on user requirement; for instance,

ticket authorization and rebooking in the event of rescheduled flights. Our AI-driven chatbot integrates with social media tools and location-based service solutions to provide a bespoke travel experience via intuitive assistance across the journey – from booking and baggage information, and indoor navigation to exclusive lounge access / concierge services. Infosys develops mobile applications for real-time passenger queue and airport experience management. It empowers airlines to extend customer service to any location in the airport. Our apps predict waiting times, which enables airlines and airport operators to engage travelers with contextualized offers. Airlines can direct passengers to alternative queues for faster check-in, and notify walk time to the gate. Our digital team also develops cloud-hosted microsites to help loyal customers track reward points and redeem miles. Success story: Robotic process automation streamlines travel and leave management US airline saves ~ 300 person days per year by automating HR processes using Infosys AssistEdge. Virtual agents personalize interactions despite zero-human touch. Trained algorithms answer queries and interact with travelers in several languages. Cognitive platforms manage the travel lifecycle by understanding specific requirements of travelers. Case Study Curbside check-in delights airline passengers Case Study Infosys process bots support airline HR team White Paper Cost-revenue approach for creating frequent flyer programs Blog Travel Industry - The Journey to the Next Phase of Digital Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Personalize the customer's experience with Infosys genome solution

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/infosys-genome-solution.html> ----- Overview Our pre-built repositories reduce the time, effort and cost of advanced customer analytics. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should convert a traveler's data into insights to offer personalized products / services. You need to focus on the experience and ensure consistent service quality to increase yield per passenger. You require an agile ecosystem to capitalize on real-time revenue opportunities. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Genome Solution The Infosys Travel & Hospitality practice helps airlines and air / helicopter charter enterprises harvest insights of travelers' behavior to personalize experiences and augment quality of service. The Infosys Genome Solution, an intelligent data solution, is a 'marketplace' for data discovery and self-service analytics. It integrates real-time data from diverse sources for explorative, predictive and prescriptive analytics. Our solution provides a contextual understanding of a traveler's behavior and

preferences to recommend bespoke services. The 'customer information fabric' of the Infosys Genome Solution enriches psychographic data with advanced analysis of social feeds as well as cross-channel interactions, including online shopping, purchase patterns, and campaign response. The Infosys Genome Solution sequences gene blocks along frequency, temporal and monetary dimensions of traveler's attributes, thereby creating a unique identity for each traveler. The comprehensive profiling exercise enables customer-oriented strategies to engage deeply with travelers and cultivate loyalty. For example, an assessment of a family on vacation may prompt a recommendation of a premium club accommodation rather than an upgrade to Business Class during a long layover. Our solution incorporates a Natural Language Processing (NLP)-based chatbot, prefabricated attributes, and data modeling tools. Our open source data platform is compatible with hybrid cloud infrastructure, and facilitates reusability of data structures (gene blocks and genome attributes). Significantly, data scientists can configure information models and attributes for specific analytics requirements or use cases across booking, accommodation and entertainment. White paper: Redefine the millennial travel experience Big data analytics, automation, artificial intelligence, and machine learning help travel and hospitality enterprises address business challenges and manage customer expectations. Read more Brochure:Infosys Genome Solution Technology accelerators collate enterprise, partner, digital asset, and customer data to generate networked data products. Processing engine derives customer attributes and creates behavioral gene blocks. Pre-built model libraries and analytics workbench accelerate integrated analytics. Case Study NDC-compliant ecosystem drives value-added airline services Case Study Airline passenger sentiment analysis rationalizes crew size Perspective Renew travel and hospitality with technology White Paper Cost-revenue approach for creating frequent flyer programs Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopt NDC to boost airline retailing

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/new-distribution-capability.html> ----- Overview Our NDC-compliant APIs support airline product / service bundling as well as co-branding with travel and hospitality partners. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your airline enterprise should replace legacy content / distribution systems with a digital structure to generate ancillary revenue. Your communications systems need to transcend data exchange functionality to share rich multimedia content with passengers, directly or through intermediaries. You need to integrate enterprise, merchandising partner, and third-party systems to deliver memorable travel experiences. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent

Transformations Tales of Transformation Industries Services Platforms
Infosys Knowledge Institute About Us New Distribution Capability The
Infosys Travel & Hospitality practice helps airline carriers, travel
management companies, online travel agents, content aggregators, and
travel service providers create a retail ecosystem by adopting New
Distribution Capability (NDC) and ONE Order standards of the International
Air Transport Association (IATA). In addition, we partner with travel
software enterprises to incorporate NDC standards into proprietary IT
products. Our experts ensure compliance with NDC across CRM, data
warehouse, and passenger service systems. The Infosys NDC architecture
includes a pricing and marketing offers engine as well as a merchandising
engine. It helps stakeholders in the travel industry align product, order and
distribution strategies. Our standardized data system facilitates
collaboration between travel partners and stakeholders to offer value-added
services. The bundling of airline services, merchandise and auxiliary
hospitality supplies ensures a superior travel experience while growing
revenue. Ancillary products range from extra legroom, seat upgrades and
personalized meal plans to insurance, airport concierge services, and car
rentals. Our rich experience of implementing the NDC reference
architecture and XML schemas helps us streamline message flow and apply
tools for consistent content distribution. Our semi-automated NDC exchange
and transformation platform maps data structure and elements to the NDC
format. We develop third-party interfaces and Application Programming
Interface (API) plug-ins to integrate the standardized NDC schema with
existing workflows. It ensures a 'single source of truth,' including flight
schedules, price and seat availability, across booking channels. In addition, it
simplifies content search across retail channels, and drives brand
differentiation. Significantly, an NDC-compliant infrastructure rationalizes
distribution costs. White paper: Redefine the millennial travel experience
Big data analytics, automation, artificial intelligence, and machine learning
help travel and hospitality enterprises address business challenges and
manage customer expectations. Point of view: Destination Next for Travel
and Hospitality Brochure: Infosys' International Air Transport Association
(IATA) New Distribution Capability Consulting Services Point of view:
Infosys IATA NDC Services: Integrating the Air Travel Ecosystem Expertise
in integrating central reservation system, Global Distribution System (GDS)
and NDC-compliant portfolios to manage inventory, distribution, sales, and
marketing. Big data analytical models, passenger genome-based personas,
and predictive algorithms provide contextual insights for personalizing
offers and cross-sell / up-sell of ancillary services. NDC adapters and APIs
facilitate real-time merchandising / partner data sharing across channels,
while ensuring an omni-channel experience. Case Study NDC-compliant
ecosystem drives value-added airline services White Paper Cost-revenue
approach for creating frequent flyer programs Perspective Renew travel and
hospitality with technology Blog Travel Industry - The Journey to the Next
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Infosys Sustainable Aviation Fuel Certificates (SAFc)

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/sustainable-aviation-fuel-certificates.html> ----- Overview

Our blockchain technologies are inherently ideal for building and managing robust, secure, scalable SAFc solutions based on the Book & Claim model. Challenges & Solutions Resource Centre Register to Download Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Features

SAF adoption faces several challenges for its widespread adoption such as supply & demand - limited amount of economically viable supply sites, high-cost of SAF, supply points are limited by the geographical location. Airlines are sold same certificates thus causing double counting Non-existence of SAF usage in aviation industry Falsifying documents related to SAF, such as production records or verification reports can be generated. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us

Infosys Sustainable Aviation Fuel Certificates (SAFc) The global aviation ecosystem has set ambitious targets to reduce its carbon dioxide (CO₂) emissions and is estimated that almost 450 billion liters of SAF will be needed to achieve Net Zero by 2050. Moving to Sustainable Aviation Fuel (SAF) is perhaps one of the most important shifts the industry is making towards becoming tangibly greener. The SAFc framework is expected to play an increasingly important role in enabling organizations outside the aviation sector (customers and business partners) to play a more direct role in reducing aviation emissions. This is to be achieved by allowing organizations willing to share in the higher cost of SAF to claim reductions in SAF emissions- thus furthering their own commitment to reducing carbon footprint. A SAFc marketplace for the aviation industry will typically bring together multiple players as shown in the diagram below: Smooth functioning of an SAFc marketplace requires efficient, timely and secure flow of accurate information between various stakeholders. Infosys SAFc is part of Integrated NetZero Platform powered by Infosys Cobalt Airline Cloud (ICAC); a model office built on cloud for the Airline industry. Through this platform, the airlines can monitor, measure, and mitigate carbon emissions. From enabling route optimization in the air to minimizing emissions on ground and supporting energy management, this solution can help you take the next step towards sustainability. Generating and transmitting SAF credits in the form of Fungible Tokens enhances security by making the SAFc tamper-proof. This real-time approach provides a convenient, transparent, and efficient way for all stakeholders in the SAFc value chain and makes it easy to manage SAFc accounting. It can support multiple SAFc standards. Besides automating issuance, trading, and retirement of SAFc, it can provide perpetual, real-time traceability, and audit trails. Brochure Fueling a Greener Sky: A Comprehensive SAF Platform for Sustainable Aviation viewpoint Is Your Airline Ready For Sustainable Aviation Fuel Certificates (SAFc) Marketplaces? IATA Magazine Article Airlines. 2024-01 by Redactive Media Group - Issuu This solution is design to implement SAF

accounting framework based on Book & Claim leveraging Blockchain technology. It also enables a decentralized marketplace facilitating the trade of SAF Certificates, thereby catalyzing additional demand for SAF by generating new funding that can be used to cover its price premium and which in turn creates market demand signals to drive investment in increasing SAF production capacity. This solution enforces the Airline operator to mention the SAF retirement type (Voluntary/Compliance), so there is no scope of claiming the same certificate for multiple purposes. At the time of SAF Registration, solution requires the supplier to list down the buyer of the SAF with the supporting details like SO, Airline Operator, Airport, Flight details. Using credentials verification, the documents related to SAF sustainability can be cross verified against the repositories of issuing bodies. Insight Infosys Cobalt Airline Cloud Insight Blockchain Services & Technology Offerings by Infosys Insight How Blockchain Enables Sustainability in Supply Chains Case Study Blockchain Insurance Solutions: Policy & Claim Processing Opt in for marketing communication Privacy Statement Thank you for registering. Download Now Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Reconcile ULD inventory in real time

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/industry-offerings/unit-load-device-management.html> ----- Overview Our automated tracking solutions rationalize maintenance and repair requirements, while preventing loss of ULDs. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to optimize ULDs taking into account the capacity and frequency of airline as well as air freight operations. You should replace barcode-based ULD tracking processes with digital solutions to better manage inventory, while rationalizing costs. You require real-time visibility into asset location to avoid flight delays due to non-availability of ULDs. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Unit Load Device Management The Infosys Travel & Hospitality practice partners with airline carriers, air cargo terminal operators, airfreight management companies, and ground handling agents to track Unit Load Devices (ULDs) across the supply chain. We combine digital tracking technologies for real-time monitoring of ULDs and ground support equipment, including pallets, special purpose ULDs, temperature-controlled containers, dollies, and tractors. ULD management solutions built on the Infosys Enterprise Cognitive Platform (iECP) capture 'live' video stream and convert it to image frames to detect objects, remove ambient noise, and update asset repositories. iECP provides REST APIs to integrate external applications as well as cognitive elements such as machine learning, natural language processing, and Artificial Intelligence

(AI). Our deep learning models use 'self-learning' to improve image recognition and analytics. Infosys digital asset tracking solutions minimize idle time and streamline inventory management of ULD as well as ancillary equipment across global networks. Rule-based validation of ULD location, time and movement offers contextual information to reconcile stock. Our solutions generate real-time status reports and notify business users / ULD handlers in the event of deviation(s) from business rules. Our ULD solutions address technical requirements, operational procedures and regulations. We develop mobile applications using responsive design to facilitate smooth ULD operations. In addition, we provide user training to accelerate adoption of AI-driven ULD tracking solutions. White paper: Redefine the millennial travel experience Big data analytics, automation, artificial intelligence, and machine learning help travel and hospitality enterprises address business challenges and manage customer expectations. Read more Asset health monitoring dashboards ensure compliance with airworthiness standards and regulations for flight safety. ULD tracking solutions incorporate 'replay' feature to view asset movement using location history. Expertise in Radio Frequency Identification (RFID), Bluetooth Low Energy (BLE), Global Positioning System (GPS), and Internet of Things (IoT) tracking systems. Case Study Digital baggage processes enhance the passenger experience Case Study Predictive maintenance improves airline fleet utilization Case Study Real-time resource planning tool streamlines ramp operations Case Study Curbside check-in delights airline passengers Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Insights

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Booking Holdings’ Spencer Mott on Building a Better Customer Experience

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 About Us Watch this exclusive interview from the "Humanizing Digital"
 series in collaboration with the Wall Street Journal. This interview features
 Booking Holdings’ Spencer Mott, Chief Security Officer, in conversation with
 Mitrankur Majumdar, Senior Vice President and Global Head - Services,
 Infosys on creating travel experiences using the latest tools and
 technologies. He further states, “Our mission is to allow everyone to
 experience the world for the better. That culture is delivered through basic
 behaviors. These behaviors are embedded in the products and services that

we develop.” This interview also emphasizes the strong partnership between Booking Holdings / Booking.com and Infosys. Click here to know more.
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Forbes Spotlight: Aeromexico Flies To The Cloud To Improve Agility

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/cloud-improve-agility.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us In this Forbes article, Aeromexico, Mexico's global airline and a leader in Latin American aviation, highlights about the process of moving and modernizing critical applications to the cloud while delivering better customer experience, more innovation, and a stream of operational efficiencies with a need to radically overhaul the entire application ecosystem while maintaining security and uptime to achieve business objectives. According to Fernando Rocha, there was an immediate need to standardize and automate as much as possible while making the IT environment modular and microservices-oriented. To be able to do so, Aeromexico chose Infosys as their strategic partner mainly because of a "good alignment in terms of vision and a partnership where both companies can benefit.", according to Rocha and Amazon Web Services (AWS) as cloud provider. Infosys is building an end-to-end DevSecOps pipeline using AWS-native services which resolves that tension, delivering new software and services at agile speed without compromising application security. This move will enable Aeromexico to respond quickly to market demands, enhance customer experience, and enhance operational IT capabilities.
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Leading North American Airline deploys a personalized touchless customer-centric baggage management solution - Read exclusive case study by HFS

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/customer-centric-baggage-management-solution.html> ----- Experience Insight Innovate Accelerate Assure Application Development and

Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us - Reduce mishandled baggage by 25% Today, passengers increasingly expect a touchless, personalized experience from airlines. This is leading the industry to adopt interactive, real-time technologies, and incisive analytics. A true competitive differentiator, however, can come if an airline is able to predict customer events rather than just react when they happen. One area in which airlines can do this is baggage management. Download this HFS case study on how a leading North American airline partnered with Infosys to reimagine its baggage handling application. Authored by Melissa O'Brien, Research Vice President, HFS, wherein she unpacks why a Digital OneOffice™ approach is critical to touchless personalized customer experience. The case study is about an airline which handles 6,000 flights a day and over 100 million passengers per year. Handling the baggage of this large a volume of passengers is a business-critical task with a host of inherent challenges. To know how the airline navigated towards a technology-driven baggage handling process, download this point of view and learn, The new baggage handling system led to a 25% decline in mishandled baggage. Download case study>> Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Travel Lounge Talk Series

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/get-on-board-travel-hospitality.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Fourteenth Edition Thirteenth Edition Twelfth Edition Eleventh Edition Tenth Edition Ninth Edition Eighth Edition Seventh Edition Sixth Edition Fifth Edition Fourth Edition Third Edition Second Edition Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Get On-Board with the Latest in Travel and Hospitality Let's face it. 2020 was a challenging year. The pandemic heavily impacted travel and hospitality. Coming years now show an even better forecast than before and the deficit is met. Now that the sky is clearer, take that flight. Innovate. Infosys introduces the Travel Lounge Series, a series of videos where experts speak about the latest technologies which help them digitally transform their business and adapt to the new normal. With personalized services for passengers, better travel engagement and collaboration with partners for essential services, the Travel & Hospitality industry is set to take off to new heights. Explore. Accelerate. Reimagine millennial travel. For queries and insights into Infosys capabilities, please write to us at TravelPractice@infosys.com Kumar Paramasivam, VP & Portfolio Head, T&H Infosys Americas Catch this engaging panel discussion featuring esteemed speakers from Air Canada - Derek Whitworth - VP, Customer Digital Technology, Keith Wallis - Managing

Director, Customer Digital & Distribution, & Rania Chehade – Director of Distribution, moderated by Samik Ghatak, AVP – Travel & Hospitality. In this episode, they discuss about technologies like GDS, NDC, Offer & Order Management, and future of aviation industry and how AI and partnerships are driving operational efficiencies and enhancing passenger experiences. They also spoke about Air Canada's point of view on unprecedented demand for travel and customers and a vision for civil aviation at large. In this newest edition of the "Travel Lounge" talk series, catch Jeff Kavanaugh – VP & Head, Infosys Knowledge Institute in conversation with aviation expert – Jane Thompson, Director of aviation, travel & tourism at ICF & Deputy Chair – British Aviation Group, where they discuss and exchange insights about trends & growth in travel industry and how sustainable aviation fuel is gaining importance for greener future in aviation. Jane also speaks about role of AI impacting airlines & airports. Hear more insights from Jane Thompson & Jeff Kavanaugh. In the twelfth edition of the "Travel Lounge" talk series, tune in to an interesting conversation with Fluido leaders – Maurus Puttonen - Travel & Hospitality Industry Expert & Andrew Hainsworth – Service Cloud Practice Lead, where they discuss about importance of customer service and customer experience in the airline industry. They also touched upon technology like AI and how AI is impacting the travel and hospitality industry. Fluido is a leading Salesforce consultancy - Infosys company. In the eleventh edition of the "Travel Lounge" talk series, tune in to an interesting conversation with Kumar Paramasivam - VP & Global Head, Travel & Hospitality featuring Timothy O'Neil Dunne - an Aviation Expert & Principal at T2Impact LLC, on trends & technologies of Airline industry. Timothy highlights stories of leading airlines and how technologies like AI, NDC, sustainable aviation fuel, customer experience is playing a role in the growth & future of aviation. In the tenth edition of the "Travel Lounge" talk series, view this engaging discussion between Mohan Krishnaraj, Chief Experience Officer, WongDoody and Nithya Kappini, Sr Director, Design Strategy & Growth, WongDoody, as they provide a comprehensive exploration of the key factors influencing the future of travel experiences and the pivotal role design plays in shaping this dynamic landscape. This discussion throws light on experience design applicable in areas like personalization, privacy, sustainability, AI-first approach, enhanced passenger experiences and immersive experiences like Metaverse. In the ninth edition of the "Travel Lounge" talk series, watch this interesting conversation between Jeff Kavanaugh, VP – Infosys Knowledge Institute & Samik Ghatak, AVP – Client Services, Infosys, on how technology has ushered a new era for travel and hospitality industry by simplified booking processes, streamlining airport processes, cloud transformation and AI-driven travel assistance. Jeff further adds about practical sustainability by adoption of cleaner fuels and reduce emissions travel journey, enhancing the industry's sustainability while improving the passenger experience. In the eighth edition of the "Travel Lounge" talk series, listen to this interesting conversation between Infosys Industry leaders, Arunkumar Ranganathan and Vijaykumar Warriar where they speak about challenges around ULDs like lack of visibility and under-utilization. In continuation, Prasanna S, Consultant, shows a glimpse of Global ULD Tracer platform, an Infosys cloud solution built to simplify airport operations that aggregates accurate, real-time ULD data. In the seventh edition of the "Travel Lounge" talk series, Infosys EVP and CTO, Rafee Tarafdar, talks about adoption of

emerging technologies in this fast-paced market. In this video, learn how Infosys have leveraged advanced and emerging technologies to build a plug-and-play cloud-based platform called Infosys Watch Tower aka Industrial Asset Monitoring Platform, for aviation enterprises. Infosys Principal Product Architect, Allahbakhsh, shows a glimpse of this dynamic platform on how artificial intelligence, computer vision, IoT sensors and image analytics process real-time data feeds to improve surveillance, identify threats, and support data-driven decisions to mitigate security risks. In the sixth edition of the 'Travel Lounge' talk series, we explore how should hoteliers look at technology. Revenue management is a key driver for top and bottom line and technology exists to drive better RM. RM job can be rewarding and yet expensive for a hotel to afford. Grab a cup of coffee and join us for a brief conversation with some very specific, targeted questions designed to shed light on these topics. In this video, Samik Ghatak - AVP, Travel and Hospitality, Infosys who poses tough questions to Ira Vouk, Hospitality Technology Consultant, Pricing and Revenue Management Professional, Published Author. In our fifth edition of the 'Travel Lounge' talk series, we explore automation, simplification, and a bit of AI/ML - and even dare to ask if technology will replace humans. Grab a cup of coffee and join us for a brief conversation with some very specific, targeted questions designed to shed light on these topics. In this video, Matthew Kolodny - Practice Lead, the Americas (Travel & Hospitality) poses tough questions to Dr. Ricardo Pilon, a highly visible industry figure focused on designing modern business models and travel technology." Aviation is one of the largest contributors to climate change issue with over 1 billion metric tons, or 2-3%, of global CO2 emissions annually. In the fourth edition of the 'Travel Lounge' talk series Mitrankur Majumdar - SVP & Regional Head, Services Americas in conversation with Doug Lansky - Travel Journalist, Author and Consultant throws light on sustainability in travel in the current world conditions and need of the hour initiatives. Infosys recently became a signatory to the World Economic Forum's CST coalition. We are working on energy and sustainability in several areas, enabling us to bring this experience and expertise to the CST initiative. Two years have passed by with lot of uncertainty and restrictions, recovery of full travel is getting extended due to the new variants. Vijayakumar Unnikrishna Warriar- Industry Principal & Practice Head (Travel, Hospitality & Services) talks about how the industry now is revisiting its strategy. He throws light on sustainability in travel in the current world conditions. Pankaj Negi, Principal Consultant, iCETS talks about Infosys personalized smart video platform that uses latest technology to deliver a fully personalized video message and help significantly transform customer experience. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

===== ----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/infosys-cobalt-airline-cloud.html> ----- Possibilities take flight Infosys cobalt airline cloud YOUR DIGITAL RUNWAY Experience infosys cobalt airline cloud Overview THE DIFFERENCE DELIVERED Client Stories Request for services Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Key solutions Enhancing Profitability with Global ULD Tracer Boosting Agility with BagRunner Dispatcher Delivering Visibility with WatchTower Building Affinity with Infosys Genome Solution Powering

Sustainability with Integrated Net Zero Platform Thank you for connecting with us Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us 95% of global airlines and 86% of global airports consider cloud technology a top CIO investment priority today. What if we could simplify processes and problem solving? Drive measurable outcomes and create real value? Explore new ways of working? And make your journey modular? We can, and already are. With a model office for airline businesses on the cloud. And whether it's through new insights or new efficiencies, new experiences or new directions, Infosys Cobalt Airline Cloud will be Explore the possibilities that Infosys Cobalt Airline Cloud delivers through an immersive 3D experience curated just for you. Infosys Cobalt Airline Cloud (ICAC) is a model office built on cloud for the Airline industry. It consists of cloud-native business solutions that cater to different stakeholders of the airline industry such as authorities, passengers, airline DOA, station manager and ground staff. The industry cloud is built using composable architecture principles and provides business capabilities such as seamless loyalty management, human-centric personalized experiences, Unit Load Device (ULD) tracking and management and smart monitoring alleviate security concerns, among others. Every 24 hours, more than 140,000 tonnes of cargo will be transported, equating to 657 million packages worth 17.8 Billion USD. And it takes a massive number of aircraft ULDs to deliver them to their destinations. Today, airlines across the world are looking for new ways to optimize fuel consumption, utilization of these ULDs and profitability in the long run. And that's exactly what our Global ULD Tracer can help you do. The solution aggregates ULD data around availability and movement across vendors, airlines, freight forwarders, and ground handling agents to provide real-time updates about ULD status, location, and condition. From enabling efficiency to enhancing profitability, this solution was built to help airlines get closer to their cloud goals. As airlines and airports adjust to the gradual recovery of passenger figures, the number of mishandled baggage grew to 4.35 bags for every 1000 passengers in 2021. While this number seems negligible, the impact it has on your passenger's experience isn't. And that's why we built the Infosys BagRunner Dispatcher. The solution first collects information from different sources and analyzes it to deliver real-time notifications and alerts to every BagRunner on your airport floor. From tracking luggage to reducing errors and achieving 100% accuracy across your baggage handling operations, this solution makes it possible. Whether it's getting luggage to the right destination, or your employee to the right place, with this solution, efficiencies are in the bag. Safety and security at airports have always been a key priority. But as your organization grows, traditional means no longer suffice. You need eyes on the ground everywhere. And that's just what Infosys WatchTower has to offer. It's a solution that incorporates knowledge inference and predictive analytics to enable data-driven decisions and mitigate security risks at airlines and airports. It offers 360-degree visibility through computer vision and uses sensors and other next-gen technology for detection of fire or smoke, protection against wildlife attacks, prevention of intrusions, vegetation management, and more. Now, you can monitor crowds and measure threats in real-time to minimize incidents and maximize safety of every passenger that chooses to fly with you. It's no longer just about getting your

passengers to their destination but creating a memorable experience for them throughout their journey. However, to do so, you need to know your customers better. And that's where the Infosys Infosys Genome Solution platform can come in handy. It's a solution that helps airlines and airports harvest insights about an individual's traveling habits, preferences and behaviors. The comprehensive profiling exercise can help you build customer-oriented strategies to engage with them on a deeper level, simplify their journey and cultivate loyalty. Personalize the experiences you deliver for every traveler that walks through your airport's doors. The airline industry accounts for 2.5% of the global CO₂ emissions and amounts to 3.5% when we account for non-CO₂ impacts on climate change. Sustainability is no longer nice to have but a necessity. And airlines that hope to lead the generations to come need to prioritize sustainability today. And that's where the Integrated Net Zero Platform comes into the picture. This platform helps airlines monitor, measure and mitigate carbon emissions. From enabling route optimization in the air to minimizing emissions on ground and supporting energy management, this solution can help you take the next step towards sustainability. Reach for better tomorrows with the Integrated Net Zero Platform for airline businesses on the cloud. Serverless foundation with tools that are built to deliver resilience today and a foundation for every tomorrow. Each solution is a modular accelerator that's easy to integrate into existing systems and delivers value shortly after deployment. We've partnered with several organizations including Amadeus, Sabre, APTCO, etc. to help build a network for change. Access integrated data and analytics layer with pre-built dashboards and performance metrics that enable seamless monitoring and operations. From applications to infrastructure and data, the office is secure-by-design and conforms with the regulatory standards defined by IATA. We explore the real challenges and route performance at airports to devise efficient, future-ready solutions. Aeromexico's Fernando Rocha on Synergy in Technology and People From Cloud Chaos to Clarity with Infosys Cobalt - Featuring United Airlines Cloud Adoption and Implementation - Case Studies Infosys named AWS Cloud Operations Competency Launch Partner Infosys Collaborates with Microsoft to Accelerate Industry Adoption of Cloud Forbes Spotlight: Aeromexico Flies To The Cloud To Improve Agility Booking Holdings' Spencer Mott on Building a Better Customer Experience Navigators of Change Roundtable : Modernizing Customer Experience Management Find out more about how we can help your organization navigate its next. Let us know your areas of interest so that we can serve you better. Opt in for marketing communication Privacy Statement Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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DEIverse Talks

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Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Raising the DEI Quotient In a marketplace where customers and employees span the globe, the importance of diversity and inclusion cannot be understated. We bring to you DEIverse Talks - an exclusive talk series that brings forward powerful stories on fostering Diversity, Equity, and Inclusion straight from leaders who are not just inspiring and experts in their fields but are also setting an example to the next generation with wholesome leadership Meaningful conversations on breaking down barriers and making workplace culture not only more inclusive and equitable but also more productive, innovative, and socially responsible. Watch this exclusive interview featuring Jessica Manning - Director, Enterprise Change, Booking.com, moderated by Aruna Newton - VP and Head, Diversity & Inclusion, Infosys sharing their expert views on this topic. Watch this exclusive interview featuring Corrie DeCamp - SVP, Sabre, Tracy Goyne - Director Equity and Inclusion, Sabre, well moderated by Farah Burke, VP and Sr Client Partner, WongDoody, sharing their expert views on this topic. Find out more about how we can help your organization navigate its next. Let us know your areas of interest so that we can serve you better. Opt in for marketing communication Privacy Statement Thank you for connecting with us. We will respond to you shortly. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Webinar: Create a Seamless Traveler Experience using Generative AI

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/seamless-traveler-experience.html> ----- Esteemed Speakers: Key Takeaways: Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys in collaboration with ASAPP, hosted a webinar called "Create a Seamless Traveler Experience using Generative AI". In this session, the panelists provided new insights into the innovative ways leading travel enterprises are harnessing AI to augment their operations. This helped us understand the pivotal role played by generative AI and large language models as we explored how AI streamlines traveler journeys across transportation, airlines, and hospitality. In this session, industry experts shared how generative AI is shaping the future of traveler-focused contact centers. Know more about ASAPP Contact us for more on Travel and Hospitality: TravelPractice@infosys.com Follow us on LinkedIn - Infosys Travel and Hospitality Company Subsidiaries Programs

Insights

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/season-for-joy.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Travel and Hospitality practice wishes you Season's greetings and a very happy new year. As we navigate the turbulence today to keep connecting the new world, here's to hope and a seed of change for a better tomorrow. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys is a valued extended team and bridges the skill gap at Copa Airlines

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/skill-gap-copa-airlines.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Copa Airlines is a leading Latin American airline and was ranked the most punctual airline in the world in 2018. In this client testimonial, Julio Toro Silva, Vice President, and Chief Information Officer, Copa Airlines shares his thoughts about the key challenges facing his industry, namely, stiff competition, managing the digital workforce and empowering their customers with digital tools. He also dwells on his role as the CIO in this digital age and drills down into how Infosys has been helping them build new capabilities and bring agility to all their IT infrastructure. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Smart Baggage Management for the Airline Industry

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About Us With thousands of destinations, millions of flights and billions of
passengers - the air travel industry is a tangle of people, processes,
technology, and planes. In this video, learn how a leading North American
airline, flying 100 million passengers a year smoothened its baggage
handling with a touchless, customer-centric solution from Infosys. The new
cloud-based solution leverage data, accurately identified areas with
mishandled baggage, improved tracking of illegal commodities, and sent the
right notifications to flyers. Watch this video for more. Company Subsidiaries
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Smart Roadside Assistance App from Infosys

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About Us Technology is making its way into roadside assistance. A smart app
means that support is just a few clicks away in case of a breakdown. In this
video, Infosys showcases a solution that effortlessly connects a driver with a
mechanic, and a chatbot that supports the two. The app has been carefully
crafted to speed up assistance, enhance safety, and resolve breakdowns,
faster. Watch the video for more Company Subsidiaries Programs Support
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Global ULD Tracer: A Seamless and Comprehensive Tracking Solution for Cargo ULDs

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Institute About Us The lack of visibility across the network is the primary reason for over-investment and under-utilization of ULDs. The imbalance in ULD inventory escalates costs for airlines. Global ULD Tracer is a Seamless and Comprehensive Tracking Solution for Cargo ULDs. This wireless ULD tracking platform integrate ULD service providers, airlines, GHAs, and ULD suppliers to enhance global freight operations and rationalize costs across the value chain. Brochure - Infosys Global ULD Tracer Viewpoint - Global ULD Tracer - A Seamless and Comprehensive Tracking Solution Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Travel Lounge - Talk Series

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/travel-lounge-talk-series.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Get On Board with the Latest in Travel and Hospitality Let's face it. 2020 was a challenging year. The pandemic heavily impacted travel and hospitality. 2022 however shows a better forecast for enterprises. Now that the sky is clearer, take that flight. Innovate. Infosys introduces the Travel Lounge Series, a series of videos where experts speak about the latest technologies which help them digitally transform their business and adapt to the new normal. Kumar Paramasivam, VP & Portfolio Head, T&H Infosys Americas, tells us what we can expect in the Travel Lounge Series. With personalized services for passengers, better travel engagement and collaboration with partners for essential services, the T&H industry is set to take off to new heights. Explore. Accelerate. Reimagine millennial travel. Please share your suggestions with us at TravelPractice@infosys.com Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Travel Lounge - Talk Series - 2nd edition

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/travel-lounge-talk-series-2nd-edition.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Welcome to the second edition of the Travel Lounge Pankaj Negi, Principal Consultant, iCETS talks about Infosys personalized smart video platform that uses latest technology to deliver a fully personalized video

message and help significantly transform customer experience. Please share your suggestions with us at TravelPractice@infosys.com Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Travel Lounge - Talk Series - 3rd edition

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/travel-lounge-talk-series-3rd-edition.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Welcome to the third edition of the 'Travel Lounge' talk series. Two years have passed by with lot of uncertainty and restrictions, recovery of full travel is getting extended due to the new variants. Vijayakumar Unnikrishna Warriar- Industry Principal & Practice Head (Travel, Hospitality & Services) talks about how the industry now is revisiting its strategy. He throws light on sustainability in travel in the current world conditions. Please share your suggestions with us at TravelPractice@infosys.com Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys Watch Tower: An AI Platform for Comprehensive Airport Security

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/watch-tower.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The dynamics of the aviation business involve inherent risks. People and airport facilities need to be safeguarded from accidents and threats from non-state actors. It demands 24x7x365 surveillance, which needs equal parts automation and preventive action. Infosys Watch Tower enables real-time monitoring of situations, which is an important aspect of operations, specifically in the aviation industry. The need for monitoring increases exponentially at airports where crowd management and security are amplified. Infosys Watch Tower mitigates security threats and tracks cargo, thereby ensuring smooth operations and the platform also offers a unified view of inferences, reports, monitoring plans and alerts via reports and

Women in Tech: Interview with Sabre

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/insights/women-tech.html> ----- Speakers: Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The number of women in tech is steadily increasing, with women holding 26.7% of tech-related jobs globally in 2022. This represents a positive shift from 25% in 2021 and 24.9% in 2020, indicating a gradual but encouraging trend towards gender balance in the tech workforce, according to a recent report. It has been proven that women in leadership roles have an innate ability to make powerful and progressive business impact from driving innovation and new business opportunities to spearheading inclusion and ESG initiatives. Their contributions are evident across various domains, from developing innovative software applications to spearheading advancements in artificial intelligence. The increasing presence of women in tech industry events, and communities are on the rise, indicates a positive direction for the tech industry. In this interview, we have two incredible women leaders from Sabre, who are not just inspiring but also lead as an example for next generation of female leaders. Sabre, a leading software, and technology provider powering the global travel industry is committed to creating a culture of inclusion and belonging and values the diversity of their employees around the world. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Navigate your Next in Travel & Hospitality

----- Article source ----- <https://www.infosys.com/industries/travel-hospitality/overview.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Your travel and hospitality enterprise needs a digital transformation to deliver a smooth journey: decode the 'passenger genome' to offer personalized service, sequence gene blocks for better traveler engagement, collaborate with

partners for ancillary services, and improve asset management to ensure timely availability. Infosys partners with travel and hospitality enterprises to navigate business challenges and grow revenue. We modernize the IT infrastructure, reservation systems, customer service, and back office processes. Our cognitive computing algorithms shape the millennial travel experience by enabling self-service and recommending contextual offers. Our offerings for the travel and hospitality industry are based on three principles – Infosys develops mobile applications that empower travel and hospitality enterprises to provide anytime, anywhere service, while rationalizing costs. Further, our solutions enable travelers to better plan their journey. Experience Capitalize on augmented / virtual reality and cognitive platforms to provide a ‘preview’ of the travel experience. Insights Gain a comprehensive understanding of a traveler’s preferences and requirements for continuous engagement. Innovate Deploy autonomous vehicles for ramp operations. Accelerate Leverage robotic automation for accounting, reconciliation, contract management, and back office functions. Assure Deliver bespoke travel experiences to cultivate loyalty. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigate your next in Utilities.

----- Article source ----- <https://www.infosys.com/industries/utilities.html> -----
Insights Analyst Recognition What's New Success Stories Our Offerings
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Maintenance Business Process Management Consulting Services Incubating
Emerging Offerings Generation & Trading Transmission & Distribution
Enterprise Services Customer Service Renewable Energy Being Resilient.
That's Live Enterprise. Digital Core Capabilities Digital Operating Model
Empowering Talent Transformations Tales of Transformation Industries
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CMO Radar 2024 Success Story Reimagining the Workplace: E.ON's Story of
User-Centric IT Transformation with Infosys Analyst Recognition Infosys
Ranked Leader in Power and Utilities Solutions & Services, Study by ISG
Testimonial Infosys Brings Together Technology and Expertise to Modernize
Uniper Energy's UK Trading Solutions Insights Discovering Net Zero
Opportunities in Utilities With #EnergyTransitionNow Your utility needs to
meet the needs of consumers, communities and industries while addressing
clean energy imperatives. You should capitalize on AI-driven systems and
processes to deliver secure, reliable, and efficient energy and address
business requirements. Agile Digital Services Architecture:Utilities Agile
Digital Services Architecture:Utilities Our thought leaders share insights to
ensure reliability of operations and sustainability of utilities enterprises
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SSE Energy Services: Digital Transformation to Deliver Next-Gen Services

at Pace READ MORE Here's what several independent industry analysts, experts and observers have to say. Report Infosys Ranked Leader in Power and Utilities Solutions & Services, Study by ISG Report Infosys Ranked Leader in Power and Utilities Services by ISG Report Infosys Ranked Podium Winner in HFS Utilities Top 10 Report Infosys Ranked Leader in ISG Provider Lens™ 2022 Infosys Utilities solutions are recognized by clients as well as analysts Business solution Transform Your Utility Operations with Infosys Pre-configured CIS Solution point of view Advanced Metering Infrastructure 2.0: The Next Step Forward for Energy and Utilities point of view How Utility Companies Can Accelerate Value with AMI 2.0 an Implementation Framework View point Time of Use Electricity Tariff - A Key Enabler for Renewable Energy Usage View Point The Power of AI for Renewable Energy Grid Management insight E.ON UK establishes digital foundation for energy transition White paper Navigating Data Reconciliation in the UK Metering Industry Testimonial Infosys Brings Together Technology and Expertise to Modernize Uniper Energy's UK Application Infrastructure Landscape Our solutions effect a business transformation of utilities enterprises Case Study El Paso Water Transforms Customer Experience with a Digital Billing Ecosystem Testimonial How OVO Energy Enabled Digital Switching Service Platform with Infosys using Oracle Cloud Testimonial Infosys Brings Together Technology and Expertise to Modernize Uniper Energy's UK Application Infrastructure Landscape Client Speak E.ON UK & Infosys - Strategic Partnership for Smart Metering and More Our solutions modernize generation, transmission, distribution, and customer networks Explore Services Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Analyst Recognition

----- Article source ----- <https://www.infosys.com/industries/utilities/analyst-reports.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys Ranked Leader in Power and Utilities Solutions & Services, Study by ISG Infosys Ranked Leader in ISG Provider Lens™ 2022 Infosys Ranked Podium Winner in HFS Utilities Top 10 Infosys Ranked Winner in HFS Energy Transition Services, 2022 Infosys named a 'Leader' in the IDC MarketScape: North American DERMS Strategic Consultants and Systems Integrators 2020 Vendor Assessment Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Report Report Report Report Report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys ranked Leader in ISG Provider Lens™ 2022

----- Article source ----- <https://www.infosys.com/industries/utilities/analyst-reports/isg-provider-lens-2022.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been ranked in the 'Leader' quadrant of the ISG Provider Lens™, Power and Utilities – Services and Solutions Quadrant 2022 report. ISG rated Infosys a 'Leader' across Intelligent Business Process Management Services (iBPMS), next-gen IT services, grid modernization, Enterprise Asset Management (EAM), and Customer Information Systems (CIS) quadrants. Key highlights: ISG rates Infosys capabilities and offerings across the value chain: EAM: Combines domain expertise, best practices and products to drive asset management digital transformation. Adopts a 360-degree approach to digital EAM solutions with KRTI 4.0, a core predictive asset maintenance AI framework for utilities, in partnership with Pöyry, and Infosys XR platform for augmented reality experiences to enhance field service operations. Download report Grid modernization: Complements grid modelling and planning, grid management and operations, grid analytics, and grid optimization solutions with digital offerings in analytics, AI, RPA, and the cloud. Download report iBPMS: Executes digital strategy in BPM by implementing infrastructure modernization solutions and new-age technologies. Download report Next-gen IT services: Accelerates application development lifecycle through automation, intellectual property, open source, and licensed third-party tools; leverages AI and machine learning to drive automation; with a strong ecosystem of partners spanning academia, technology, and industry. Download report CIS: With strong industry expertise and focus on new age technologies such as IoT, edge, analytics, and AI / ML, Infosys executes its strategy of providing digital solutions in the CIS space. Register to download the report Learn more about Infosys Utilities solutions. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys ranked as North America Utilities Leader in ISG Provider Lens™ 2021 Report

----- Article source ----- <https://www.infosys.com/industries/utilities/analyst-reports/leader-isg-provider-lens-report2021.html> ----- Key highlights from the report: Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live

Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been ranked in the Leaders quadrant of the ISG Provider Lens™ North America - Utilities Industry - Services and Solutions 2021 report. In its report, the Information Services Group (ISG Provider Lens™) ranked Infosys as a Leader in all three areas of its ratings: Digital Transformation Services and Solutions – Large Accounts, Next-Gen IT Services – Large Accounts, and Intelligent Business Process Management Services. Infosys is expanding its strategic focus through investments in energy transition, grid modernization, and customer experience transformation solutions: Register to access the reports Learn more about Infosys Utilities solutions. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys Ranked Leader in Power and Utilities Solutions & Services, Study by ISG

----- Article source ----- <https://www.infosys.com/industries/utilities/analyst-reports/power-utilities-leader-2023.html> ----- Register to Download Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys is positioned among 'leaders' across all service quadrants of the ISG Provider Lens™, Power and Utilities – Services and Solutions Quadrant report, 2023. The ISG study evaluated capabilities of 42 service providers across five service quadrants. Infosys is a leader across Intelligent Business Process Management Services (iBPMS), Next-gen IT Services, grid modernization, Enterprise Asset Management (EAM), and Customer Information Systems (CIS) and CX. Key highlights: The ISG report highlights Infosys' competences and differentiators across evaluation criteria: Intelligent Business Process Management Services (iBPMS): : Our network of delivery centers and utilities focused CoE are catalysts for process workflows. Our CoE with more than 17,000 finance professionals is one of the largest in the industry. Next-gen IT Services: Our AI and cloud platforms as well as IoT and analytics solutions drive efficient operations. A robust partner ecosystem comprising enterprise platforms (Oracle, SAP and IBM), hyperscalers, and academia boost our IT services. Grid Modernization: Our offerings are supported by digital services such as analytics, AI / ML, RPA, blockchain, cloud, AR / VR / XR, and metaverse. Our dedicated CoE for grid modernization accelerates DER / EV integration programs. Enterprise Asset Management (EAM): Our comprehensive suite of asset, workforce, and field service management and GIS solutions improve performance. Our solutions extend the useful life of assets, while reducing operational costs. Further, our EAM practice focused on utilities has a pool of 2,000+ experts

Accelerating Citizens Energy Group's Customer Service Transformation with an Agile and Flexible CIS

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/agile-flexible-cis.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Utilities, an industry that has historically been unilateral, must now adopt change the way they work to meet the ever-rising demands of the increasingly involved consumers. A customer service transformation is a herculean task for utilities. But it's one that's worth the journey. In this video, Ashish Kumar Dash, Segment Head - Services, Utilities, Resources, Energy, Infosys, Curtis Popp, Vice President of Customer Operations and Jeff Ford, Director of Billing and Customer Service, briefly discuss the importance of customer service and the strategy that Citizens Energy Group followed for their implementation. Citizens Energy Group (CEG) is a broad-based utility service company, providing natural gas, thermal energy, water, and wastewater services to about 800,000 people and thousands of businesses in the Indianapolis area. An organization that was built solely for the benefit of customers in 1887 and continues to do so even today. Except, now they leverage technology to create greater value and deliver better experiences. Customer service transformations are complex and often run over the budget and beyond the schedule. Watch this video to gain firsthand insight into how CEG leveraged the right technologies and people to overcome the challenges and enable a flawless transformation. Click here to read our press release about this transformation program. Download and read the whitepaper published by AAC Utility Partners, LLC to understand this transformation program. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Automation Transforms Power Utility

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/automation-transforms-power-utility.html> ----- The Solution Automation of Distribution network provides superior service while

transforming business Benefits Experience Insight Innovate Accelerate
Assure Application Development and Maintenance Business Process
Management Consulting Services Incubating Emerging Offerings Seamless
integration of IT infrastructure across distribution coupled with automation
drives business transformation. A unique initiative in the utility industry
globally. Being Resilient. That's Live Enterprise. Digital Core Capabilities
Digital Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us case study An Indian electric Power Utility serving over 8 million
customers faced several challenges due to lack of business process
automation and IT baseline to measure, monitor and control AT&C losses.
Infosys implemented IT application to automate core business functions. We
integrated the IT infrastructure to access real-time data of customers. Key
Challenges Lack of IT baseline data hampered ability to identify and rectify
malfunctions, leading to significant Aggregate Technical and Commercial
(AT&C) losses High turnaround time for customer requests such as new
connection processing, name change, tariff plan modification, load
enhancement / reduction, etc. Ready to experience? Infosys integrated the
IT infrastructure across Distribution while automating core business
processes. Our team implemented 17 modules including revenue and asset
management, automated meter reading, GIS, self-service portal, and MIS
reporting. We undertook a Differential Global Positioning System (DGPS)-
based GIS survey to evaluate assets of a geographic area covering 511 sq.
km. serving 7.2 million customers. We set up IT infrastructure across 750
offices, installed LAN, MPLS, VPN in select towns, established a data center
and disaster recovery center, and commissioned five customer support
centers. The Infosys solution of integrating and automating the IT
infrastructure resulted in - ~2.5% year-on-year revenue growth through
superior governance Improvement in The System Average Interruption
Duration Index (SAIDI): power distribution interruptions reduced from 60
hours to 30 hours Lower AT&C losses from 28% to 17% Installation of
80,000+ automated meter readers Company Subsidiaries Programs Support
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CRM framework boosts customer satisfaction score by 4%

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/crm-framework.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY A large utility company engaged in the distribution and supply of electricity in the US. Key Challenges The enterprise wanted to enhance customer satisfaction. However, the lack of a unified system to collect customer data impaired visibility into customer service. The

realignment of customer-oriented processes and cross-functional integration were pre-requisites to measure and improve customer satisfaction. Ready to experience? Improved the customer satisfaction score Infosys developed a CRM framework that mapped customer service processes with performance metrics, and segmented customers based on attributes and operational parameters. We implemented a cost allocation methodology to determine the cost of service for each customer segment. We also developed a business intelligence tool to integrate data from various systems for monitoring, measuring and analyzing the performance of service enhancement initiatives. The tool helped the enterprise identify and prioritize strategies to improve customer satisfaction. The CRM framework facilitated decision-making through visibility into customer data, processes information and cost of transaction / service. The nuanced understanding of customer requirements helped the power distribution company develop strategic initiatives to improve service. The framework rationalized cost to serve customers, and improved the customer satisfaction score by 4%. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Pricing tool addresses dynamics of power distribution

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/design-pricingtool.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study An electric utility distributing and supplying electricity to domestic customers as well as commercial and industrial users in the West Coast of USA. Key Challenges The electricity distributor faced myriad operational issues due to disparate legacy systems. Sub-optimal work management escalated costs for system maintenance. Further, the complexity of pricing techniques resulted in inaccurate pricing. The enterprise wanted to develop a pricing system with a scalable architecture. It sought configurable computing algorithms that were compatible with planner / designer tools in the ecosystem. The prototype solution had to breakdown cost / price, and demonstrate capability in cost estimation and pricing. Ready to experience? Easily comply with changes to local regulations Infosys analyzed code compiled over the years by design and planning teams to address business requirements. It helped us validate the approach and formulate a comprehensive solution. Our experts combined Microsoft Visual Basic with Sybase (now SAP) SQL Anywhere database to build the prototype. We provided end-to-end services, including design, construction, unit and integration testing, and onsite coordination. Our project management methodology and robust integration road map enabled smooth integration of multiple enterprise systems. The Infosys pricing solution does not depend on design tools or back end work management

systems for estimating cost and pricing. Our flexible and configurable design enhances the pricing engine. Significantly, it empowers the enterprise to easily comply with changes to local regulations for pricing and estimation. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys Builds a Strong Foundation for SCE's Digital Future

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/digital-future.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us SCE (Southern California Edison), one of the nation's largest electric-only utilities, has always been a leader in transformation of the electric power industry. By identifying changing trends and adapting to them with agility, SCE continues to shape the future of clean energy. Our world has transitioned into an experience economy with revolving priorities. To drive for reliability and service improvements, SCE initiated their customer systems modernization journey. And they chose to partner with Infosys. We delivered a strong digital foundation to enable a simple, seamless, secure, and satisfying experience for SCE's customers. Watch this video to discover how Infosys implemented a complex, multi-year digital transformation to put SCE at the forefront of operational and service excellence: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Iroquois attains superior business performance by invoice & data management simplification

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/simplify-invoicing-data-management.html> ----- Key Challenges The Impact The Brief Infosys Solution Infosys solutions simplify invoicing and data management Users rated efficacy of the revamped application in an independent third-party survey: Ready for Disruption? Intuitive navigation drives customers to self-service portal Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Speed meets simplicity Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations

Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study Infosys solutions simplify invoicing and data management Iroquois Gas Transmission is a partnership of five US and Canadian energy companies that operates an interstate natural gas pipeline. Iroquois Gas Transmission sought to upgrade IT systems to address several issues – inconsistent connectivity difficulty in printing reports cumbersome user interface 90% reduction in the time required to produce a single invoice Significant savings in cost and effort for reporting "The IOL survey results were excellent. In every area, we scored at least 10% over the previous survey. The scores and feedback reflect that Iroquois customers are pleased with the IOL web application". – Lisa Krohne, Business Lead, Iroquois Iroquois exceeded industry benchmark status in the regional pipeline category 99% of users voted IOL 4-5 on availability 95% ranked 4-5 on speed 89% ranked 4-5 on user friendliness 95% voted 4-5 on connectivity Infosys reengineered IOL using a web-based framework. Looking for a breakthrough solution? Infosys reengineered IOL using a web-based framework. Our web solution provided convenient printing as well as a 'save' feature in diverse formats. We transformed the user experience by incorporating functionalities such as a tabbed screen for smoother navigation, a collapsible tree view menu, advanced sorting, and collapsible panels. We incorporated a user-friendly interface and functionality to save output in Adobe Portable Document Format. We redesigned business-critical applications at Iroquois to improve the user experience Our development team maintained the design and structure of the legacy application to ensure continuity in application usage by users. Infosys reengineered Iroquois Gas Invoicing (IGI), a local application to calculate and generate invoices for customers. We transitioned it from a Citrix-based Microsoft Windows application to a web solution for automating invoice calculation. We streamlined the Electronic Data Interchange (EDI) system at Iroquois to improve speed and performance. The EDI upgrade had a zero defect score during user acceptance testing. Post-implementation, Iroquois ranked it as the best project implementation as of date. Benefits 99% of Users voted IOL 4-5 on availability 89% Ranked 4-5 on user friendliness 95% Ranked 4-5 on speed 95% Voted 4-5 on connectivity Next Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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E.ON UK & Infosys - Strategic Partnership for Smart Metering and More

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/smart-metering-strategic-partnership.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute

About Us The countdown for Great Britain’s national smart meter rollout has begun. As one of the largest suppliers of energy in the nation, E.ON plays a large role in accelerating a future that’s decarbonized, decentralized, democratized and digitized. Infosys empowered E.ON with an E2E smart metering platform and is now helping them integrate their business and reimagine outcomes. Watch this video to see “How Infosys Enabled E.ON UK’s Field and Metering Transformation”: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Intuitive navigation drives customers to self-service portal

----- Article source ----- <https://www.infosys.com/industries/utilities/case-studies/web-self-service.html> ----- Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study One of the oldest gas distribution companies in USA. It operates six local distribution companies to provide gas to more than 2.3 million residential, commercial and industrial consumers. Key Challenges The enterprise sought to enhance the customer experience by providing multiple channels of communication as well as tools for self-analysis of consumption. The gas distribution company also wanted to minimize customer contact via call centers and rationalize the cost of customer service. Ready to experience? Real-time access to the Customer Information System Infosys conducted workshops with stakeholders to generate and prioritize potential solutions based on complexity and value. We developed a two-phased solution road map to realize project goals. We designed an application to provide near real-time access to the Customer Information System (CIS). In the first phase, we implemented basic functionalities to establish a web presence, and allow customers to sign-up, make payments through the website, and view account details. In the subsequent enhancement phase, Infosys enabled rich functionalities and features such as bill dashboard, bill comparison, and paperless billing. We adopted Service Oriented Architecture (SOA) to enable reusability, provide flexibility for further enrichment of the portal, and support other service channels such as IVR. The Infosys web portal solution reduced direct calls to customer contact centers. Paperless billing reduced costs and supported sustainability initiatives, while addressing regulatory requirements. More than 22% of customers registered online to leverage services via the user-friendly portal. Simple and intuitive navigation facilitated customer self-service for payments and analysis. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Workforce Scheduling in Field Services

----- Article source ----- <https://www.infosys.com/industries/utilities/features-opinions/gaining-efficiencies-workforce-scheduling.html> ----- Author Profile Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Ashish Kumar Das Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Asset intensive organizations such as water, gas, and electric utilities rely heavily on field staff to keep the operations going. They need to maintain numerous assets - from their own production and network assets to public and private assets on the customer's premises. Utilities today need a single enterprise-wide fieldwork solution that supports a mixture of field activities and ensures economical allocation of task to crews, with optimal street-level routing. Workforce scheduling helps increase productivity, quality of service, and customer and employee satisfaction. It helps streamline back-office operation, reduce planning time and release office staff to monitor other valuable activities. It also helps minimize cost by creating optimized schedule based on rule-based scheduling to produce efficient routes by grouping service calls for field workers. This article delves into workforce scheduling and the steps involved in this exercise; and outlines the benefits that a utilities can obtain through real-time workforce scheduling. Read Published with the permission of Energy Central Senior Manager for Utility Practice at Infosys. He has extensive experience in service delivery and project management for medium to large-scale projects, primarily in the domain of energy and utilities, manufacturing, and supply chain management. His core expertise lies in system integration and program management. Ashish can be reached at AshishKumar_Das@infosys.com Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys Announced as Major Service Providers in IDC MarketScape for EMEA Utilities 2017

----- Article source ----- <https://www.infosys.com/industries/utilities/features-opinions/reduce-cost-increase-agility.html> ----- Highlights of Infosys in the report: Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering

Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been positioned as a Major Player in the IDC MarketScape: Service Providers for EMEA Utilities 2017 Vendor Assessment (doc #EMEA41387516, February 2017). The company has been recognized for its 'Renew and New' strategy of transforming core IT services and leveraging emerging technologies like AI and analytics for new products and services. The IDC MarketScape vendor assessment provides a comprehensive overview of services for the Utilities segment and assessed 15 service providers for the report. As per the report, "Infosys is a trusted transformation partner known for its ability to provide its clients with the right mix of technology options, competence, and innovation in execution. Its focus on automation using its artificial intelligence platform MANA (now part of Infosys Nia) to reduce cost and increase agility, and initiatives like Zero Distance are helping clients realize value beyond the contracted engagements. About IDC MarketScape : IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT (information and communications technology) suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. IDC MarketScape provides a clear framework in which the product and service offerings, capabilities and strategies, and current and future market success factors of IT and telecommunications vendors can be meaningfully compared. The framework also provides technology buyers with a 360-degree assessment of the strengths and weaknesses of current and prospective vendors. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Smart Grid Data Privacy & Security

----- Article source ----- <https://www.infosys.com/industries/utilities/features-opinions/smart-grid-data-privacy.html> ----- Author Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Sambit Bisoi Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Utilities must adopt a robust security mechanism to safeguard data of intelligent monitoring devices. In an article published at Energycentral.com, Infosys' expert proposes a cryptographic solution based on asymmetric keys for data privacy and security. Our integrated framework with anonymous usage data packets enables utilities to - Read Published with permission of Energy Central Technology Lead, Infosys Sambit has more than six years of experience in the Utility domain. He has been actively involved in providing IT solutions for Transmission and Distribution divisions of large utility companies. He has published multiple papers on Smart Grid in reputed journals. Sambit can be contacted at Company Subsidiaries

Infosys positioned in the Winner's Circle by HfS Research Blueprint Report for Utility Operations - 2017

----- Article source ----- <https://www.infosys.com/industries/utilities/features-opinions/utility-operations-report2017.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been positioned in the Winner's Circle in the HfS Research Blueprint Report for Utility Operations - 2017. The HfS Blueprint evaluated 14 global service providers of the utility industry. The report recognizes Infosys' "strong vision for the utility market underpinned with deep domain expertise and a consultative, innovation rich approach." The HfS Blueprint discusses Infosys' capabilities, partner ecosystem and alliances, and investment in digital services: Domain expertise The report states, "Infosys has a deep understanding of the utility industry and business challenges utilities face." Significantly, clients value the combination of technology prowess and deep industry expertise for transformation engagements and innovation projects. Consulting "Infosys has a significant utility industry consulting capability," says the HfS report. It adds that clients consider Infosys to be a committed partner going the extra mile, using a collaborative methodology for execution, and retaining the original team for the duration of the engagement. Design thinking The HfS report states that Infosys has put design thinking at the heart of developing solutions and reimagining processes. In addition, digital offerings of Infosys are a catalyst for online channels and migration to the cloud for utility enterprises. Download the HfS Research Utilities Blueprint Report: Infosys Excerpt About HfS Research Blueprint Report for Utility Operations: The HfS Blueprint Report for Utility Operations provides a comprehensive overview of services for the utility industry. This Blueprint looks at business process services, information technology services, and engineering services across the utility value chain areas of generation, market operations, transmission, distribution and metering, marketing and retail, and cross-value chain BPO, engineering, and ITO services. This report analyzes and reviews how the market is evolving toward more business-outcome-focused, flexible, and collaborative services and how service providers are meeting the needs of utility organizations. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

Automated Gas Pipeline Leak Management Process

----- Article source ----- <https://www.infosys.com/industries/utilities/gas-pipeline-leak-management.html> ----- Author Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys believes in proactive pipeline maintenance across the ecosystem enables gas utilities to identify and mitigate risks, while ensuring safe and reliable distribution. The expert from Infosys co-authored an article on proactive pipeline leak management in the Pipeline & Gas Journal. Automated leak management processes supported by a robust functional architecture provide real-time data that help gas utilities: Read Published with permission of Pipeline & Gas Journal Surya Srinivas Chavali, Lead Consultant, Utilities Smart Grid practice, Infosys Limited Surya has more than 11 years of experience in IT consulting and project management at gas and electric utilities. He can be reached at Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Upgrade the CIS portfolio to boost marketing

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/cis-transformation-consulting.html> ----- Overview Our CIS transformation programs improve business responsiveness. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise requires a customer-oriented application portfolio to be responsive to customers and address business requirements. You need to consolidate as-is customer service processes while developing to-be process models to sustain the competitiveness of your enterprise. You need modern CIS solutions for digital marketing initiatives. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer Information System (CIS) Transformation The Infosys Utilities practice undertakes Customer Information System (CIS) transformation programs to align technology with business. We focus on quality, speed and reliability of operations, enhancing the meter-to-cash value chain, while ensuring statutory compliance and supporting on-boarding of net metering customers as well as electric vehicles to the smart grid. Our CIS transformation approach bridges gaps in knowledge and capabilities, minimizes application

support costs, and eliminates redundant functionality in your CIS portfolio. The Infosys data governance methodology ensures a unified data inventory and improves the accuracy of reporting across gas, power and water utilities. CIS process reengineering and systems integration based on SOA principles. Team of consultants with expertise in packaged solution implementation and Advanced Metering Infrastructure (AMI) readiness assessment. Suite of tools to identify and analyze CIS improvement initiatives, prioritize plans based on value and enterprise readiness, and monitor value realization. Clients Speak Arizona Public Service transforms customer service Case Study CRM framework boosts customer satisfaction score by 4% Clients Speak Hafslund delivers smarter customer experience Case Study Electric utility implements flexible pricing engine Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Modernize the contact center infrastructure

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/contact-center.html> ----- Overview Our suite of automation tools ensures smooth call forwarding and boosts agent productivity. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise needs an advanced contact center to be more responsive to customers. Agents at your contact center can become proactive with seamless access to customer as well as enterprise data. You can resolve issues at the first instance by applying the right tools. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Contact Center The Infosys Utilities practice develops, maintains and upgrades contact center applications at gas, power and water utilities for a superior customer experience. We use communications technologies and automation tools to reorient your contact and customer support center from service resolution to revenue generation. Our user-friendly Graphic User Interface (GUI) ensures accurate data capture, analysis and presentation across your contact center. We ensure performance excellence by undertaking continuous analysis and improvement of contact center operations. Standardized workflow enables better utilization of resources, thereby allowing higher call volume management at lower costs. Our domain specialists integrate contact center applications with internal and external systems, while providing robust support for a diverse technology stack. An integrated view of customer records delivers outcomes for every customer interaction and reduces repeat calls. We also create dashboards for performance reporting, develop instruction manuals, and train users. Rich experience in bespoke packaged interaction management software, including SAP and Oracle solutions. Simplified service management and process optimization help in minimizing the budget and duration to train new recruits. AssistEdge, our proprietary

customer service product, reduces average call handling time as well as call waiting time. Case Study CRM framework boosts customer satisfaction score by 4% Clients Speak Intuitive navigation drives customers to self-service portal Clients Speak Hafslund delivers smarter customer experience Video Energy Utility Redefines Consumer Experience with Infosys Digitally Managed Services Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Monetizing customer data

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/customer-analytics.html> ----- Overview Our machine learning models analyze historical data and predict patterns to make recommendations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your customers seek clean energy, flexible price plans, energy management solutions, and self-help tools. Your enterprise needs an integrated data and analytics system to meet emerging needs. You need to comply with regulations while managing costs. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer Analytics Infosys reorients power utilities into analytics-driven enterprises with semantics models for a 360-degree view of customers and enterprise products / services. We help you harness customer data, and deliver value-based offerings - energy efficiency solutions, sustainability initiatives, gamification tools, and curtailment programs. Our data solutions capture machine-generated, transactional and streaming data for real-time processing. We use data lakes to store voluminous raw data across formats, schema and types. Our metadata-driven data grids allow seamless consumption of enriched data. We have a boundary-less data ecosystem to facilitate advanced analytics. Our offerings help you predict customer behavior and forecast demand accurately while enhancing customer service, managing constraints, and streamlining operations. Strategic alliances with leaders in analytics such as Tableau, MicroStrategy, SAS Institute, and Pentaho. Responsive architecture, technology components and engineering approach for pervasive analytics. Infosys Analytics Academy develops competencies by partnering with leading institutions, including the Stanford Institute for Computational & Mathematical Engineering (ICME) and Indian Statistical Institute. Case Study CRM framework boosts customer satisfaction score by 4% Case Study Electric utility implements flexible pricing engine Clients Speak Anglian Water integrates enterprise systems for real-time data Clients Speak Integrated processes helps Ameren streamline operations and rationalize costs Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Addressing residential, commercial and industrial customers

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/customer-experience-management.html> ----- Overview Our professionals have extensive experience in contact center operations and multi-lingual customer support. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utility enterprise should capitalize on growth opportunities offered by smart homes, connected devices and energy efficient buildings. Commoditized service makes it imperative for your enterprise to leverage customer experience to differentiate from other utilities. You need expertise in browser-based and mobile applications for bill notification, presentment, and payment through third-party gateways. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer Experience Management The Infosys Utilities practice implements digital solutions to help power, gas and water utilities transform customer service across channels. Integrated customer information systems facilitate personalized customer experiences in traditional service channels such as the contact center. We develop portals that allow your customers to manage their account / consumption, view usage reports, and check billing history at any time, using any device. Our social tools encourage participation in energy conservation and help you reward users with rebates / customized rate plans. We develop two-way messaging solutions for prompt communication regarding payments, outages and emergencies. Our customer service surveys and polls provide accurate feedback on service levels. Team of customer experience consultants, digital marketing experts and service delivery specialists uncovers several paths for effective communication. Infosys platforms and solutions deepens customer engagement through behavioral analytics and discussion forums for local communities. Infosys Enterprise Cognitive Platform (iECP) applies machine learning and cognitive science to respond to customer service requirements. Case Study Iroquois achieves superior business performance with web applications Case Study CRM framework boosts customer satisfaction score by 4% Clients Speak Hafslund delivers smarter customer experience Case Study Intuitive navigation drives customers to self-service portal Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Encourage consumer participation in grid operations

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/demand-response.html> ----- Overview Our approach optimizes grid resources as well as operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your power utility needs a robust demand management system to ensure reliable grid performance and statutory compliance. You need to share consumption and tariff data with consumers in real time. You should offer customized energy solutions to reduce demand. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Demand Response The Infosys Utilities practice partners with power utilities to implement Demand Response (DR) and direct load control programs. Our services span the DR lifecycle – from analysis of business requirements, conceptual architecture and vendor evaluation to load profiling and contact center support for program enrollment, event management, billing, and settlement. We integrate demand-side functionality and Distributed Energy Resources (DER) with the distribution and transmission system. It helps identify consumers and monitor reduction during a load control event. We also incorporate customer notification and event settlement systems with third-party applications. Our approach optimizes grid operations, while deepening customer engagement with innovative usage incentive schemes. A team of experts develops demand response portals to provide consumers with usage, cost and load analysis for effective load curtailment. Decision support tools and models analyze distribution systems, user behavior and patterns, and pricing strategies. Extensive experience in designing and launching demand response and direct load control programs at power utilities. Case Study Electric utility implements flexible pricing engine Article Data privacy and security in smart grids Clients Speak Integrated processes helps Ameren streamline operations and rationalize costs Case Study CRM framework boosts customer satisfaction score by 4% Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Digitize operations for sustainable development

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/digital-solutions.html> ----- Overview Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise should achieve long-term profitability while addressing emerging business

challenges. Your team of managers, engineers and field technicians need ready access to data for uninterrupted service. You should preempt emergencies by empowering field service personnel with learning modules and on-the-spot guidance. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Digital Solutions Infosys implements digital solutions to enhance the business performance of power, gas and water utilities. Our digital solutions address the complexity of operations as well as the rich functionality of mobile communication devices and utilities network equipment. Our online portals facilitate remote collaboration, while supporting Bring Your Own Device (BYOD) programs. Our mobile-friendly resource management solutions improve planning and scheduling, optimize resource / task allocation, and enable real-time monitoring. Our solutions provide visibility into environment, health and safety parameters to report incidents and take preventive action. We integrate digital solutions with legacy ERP applications, geospatial information sources, enterprise data systems, SCADA, fleet telematics, and inventory databases. It accelerates maintenance and service restoration, and ensures compliance with industrial safety and environmental regulations. We address competency development of your workforce with digital learning systems and knowledge sharing tools. We track the effectiveness of training programs, and accelerate user adoption of knowledge repositories with intuitive search tools for digital assets, records and documents. A team of document management professionals designs and manages content ecosystems. Rich experience in GIS platforms such as Oracle Spatial and Graph, Microsoft Bing Maps, Intergraph, and Google Maps. Responsive design, identity management systems and advanced access control ensure integrity of digital solutions. Infosys Center for Emerging Technology Solutions (iCETS) incubates cross-functional frameworks for implementing digital enterprise solutions and services. Responsive design, identity management systems and advanced access control ensure integrity of digital solutions. Infosys Center for Emerging Technology Solutions (iCETS) incubates cross-functional frameworks for implementing digital enterprise solutions and services. Insights How sustainability is disrupting today's supply chain Clients Speak Infosys created a flexible, stable and innovation-rich environment: Essent Clients Speak Infosys, a strategic partner for Fayetteville Public Works Commission Article Data-driven energy ecosystems for a sustainable future Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Accelerate EV Charging Station Onboarding

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/electric-vehicle-supply-equipment.html> ----- Overview Our turnkey EVSE solutions enable seamless implementation, maximize return on capital investment, and reduce O&M costs. Challenges & Solutions Resource

Center Experience Insight Innovate Accelerate Assure Application
Development and Maintenance Business Process Management Consulting
Services Incubating Emerging Offerings You need to address the demand for
charging infrastructure, energy supply, and grid capacity arising from the
electrification of passenger, commercial and mass-transit vehicles. You
should encourage EV adoption by installing and maintaining charging ports
at apartments, business districts, and parking lots. You must ensure that the
increased load at charging stations does not affect grid stability or
reliability. You should minimize administrative costs as well as processing
time for EVSE onboarding. Being Resilient. That's Live Enterprise. Digital
Core Capabilities Digital Operating Model Empowering Talent
Transformations Tales of Transformation Industries Services Platforms
Infosys Knowledge Institute About Us Accelerate EV Charging Station
Onboarding The Infosys Utilities practice enables streamlined and scalable
deployment and onboarding of Electric Vehicle Supply Equipment (EVSE).
Our suite of solutions, developed in partnership with Nexant, a smart grid
software and clean energy solutions provider, enables power utilities and
grid operators to grow revenue, deepen customer engagement, and enable
decarbonization by accelerating the adoption of Battery Electric Vehicles
(BEV) and Plug-in Hybrid Electric Vehicles (PHEV). Our domain specialists
assess the impact of variable loads (due to EV onboarding) on the
Transmission and Distribution (T&D) infrastructure and grid capacity. It
enables utilities to address the challenges in managing peak demand and
develop viable tariff plans. Our services and solutions for transportation
electrification span the value chain – consulting, site assessment, planning,
design reviews, installation, inspection, and training. The Infosys-Nexant
EVSE Onboarding solution streamlines administration of Transportation
Electrification (TE) projects by facilitating seamless collaboration between
departments in a utility, including program management, construction, grid
planning, and grid operations. Our metadata-based document management
approach enables utilities as well as stakeholders to recoup investments by
expediting regulatory filings, approvals and rebate processing. We
streamline the collection, tracking and management of customer
applications, utility permits, architecture and engineering permits, and
conveyance and easement timelines. Infosys creates predefined processes
and validation rules based on the consumer sector, type of ownership, grid
impact, and other parameters. Our team accelerates construction and
deployment of EVSE, while leveraging existing processes and systems. We
offer portal solutions for enrollment of EVSE owners. Our integrated
platforms support customer communication, billing, EVSE operations, and
rebate validation. Our expertise in e-Mobility spans functional integration,
wireless and IoT technology, safety, and regulations for electrical and
electronic systems. Artificial intelligence-driven models predict patterns in
EV adoption, enabling utilities to identify grid requirements and create a
blueprint for investment. Cost analysis and automated workflows allow
teams across the utility enterprise to review, approve and prioritize sites to
maximize the return on investment. Predictive insights into demand and
shifts in load patterns help in assessing and mitigating upstream grid impact
of EVSE. Cloud-hosted solution offers a transparent and seamless
onboarding experience while reducing costs. Point of View Creating a smart
EV charging network Blog Key questions for superior customer engagement
White Paper The road ahead for energy storage Case Study Pricing tool

Implement a superior mechanism for energy trading

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/energy-trading-risk-management.html> ----- Overview We maintain a repository of automation tools, asset optimization templates, and smart decision support models with machine learning capabilities. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your trading enterprise needs to manage complex energy portfolios and diverse market positions. You should aggregate the trading value chain, including valuation, scheduling and reconciliation, to manage physical and financial trading. You require sophisticated pricing models to achieve business goals. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Energy Trading & Risk Management The Infosys Utilities practice implements COTS and bespoke Energy Trading and Risk Management (ETRM) solutions for asset-backed as well as pure trading enterprises. Our ETRM ecosystem facilitates operations in real-time and day-ahead energy trading markets, while minimizing human intervention across the trade lifecycle. Our consultants modernize front, middle and back office processes to improve the efficiency of trading, and streamline statutory and customer reporting. We align the trading infrastructure with your enterprise risk profile for accurate execution of trade. Self-healing mechanisms for trade management mitigate operational, credit, market, and regulatory risks. Our approach enhances visibility into pricing, positions and financial risks, and smooth implementation of ETRM solutions. A team of functional, product and technical experts developing trading systems, and evaluating packages for deregulated and regulated power markets. A rich experience across ETRM regulations, including Dodd-Frank Act, European Market Infrastructure Regulation (EMIR), Regulation on Wholesale Energy Market Integrity and Transparency (REMIT), and Markets in Financial Instruments Directive (MiFID II). Light ETRM solutions and 'factory model' IT solution components, including business process maps, capability and portfolio assessment frameworks, and deal entry templates, will maximize reusability and rationalize costs. Report Infosys a major service provider: IDC MarketScape for EMEA Utilities 2017 Case Study Electric utility implements flexible pricing engine White Paper Holistic workforce management Insights How sustainability is disrupting today's supply chain Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Identifying opportunities to grow revenue

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/enterprise-analytics.html> ----- Overview Our competency development center drives continuous enhancement of technology and domain capabilities. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise needs a robust system to aggregate, enrich and analyze terabytes of data in real time. You should forecast demand, optimize tariffs, rationalize power consumption, and predict downtime to better serve customers. You need to focus on outage management, financial and operations risks, and regulatory compliance. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Enterprise Analytics The Infosys Utilities practice combines open source tools with proprietary components to create an enterprise analytics framework. Our analytical processes and statistical models offer real-time visibility into key performance indicators, which helps realign operations from a business standpoint. Our ecosystem accelerates data retrieval, while self-service reporting tools and dashboards facilitate drill-down for reactive as well as predictive interpretation. Our data analytics systems harness enterprise data, including device-specific consumption, weather, grid operations, geospatial asset location, supply constraints, and business risks. Nuanced insights improve operations across functions – customer and field service, project management, demand and supply management, fraud and loss prevention, inventory optimization, and asset management. Team of functional experts, data scientists, analysts, and technical professionals. Infosys Skava, a cloud-based user experience management platform, enables omni-channel consumption of content and artifacts across the enterprise. Infosys Information Platform (IIP) eliminates unplanned service interruption and extends the lifespan of power generation / distribution equipment through predictive maintenance. Case Studies CRM framework boosts customer satisfaction score by 4% Case Studies Electric utility implements flexible pricing engine Clients Speak Anglian Water integrates enterprise systems for real-time data Article Infosys, a major service provider: IDC MarketScape for EMEA Utilities 2017 Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Synchronize load, work, inventory, and asset management

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/enterprise-asset-management.html> ----- Overview We use advanced

models for predictive asset maintenance. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to optimize investment in Transmission and Distribution (T&D) infrastructure. You should take informed decisions on replacement, repair and refurbishment of equipment / assets. You need an enterprise view of programs to improve service delivery while rationalizing workforce and asset management processes. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Work & Asset Management The Infosys Utilities practice offers work and asset management solutions, as well as managed services to undertake operations, safety and statutory compliance. We integrate geospatial technologies with analytical tools to analyze the ecosystem for superior risk management. Moreover, it minimizes capital as well as operational expenditure. Our approach enhances asset reliability and optimizes field service resources. We use proprietary systems to manage underground assets and pipeline integrity. Real-time collaboration between field technicians and the back office ensures timely response to events. Rich experience in mobile workforce management and field service optimization products such as ClickSoftware, CGI ARM suite, MDSI automation software, Tensing, ViryaNet, BT Fieldforce Optimisation Suite (FOS), SAP IS-U, and Oracle Utilities MWM. Strategic alliances for leading geospatial products and asset management platforms, including Esri (desktop, server and mobile products), Schneider Electric (ArcFM desktop and web), GE (Smallworld™ Gas Distribution Office and MapFrame™), and Oracle Spatial and Graph (formerly Oracle Spatial). Repository of reusable artifacts across concept-to-market, lead-to-cash and trouble-to-resolve business processes. Case Study Northumbrian Water transforms field service with mobile workforce management White Paper Holistic workforce management Article Scheduling the field workforce Report Infosys in the Winner's Circle of the HfS Research Blueprint Report for Utility Operations 2017 Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Use a comprehensive risk assessment method to ensure pipeline integrity

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/gas-pipelines.html> ----- Overview Our domain specialists have extensive experience in gas and liquid petroleum pipeline-related projects. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your gas pipeline network needs an advanced ecosystem for safe and reliable operations. Your data management system should capture, share

and archive diverse types of information. Inspection workflows in your enterprise should address operational and regulatory requirements. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Gas Pipeline Integrity Management The Infosys Utilities practice helps owners and operators of gas pipelines manage pipeline integrity across the lifecycle - design, construction, operation, and obsolescence. Our holistic approach extends the life and boosts utilization of pipeline networks. Intelligent pigging and root-cause analysis of defects facilitate mitigation of business risks, thereby reducing liabilities. We develop digital solutions for secure access and sharing of maintenance schedules, inspection reports, survey information, and audit notes between field engineers, managers and control rooms. Real-time insights and collaboration prevent downtime as well as mishaps. In addition, it helps mitigate risks, implement corrective action, and manage unforeseen events. Our Geographic Information System (GIS)-oriented data models and analytical systems support documentation and reporting requirements of transmission and distribution integrity management plans. In addition, our data solutions comply with Pipeline Open Data Standards (PODS). Asset management Predictive maintenance Condition monitoring Cathodic protection Trend analysis GIS portals Inspection CIPS and DCVG survey Mobile field inspection applications Inline inspection and documentation NDT data visualization and management Adapters for inspection databases (ILI, ECDA and surveys) Support systems Schedule generator Work order management Data alignment sheet generator Risk assessment and prevention Dashboards-user, performance and compliance Proven expertise in high pressure, underwater and cross-border petroleum pipeline operations and maintenance. Deep understanding of regulatory frameworks for oil and gas pipelines, including Pipeline and Hazardous Materials Safety Administration (PHMSA), USA; National Energy Board (NEB), Canada; Agency for the Cooperation of Energy Regulators (ACER), European Union; and Pipelines Safety Regulations, UK. Patented method to assess pipeline integrity business risk by quantifying structural, operational and commercial risks across the pipeline network. Article Our IP ensures comprehensive pipeline integrity management Case Study Iroquois achieves superior business performance with web applications Article Automating gas pipeline leak management White Paper Holistic workforce management Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Become a source of sustainable energy

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/generation.html> ----- Overview Our expertise spans electro-mechanical systems as well as R&D services. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings In the near term, your enterprise

should boost fuel efficiency and extend the life of assets. In the long term, your power plant should provide reliable and sustainable source(s) of energy. Your power station needs green technologies to generate 'clean' energy. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Power Generation The Infosys Utilities practice helps coal, gas, oil, nuclear, solar, wind, and geothermal power plants operate in a low-carbon economy. We offer development, upgrade, maintenance, and support services across the turbo machinery and plant engineering value chain. We upgrade / retrofit aging power generation facilities with Internet of Things (IoT) applications and modeling solutions. Our data analytics ecosystem recommends actions to reduce equipment downtime, improve productivity, and ensure reliable operations. Our digital solutions ensure compliance with electrical machinery standards, communication protocols, and health, safety and environmental regulations. We simulate component / plant behavior in the Research and Development (R&D) environment. It validates sophisticated engineering concepts to maximize asset utilization in steam turbine-based power plants. Accurate predictions of casing flow loss and low-pressure exhaust performance optimize casing design for steam turbines. Our approach minimizes dependence on third-party tools for product development, including gas turbine compressors. Infosys Turbo Machinery and Plant Engineering Center of Excellence develops tools and accelerators for COTS packages, proposes bespoke enablement services, and manages competency development. Factory model for product development ensures agility, maximizes reusability of components, and minimizes cost. Team of functional, product and technical consultants with rich experience in industrial automation and control systems (HMI / SCADA / DCS). Report Infosys in the Winner's Circle of the HfS Research Blueprint Report for Utility Operations 2017 Insights From darkness to light: Five 'Ds' can lead the way Article SSE Energy Services: Digital Transformation to Deliver Next-Gen Services at Pace Report Infosys Announced as Major Service Provider in IDC MarketScape for EMEA Utilities 2017 Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Transforming Grid operations with digital solutions

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/grid-operations.html> ----- Overview Our predictive modeling techniques optimize grid operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your power utility should integrate distributed generation assets and Internet of Things (IoT). Your transmission and distribution infrastructure should meet the growing demand for energy. You need to rationalize operational expenditure, while ensuring the safety of employees and protecting the environment. Being Resilient. That's Live

Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Grid Operations The Infosys Utilities practice partners with energy suppliers and grid operators to deliver superior grid performance. Our grid modernization solutions comply with standards of the Federal Energy Regulatory Commission (FERC) and cyber security requirements of the North American Electric Reliability Corporation's (NERC) Critical Infrastructure Protection (CIP) plan. Process automation supports dynamic load balancing and energy conservation programs. Our digital solutions facilitate a smart grid while mitigating risks during migration to a smart utility. Such a business transformation helps your enterprise capitalize on real-time data to optimize asset performance, improve fault isolation and accelerate service restoration. It also facilitates detection of untoward events and instantaneous response to safety alerts as well as power theft. Reusable business process library, components and templates for application portfolio analysis, rationalization and consolidation. Expertise in deployment of Geospatial Information Systems (GIS), distribution automation systems, and Advanced Metering Infrastructure (AMI). Experience in integrating clean energy sources, demand management programs, process improvement initiatives, and post-M&A smart grid programs. Report Infosys in the Winner's Circle of the HfS Research Blueprint Report for Utility Operations 2017 Insights From darkness to light: Five 'Ds' can lead the way Article Data privacy and security in smart grids Clients Speak Infosys, a strategic partner for Fayetteville Public Works Commission Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Use the resources of service delivery experts

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/managed-services.html> ----- Overview Our integrated delivery model ensures accountability of service / deliverables / outcomes. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise demands IT services that cater to business and user requirements. You need to engage an IT services partner to renew your business with disruptive technologies. You should boost productivity while achieving substantial cost efficiency. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Managed Services Infosys offers managed IT services for operational support as well as strategic services at utilities enterprises. We combine cross-skilling and process automation to accelerate turnaround time and rationalize operational expenditure. Our scalable delivery model and proven framework for continuous improvement work together to support innovation across service areas. We ensure that

your enterprise aligns with the business environment and mitigates risks with effective change management. We leverage ITIL-based proprietary components, including a global Agile framework, service catalog framework, and integrated Process Repository for IT Infrastructure Services Excellence (i-PRISE), to standardize processes and facilitate smooth delivery. We also use role-specific dashboards and relationship-level balanced scorecards to achieve business goals. Infosys Knowledge Academy for technical, domain and cross-cultural certifications. Engagement-specific Center of Excellence (CoE) identifies business demand and drives service excellence. Ecosystem for joint business planning and relationship management - board-level sponsorship, joint innovation council, managed services advisory council, and security and compliance officers. Clients Speak Infosys created a flexible, stable and innovation-rich environment: Essent Article Infosys in the Winner's Circle of the HfS Research Blueprint Report for Utility Operations 2017 Clients Speak Infosys, a strategic partner for Fayetteville Public Works Commission White Paper Workforce management solution — considerations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Accelerate the revenue cycle

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/meter-to-cash.html> ----- Overview We have proven experience in amalgamating billing systems and migrating IT processes to greenfield systems for mergers and acquisitions. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise needs to streamline the meter-to-cash process to undertake smart meter implementation. You need insights into usage by customer micro-segments to devise flexible tariff and payment systems for cash flow management. Your billing system should incorporate best practices to grow revenue. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Meter-to-Cash The Infosys Utilities practice provides services spanning the meter-to-cash cycle of gas, power and water utilities comprising Head End System (HES) implementation, customer acquisition, maintenance and support of field service software, debt and risk management, and auditing. Our approach facilitates prompt and accurate processing of meter data, which is essential for time-of-use-based billing plans for households and commercial / industrial clients. Our unified data repository for customers and assets enhances data quality, eliminates billing errors, and ensures responsive customer service. It helps reduce unbilled revenue and deploy interval billing plans. Real-time communication between customer service representatives, dispatchers and technicians prevents missed appointments and service backlogs, while boosting productivity. Preconfigured and Accelerated Customer Care & Billing Enablement (PACE) solution leverages Oracle Customer Care and Billing (CC&B) as well as SAP IS-Utilities. Meter Data Management Appliance, our preconfigured solution,

incorporates Validation, Editing and Estimation (VEE) rules and supports Advanced Metering Infrastructure (AMI) as well as traditional metering devices. A multi-disciplinary team of application developers, technical experts, infrastructure specialists, and program managers. Case Study Iroquois achieves superior business performance with web applications Clients Speak Infosys created a flexible, stable and innovation-rich environment: Essent Clients Speak Anglian Water integrates enterprise systems for real-time data Case Study Electric utility implements flexible pricing engine Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Offering net metering services to retail customers

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/net-metering.html> ----- Overview Our metering solutions enable smart use of grid resources. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your power utility needs two-way communication between metering devices and the grid to comply with regulations. Your net metering system should allow retail customers to get a return on their renewable energy investment. You should promote distributed generation to minimize consumption of fossil fuels. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Net Metering The Infosys Utilities practice provides net metering consulting services and solutions to improve the reliability and efficiency of power utility enterprises. We help you incorporate data from bidirectional as well as Time-Of-Use (TOU) meters with solar photovoltaic systems and wind turbines. Accurate statements of the electricity consumed and exported to the power grid facilitate prompt billing. Our consultants help you make informed decisions on Customer Information System (CIS) modernization / replacement for managing net metering customers by sharing the road map for implementation. We develop dashboards to manage distributed energy sources and electricity load in the network. Extensive experience in maintaining micro-grids with multiple energy sources. Laboratories that gather and process real-time field data from micro-grids. Team of experts that recommends onsite power generation systems for retail customers based on consumption data. Case Study Intuitive navigation drives customers to self-service portal Clients Speak Hafslund delivers smarter customer experience Clients Speak Arizona Public Service transforms customer service Insights Data-driven energy ecosystems for a sustainable future Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Rationalize IT investment

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/portfolio-analysis-optimization.html> ----- Overview Our robust governance framework provides visibility into operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise requires a unified IT landscape to capitalize on business opportunities. You need to integrate smart grid technologies and sources of distributed generation. You must adopt disruptive technologies such as automation, artificial intelligence and data analytics. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Portfolio Analysis & Optimization Infosys offers portfolio analysis and optimization services to transform the IT infrastructure at utilities enterprises. A holistic assessment of your application portfolio facilitates timely decisions – consolidate, re-platform, optimize, enhance, maintain, or decommission. In addition, it enables business strategies such as mergers and acquisitions, diversification, sourcing, and improvement programs. Infosys rationalizes the business-IT inventory – applications, interfaces, products, and vendors. It boosts resource utilization while minimizing integration and maintenance costs as well as capital investment. We align the portfolio with the enterprise architecture, increasing application availability and responsiveness, while minimizing portfolio estate and sprawl. Our approach reduces server and storage capacity requirements. Moreover, it ensures seamless access to real-time data and compliance with regulations. Cloud suitability assessment framework based on the Analytic Hierarchy Process (AHP) model with 35+ parameters. Analytical models help in defining the cloud deployment strategy. Tools, templates and repositories for knowledge management. Case Studies Iroquois achieves superior business performance with web applications Article From darkness to light: Five 'Ds' can lead the way Case Studies Intuitive navigation drives customers to self-service portal Clients Speak Infosys created a flexible, stable and innovation-rich environment: Essent Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Insights

----- Article source ----- <https://www.infosys.com/industries/utilities/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Transform Your Utility Operations with Infosys Pre-configured CIS Solution Empowered Conversations: Inspiring Leaders Shaping the Utility Industry How Utility Companies Can Accelerate Value with AMI 2.0 an Implementation Framework Advanced Metering Infrastructure 2.0: The Next Step Forward for Energy and Utilities E.ON Partners with Infosys for Secure, Boundaryless Network Operations

Time of Use Electricity Tariff – A Key Enabler for Renewable Energy Usage
On-Demand: Transforming Customer Experience with Infosys and SAP The
Power of AI for Renewable Energy Grid Management E.ON UK establishes
digital foundation for energy transition Navigating Data Reconciliation in
the UK Metering Industry Infosys Brings Together Technology and Expertise
to Modernize Uniper Energy's UK Application Infrastructure Landscape
Infosys Solution for Vegetation Management for Utilities Panel Discussion:
The Potential of the Metaverse for Utilities New Age Infrastructure: Why
Tethered Clouds Work Orchestrating a Digital Approach to Energy
Transition Ahead in the Cloud: A Customer-focused Cloud Transformation
with Duke Energy Infosys and E.ON Empower Green Innovation for Utilities
Infosys ranked Winner in HFS Energy Transition Services, 2022 Infosys and
E.ON – On A Mission to Migrate Impact of 5G on Energy Utilities Infosys
ranked Podium Winner in HFS Utilities Top 10 The Safety First Imperative
for Utilities E.ON's Digital Transformation Journey Powered by Infosys
Cobalt and ServiceNow A Digital Approach to Orchestrate the Energy
Transition Intelligent Power Grid: Applying AI in the Energy Industry
Resource Innovations-Infosys Electric Vehicle Supply Equipment Onboarding
Solution \$414 Billion in Profits can be Gained Using Cloud for Business
Growth: Infosys Research Navigating Field Service Management for Utilities
POV on Electric Vehicle (EV) Charging Network Network Modernization in
Energy and Utilities Grid Modernization Keystone to a Clean Energy Future
Infosys Cobalt - Accelerating Enterprise Cloud Journey Battery Storage and
Contract Management: Creating a Renewable Future Smart Energy: future-
proofing Utilities on the Cloud Blockchain - What it means for Utilities
Digital Twin of a Solar Plant Energy Transition with Infosys Why it's Time
for Your Utility to Become a Digital Energy Orchestrator Infosys Selected by
Consolidated Edison to Digitally Transform Customer Service SSE Energy
Services: Digital Transformation to Deliver Next-Gen Services at Pace
Empowering the Utility Ecosystem with Blockchain Energy Utility Redefines
Consumer Experience with Infosys Digitally Managed Services How Utilities
Can Use Gamification to Engage Customers and Cultivate Loyalty Infosys is
helping utilities respond to COVID-19: A NelsonHall Blog Infosys named a
'Leader' in the IDC MarketScape: North American DERMS Strategic
Consultants and Systems Integrators 2020 Vendor Assessment Being
Resilient: Easing the Strain on Utilities How a utility digitalized its CX with
advanced analytics Utility addresses customer care & billing exceptions with
RPA Infosys: Building a Live Enterprise powered by the Sun Managing
complex low-voltage networks in a flexi grid Value realization from Digital
Transformation in Utilities NelsonHall Point of View – Infosys: Navigating
the Future of Energy Environmental leadership will breathe life back into
Utilities The Future of Energy Pricing Intelligent Energy and Utility: The
Movement of Enterprise Applications to the Cloud 5G Powered Utility
Transformation Grid Modernization: Lessons Learned How Utilities Can Use
Cost Estimation Software in Capital Budgeting 7 Edge Application
Remediation Tips for Utilities Implementing a Customer Service
Transformation Program NelsonHall NEAT Identifies Infosys as a 'Leader' in
Smart IT Services for Utilities Pre-configured and Accelerated Customer
Care & Billing Enablement (PACE) for SAP Navigate your digital
transformation with cloud – Energy and utilities industry view Why Utilities
Need to Make Cyber Security an Urgent Priority Linking Efficient
Operations to Customer Centricity Improving Operations Through Digital

Field Workforce Management Three Key Questions to launch successful
Utility Customer Engagement Early Focus on Data - A Key Strategy for CIS
Implementation Success Transforming Customer Experience in the Utilities
Industry Navigate The Future Of Energy Navigate your Next - The Grid of
the Future Navigate your next. In Utilities Infosys Announced as Major
Service Provider in IDC MarketScape for EMEA Utilities 2017 Smart Grid
Data Privacy & Security Automated Gas Pipeline Leak Management Process
Workforce Scheduling in Field Services Infosys positioned in the Winner's
Circle by HfS Research Blueprint Report for Utility Operations - 2017
Workforce management solution — considerations Agile: A Sustainable
Approach for Utilities Implementing SAP Being Resilient. That's Live
Enterprise. Digital Core Capabilities Digital Operating Model Empowering
Talent Transformations Tales of Transformation Industries Services
Platforms Infosys Knowledge Institute About Us Business Solutions Video
Point of View Point of View Video View point Video View point Insight White
Paper Testimonial Video Podcast White Paper Point of View Podcast Video
Report Video Point of View Report Article Video Article Video Brochure
Insights View point View point Video Article Insights White Paper Point of
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Blog Blog White Paper Insights Brochure Brochure Report Article Article
Article Report White Paper White Paper Company Subsidiaries Programs
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E.ON partners with Infosys for secure, boundaryless network operations

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/boundaryless-network-operations.html> ----- Experience Insight Innovate
Accelerate Assure Application Development and Maintenance Business
Process Management Consulting Services Incubating Emerging Offerings
Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital
Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us The E.ON Group, one of the largest energy network operators in
Europe, serves more than 50 million customers. The electric utility
undertook a network modernization program to leverage intelligent
connectivity models for driving energy transition at-scale while enhancing
the user experience. Infosys has been E.ON's strategic technology partner
for 15+ years. We were selected to lead the program for a next-gen,
SDWAN-based, cloud-focused network transformation. Saurabh Jain, AVP,
Group Manager - Client Services, Infosys, discusses the network
modernization program with Kim Dengs, Global Head of Network Services
at E.ON. Kim shares the genesis and achievements of the program. He also

focuses on the connectivity imperative in E.ON's growth, sustainability and digitalization agenda. The partnership with Infosys allows E.ON to apply real-life experiences and "invaluable" operations knowledge across programs. In conclusion, Kim elaborates on the extreme network co-pilot project driving an AI / ML-driven approach for predictive operations at E.ON. It aims to "make the daily run easier, smoother and more efficient." Need for network modernization Goals of the network transformation program 'One Infosys' experience AI adoption in network operations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys: Building a Live Enterprise powered by the Sun

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/building-live-enterprise-powered-sun.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Some believe that it is hard to balance sustainability and economic viability. For us at Infosys, we made sustainability a business imperative and turned to the sun to meet our energy needs. Watch this video to learn how we harnessed renewable energy at scale. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Transforming Customer Experience

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/consumer-experience.html> ----- Maximize Experience. Minimize Cost. Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Consumers expect more than just reliable energy. They are becoming proactive, demanding choice and information, and expecting personalized services. Given this environment, energy utilities need to reinvent their customer-facing operations and applications to improve key business KPIs like customer satisfaction, customer churn, and operational efficiency. Infosys has developed solutions to provide utilities with a true multichannel customer engagement platform and differentiated services. Our solutions deliver transformed customer experience, while realizing

tangible benefits and business outcomes through our IP driven solutions.
Blog How are Customers Influencing the Utilities Behavior? Blog Three Key
Questions to launch successful Utility Customer Engagement Programs
Clients Speak Getting smart with customer experience Case Study CRM
framework boosts customer satisfaction score by 4% Company Subsidiaries
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Utility addresses customer care & billing exceptions with RPA

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/customer-care-billing-exceptions.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Energy utilities are rapidly adopting technology to keep operations costs in check and boost customer satisfaction. In this video, learn how an Arizona-based utility needed to effectively address its customer care & billing exceptions. They turned to Infosys to adopt AssistEdge robotic process automation and the result was lower exception handling time, lower human effort and lower back-office operations costs. Watch the video Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Cyber Security

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/cyber-security.html> ----- Digital first necessitates security first. Is your utility ready? Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us A modern utility incorporates shared infrastructure, third-party products and platforms, legacy and advanced IT systems. Such a heterogeneous landscape requires a security and safety-first approach to business. Review our perspective on cyber security to know how your utility can adopt a proactive and preventive approach by ensuring new devices have built-in security features. Your legacy infrastructure needs to be insulated from breaches and tested for vulnerabilities at regular intervals. Give your utility a robust disaster recovery mechanism to ensure that the service is up and running quickly after a security breach. A disparate utility network can maintain cyber hygiene only by cultivating cyber discipline across the workforce and the partner ecosystem. Make regular training in

best practices, sensitization, and awareness campaigns a business imperative. Blog Why Utilities Need to Make Cyber Security an Urgent Priority Blog New Cyber Security for the New Digital Enterprise Infographic Digital Trust. Assured. Case Study Rapidly reclaim your business after a cyber attack Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

SSE Energy Services: Digital Transformation to Deliver Next-Gen Services at Pace

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/deliver-nextgen-services-pace.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Award-winning transformational CIO Philip Clayson from SSE Energy Services, shares his experience of leveraging Infosys for their fast-paced digital transformation journey. SSE Energy Services (now acquired by OVO) embarked on a digital transformation journey to deliver next-gen services. In this article, Philip Clayson, Chief Information Officer, SSE Energy Services, points out that with digitalization, they have successfully increased their self-service capabilities for apps and their websites. Now, the company has embarked on a digital data journey combining the insights of multiple departments and teams to discover the best method of leveraging enterprise data and unlocking its value. "As I look at the partnership today, it is about being closer and more strategic to SSE Energy Services by jointly exploring where we can make a big difference.", says Chirag Khergamkar, Client Partner to SSE Energy Services at Infosys. In the words of Phil Clayson, "I like pace: people understand it. Delivering at pace is what it's all about". Here is how Infosys partnered with SSE Energy Services to help the CIO implement his vision for the company. Read the full article Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Why it's Time for Your Utility to Become a Digital Energy Orchestrator

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/digital-energy-orchestrator.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being

Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As an industry, energy utilities power the world. Now, this industry is preparing for a transition as it relooks at the sources of energy it supplies, grapples with new regulations, responds to changing consumer behavior, and reviews new technologies. In the midst of all this change, utilities have a unique opportunity to become live enterprises – sense data, respond with agility, and adapt to new sustainable business models. Infosys empowers utilities to accelerate their transition from service provider to Digital Energy Orchestrator. This video elaborates how. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Digital Field Operations

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/digital-field-operations.html> ----- Invest in digital field operations to empower the digital workforce Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Today, the back office of utilities manually schedule and plan work for the field workforce. As unexpected events like customer care requests or outages occur, back offices rely on manual intervention to shuffle work assignments and schedules to accommodate these jobs. Based on human judgment, these manual interventions often lead to mistakes that negatively impact field productivity and endanger field worker safety. Automate low value tasks. With AI and mobile work management solutions, utility companies can empower the field workforce and improve operations. Also ensure that people are in the right place at the right time with the right information to act promptly. White Paper Workforce Management Solution - Considerations White Paper The Grid of the Future Report Workforce Development in the Age of Digital White Paper Improving Operations Through Digital Field Workforce Management Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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E.ON UK establishes digital foundation for energy transition

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/digital-foundation-energy-transition.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital

Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us E.ON UK worked with Infosys to implement a digital transformation that would allow E.ON to continue to drive the energy transition. Infosys designed and developed a cloud native platform at E.ON UK to deliver smart metering and new customer solutions such as solar power, battery, heat pumps and EV charging, and to drive greater sustainability at scale across homes, businesses and for cities. Lee Durham, Head of Technology for E.ON UK Solutions, discusses the business imperative to migrate siloed systems on a legacy platform to a future-proofed digital platform for business agility. Fiona Humphreys, CIO of E.ON UK, shares how the company pivoted to become a digital utility and offered sustainable energy solutions to 22 million homes while driving decarbonization. She adds that E.ON UK has established a digital foundation to scale up as well as develop new products and services to delight customers. Saurabh Jain, Client Partner, Infosys discusses how the Infosys team adopted a platform approach to design a digital ecosystem of customers, assets and field work at E.ON UK. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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How a utility digitalized its CX with advanced analytics

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/digitalized-cx-advanced-analytics.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Retailization has reached energy utilities and they are embracing it with enthusiasm. In this video, learn how a US-based energy utility with 15 million users digitalized their customer experience. They did this by leveraging the cloud and advanced data analytics. The result was a 20% increase in online users, 50% faster time to market and 40% in IT spend. Watch the video Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Mike Koehler, CIO & CDO, Exelon Corp. discuss disruption in the energy sector

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/discuss-disruption-energy-sector.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business

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Infosys and E.ON Empower Green Innovation for Utilities

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/empower-green-innovation-utilities.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As the world moves towards sustainable practices and resources to power the future, energy companies need to embrace new paradigms, technologies, and innovations. To empower this push, Infosys co-hosted the WHU Business Innovation Challenge with E.ON, where students pitched inventive ideas and progressive business models that could help energy and utilities companies leap to a cleaner, greener future. The event, hosted by Dries Faems, Professor of Entrepreneurship and Director of WHU's Entrepreneurship Center, saw students coming up with disruptive ideas ranging from smart energy management to carbon tracking and prosumer monetization. This challenge aims to foster collaboration, creativity, and entrepreneurial thinking by encouraging students to work together to develop innovative solutions that could positively change the future of energy. Infosys also offers a customized “Digital Transformation” course for students to develop business models using insights from senior executives and industry experts, who will help students refine their ideas through brainstorming sessions. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Enabling Future Ready Business models

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/enabling-future-ready-business-models.html> ----- Accelerate Innovation. Drive Growth Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Technologies for innovative solutions Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries

Services Platforms Infosys Knowledge Institute About Us Infosys helps utilities 'Be Future Ready' by leveraging emerging technology to convert challenges into opportunities. Infosys helps utilities accelerate innovation and use it as a market enabler for faster growth. By unbundling traditional value chains to reassemble new business models we help utilities drive efficiencies and generate new revenue streams. The proliferation of technologies like AI, ML, Robotics, IoT, Cloud, augmented reality, virtual reality, and blockchain have opened up a plethora of opportunities for utilities. Infosys is at the forefront of helping utilities adopt these emerging technologies and be future-ready. Applying technology to existing power lines without shutting down the grid is a challenge. The current method of addressing the problem of aging overhead conductors which have accumulate decades of silica and carbon deposits, bird droppings, and moss is to have linemen crawl along the narrow transmission wires and clean and coat the conductors. Infosys has developed the world's first intelligent robot for cleaning and coating high-voltage transmission conductors. Post deployment, this robotic solution increased transmission capacity, prevented cable replacement and resulted in a projected saving of \$2 billion. They were also projected to save up to \$6 billion in transmission losses without risking the life of a linemen. Infosys Nia brings machine learning together with deep knowledge to unearth critical insights and industrialize core processes. Infosys' AI platform provides workflow based insights to monitor and optimize critical assets through predictive intelligence for proactive maintenance. KRTI 4.0™, a framework for operational excellence offers a framework which applies AI, cognitive/ machine learning, and machine-to-machine capabilities to address complex and expensive lifecycle management challenges. KRTI 4.0™ uses predictive and prescriptive analytics to empower decision-makers with real-time knowledge on the best and most effective operating and maintenance options for their OT systems. The framework also leverages tools such as real-time dashboards, RAMS modelling capabilities, augmented reality, chatbots, and more. With the industry experiencing a skill scarcity and an aging workforce, AR can aid field workers by connecting them with remote experts who can provide real-time guidance. Additionally, information obtained from AR solutions can be stored as a guideline for future work. Infosys AR-VR capabilities can help users visualize and manipulate large amounts of data, identify business anomalies, build field force enablement support, provide conceptual and contextual learning through immersive experiences, and identify opportunities for improved interactivity. While utilities are exploring the potential of blockchain to create internal and industry-wide efficiencies, Infosys has a proprietary blockchain platform that enables peer2peer transactions. The platform has been used to create a proof-of-concept on a Transactive Market where prosumers (producers + consumers) can sell/buy electricity using blockchain and smart meter infrastructure Infosys' proven Industry 4.0 maturity framework and IoT platform helps utilities manage Distributed Energy Resources (DERs). For a leading utilities firm, Infosys delivered a solution for meter data collection, remote diagnostics, and configuration at wind farms. Article The Future of Energy Pricing White Paper The Grid of the Future Insights How to become a Live Enterprise Article 5G Powered Utility Transformation Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Energy Transition with Infosys

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/energy-transition.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The energy industry is undergoing major transformation, as individuals, societies, and businesses try to alter their footprint. The focus is to meet the goals set out by the Paris Agreement and accelerate the shift to new energy. This better tomorrow needs better technology, and at Infosys, we're working relentlessly to bring it to life. Watch this video to know more. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Impact of 5G on Energy Utilities

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/impact-5g-energy-utilities.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Ultrareliable and low-latency communication (URLLC) and massive machine type communication (mMTC) capabilities of 5G wireless technology transform operations of energy utility enterprises. From routine inspection of transmission and distribution lines using drones to decentralized intelligence and control systems for substations, 5G supports smart grid initiatives to deliver next-generation customer service. 5G connectivity is a catalyst for an advanced digital ecosystem to support renewable sources of energy, safeguard employees, and reduce the cost of asset maintenance. 5G-enabled advanced metering infrastructure empowers utility enterprises to apply real-time data analytics for effective outage management. Read our point of view Watch how 5G effects a transformation of utilities Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

NelsonHall NEAT Identified Infosys a Leader in Smart IT Services for Utilities

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/leader-smart-it-services2019.html> ----- Experience Insight Innovate

Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been identified as a 'Leader' in 'Smart IT Services in Utilities' by NelsonHall in its NEAT evaluation. This evaluation features Infosys as a 'Leader' along with its peers, namely, Capgemini, IBM, TCS, Atos, and NTT Data. NelsonHall evaluated participants in three market segments — overall capability, retail services, and smart asset services. The ranking includes a detailed profile of the Infosys Utilities practice. Infosys sees the digital journey for utilities across two main pillars: Infosys' offerings for the utility industry are based on three core areas: Key strengths of Infosys Utilities practice highlighted by the NelsonHall NEAT ranking Learn more about how Infosys is helping utilities #NavigateTheFutureOfEnergy. More about our offerings for utilities Register to download the report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys named a 'Leader' in the IDC MarketScape: North American DERMS Strategic Consultants and Systems Integrators 2020 Vendor Assessment

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/leader-systems-integrators-2020-vendor-assessment.html> ----- About Infosys Infosys strengths Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The IDC MarketScape has positioned Infosys in the Leaders category in its North American Distributed Energy Resource Management Systems (DERMS) Strategic Consultants and Systems Integrators 2020 Vendor Assessment (doc # US44514919, March 2020). IDC MarketScape evaluates the strategies and capabilities of consultants and systems integrators (SIs) in the utilities industry. IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5-year timeframe. Vendor market share is

represented by the size of the icons. IDC MarketScape recognizes that the Infosys Utilities practice has long-standing relationships with some of the largest investor-owned utilities in the United States. It highlights core areas of services spanning the utilities value chain with customer engagements in generation, energy trading, transmission and distribution, customer service, enterprise services, and consulting. The report identifies the strengths of the Infosys Utilities practice in the areas of innovation, quality IT outsourcing, systems integration, and managed services. Specifically, in DERMS, Infosys partners with clients to integrate new DERs with existing systems within utilities such as DMS and supervisory control and data acquisition (SCADA) along with customer information systems (CISs), automated meter infrastructure (AMI), meter data management (MDM), and order management system (OMS). Register to download the report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Modernizing Grid and IT Infrastructure

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/modernizing-grid-it-infrastructure.html> ----- Enhance Efficiency. Ensure Compliance Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Utilities need to upgrade their legacy infrastructure in preparation for the smart grid, advanced metering infrastructure (AMI) and ERP systems, more so as the ability to monitor, analyze, and act on data will soon become the operating standard for asset operations. The Infosys Utilities practice offers work and asset management solutions, managed services, and safety and statutory compliance solutions. We integrate geospatial technologies with analytical tools to examine the ecosystem for superior risk management. By using smart meters, sensors, and applying cognitive computing and analytics at the edge, we vastly improve operational performance. This minimizes capital as well as operational expenditure. RPA promises operational efficiency by automating tasks and freeing staff to focus on more valuable work. Infosys implemented AssistEdge as an automation lever with Oracle Utilities Customer Care and Billing (CC&B) to enhance productivity and reduce cycle time. The utility was able to resolve 20,000 tasks each month using bots. Average handling time dropped from 11.5 days to 1.5 days, while the time to handle billing exceptions reduced by 86%. White Paper The Case for Grid Modernization Point of View Grid Modernization: Lessons Learned Point of View Grid Modernization Keystone to a Clean Energy Future PoV Case Study Transforming the power grid with autonomous robots Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

NelsonHall Point of View - Infosys: Navigating the Future of Energy

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/navigating-future-energy-report.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Utilities globally are being challenged by the need to offer greater value to customers, improve the management of aging infrastructure and ensure uninterrupted and efficient service. Is your utility looking to rapidly build its technology capabilities, adopt the right tools in advanced analytics, and improve its customer service? Download the point of view by NelsonHall. In it, NelsonHall elaborates how Infosys is helping utilities stay ahead of the curve by, Click here to download the full report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Network Modernization in Energy and Utilities

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/network-modernization.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Contrary to popular belief, the energy transition goes well beyond the shift from fossil fuels to renewable sources. It's the transformation of every interaction between an energy utility and its stakeholders - customers, suppliers, partners and shareholders. In addition to the shifting demand patterns, different energy provisioning models, and the prioritization of sustainability, the pandemic has increased the pressure on utilities to accelerate their digital transformation. During the next decade, everything from production to distribution and even consumption of energy will be completely reimagined. And network modernization is where energy's next begins. We recently hosted a virtual roundtable that brought together an astute panel to discuss "Network Modernisation in the Energy and Utilities industry". Kim Dengs, Head of Network Services at e.on, Umashankar Lakshmiopathy, SVP and Regional Head EMEA, Cloud & Infrastructure Services Infosys, Peter Terry-Brown, Director, Unified Communications & Connectivity, Vodafone Business and Hugh Ujhazy, Vice President, Telecommunications & IoT, IDC, participated in the discussion moderated by Kush Sharma. Watch this video for insights into their experiences and

learnings. Some of the aspects covered during the session were: Company
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Infosys and E.ON - On A Mission to Migrate

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/on-mission-migrate.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us E.ON, one of the largest utilities in the UK, is an organisation that leads change. Change that transforms and accelerates the future of the energy industry. And on their recent project to deliver reliable, affordable, and sustainable energy - they partnered with Infosys. Infosys aimed to completely digitise their energy ecosystem, streamline business processes, and bring overall synergy to their operations and platforms. E.ON's end goal is to digitally transform and fortify their position at the top of the leader board using innovative tech-driven interventions. Watch this video to discover why and how E.ON embarked on a migration journey with Infosys: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Energy Utility Redefines Consumer Experience with Infosys Digitally Managed Services

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/redefines-consumer-experience.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us In a world of one-click customer transactions, what utility companies need is a new vision for customer satisfaction. That's why an Arizona-based Utility deployed Digitally Managed Services from Infosys. They leveraged cutting-edge technology to transform their website to a dynamic, responsive one, augmented capabilities to handle transaction spikes, and increased avenues for self-service. The benefits were experienced by both, the utility and its consumers. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Navigate the Future of Energy

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/smart-utility.html> ----- Overview Trends Perspectives Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Navigate The Future Of Energy On the one hand, your utilities enterprise needs to maintain a smart grid network that provides reliable service. On the other, your consumers expect clean energy, customized service and cost-effective tariff plans. The emergence of distributed generation, battery storage solutions, home automation and IoT, and trading among prosumers is disrupting the traditional energy supply and billing business model. Outcomes Our offerings Outcomes Our offerings Outcomes Our offerings Outcomes Our Offerings In the Utility Industry Battery Storage and Contract Management: Creating a Renewable Future Smart Energy: future-proofing Utilities on the Cloud Read More Endless possibilities with data for Energy and Utilities: Navigate from now to your next Read More NelsonHall Point of View - Infosys: Navigating the Future of Energy Read More NelsonHall NEAT Identified Infosys a Leader in Smart IT Services for Utilities Read More Assuring Digital Trust in the Energy and Utilities Industry Read More Navigate Your Digital Transformation with Cloud - A Review of the Energy & Utility Industry Read More Navigate The Future of Energy Enhance Efficiency. Ensure Compliance. Maximize Experience. Minimize Cost. Accelerate Innovation. Drive Growth. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigate The Future Of Energy

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/smart-utility-overview.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Navigate The Future Of Energy On the one hand, your utilities enterprise needs to maintain a smart grid network that provides reliable service. On the other, your consumers expect clean energy, customized service and cost-effective tariff plans. The emergence of distributed generation, battery storage solutions, home automation and IoT, and trading among prosumers is disrupting the traditional energy supply and billing business model. The opportunity before a utility today is to transform into a responsive enterprise - soaking up a growing quantity of data from every source, analyzing it and publishing actionable insights to the right decision-makers. Technology enables a utility to reinvent itself to be a Live Enterprise - learning,

adapting, healing, and growing smarter in real-time. You need to strike a balance by navigating business challenges and opportunities by harnessing digital technologies to 'Navigate the Future of Energy'. Infosys helps Utilities Navigate the Future of Energy by Transforming Customer Experience, Modernizing Infrastructure and enabling Future Ready Business models. Our extensive experience in CX transformation programs coupled with IP driven solutions like PACE will help create a differentiated customer experience at minimized cost. Our expertise in infrastructure modernization solutions, combined with advanced technologies like IoT, Edge analytics, AI & ML-based integrated cybersecurity platform help secure your business while enhancing efficiency. We also help your business be future ready by accelerating Innovation and driving growth and we do this by unbundling traditional value chains to reassemble new business models. Why Infosys should be your innovative partner Infosys helps utilities enterprise chart their business transformation by harnessing digital technologies. Our digital navigation framework has five focus areas: Navigate the Future of Energy by transforming customer experience, modernizing infrastructure and enabling future-ready business models. Navigate the future of energy. Introduction to #NavigateTheFutureOfEnergy >> Download the 'Digital Outlook Report for the Utility Industry' >> Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys ranked Podium Winner in HFS Utilities Top 10

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/utilities-services-2022.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been ranked #3 in the HFS Top 10 Rankings for Utilities Services, 2022 report. HFS Research rated Infosys a 'Podium Winner,' specifically #1 in 'voice of the customer' and #2 in innovation categories. Key highlights: Infosys integrates services and technology across the value chain: Register to download the report Learn more about Infosys Utilities solutions. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys is helping utilities respond to COVID-19: A NelsonHall Blog

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/utilities-support-covid19-initiatives.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business

Process Management Consulting Services Incubating Emerging Offerings
Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital
Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us John Laherty, Senior Research Analyst, NelsonHall, has published
a blog on how Infosys is working collaboratively with utilities to support
COVID-19 initiatives. In the blog, John talks about the various macro level
impacts of the pandemic on the value chains and how utilities must realign
their priorities in response. He believes the new priorities will accelerate
investments in digital technologies and enable utilities to become more
resilient. Key highlights from the blog post: Read the complete blog here
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Being future-proof. That's AI-first.

----- Article source ----- <https://www.infosys.com/industries/utilities/overview.html> -----
Navigate your next in Utilities. Experience Insight
Innovate Accelerate Assure Application Development and Maintenance
Business Process Management Consulting Services Incubating Emerging
Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities
Digital Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us Your utility should transition seamlessly to a clean energy
enterprise while ensuring energy security. This requires your utility to
deploy modern and scalable infrastructure, boost capacity management, and
improve operational efficiency. In addition, you need to empower residential
and business customers with the tools to monitor and manage energy
consumption. Infosys implements advanced technologies, including data
analytics, machine learning, generative artificial intelligence, and
automation, to ensure gas, power, water, and waste water utilities provide
safe, reliable and cost-effective service. Our technology solutions ecosystem
built on AI ensures seamless integration of renewable energy sources and
enhances energy efficiency, while modernizing transmission and distribution
operations. Our offerings for the utilities industry are based on three
foundational principles - Company Subsidiaries Programs Support Connect
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Pre-configured and Accelerated Customer Care & Billing Enablement (PACE) for SAP

----- Article source ----- <https://www.infosys.com/industries/utilities/pace-sap.html> -----
Experience Insight Innovate Accelerate Assure Application
Development and Maintenance Business Process Management Consulting
Services Incubating Emerging Offerings Being Resilient. That's Live

Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Legacy customer information systems (CIS) can be a huge challenge. Not only are they complex to integrate with other systems, but are also slow during data migration, expensive to maintain, and thus increase time to market. Utilities planning to migrate to a new CIS can evaluate Infosys Pre-configured and Accelerated Customer Care & Billing Enablement (PACE). Our application runs effortlessly on SAP. Infosys PACE for SAP S/4 HANA is a preconfigured industry specific solution that enables utilities to operate in real-time, and with predictable and manageable costs. The solution offers digital (multichannel foundation), analytics (BW/ 4HANA), and usability (Fiori). The solution is available for electric, gas, and water utilities and can be implemented for both residential and non-residential customers. Contact us to know more about PACE for Utilities>> Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys CMO Radar 2024

----- Article source ----- <https://www.infosys.com/industries/waste-management.html> ----- Insights What's New Success Stories Our Offerings Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Industry Segments Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Offerings Infosys REF-OR-M SEGWAY Solution for sorting waste the right way Article The Digitalization of Waste Management for Circular Economy Report Case Study ERP ecosystem transforms operations at a waste management company Case Study Environmental solutions provider drives operational excellence Infosys leverages green technology to drive operational excellence across the value chain of the waste management business. Our frameworks and smart solutions help enterprises transition to a circular carbon economy while complying with global environmental guidelines. Our thought leaders share their perspectives on a low carbon economy Infosys - Reimagining the waste management industry with technology Solid Waste Management at Infosys read more Innovative Waste Processing read more Waste Management: Harnessing Technology for Innovative Collection read more Infosys REF-OR-M SEGWAY Solution read more The Impending Evolution of the Waste Management Industry read more Infosys ESG Waste Management READ MORE We implement green technology to drive business transformation Brochure Infosys REF-OR-M SEGWAY Solution View point The Impending Evolution of the Waste Management Industry Video Watch the webinar on Advancing Sustainability in the Services sector with FT Live! VIEW POINT Waste Management: Harnessing Technology for Innovative Collection VIEW POINT Innovative Waste Processing PRESS RELEASE Economist Impact launches The Sustainability Project with Infosys as Digital Innovation Partner video Practical Sustainability Article Can Technology

Define The Hour Of Reckoning For Our Planet? View point How Zero-Disruption Modernization Works Learn from our clients how we've been empowering them Insights Bins With Brains: IoT for Smarter Waste Management Case Study Environmental solutions provider drives operational excellence Case Study Smart logistics for waste collection and treatment Case Study The Infosys journey towards a carbon neutral enterprise Infosys implements digital solutions across the value chain Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Case Studies

----- Article source ----- <https://www.infosys.com/industries/waste-management/case-studies.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Smart logistics for waste collection and treatment Environmental solutions provider drives operational excellence Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Environmental solutions provider drives operational excellence

----- Article source ----- <https://www.infosys.com/industries/waste-management/case-studies/environmental-solutions-provider.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys implements simplified and scalable ERP platform to boost productivity and performance An integrated and scalable solution Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A North American industrial environmental solutions provider specializing in oil and gas, mining, and industrial sectors, wanted to streamline its disparate IT landscape. The company's ERP ecosystem incurred high cost of operations. Moreover, the enterprise required a robust ERP platform to support a merger. Infosys implemented Microsoft Dynamics 365 on Azure with minimal customization. Key Challenges Ready to experience? Our solution addresses the needs of over 1,000 users across sales, procurement, finance, and expense management at the energy services and environmental services company. Based on a SaaS model and hosted on Azure, the platform enables the company to scale up depending on business needs. Moreover, it provides flexibility in IT costs and capabilities based on the number of employees consuming services. Our

team ensured standardization of finance and procurement processes by adopting out-of-the-box Dynamics 365 functionalities. We migrated a majority of the merged entity's processes, related to energy services and environmental services, to Microsoft Dynamics 365 for Finance and Operations. Our solution enables business units to prepare balance sheets for insights into operations. It streamlines a complex approval process for Journals, Purchase Request, Purchase Orders and Purchase Invoices, ensuring a smooth workflow process while reducing turnaround time. Simplification Infosys implemented Logic Apps, which uses a consumption-based pricing model, to simplify the Service-oriented Architecture (SOA) landscape. Our team implemented six integrations to streamline invoicing from the company's sales and productions systems with Microsoft Dynamics 365 for Finance and Operations Speed We undertook the implementation in four months, resulting in a high return on investment. It paved the way for the second phase of the project to replace legacy systems such as SFDC, HMM, and QFAIM Compliance Our team leveraged standard internal controls within Microsoft Dynamics 365 for ICFR compliance. It helped the company navigate the merger process smoothly, and ensure replacement of the legacy ERP system with the merged entity Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Smart logistics for waste collection and treatment

----- Article source ----- <https://www.infosys.com/industries/waste-management/case-studies/smart-logistics-waste-collection-treatment.html>
----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Smart logistics streamlines treatment, recovery, and disposal processes Solution enables smart logistics and optimal waste management Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A North American environmental solutions provider wanted to optimize its treatment, recovery, and disposal processes. The company sought a smart logistics solution to manage truck appointments and monitor truck movement in real time. Infosys created a Web-based logistics solution, including a mobile app for truck drivers with GPS-based navigation to the waste treatment facility. Key Challenges Ready to experience? Infosys implemented a surveillance system leveraging the home grown Infosys Location Based Services (LBS) platform IP to provide the company with situational awareness of and control over daily processes. Our team created a mobile app on iOS and Android for waste carrier truck drivers to review, book, edit, and cancel appointments. The app also provides drivers with navigation support. Our application enables the company to manage both scheduled as well as unscheduled appointments, and record logbook entry events. It generates Web notifications and push notifications for the mobile

app. It also enables GPS tracking of the truck fleet with notifications on entry and exit of vehicles at treatment facilities. We integrated our solution with the existing riser panel information receiving systems, along with sharing information about wait times and details of trucks in the queue. It generates daily reports about the quantity of waste received, wait times and other relevant information. Online appointments Web-based solution allows stakeholders to book appointments electronically Appointment management It optimizes delivery schedules with track, review, change, reschedule options, and an appropriate role-based approval system Notifications An alert system generates notifications for different events such as available capacity at riser and facility Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Pivot to a circular economy with digital technology

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/circular-economy.html> ----- Overview Our framework for the circular economy fosters responsible behavior and business practices by diverse constituents. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Urbanization and industrialization result in exponential growth in waste, including e-waste, which affects quality of life. The waste management industry is at the receiving end of legacy manufacturing practices and excesses of consumerism. The waste management industry is challenged by a rapid proliferation of different types of residential and industrial waste. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys leverages advanced digital technologies to convert waste into a sustainable business. Our framework for the circular economy enables clear line of sight to upcycle waste for the development of new products and applications. Our team leverages a suite of digital technologies, including blockchain, big data, Internet-of-Things sensors, and cloud computing for granular visibility across the product lifecycle from manufacturing to product obsolescence and back. We enable reverse logistics to return products at the end of their lifecycle to manufacturers for development of new, repurposed or recycled products. Our reference organization (REF-OR-M) Eco Watch sustainability solution enables data collection and monitoring, auditing, and stakeholder management for adherence to circular economy standards. Infosys designs information workflows across the product value chain to realize Extended Producer Responsibility (EPR) for manufacturing enterprises. Manufacturers can devise sustainable business practices with granular visibility into their environmental footprint by capturing data metrics such as water consumption, carbon emissions and waste generation. Infosys follows an EPR policy to source computers, laptops, and electronics from empaneled

vendors who buy back hardware and / or refurbish and return them in working condition. Infosys partners with the Ellen MacArthur Foundation to support the global movement of a circular economy. We partner with enterprises to incorporate circular design into products, services, and supply chains by adopting green technology. A closed loop economy returns used goods as new or refurbished products. Waste management can be a catalyst of the circular economy by evangelizing green technology for sustainable manufacturing and responsible consumer behavior. Waste provides business opportunities to drive new product innovation and introduce new engagement models with consumers and companies. Insights The science of waste management meets the art of design thinking Video Navigating waste on the journey to the circular economy Blog Intelligent supply chains to promote a circular economy Press Release Infosys and Ellen MacArthur Foundation partner to drive forward the circular economy Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Use a comprehensive risk assessment method to ensure pipeline integrity

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/gas-pipelines.html> ----- Overview Our domain specialists have extensive experience in gas and liquid petroleum pipeline-related projects. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your gas pipeline network needs an advanced ecosystem for safe and reliable operations. Your data management system should capture, share and archive diverse types of information. Inspection workflows in your enterprise should address operational and regulatory requirements. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Gas Pipeline Integrity Management The Infosys Utilities practice helps owners and operators of gas pipelines manage pipeline integrity across the lifecycle - design, construction, operation, and obsolescence. Our holistic approach extends the life and boosts utilization of pipeline networks. Intelligent pigging and root-cause analysis of defects facilitate mitigation of business risks, thereby reducing liabilities. We develop digital solutions for secure access and sharing of maintenance schedules, inspection reports, survey information, and audit notes between field engineers, managers and control rooms. Real-time insights and collaboration prevent downtime as well as mishaps. In addition, it helps mitigate risks, implement corrective action, and manage unforeseen events. Our Geographic Information System (GIS)-oriented data models and analytical systems support documentation and reporting requirements of transmission and distribution integrity management plans. In addition, our data solutions comply with Pipeline

Open Data Standards (PODS). Asset management Predictive maintenance
Condition monitoring Cathodic protection Trend analysis GIS portals
Inspection CIPS and DCVG survey Mobile field inspection applications Inline
inspection and documentation NDT data visualization and management
Adapters for inspection databases (ILI, ECDA and surveys) Support systems
Schedule generator Work order management Data alignment sheet
generator Risk assessment and prevention Dashboards-user, performance
and compliance Proven expertise in high pressure, underwater and cross-
border petroleum pipeline operations and maintenance. Deep understanding
of regulatory frameworks for oil and gas pipelines, including Pipeline and
Hazardous Materials Safety Administration (PHMSA), USA; National Energy
Board (NEB), Canada; Agency for the Cooperation of Energy Regulators
(ACER), European Union; and Pipelines Safety Regulations, UK. Patented
method to assess pipeline integrity business risk by quantifying structural,
operational and commercial risks across the pipeline network. Article Our IP
ensures comprehensive pipeline integrity management Case Study Iroquois
achieves superior business performance with web applications Article
Automating gas pipeline leak management White Paper Holistic workforce
management Company Subsidiaries Programs Support Connect with us
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Become a source of sustainable energy

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/generation.html> ----- Overview Our expertise spans electro-mechanical systems as well as R&D services. Challenges & Solutions
Resource Center Experience Insight Innovate Accelerate Assure Application
Development and Maintenance Business Process Management Consulting
Services Incubating Emerging Offerings In the near term, your enterprise
should boost fuel efficiency and extend the life of assets. In the long term,
your power plant should provide reliable and sustainable source(s) of
energy. Your power station needs green technologies to generate 'clean'
energy. Being Resilient. That's Live Enterprise. Digital Core Capabilities
Digital Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us Power Generation The Infosys Utilities practice helps coal, gas, oil,
nuclear, solar, wind, and geothermal power plants operate in a low-carbon
economy. We offer development, upgrade, maintenance, and support
services across the turbo machinery and plant engineering value chain. We
upgrade / retrofit aging power generation facilities with Internet of Things
(IoT) applications and modeling solutions. Our data analytics ecosystem
recommends actions to reduce equipment downtime, improve productivity,
and ensure reliable operations. Our digital solutions ensure compliance with
electrical machinery standards, communication protocols, and health, safety
and environmental regulations. We simulate component / plant behavior in
the Research and Development (R&D) environment. It validates
sophisticated engineering concepts to maximize asset utilization in steam
turbine-based power plants. Accurate predictions of casing flow loss and

low-pressure exhaust performance optimize casing design for steam turbines. Our approach minimizes dependence on third-party tools for product development, including gas turbine compressors. Infosys Turbo Machinery and Plant Engineering Center of Excellence develops tools and accelerators for COTS packages, proposes bespoke enablement services, and manages competency development. Factory model for product development ensures agility, maximizes reusability of components, and minimizes cost. Team of functional, product and technical consultants with rich experience in industrial automation and control systems (HMI / SCADA / DCS). Report Infosys in the Winner's Circle of the HfS Research Blueprint Report for Utility Operations 2017 Insights From darkness to light: Five 'Ds' can lead the way Article SSE Energy Services: Digital Transformation to Deliver Next-Gen Services at Pace Report Infosys Announced as Major Service Provider in IDC MarketScape for EMEA Utilities 2017 Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Transforming Grid operations with digital solutions

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/grid-operations.html> ----- Overview Our predictive modeling techniques optimize grid operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your power utility should integrate distributed generation assets and Internet of Things (IoT). Your transmission and distribution infrastructure should meet the growing demand for energy. You need to rationalize operational expenditure, while ensuring the safety of employees and protecting the environment. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Grid Operations The Infosys Utilities practice partners with energy suppliers and grid operators to deliver superior grid performance. Our grid modernization solutions comply with standards of the Federal Energy Regulatory Commission (FERC) and cyber security requirements of the North American Electric Reliability Corporation's (NERC) Critical Infrastructure Protection (CIP) plan. Process automation supports dynamic load balancing and energy conservation programs. Our digital solutions facilitate a smart grid while mitigating risks during migration to a smart utility. Such a business transformation helps your enterprise capitalize on real-time data to optimize asset performance, improve fault isolation and accelerate service restoration. It also facilitates detection of untoward events and instantaneous response to safety alerts as well as power theft. Reusable business process library, components and templates for application portfolio analysis, rationalization and consolidation. Expertise in deployment of Geospatial Information Systems (GIS), distribution automation systems, and Advanced Metering Infrastructure (AMI). Experience in integrating clean energy sources,

demand management programs, process improvement initiatives, and post-M&A smart grid programs. Report Infosys in the Winner's Circle of the HfS Research Blueprint Report for Utility Operations 2017 Insights From darkness to light: Five 'Ds' can lead the way Article Data privacy and security in smart grids Clients Speak Infosys, a strategic partner for Fayetteville Public Works Commission Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Use the resources of service delivery experts

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/managed-services.html> ----- Overview Our integrated delivery model ensures accountability of service / deliverables / outcomes. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise demands IT services that cater to business and user requirements. You need to engage an IT services partner to renew your business with disruptive technologies. You should boost productivity while achieving substantial cost efficiency. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Managed Services Infosys offers managed IT services for operational support as well as strategic services at utilities enterprises. We combine cross-skilling and process automation to accelerate turnaround time and rationalize operational expenditure. Our scalable delivery model and proven framework for continuous improvement work together to support innovation across service areas. We ensure that your enterprise aligns with the business environment and mitigates risks with effective change management. We leverage ITIL-based proprietary components, including a global Agile framework, service catalog framework, and integrated Process Repository for IT Infrastructure Services Excellence (i-PRISE), to standardize processes and facilitate smooth delivery. We also use role-specific dashboards and relationship-level balanced scorecards to achieve business goals. Infosys Knowledge Academy for technical, domain and cross-cultural certifications. Engagement-specific Center of Excellence (CoE) identifies business demand and drives service excellence. Ecosystem for joint business planning and relationship management - board-level sponsorship, joint innovation council, managed services advisory council, and security and compliance officers. Clients Speak Infosys created a flexible, stable and innovation-rich environment: Essent Article Infosys in the Winner's Circle of the HfS Research Blueprint Report for Utility Operations 2017 Clients Speak Infosys, a strategic partner for Fayetteville Public Works Commission White Paper Workforce management solution — considerations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Accelerate the revenue cycle

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/meter-to-cash.html> ----- Overview We have proven experience in amalgamating billing systems and migrating IT processes to greenfield systems for mergers and acquisitions. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise needs to streamline the meter-to-cash process to undertake smart meter implementation. You need insights into usage by customer micro-segments to devise flexible tariff and payment systems for cash flow management. Your billing system should incorporate best practices to grow revenue. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Meter-to-Cash The Infosys Utilities practice provides services spanning the meter-to-cash cycle of gas, power and water utilities comprising Head End System (HES) implementation, customer acquisition, maintenance and support of field service software, debt and risk management, and auditing. Our approach facilitates prompt and accurate processing of meter data, which is essential for time-of-use-based billing plans for households and commercial / industrial clients. Our unified data repository for customers and assets enhances data quality, eliminates billing errors, and ensures responsive customer service. It helps reduce unbilled revenue and deploy interval billing plans. Real-time communication between customer service representatives, dispatchers and technicians prevents missed appointments and service backlogs, while boosting productivity. Preconfigured and Accelerated Customer Care & Billing Enablement (PACE) solution leverages Oracle Customer Care and Billing (CC&B) as well as SAP IS-Utilities. Meter Data Management Appliance, our preconfigured solution, incorporates Validation, Editing and Estimation (VEE) rules and supports Advanced Metering Infrastructure (AMI) as well as traditional metering devices. A multi-disciplinary team of application developers, technical experts, infrastructure specialists, and program managers. Case Study Iroquois achieves superior business performance with web applications Clients Speak Infosys created a flexible, stable and innovation-rich environment: Essent Clients Speak Anglian Water integrates enterprise systems for real-time data Case Study Electric utility implements flexible pricing engine Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Offering net metering services to retail customers

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/net-metering.html> ----- Overview Our metering solutions enable smart use of grid resources. Challenges & Solutions Resource Center

Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your power utility needs two-way communication between metering devices and the grid to comply with regulations. Your net metering system should allow retail customers to get a return on their renewable energy investment. You should promote distributed generation to minimize consumption of fossil fuels. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Net Metering The Infosys Utilities practice provides net metering consulting services and solutions to improve the reliability and efficiency of power utility enterprises. We help you incorporate data from bidirectional as well as Time-Of-Use (TOU) meters with solar photovoltaic systems and wind turbines. Accurate statements of the electricity consumed and exported to the power grid facilitate prompt billing. Our consultants help you make informed decisions on Customer Information System (CIS) modernization / replacement for managing net metering customers by sharing the road map for implementation. We develop dashboards to manage distributed energy sources and electricity load in the network. Extensive experience in maintaining micro-grids with multiple energy sources. Laboratories that gather and process real-time field data from micro-grids. Team of experts that recommends onsite power generation systems for retail customers based on consumption data. Case Study Intuitive navigation drives customers to self-service portal Clients Speak Hafslund delivers smarter customer experience Clients Speak Arizona Public Service transforms customer service Insights Data-driven energy ecosystems for a sustainable future Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Rationalize IT investment

----- Article source ----- <https://www.infosys.com/industries/utilities/industry-offerings/portfolio-analysis-optimization.html> ----- Overview Our robust governance framework provides visibility into operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your utilities enterprise requires a unified IT landscape to capitalize on business opportunities. You need to integrate smart grid technologies and sources of distributed generation. You must adopt disruptive technologies such as automation, artificial intelligence and data analytics. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Portfolio Analysis & Optimization Infosys offers portfolio analysis and optimization services to transform the IT infrastructure at utilities enterprises. A holistic assessment of your application portfolio facilitates timely decisions – consolidate, re-platform, optimize, enhance, maintain, or decommission. In addition, it enables business strategies such as mergers and acquisitions,

diversification, sourcing, and improvement programs. Infosys rationalizes the business-IT inventory – applications, interfaces, products, and vendors. It boosts resource utilization while minimizing integration and maintenance costs as well as capital investment. We align the portfolio with the enterprise architecture, increasing application availability and responsiveness, while minimizing portfolio estate and sprawl. Our approach reduces server and storage capacity requirements. Moreover, it ensures seamless access to real-time data and compliance with regulations. Cloud suitability assessment framework based on the Analytic Hierarchy Process (AHP) model with 35+ parameters. Analytical models help in defining the cloud deployment strategy. Tools, templates and repositories for knowledge management. Case Studies Iroquois achieves superior business performance with web applications Article From darkness to light: Five 'Ds' can lead the way Case Studies Intuitive navigation drives customers to self-service portal Clients Speak Infosys created a flexible, stable and innovation-rich environment: Essent Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Insights

----- Article source ----- <https://www.infosys.com/industries/utilities/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Transform Your Utility Operations with Infosys Pre-configured CIS Solution Empowered Conversations: Inspiring Leaders Shaping the Utility Industry How Utility Companies Can Accelerate Value with AMI 2.0 an Implementation Framework Advanced Metering Infrastructure 2.0: The Next Step Forward for Energy and Utilities E.ON Partners with Infosys for Secure, Boundaryless Network Operations Time of Use Electricity Tariff – A Key Enabler for Renewable Energy Usage On-Demand: Transforming Customer Experience with Infosys and SAP The Power of AI for Renewable Energy Grid Management E.ON UK establishes digital foundation for energy transition Navigating Data Reconciliation in the UK Metering Industry Infosys Brings Together Technology and Expertise to Modernize Uniper Energy's UK Application Infrastructure Landscape Infosys Solution for Vegetation Management for Utilities Panel Discussion: The Potential of the Metaverse for Utilities New Age Infrastructure: Why Tethered Clouds Work Orchestrating a Digital Approach to Energy Transition Ahead in the Cloud: A Customer-focused Cloud Transformation with Duke Energy Infosys and E.ON Empower Green Innovation for Utilities Infosys ranked Winner in HFS Energy Transition Services, 2022 Infosys and E.ON – On A Mission to Migrate Impact of 5G on Energy Utilities Infosys ranked Podium Winner in HFS Utilities Top 10 The Safety First Imperative for Utilities E.ON's Digital Transformation Journey Powered by Infosys Cobalt and ServiceNow A Digital Approach to Orchestrate the Energy Transition Intelligent Power Grid: Applying AI in the Energy Industry Resource Innovations-Infosys Electric Vehicle Supply Equipment Onboarding Solution \$414 Billion in Profits can be Gained Using Cloud for Business Growth: Infosys Research Navigating Field Service Management for Utilities POV on Electric Vehicle (EV) Charging Network Network Modernization in

Energy and Utilities Grid Modernization Keystone to a Clean Energy Future
Infosys Cobalt - Accelerating Enterprise Cloud Journey Battery Storage and
Contract Management: Creating a Renewable Future Smart Energy: future-
proofing Utilities on the Cloud Blockchain - What it means for Utilities
Digital Twin of a Solar Plant Energy Transition with Infosys Why it's Time
for Your Utility to Become a Digital Energy Orchestrator Infosys Selected by
Consolidated Edison to Digitally Transform Customer Service SSE Energy
Services: Digital Transformation to Deliver Next-Gen Services at Pace
Empowering the Utility Ecosystem with Blockchain Energy Utility Redefines
Consumer Experience with Infosys Digitally Managed Services How Utilities
Can Use Gamification to Engage Customers and Cultivate Loyalty Infosys is
helping utilities respond to COVID-19: A NelsonHall Blog Infosys named a
'Leader' in the IDC MarketScape: North American DERMS Strategic
Consultants and Systems Integrators 2020 Vendor Assessment Being
Resilient: Easing the Strain on Utilities How a utility digitalized its CX with
advanced analytics Utility addresses customer care & billing exceptions with
RPA Infosys: Building a Live Enterprise powered by the Sun Managing
complex low-voltage networks in a flexi grid Value realization from Digital
Transformation in Utilities NelsonHall Point of View - Infosys: Navigating
the Future of Energy Environmental leadership will breathe life back into
Utilities The Future of Energy Pricing Intelligent Energy and Utility: The
Movement of Enterprise Applications to the Cloud 5G Powered Utility
Transformation Grid Modernization: Lessons Learned How Utilities Can Use
Cost Estimation Software in Capital Budgeting 7 Edge Application
Remediation Tips for Utilities Implementing a Customer Service
Transformation Program NelsonHall NEAT Identifies Infosys as a 'Leader' in
Smart IT Services for Utilities Pre-configured and Accelerated Customer
Care & Billing Enablement (PACE) for SAP Navigate your digital
transformation with cloud - Energy and utilities industry view Why Utilities
Need to Make Cyber Security an Urgent Priority Linking Efficient
Operations to Customer Centricity Improving Operations Through Digital
Field Workforce Management Three Key Questions to launch successful
Utility Customer Engagement Early Focus on Data - A Key Strategy for CIS
Implementation Success Transforming Customer Experience in the Utilities
Industry Navigate The Future Of Energy Navigate your Next - The Grid of
the Future Navigate your next. In Utilities Infosys Announced as Major
Service Provider in IDC MarketScape for EMEA Utilities 2017 Smart Grid
Data Privacy & Security Automated Gas Pipeline Leak Management Process
Workforce Scheduling in Field Services Infosys positioned in the Winner's
Circle by HfS Research Blueprint Report for Utility Operations - 2017
Workforce management solution — considerations Agile: A Sustainable
Approach for Utilities Implementing SAP Being Resilient. That's Live
Enterprise. Digital Core Capabilities Digital Operating Model Empowering
Talent Transformations Tales of Transformation Industries Services
Platforms Infosys Knowledge Institute About Us Business Solutions Video
Point of View Point of View Video View point Video View point Insight White
Paper Testimonial Video Podcast White Paper Point of View Podcast Video
Report Video Point of View Report Article Video Article Video Brochure
Insights View point View point Video Article Insights White Paper Point of
View Point of View Point of View Video Video Press Release Article Point of
View Video Point of View Blog Report White Paper Video Video Video Point
of View Point of View Perspective Blog Article Article Article Point of View

E.ON partners with Infosys for secure, boundaryless network operations

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/boundaryless-network-operations.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The E.ON Group, one of the largest energy network operators in Europe, serves more than 50 million customers. The electric utility undertook a network modernization program to leverage intelligent connectivity models for driving energy transition at-scale while enhancing the user experience. Infosys has been E.ON's strategic technology partner for 15+ years. We were selected to lead the program for a next-gen, SDWAN-based, cloud-focused network transformation. Saurabh Jain, AVP, Group Manager - Client Services, Infosys, discusses the network modernization program with Kim Dengs, Global Head of Network Services at E.ON. Kim shares the genesis and achievements of the program. He also focuses on the connectivity imperative in E.ON's growth, sustainability and digitalization agenda. The partnership with Infosys allows E.ON to apply real-life experiences and "invaluable" operations knowledge across programs. In conclusion, Kim elaborates on the extreme network co-pilot project driving an AI / ML-driven approach for predictive operations at E.ON. It aims to "make the daily run easier, smoother and more efficient." Need for network modernization Goals of the network transformation program 'One Infosys' experience AI adoption in network operations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys: Building a Live Enterprise powered by the Sun

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/building-live-enterprise-powered-sun.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital

Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us Some believe that it is hard to balance sustainability and economic
viability. For us at Infosys, we made sustainability a business imperative and
turned to the sun to meet our energy needs. Watch this video to learn how
we harnessed renewable energy at scale. Company Subsidiaries Programs
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Transforming Customer Experience

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/consumer-experience.html> ----- Maximize Experience. Minimize Cost. Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Consumers expect more than just reliable energy. They are becoming proactive, demanding choice and information, and expecting personalized services. Given this environment, energy utilities need to reinvent their customer-facing operations and applications to improve key business KPIs like customer satisfaction, customer churn, and operational efficiency. Infosys has developed solutions to provide utilities with a true multichannel customer engagement platform and differentiated services. Our solutions deliver transformed customer experience, while realizing tangible benefits and business outcomes through our IP driven solutions. Blog How are Customers Influencing the Utilities Behavior? Blog Three Key Questions to launch successful Utility Customer Engagement Programs Clients Speak Getting smart with customer experience Case Study CRM framework boosts customer satisfaction score by 4% Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Utility addresses customer care & billing exceptions with RPA

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/customer-care-billing-exceptions.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Energy utilities are rapidly adopting technology to keep operations

costs in check and boost customer satisfaction. In this video, learn how an Arizona-based utility needed to effectively address its customer care & billing exceptions. They turned to Infosys to adopt AssistEdge robotic process automation and the result was lower exception handling time, lower human effort and lower back-office operations costs. Watch the video
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Cyber Security

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/cyber-security.html> ----- Digital first necessitates security first. Is your utility ready? Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us A modern utility incorporates shared infrastructure, third-party products and platforms, legacy and advanced IT systems. Such a heterogeneous landscape requires a security and safety-first approach to business. Review our perspective on cyber security to know how your utility can adopt a proactive and preventive approach by ensuring new devices have built-in security features. Your legacy infrastructure needs to be insulated from breaches and tested for vulnerabilities at regular intervals. Give your utility a robust disaster recovery mechanism to ensure that the service is up and running quickly after a security breach. A disparate utility network can maintain cyber hygiene only by cultivating cyber discipline across the workforce and the partner ecosystem. Make regular training in best practices, sensitization, and awareness campaigns a business imperative. Blog Why Utilities Need to Make Cyber Security an Urgent Priority Blog New Cyber Security for the New Digital Enterprise Infographic Digital Trust. Assured. Case Study Rapidly reclaim your business after a cyber attack Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

SSE Energy Services: Digital Transformation to Deliver Next-Gen Services at Pace

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/deliver-nextgen-services-pace.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute

About Us Award-winning transformational CIO Philip Clayson from SSE Energy Services, shares his experience of leveraging Infosys for their fast-paced digital transformation journey. SSE Energy Services (now acquired by OVO) embarked on a digital transformation journey to deliver next-gen services. In this article, Philip Clayson, Chief Information Officer, SSE Energy Services, points out that with digitalization, they have successfully increased their self-service capabilities for apps and their websites. Now, the company has embarked on a digital data journey combining the insights of multiple departments and teams to discover the best method of leveraging enterprise data and unlocking its value. "As I look at the partnership today, it is about being closer and more strategic to SSE Energy Services by jointly exploring where we can make a big difference.", says Chirag Khergamkar, Client Partner to SSE Energy Services at Infosys. In the words of Phil Clayson, "I like pace: people understand it. Delivering at pace is what it's all about". Here is how Infosys partnered with SSE Energy Services to help the CIO implement his vision for the company. Read the full article Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Why it's Time for Your Utility to Become a Digital Energy Orchestrator

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/digital-energy-orchestrator.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As an industry, energy utilities power the world. Now, this industry is preparing for a transition as it relooks at the sources of energy it supplies, grapples with new regulations, responds to changing consumer behavior, and reviews new technologies. In the midst of all this change, utilities have a unique opportunity to become live enterprises – sense data, respond with agility, and adapt to new sustainable business models. Infosys empowers utilities to accelerate their transition from service provider to Digital Energy Orchestrator. This video elaborates how. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Digital Field Operations

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/digital-field-operations.html> ----- Invest in digital field operations to empower the digital workforce Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and

Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Today, the back office of utilities manually schedule and plan work for the field workforce. As unexpected events like customer care requests or outages occur, back offices rely on manual intervention to shuffle work assignments and schedules to accommodate these jobs. Based on human judgment, these manual interventions often lead to mistakes that negatively impact field productivity and endanger field worker safety. Automate low value tasks. With AI and mobile work management solutions, utility companies can empower the field workforce and improve operations. Also ensure that people are in the right place at the right time with the right information to act promptly. White Paper Workforce Management Solution - Considerations White Paper The Grid of the Future Report Workforce Development in the Age of Digital White Paper Improving Operations Through Digital Field Workforce Management Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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E.ON UK establishes digital foundation for energy transition

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/digital-foundation-energy-transition.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us E.ON UK worked with Infosys to implement a digital transformation that would allow E.ON to continue to drive the energy transition. Infosys designed and developed a cloud native platform at E.ON UK to deliver smart metering and new customer solutions such as solar power, battery, heat pumps and EV charging, and to drive greater sustainability at scale across homes, businesses and for cities. Lee Durham, Head of Technology for E.ON UK Solutions, discusses the business imperative to migrate siloed systems on a legacy platform to a future-proofed digital platform for business agility. Fiona Humphreys, CIO of E.ON UK, shares how the company pivoted to become a digital utility and offered sustainable energy solutions to 22 million homes while driving decarbonization. She adds that E.ON UK has established a digital foundation to scale up as well as develop new products and services to delight customers. Saurabh Jain, Client Partner, Infosys discusses how the Infosys team adopted a platform approach to design a digital ecosystem of customers, assets and field work at E.ON UK. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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How a utility digitalized its CX with advanced analytics

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/digitalized-cx-advanced-analytics.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Retailization has reached energy utilities and they are embracing it with enthusiasm. In this video, learn how a US-based energy utility with 15 million users digitalized their customer experience. They did this by leveraging the cloud and advanced data analytics. The result was a 20% increase in online users, 50% faster time to market and 40% in IT spend. Watch the video Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Mike Koehler, CIO & CDO, Exelon Corp. discuss disruption in the energy sector

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/discuss-disruption-energy-sector.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys and E.ON Empower Green Innovation for Utilities

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/empower-green-innovation-utilities.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As the world moves towards sustainable practices and resources to power the future, energy companies need to embrace new paradigms,

technologies, and innovations. To empower this push, Infosys co-hosted the WHU Business Innovation Challenge with E.ON, where students pitched inventive ideas and progressive business models that could help energy and utilities companies leap to a cleaner, greener future. The event, hosted by Dries Faems, Professor of Entrepreneurship and Director of WHU's Entrepreneurship Center, saw students coming up with disruptive ideas ranging from smart energy management to carbon tracking and prosumer monetization. This challenge aims to foster collaboration, creativity, and entrepreneurial thinking by encouraging students to work together to develop innovative solutions that could positively change the future of energy. Infosys also offers a customized "Digital Transformation" course for students to develop business models using insights from senior executives and industry experts, who will help students refine their ideas through brainstorming sessions. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Enabling Future Ready Business models

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/enabling-future-ready-business-models.html> ----- Accelerate Innovation. Drive Growth Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Technologies for innovative solutions Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys helps utilities 'Be Future Ready' by leveraging emerging technology to convert challenges into opportunities. Infosys helps utilities accelerate innovation and use it as a market enabler for faster growth. By unbundling traditional value chains to reassemble new business models we help utilities drive efficiencies and generate new revenue streams. The proliferation of technologies like AI, ML, Robotics, IoT, Cloud, augmented reality, virtual reality, and blockchain have opened up a plethora of opportunities for utilities. Infosys is at the forefront of helping utilities adopt these emerging technologies and be future-ready. Applying technology to existing power lines without shutting down the grid is a challenge. The current method of addressing the problem of aging overhead conductors which have accumulate decades of silica and carbon deposits, bird droppings, and moss is to have linemen crawl along the narrow transmission wires and clean and coat the conductors. Infosys has developed the world's first intelligent robot for cleaning and coating high-voltage transmission conductors. Post deployment, this robotic solution increased transmission capacity, prevented cable replacement and resulted in a projected saving of \$2 billion. They were also projected to save up to \$6 billion in transmission losses without risking the life of a linemen. Infosys Nia brings machine learning together with deep knowledge to unearth critical insights and industrialize core

processes. Infosys' AI platform provides workflow based insights to monitor and optimize critical assets through predictive intelligence for proactive maintenance. KRTI 4.0™, a framework for operational excellence offers a framework which applies AI, cognitive/ machine learning, and machine-to-machine capabilities to address complex and expensive lifecycle management challenges. KRTI 4.0™ uses predictive and prescriptive analytics to empower decision-makers with real-time knowledge on the best and most effective operating and maintenance options for their OT systems. The framework also leverages tools such as real-time dashboards, RAMS modelling capabilities, augmented reality, chatbots, and more. With the industry experiencing a skill scarcity and an aging workforce, AR can aid field workers by connecting them with remote experts who can provide real-time guidance. Additionally, information obtained from AR solutions can be stored as a guideline for future work. Infosys AR-VR capabilities can help users visualize and manipulate large amounts of data, identify business anomalies, build field force enablement support, provide conceptual and contextual learning through immersive experiences, and identify opportunities for improved interactivity. While utilities are exploring the potential of blockchain to create internal and industry-wide efficiencies, Infosys has a proprietary blockchain platform that enables peer2peer transactions. The platform has been used to create a proof-of-concept on a Transactive Market where prosumers (producers + consumers) can sell/buy electricity using blockchain and smart meter infrastructure Infosys' proven Industry 4.0 maturity framework and IoT platform helps utilities manage Distributed Energy Resources (DERs). For a leading utilities firm, Infosys delivered a solution for meter data collection, remote diagnostics, and configuration at wind farms. Article The Future of Energy Pricing White Paper The Grid of the Future Insights How to become a Live Enterprise Article 5G Powered Utility Transformation Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Energy Transition with Infosys

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/energy-transition.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The energy industry is undergoing major transformation, as individuals, societies, and businesses try to alter their footprint. The focus is to meet the goals set out by the Paris Agreement and accelerate the shift to new energy. This better tomorrow needs better technology, and at Infosys, we're working relentlessly to bring it to life. Watch this video to know more. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Impact of 5G on Energy Utilities

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/impact-5g-energy-utilities.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Ultrareliable and low-latency communication (URLLC) and massive machine type communication (mMTC) capabilities of 5G wireless technology transform operations of energy utility enterprises. From routine inspection of transmission and distribution lines using drones to decentralized intelligence and control systems for substations, 5G supports smart grid initiatives to deliver next-generation customer service. 5G connectivity is a catalyst for an advanced digital ecosystem to support renewable sources of energy, safeguard employees, and reduce the cost of asset maintenance. 5G-enabled advanced metering infrastructure empowers utility enterprises to apply real-time data analytics for effective outage management. Read our point of view Watch how 5G effects a transformation of utilities Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

NelsonHall NEAT Identified Infosys a Leader in Smart IT Services for Utilities

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/leader-smart-it-services2019.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been identified as a 'Leader' in 'Smart IT Services in Utilities' by NelsonHall in its NEAT evaluation. This evaluation features Infosys as a 'Leader' along with its peers, namely, Capgemini, IBM, TCS, Atos, and NTT Data. NelsonHall evaluated participants in three market segments — overall capability, retail services, and smart asset services. The ranking includes a detailed profile of the Infosys Utilities practice. Infosys sees the digital journey for utilities across two main pillars: Infosys' offerings for the utility industry are based on three core areas: Key strengths of Infosys Utilities practice highlighted by the NelsonHall NEAT ranking Learn more about how Infosys is helping utilities #NavigateTheFutureOfEnergy. More about our offerings for utilities Register to download the report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys named a 'Leader' in the IDC MarketScape: North American DERMS Strategic Consultants and Systems Integrators 2020 Vendor Assessment

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/leader-systems-integrators-2020-vendor-assessment.html> ----- About Infosys Infosys strengths Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The IDC MarketScape has positioned Infosys in the Leaders category in its North American Distributed Energy Resource Management Systems (DERMS) Strategic Consultants and Systems Integrators 2020 Vendor Assessment (doc # US44514919, March 2020). IDC MarketScape evaluates the strategies and capabilities of consultants and systems integrators (SIs) in the utilities industry. IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5-year timeframe. Vendor market share is represented by the size of the icons. IDC MarketScape recognizes that the Infosys Utilities practice has long-standing relationships with some of the largest investor-owned utilities in the United States. It highlights core areas of services spanning the utilities value chain with customer engagements in generation, energy trading, transmission and distribution, customer service, enterprise services, and consulting. The report identifies the strengths of the Infosys Utilities practice in the areas of innovation, quality IT outsourcing, systems integration, and managed services. Specifically, in DERMS, Infosys partners with clients to integrate new DERs with existing systems within utilities such as DMS and supervisory control and data acquisition (SCADA) along with customer information systems (CISs), automated meter infrastructure (AMI), meter data management (MDM), and order management system (OMS). Register to download the report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Modernizing Grid and IT Infrastructure

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/modernizing-grid-it-infrastructure.html> ----- Enhance Efficiency. Ensure Compliance Perspectives to Navigate the Future of Energy Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Utilities need to upgrade their legacy infrastructure in preparation for the smart grid, advanced metering infrastructure (AMI) and ERP systems, more so as the ability to monitor, analyze, and act on data will soon become the operating standard for asset operations. The Infosys Utilities practice offers work and asset management solutions, managed services, and safety and statutory compliance solutions. We integrate geospatial technologies with analytical tools to examine the ecosystem for superior risk management. By using smart meters, sensors, and applying cognitive computing and analytics at the edge, we vastly improve operational performance. This minimizes capital as well as operational expenditure. RPA promises operational efficiency by automating tasks and freeing staff to focus on more valuable work. Infosys implemented AssistEdge as an automation lever with Oracle Utilities Customer Care and Billing (CC&B) to enhance productivity and reduce cycle time. The utility was able to resolve 20,000 tasks each month using bots. Average handling time dropped from 11.5 days to 1.5 days, while the time to handle billing exceptions reduced by 86%. White Paper The Case for Grid Modernization Point of View Grid Modernization: Lessons Learned Point of View Grid Modernization Keystone to a Clean Energy Future PoV Case Study Transforming the power grid with autonomous robots Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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NelsonHall Point of View - Infosys: Navigating the Future of Energy

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/navigating-future-energy-report.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Utilities globally are being challenged by the need to offer greater value to customers, improve the management of aging infrastructure and ensure uninterrupted and efficient service. Is your utility looking to rapidly

build its technology capabilities, adopt the right tools in advanced analytics, and improve its customer service? Download the point of view by NelsonHall. In it, NelsonHall elaborates how Infosys is helping utilities stay ahead of the curve by, Click here to download the full report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Network Modernization in Energy and Utilities

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/network-modernization.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Contrary to popular belief, the energy transition goes well beyond the shift from fossil fuels to renewable sources. It's the transformation of every interaction between an energy utility and its stakeholders - customers, suppliers, partners and shareholders. In addition to the shifting demand patterns, different energy provisioning models, and the prioritization of sustainability, the pandemic has increased the pressure on utilities to accelerate their digital transformation. During the next decade, everything from production to distribution and even consumption of energy will be completely reimagined. And network modernization is where energy's next begins. We recently hosted a virtual roundtable that brought together an astute panel to discuss "Network Modernisation in the Energy and Utilities industry". Kim Dengs, Head of Network Services at e.on, Umashankar Lakshmipathy, SVP and Regional Head EMEA, Cloud & Infrastructure Services Infosys, Peter Terry-Brown, Director, Unified Communications & Connectivity, Vodafone Business and Hugh Ujhazy, Vice President, Telecommunications & IoT, IDC, participated in the discussion moderated by Kush Sharma. Watch this video for insights into their experiences and learnings. Some of the aspects covered during the session were: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys and E.ON - On A Mission to Migrate

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/on-mission-migrate.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries

Services Platforms Infosys Knowledge Institute About Us E.ON, one of the largest utilities in the UK, is an organisation that leads change. Change that transforms and accelerates the future of the energy industry. And on their recent project to deliver reliable, affordable, and sustainable energy – they partnered with Infosys. Infosys aimed to completely digitise their energy ecosystem, streamline business processes, and bring overall synergy to their operations and platforms. E.ON’s end goal is to digitally transform and fortify their position at the top of the leader board using innovative tech-driven interventions. Watch this video to discover why and how E.ON embarked on a migration journey with Infosys: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Energy Utility Redefines Consumer Experience with Infosys Digitally Managed Services

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/defines-consumer-experience.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us In a world of one-click customer transactions, what utility companies need is a new vision for customer satisfaction. That’s why an Arizona-based Utility deployed Digitally Managed Services from Infosys. They leveraged cutting-edge technology to transform their website to a dynamic, responsive one, augmented capabilities to handle transaction spikes, and increased avenues for self-service. The benefits were experienced by both, the utility and its consumers. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Navigate the Future of Energy

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/smart-utility.html> ----- Overview Trends Perspectives Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Navigate The Future Of Energy On the one hand, your utilities enterprise needs to maintain a smart grid network that provides reliable service. On the other, your consumers expect clean energy, customized service and cost-effective tariff plans. The emergence of distributed

generation, battery storage solutions, home automation and IoT, and trading among prosumers is disrupting the traditional energy supply and billing business model. Outcomes Our offerings Outcomes Our offerings Outcomes Our offerings Outcomes Our Offerings Outcomes Our Offerings In the Utility Industry Battery Storage and Contract Management: Creating a Renewable Future Smart Energy: future-proofing Utilities on the Cloud Read More Endless possibilities with data for Energy and Utilities: Navigate from now to your next Read More NelsonHall Point of View - Infosys: Navigating the Future of Energy Read More NelsonHall NEAT Identified Infosys a Leader in Smart IT Services for Utilities Read More Assuring Digital Trust in the Energy and Utilities Industry Read More Navigate Your Digital Transformation with Cloud - A Review of the Energy & Utility Industry Read More Navigate The Future of Energy Enhance Efficiency. Ensure Compliance. Maximize Experience. Minimize Cost. Accelerate Innovation. Drive Growth. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigate The Future Of Energy

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/smart-utility-overview.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Navigate The Future Of Energy On the one hand, your utilities enterprise needs to maintain a smart grid network that provides reliable service. On the other, your consumers expect clean energy, customized service and cost-effective tariff plans. The emergence of distributed generation, battery storage solutions, home automation and IoT, and trading among prosumers is disrupting the traditional energy supply and billing business model. The opportunity before a utility today is to transform into a responsive enterprise - soaking up a growing quantity of data from every source, analyzing it and publishing actionable insights to the right decision-makers. Technology enables a utility to reinvent itself to be a Live Enterprise - learning, adapting, healing, and growing smarter in real-time. You need to strike a balance by navigating business challenges and opportunities by harnessing digital technologies to 'Navigate the Future of Energy'. Infosys helps Utilities Navigate the Future of Energy by Transforming Customer Experience, Modernizing Infrastructure and enabling Future Ready Business models. Our extensive experience in CX transformation programs coupled with IP driven solutions like PACE will help create a differentiated customer experience at minimized cost. Our expertise in infrastructure modernization solutions, combined with advanced technologies like IoT, Edge analytics, AI & ML-based integrated cybersecurity platform help secure your business while enhancing efficiency. We also help your business be future ready by accelerating Innovation and driving growth and we do this by unbundling traditional value chains to reassemble new business models. Why Infosys should be your innovative partner Infosys helps utilities

enterprise chart their business transformation by harnessing digital technologies. Our digital navigation framework has five focus areas: Navigate the Future of Energy by transforming customer experience, modernizing infrastructure and enabling future-ready business models. Navigate the future of energy. Introduction to #NavigateTheFutureOfEnergy >> Download the 'Digital Outlook Report for the Utility Industry' >> Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys ranked Podium Winner in HFS Utilities Top 10

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/utilities-services-2022.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been ranked #3 in the HFS Top 10 Rankings for Utilities Services, 2022 report. HFS Research rated Infosys a 'Podium Winner,' specifically #1 in 'voice of the customer' and #2 in innovation categories. Key highlights: Infosys integrates services and technology across the value chain: Register to download the report Learn more about Infosys Utilities solutions. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys is helping utilities respond to COVID-19: A NelsonHall Blog

----- Article source ----- <https://www.infosys.com/industries/utilities/insights/utilities-support-covid19-initiatives.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us John Laherty, Senior Research Analyst, NelsonHall, has published a blog on how Infosys is working collaboratively with utilities to support COVID-19 initiatives. In the blog, John talks about the various macro level impacts of the pandemic on the value chains and how utilities must realign their priorities in response. He believes the new priorities will accelerate investments in digital technologies and enable utilities to become more resilient. Key highlights from the blog post: Read the complete blog here Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Being future-proof. That's AI-first.

----- Article source ----- <https://www.infosys.com/industries/utilities/overview.html> -----
Navigate your next in Utilities. Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Your utility should transition seamlessly to a clean energy enterprise while ensuring energy security. This requires your utility to deploy modern and scalable infrastructure, boost capacity management, and improve operational efficiency. In addition, you need to empower residential and business customers with the tools to monitor and manage energy consumption. Infosys implements advanced technologies, including data analytics, machine learning, generative artificial intelligence, and automation, to ensure gas, power, water, and waste water utilities provide safe, reliable and cost-effective service. Our technology solutions ecosystem built on AI ensures seamless integration of renewable energy sources and enhances energy efficiency, while modernizing transmission and distribution operations. Our offerings for the utilities industry are based on three foundational principles - Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Pre-configured and Accelerated Customer Care & Billing Enablement (PACE) for SAP

----- Article source ----- <https://www.infosys.com/industries/utilities/pace-sap.html> -----
Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Legacy customer information systems (CIS) can be a huge challenge. Not only are they complex to integrate with other systems, but are also slow during data migration, expensive to maintain, and thus increase time to market. Utilities planning to migrate to a new CIS can evaluate Infosys Pre-configured and Accelerated Customer Care & Billing Enablement (PACE). Our application runs effortlessly on SAP. Infosys PACE for SAP S/4 HANA is a preconfigured industry specific solution that enables utilities to operate in real-time, and with predictable and manageable costs. The solution offers digital (multichannel foundation), analytics (BW/ 4HANA), and usability (Fiori). The solution is available for electric, gas, and water utilities and can be implemented for both residential and non-residential customers. Contact us

to know more about PACE for Utilities>> Company Subsidiaries Programs
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Infosys CMO Radar 2024

----- Article source ----- <https://www.infosys.com/industries/waste-management.html> ----- Insights What's New Success Stories Our Offerings Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Industry Segments Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Offerings Infosys REF-OR-M SEGWAY Solution for sorting waste the right way Article The Digitalization of Waste Management for Circular Economy Report Case Study ERP ecosystem transforms operations at a waste management company Case Study Environmental solutions provider drives operational excellence Infosys leverages green technology to drive operational excellence across the value chain of the waste management business. Our frameworks and smart solutions help enterprises transition to a circular carbon economy while complying with global environmental guidelines. Our thought leaders share their perspectives on a low carbon economy Infosys - Reimagining the waste management industry with technology Solid Waste Management at Infosys read more Innovative Waste Processing read more Waste Management: Harnessing Technology for Innovative Collection read more Infosys REF-OR-M SEGWAY Solution read more The Impending Evolution of the Waste Management Industry read more Infosys ESG Waste Management READ MORE We implement green technology to drive business transformation Brochure Infosys REF-OR-M SEGWAY Solution View point The Impending Evolution of the Waste Management Industry Video Watch the webinar on Advancing Sustainability in the Services sector with FT Live! VIEW POINT Waste Management: Harnessing Technology for Innovative Collection VIEW POINT Innovative Waste Processing PRESS RELEASE Economist Impact launches The Sustainability Project with Infosys as Digital Innovation Partner video Practical Sustainability Article Can Technology Define The Hour Of Reckoning For Our Planet? View point How Zero-Disruption Modernization Works Learn from our clients how we've been empowering them Insights Bins With Brains: IoT for Smarter Waste Management Case Study Environmental solutions provider drives operational excellence Case Study Smart logistics for waste collection and treatment Case Study The Infosys journey towards a carbon neutral enterprise Infosys implements digital solutions across the value chain Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Case Studies

----- Article source ----- <https://www.infosys.com/industries/waste-management/case-studies.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Smart logistics for waste collection and treatment Environmental solutions provider drives operational excellence Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Environmental solutions provider drives operational excellence

----- Article source ----- <https://www.infosys.com/industries/waste-management/case-studies/environmental-solutions-provider.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys implements simplified and scalable ERP platform to boost productivity and performance An integrated and scalable solution Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A North American industrial environmental solutions provider specializing in oil and gas, mining, and industrial sectors, wanted to streamline its disparate IT landscape. The company's ERP ecosystem incurred high cost of operations. Moreover, the enterprise required a robust ERP platform to support a merger. Infosys implemented Microsoft Dynamics 365 on Azure with minimal customization. Key Challenges Ready to experience? Our solution addresses the needs of over 1,000 users across sales, procurement, finance, and expense management at the energy services and environmental services company. Based on a SaaS model and hosted on Azure, the platform enables the company to scale up depending on business needs. Moreover, it provides flexibility in IT costs and capabilities based on the number of employees consuming services. Our team ensured standardization of finance and procurement processes by adopting out-of-the-box Dynamics 365 functionalities. We migrated a majority of the merged entity's processes, related to energy services and environmental services, to Microsoft Dynamics 365 for Finance and Operations. Our solution enables business units to prepare balance sheets for insights into operations. It streamlines a complex approval process for Journals, Purchase Request, Purchase Orders and Purchase Invoices, ensuring a smooth workflow process while reducing turnaround time. Simplification Infosys implemented Logic Apps, which uses a consumption-based pricing model, to simplify the Service-oriented Architecture (SOA)

landscape. Our team implemented six integrations to streamline invoicing from the company's sales and productions systems with Microsoft Dynamics 365 for Finance and Operations Speed We undertook the implementation in four months, resulting in a high return on investment. It paved the way for the second phase of the project to replace legacy systems such as SFDC, HMM, and QFAIM Compliance Our team leveraged standard internal controls within Microsoft Dynamics 365 for ICFR compliance. It helped the company navigate the merger process smoothly, and ensure replacement of the legacy ERP system with the merged entity Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Smart logistics for waste collection and treatment

----- Article source ----- <https://www.infosys.com/industries/waste-management/case-studies/smart-logistics-waste-collection-treatment.html>
----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Smart logistics streamlines treatment, recovery, and disposal processes Solution enables smart logistics and optimal waste management Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A North American environmental solutions provider wanted to optimize its treatment, recovery, and disposal processes. The company sought a smart logistics solution to manage truck appointments and monitor truck movement in real time. Infosys created a Web-based logistics solution, including a mobile app for truck drivers with GPS-based navigation to the waste treatment facility. Key Challenges Ready to experience? Infosys implemented a surveillance system leveraging the home grown Infosys Location Based Services (LBS) platform IP to provide the company with situational awareness of and control over daily processes. Our team created a mobile app on iOS and Android for waste carrier truck drivers to review, book, edit, and cancel appointments. The app also provides drivers with navigation support. Our application enables the company to manage both scheduled as well as unscheduled appointments, and record logbook entry events. It generates Web notifications and push notifications for the mobile app. It also enables GPS tracking of the truck fleet with notifications on entry and exit of vehicles at treatment facilities. We integrated our solution with the existing riser panel information receiving systems, along with sharing information about wait times and details of trucks in the queue. It generates daily reports about the quantity of waste received, wait times and other relevant information. Online appointments Web-based solution allows stakeholders to book appointments electronically Appointment management It optimizes delivery schedules with track, review, change, reschedule options, and an appropriate role-based approval system Notifications An alert system generates notifications for different events such as available

Pivot to a circular economy with digital technology

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/circular-economy.html> ----- Overview Our framework for the circular economy fosters responsible behavior and business practices by diverse constituents. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Urbanization and industrialization result in exponential growth in waste, including e-waste, which affects quality of life. The waste management industry is at the receiving end of legacy manufacturing practices and excesses of consumerism. The waste management industry is challenged by a rapid proliferation of different types of residential and industrial waste. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys leverages advanced digital technologies to convert waste into a sustainable business. Our framework for the circular economy enables clear line of sight to upcycle waste for the development of new products and applications. Our team leverages a suite of digital technologies, including blockchain, big data, Internet-of-Things sensors, and cloud computing for granular visibility across the product lifecycle from manufacturing to product obsolescence and back. We enable reverse logistics to return products at the end of their lifecycle to manufacturers for development of new, repurposed or recycled products. Our reference organization (REF-OR-M) Eco Watch sustainability solution enables data collection and monitoring, auditing, and stakeholder management for adherence to circular economy standards. Infosys designs information workflows across the product value chain to realize Extended Producer Responsibility (EPR) for manufacturing enterprises. Manufacturers can devise sustainable business practices with granular visibility into their environmental footprint by capturing data metrics such as water consumption, carbon emissions and waste generation. Infosys follows an EPR policy to source computers, laptops, and electronics from empaneled vendors who buy back hardware and / or refurbish and return them in working condition. Infosys partners with the Ellen MacArthur Foundation to support the global movement of a circular economy. We partner with enterprises to incorporate circular design into products, services, and supply chains by adopting green technology. A closed loop economy returns used goods as new or refurbished products. Waste management can be a catalyst of the circular economy by evangelizing green technology for sustainable manufacturing and responsible consumer behavior. Waste provides business opportunities to drive new product innovation and introduce new engagement models with consumers and companies. Insights

The science of waste management meets the art of design thinking Video
Navigating waste on the journey to the circular economy Blog Intelligent
supply chains to promote a circular economy Press Release Infosys and
Ellen MacArthur Foundation partner to drive forward the circular economy
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Provide omnichannel service to engage with customers

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/customer-engagement.html> ----- Overview
Our omnichannel approach enables customers to seamlessly resolve issues across channels. Challenges & Solutions Resource Center Experience
Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Customers want queries about waste collection, and related services to be addressed round the clock. Enterprises need to route calls from a contact center to minimize human intervention and reduce total cost of operations. Digital consumers engage with brands across channels and touchpoints. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Waste Management practice adopts an omnichannel approach to attract, engage, and retain customers. We blend automation with cognitive technologies to facilitate two-way communication between the business and customers. It helps waste management enterprises become more responsive by aligning processes to better serve customers. Our Live Enterprise suite transforms the business into a sentient enterprise that senses and responds to the needs of customers. Our customer engagement solution for waste management spans the customer lifecycle and industry value chain - from sharing waste collection schedules/route updates and billing alerts to resolving customer queries and providing proactive service. Our team combines portal, mobility, and smart solutions to provide personalized service across digital channels. Infosys streamlines processes and develops seamless data pathways across the supply chain to serve customers across touchpoints. We help waste management enterprises provide omnichannel service through a smart contact center. Our Nia chatbot delivers personalized service by interfacing with the ecosystem of messaging platforms, mobile apps, and smart speakers. It leverages natural language processing to understand the context/intent and extracts relevant data from enterprise systems to resolve customer queries. Infosys Personalized Smart Video solution provides waste management enterprises with the ability to create and share personalized content with each customer. It incorporates personalization and text-to-speech features to develop educational videos for customers about waste segregation, recycling, and the circular economy. Customer support should be automated and augmented by cognitive technologies for timely resolution. Customers should be served across digital channels along with DIY and self-service

options. Enterprises need a consolidated view of customer interaction to engage and retain customers. Insights Bins With Brains: IoT for Smarter Waste Management Insights The science of waste management meets the art of design thinking Case Study Smart logistics for waste collection and treatment Insights Driving operational excellence by maximizing vehicle uptime Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopt green technology to minimize your carbon footprint

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/decarbonization.html> ----- Overview Green technology converts a carbon intensive business into a circular carbon enterprise. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Waste management is carbon-intensive from collection to disposal of waste. Stringent environmental guidelines regulate waste management. Waste management is the last mile in the carbon economy. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys leverages smart technology to transition the value chain of waste to a low carbon economy. We partner with the waste management industry to convert a carbon intensive business into a circular carbon enterprise. Our team drives decarbonization at the enterprise and process levels by implementing smart solutions. Infosys adopts a holistic approach to decarbonization of waste management. Our framework helps waste management enterprises to comply with the Resource Conservation and Recovery Act (RCRA) and Comprehensive Environmental Response Compensation and Liability Act (CERCLA) in the United States and the Waste Framework Directive of the European Union. Internet-of-Things (IoT) sensors embedded in smart bins relay data about fill rates so that waste collection vehicles can optimize schedules using the most optimal routes. Smart logistics reduce greenhouse gas emissions while reverse logistics return segregated waste back to manufacturers to be converted into new or recycled products. Landfills emit methane, which is an environmental as well as an occupational hazard. Infosys is an investor in Airviz, a startup incubated at Carnegie Mellon University that uses patent-pending big data technology for sensing and visualization of air quality. Our team enables optimal landfill management by creating 3-D models from drones for accurate air space calculation of landfills. High-resolution orthogonal and oblique imagery is processed by algorithms using photogrammetry to stitch multiple images and generate a 3D point cloud. Infosys is a Publicly Available Specification (PAS) 2060 certified carbon neutral company, 30 years before the Paris Agreement deadline. We are a founding member of the Open Footprint™ Forum that develops open standards for accurate measurement and reporting of greenhouse gas emissions. Digital technology enables smart logistics and

optimal landfill management. Regulation is an opportunity for sustainable waste management by leveraging smart technology. Waste management can be the catalyst for decarbonization and the circular carbon economy. Insights Going from low to zero carbon in 12 years White Paper Re-engineering the carbon supply chain with blockchain technology Case Study Environmental solutions provider drives operational excellence Press Release Infosys turns carbon neutral 30 years ahead of the Paris Agreement Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Empower the field force for operational excellence

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/field-force-enablement.html> ----- Overview Field force management solution empowers professionals to make informed decisions on the go. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Waste collection and disposal demands optimal allocation of labor and vehicle fleet. Unforeseen events from bins to landfill disrupt operations. A siloed field force limits utilization of assets. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Waste Management practice undertakes field service process design to maximize the productivity of the field force. We create a digital twin of the connected field force and fleet ecosystem to drive operational excellence. Our field force management solution empowers a mobile field force to make timely and informed decisions in the last mile of waste collection and disposal. Our transformation approach covers the lifecycle of the workforce. Infosys Wingspan platform accelerates the onboarding and training of new recruits as well as field service professionals. Our cloud- and mobile-first learning platform leverages open source to facilitate knowledge discovery as well as assess proficiency levels. Our Live Enterprise suite leverages the Internet of Things (IoT) to select field staff, identify vehicles based on capacity, and undertake scheduling and route planning for daily operations. A connected ecosystem is the foundation for excellence in field service operations. Infosys combines data analytics with smart logistics for optimal labor and fleet allocation. Significantly, a mobile workforce makes data-oriented decisions resulting in accelerated turnaround times and lower total cost of operations. The Infosys XR platform supports the field force in troubleshooting and installation. Our platform brings together real-world and virtual environments to provide an immersive working and learning experience for the field force. The Infosys gamification solution boosts the productivity of the field force while rating and incentivizing performance among peers. Field service solution matches field tasks with appropriate skill level and quantum of waste with suitable vehicle capacity. Real-time visibility into smart bins and logistics ensures clockwork precision in

operations. A connected field force and fleet ensure real-time planning and execution. Case Study Smart Logistics for Waste Collection and Treatment Insights Driving operational excellence by maximizing vehicle uptime Insights Bins with brains: IoT for smarter waste management Case Study Environmental solutions provider drives operational excellence Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopt smart technology to manage waste collection and disposal at scale

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/smart-collection-disposal.html> ----- Overview Our smart approach to waste collection and disposal minimizes human intervention and drives operational excellence. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Rapid urbanization demands a scientific waste collection and disposal workflow to prevent the outbreak of diseases and epidemics. The urban lifestyle makes it difficult to predict the quantum of waste generation, which puts pressure on waste collection and disposal. Touchpoints across the waste management supply chain must be automated to prevent human error. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys partners with waste management enterprises to adopt a smart approach for waste collection and disposal at scale. We incorporate automation, integrate processes across the value chain and drive operational excellence in waste collection, sorting, disposal and recycling. Our Live Enterprise suite helps enterprises sense and respond to scheduled as well as unplanned events in real time while enabling contactless operations. Our end-to-end solution monitors waste at the source - a network of sensors in smart bins pings data about the bin capacity and threshold level, types of waste as well as time of the last waste collection. The network of smart bins is powered by the Internet of Things (IoT) to track fill levels in real time and prevent spillage. Our solution combines computer vision, Artificial Intelligence, and Machine Learning to streamline the process of sorting and segregation of different types of waste. An autonomous drone system captures images of waste at the landfill while industrial grade smart cameras record different types of waste at the conveyor belt. This data is transmitted to robots for distinguishing and segregating waste into the appropriate container or chamber. Our smart waste management ecosystem minimizes human intervention by automating waste collection and landfill management. It boosts the productivity of the fleet crew, augments upcycling and recycling of waste, and accelerates the shift to a circular economy. Infosys applies design thinking, develops frameworks, and implements advanced technologies for waste collection,

disposal, and treatment of waste at development centers in India. The waste collection and disposal process needs to be streamlined and augmented with smart technologies to mitigate risks. Real-time visibility into waste at the source through a network of IoT sensors ensures optimal hygiene and sanitation. Adoption of Artificial Intelligence and Machine Learning ensures contactless waste collection and disposal operations. Case Study Smart Logistics for Waste Collection and Treatment Insights The science of waste management meets the art of design thinking Case Study Environmental solutions provider company drives operational excellence Video Driving operational excellence by maximizing vehicle uptime Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Adopt smart logistics for timely waste collection

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/smart-logistics.html> ----- Overview Smart logistics optimizes waste collection while rationalizing the cost of operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The last mile is the weakest link in waste collection and disposal. Idling waste collection vehicles and circuitous routes increase the total cost of operations. Waste collection vehicles idling in depots results in sub optimal use of assets. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys implements smart logistics for efficient waste collection at scale and velocity. We help waste management enterprises establish a connected fleet ecosystem to automate route planning and schedule waste collection. Our solutions are underpinned by advanced data analytics to make sense of diverse data points, including real-time updates from smart bins, the weather bureau, and traffic across the civic infrastructure. Our smart logistics approach enhances efficiencies in waste collection and disposal with timely and cost-effective fleet utilization. Our Live Enterprise suite collates and transmits data to a command center that optimizes vehicle scheduling and route planning. A connected fleet of vehicles operates as and when required while allowing schedule and route changes based on real time data. Infosys smart fleet solutions combine data analytics, artificial intelligence and automation to boost fleet utilization and performance. Our sophisticated algorithms identify optimal scheduling and route planning as well as reassign or right size the fleet based on the load factor. Our fleet telematics system rationalizes the cost of operations while ensuring compliance with environment, health, and safety regulations. Infosys Cobalt, our cloud ecosystem, provides waste management enterprises with cloud solution blueprints to manage data from electronic logging systems at landfills, vehicle sensors and mobile devices of drivers. Our asset management solutions predict automotive component failure and

broadcast timely alerts for preventive vehicle maintenance. Smart logistics enables optimal fleet scheduling and timely waste collection. Automated route planning based on real-time updates of fill levels in smart bins and traffic rationalizes costs. A connected fleet of vehicles allows real-time monitoring of operations and optimal resource utilization. Case Study Smart logistics for waste collection and treatment Insights The science of waste management meets the art of design thinking Insights Bins With Brains: IoT for Smarter Waste Management Video Driving operational excellence by maximizing vehicle uptime Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

Insights

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys REF-OR-M SEGWAY Solution The Impending Evolution of the Waste Management Industry The Digitalization of Waste Management for Circular Economy Waste Management: Harnessing Technology for Innovative Collection Innovative Waste Processing Economist Impact launches The Sustainability Project with Infosys as Digital Innovation Partner Practical Sustainability How Zero-Disruption Modernization Works HFS Highlight: Infosys' chance to seize the Sustainability First narrative PLM and Product Design for a Circular Economy Infosys - Reimagining the waste management industry with technology Driving Operational Excellence by Maximizing Vehicle Uptime The Oil and Gas Industry's Path to Net Zero Emissions Bins With Brains: IoT for Smarter Waste Management Designing biogas plants to treat food waste at source Going from low to zero carbon in 12 years The science of waste management meets the art of design thinking Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Brochure View point Article View point View point Press Release Video View point Report Point of View Video Video Article Insights Insights Insights Insights Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

The science of waste management meets the art of design thinking

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/art-design-thinking.html> ----- Segregation at source Scientific storage Waste disposal and treatment Extended Producer Responsibility (EPR) Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's

Live Enterprise. Digital Core Capabilities Digital Operating Model
Empowering Talent Transformations Tales of Transformation Industries
Services Platforms Infosys Knowledge Institute About Us Infosys applies
design thinking and defines indigenous frameworks to develop advanced
waste management solutions by leveraging green technology for the
collection, storage, disposal, and treatment of waste. Infosys is a global
company with a workforce of 240,000+ employees in 46 countries. Our
Green Initiatives team designs zero waste to landfill solutions at scale. We
segregate up to 91% of waste at source. It includes hazardous (bio-medical
and e-waste), non-hazardous (food, garden, and recyclable waste) and mixed
waste. We ensure that our vendors follow scientific methods of waste
storage in landfills and scrapyards. Toxic waste is stored in four levels of
containment to prevent leakage. Biomedical waste is stored at 5° Celsius
before it is incinerated using eco-friendly methods and governed by local
regulatory policies. Non-hazardous waste is managed by recyclers
authorized by local pollution control boards. This process is overseen by our
in-house team to ensure that storage and recycling operations meet local
and global civic and regulatory guidelines. Infosys adopts an EPR policy to
source computers, laptops, and electronics from vendors. The empaneled
vendors buy back hardware at the end of the lifecycle and / or refurbish and
return them in working condition. Company Subsidiaries Programs Support
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Designing biogas plants to treat food waste at source

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/designing-biogas-plants.html> ----- Automated biogas plant Organic composter Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Green Initiatives team at Infosys designs biogas plants using constant stirred tank reactor technology to treat food waste at source. Food waste constitutes more than 35% of non-hazardous waste across campuses, with the Bangalore Development Center alone serving 17,000+ meals daily. Infosys treats 100% of its food waste scientifically. Compost and biogas are products from our food waste treatment process. Indigenously developed technology enables 20% energy savings annually and replaces ~ 6,820 LPG cylinders of 19 kg-capacity at our food courts. Infosys has a biogas plant capacity to treat 3,700 tons of food waste annually, across our campuses in India. Smart feeding and biogas management systems with electronic controls manage feeding of the digester, recirculation of slurry, and flaring of waste gas. Far infrared burners improve the effectiveness of gas usage by ~ 25%, while advanced automation minimizes plant downtime and improves gas output by 20%. Infosys has installed mechanized shredders and composters to produce

organic compost. Organic waste converters treat garden and food waste aerobically. Garden waste is mulched and composted in mulching units and vermicompost pits. The composters treat more than 2,500 tons of food and garden waste annually and produce 750 tons of micro-nutrient-rich organic compost. Company Subsidiaries Programs Support Connect with us
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The Digitalization of Waste Management for Circular Economy

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/digitalization-waste-management.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Why should waste management companies care about creating a circular economy? What kind of impact can the digitalization of waste management have? And why is it fundamental to building a circular economy? Let's explore that in this thought leadership series of article, podcast and interview by Mitrankur Majumdar- Sr. VP and Global head, Services, Infosys. Article The Digitalization of Waste Management - Is it Essential to the Circular Economy? Mitrankur Majumdar, Sr. VP and Global Head, Services, Infosys. Read more Mitrankur Majumdar in conversation with EdgeVerve on Waste Management Podcast The Digitization of Waste Management - It's Now or Never Mitrankur Majumdar, Sr. VP and Global Head, Services, Infosys. Listen Now Watch out this space for an upcoming LinkedIn interview! Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Going from low to zero carbon in 12 years

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/going-low-zero-carbon.html> ----- Leading by example Partnering with peers Global recognition Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Since 2008, Infosys has actively pursued its carbon neutral goal by focusing on decarbonization. Our strategy includes reducing our carbon footprint across global operations, transitioning to renewable energy, and

offsetting carbon by helping more than 100,000 families in local communities reduce carbon emissions. In October 2020, Infosys became a Publicly Available Specification (PAS) 2060 certified carbon neutral company. At the United Nations Climate Change Conference (COP 21) in Paris, 2015, 195 countries committed to achieve carbon neutrality by 2050. We achieved this milestone, 30 years before the deadline set in the Paris Agreement. Infosys develops sustainability solutions that are deployed across its operations in 46 countries. Our reference organization (REF-ORM) Eco Watch Sustainability solution enables data collection and monitoring, auditing, and stakeholder management for adherence to sustainability standards. Infosys joined the Climate Pledge, a forum founded by Amazon and the environment firm, Global Optimism; to become a zero carbon company by 2040. Companies who are signatories continuously measure and report greenhouse gas emissions, implement decarbonization strategies, and neutralize emissions. Infosys partners with the Ellen MacArthur Foundation to influence a global transition to a circular economy. Our Sustainable Business Unit partners with clients to incorporate circular design into products, services, and supply chains by reusing and repurposing their existing technology landscape. Infosys is a member of the Open Footprint™ Forum that develops open standards for accurate measurement and reporting of greenhouse gas emissions and environmental footprint covering water, waste, and land data. We have been recognized for creating awareness, leveraging technology, and driving measurable outcomes in decarbonization. Infosys was inducted into Dow Jones Sustainability Indices (DJSI), including the DJSI World and DJSI Emerging Markets Indices for our environmental, social, and governance policies. Infosys won the United Nations Global Climate Action Award in the 'Climate Neutral Now' category at the United Nations Climate Change Conference (COP 21) in Santiago, 2019 for innovative solutions to address climate change and sustainable development. Company Subsidiaries Programs Support Connect with us
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Infosys - Reimagining the waste management industry with technology

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/reimagining-waste-management-industry-technology.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As populations grow and urbanization expands, one industry can make a big difference towards making the world cleaner, safer, and healthier - the waste management industry. Today, waste management companies have an opportunity to work smarter and address the problem of rapidly increasing

waste with the right technology. This video shares how the Infosys Waste Management Practice can help environmental solutions providers on their journey towards sustainability. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Driving Operational Excellence by Maximizing Vehicle Uptime

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/vehicle-preventive-maintenance.html> ----- Predictive maintenance Automatic scheduling of inspection Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The waste management industry demands an efficient fleet of vehicles for collection of waste from the source and disposal at landfill sites. The fleet of automated sideload trucks, compressed natural gas trucks, front end loaders, and roll-off containers needs to be in optimal working condition to manage the scale of operations daily. Infosys Vehicle Maintenance (iVM) solution allows waste management enterprises to maintain their vehicles in peak condition, undertake predictive maintenance, and schedule timely inspections. Our cloud solution leverages telematics, artificial intelligence, and machine learning to monitor diverse parameters of vehicles and maximize fleet uptime. Our cognitive system assesses the condition of vehicles and triggers an alert about engine and transmission failure, battery life, brakes, axles, and steering issues in advance. Machine learning harnesses vehicle data to enhance the accuracy of predicting malfunction of parts or components. Our system incorporates an algorithm to schedule maintenance based on 5,000+ parameters of the vehicle in seconds. A dashboard displays average garage utilization and vehicle downtime during the maintenance period. Our solution improves availability of the vehicle fleet by 10%, increases vehicle life by 15%, and reduces the total cost of operations by 20%. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

100% recycling and reuse, zero wastewater

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/zero-wastewater.html> ----- State-of-the-art recycling Reusing treated wastewater Turning blackwater into compost Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core

Capabilities Digital Operating Model Empowering Talent Transformations
Tales of Transformation Industries Services Platforms Infosys Knowledge
Institute About Us As a member of the CEO Water Mandate, an initiative of
the UN Global Compact for sustainable development, Infosys made a
commitment to 'zero wastewater discharge' in 2014. We adopted advanced
technology to achieve the milestone, while driving freshwater conservation
by recycling wastewater efficiently for safe reuse. Infosys reengineered,
retrofitted, and modified Sewage Treatment Plants (STPs) across campuses
and applied best practices in industrial wastewater treatment. Advanced
membrane bioreactor technology, energy-efficient pumps and automation
improve the load capacity of STPs and minimize maintenance. It ensures
consistent recycling and enhances the quality of treated wastewater. We use
recycled wastewater within campuses for gardening, landscape
maintenance, and makeup requirements of cooling towers for air
conditioning. In addition, dedicated plumbing lines for treated water in all
buildings facilitate the use of recycled wastewater for flushing. Infosys
collaborated with Leibniz University Hannover, Germany to design
automated solar dryers for treating and drying sludge. A robotic system
automates cleaning of solar panels and wastewater treatment. Dried sludge
is blended with organic compost when irrigating plants in the campus.
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Navigate your Next in Waste Management

----- Article source ----- <https://www.infosys.com/industries/waste-management/overview.html> ----- Experience Insight Innovate Accelerate
Assure Application Development and Maintenance Business Process
Management Consulting Services Incubating Emerging Offerings Being
Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating
Model Empowering Talent Transformations Tales of Transformation
Industries Services Platforms Infosys Knowledge Institute About Us You
need to manage operations with clockwork precision to support the civic
infrastructure. You should adopt smart technology to accelerate
decarbonization and transition to the circular carbon economy. Infosys
partners with waste management enterprises to navigate the dynamics of
operations, environmental, social, and governance guidelines, and
regulations. We blend advanced and emerging technologies with indigenous
frameworks to drive operational excellence and mitigate risks. Our offerings
for the waste management industry are based on three principles - Thought
paper Intelligent supply chains to promote a circular economyRead more
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<https://www.infosys.com/industries/financial-services/next-financial-services/scaling-cloud-financial-services.html> ----- Experience Insight Innovate
Accelerate Assure Application Development and Maintenance Business
Process Management Consulting Services Incubating Emerging Offerings
We are Sorry Being Resilient. That's Live Enterprise. Digital Core

Capabilities Digital Operating Model Empowering Talent Transformations
Tales of Transformation Industries Services Platforms Infosys Knowledge
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surviving-digital-upheaval.html](https://www.infosys.com/industries/financial-services/next-financial-services/surviving-digital-upheaval.html) ----- Experience Insight Innovate Accelerate
Assure Application Development and Maintenance Business Process
Management Consulting Services Incubating Emerging Offerings We are
Sorry Being Resilient. That's Live Enterprise. Digital Core Capabilities
Digital Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us The page you requested cannot be found. Company Subsidiaries
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www.infosys.com/industries/financial-services/next-financial-services/whats-
next-cloud-banking.html](https://www.infosys.com/industries/financial-services/next-financial-services/whats-next-cloud-banking.html) ----- Experience Insight Innovate Accelerate Assure
Application Development and Maintenance Business Process Management
Consulting Services Incubating Emerging Offerings We are Sorry Being
Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating
Model Empowering Talent Transformations Tales of Transformation
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Outpace change by making transformation a reality

----- Arcicle source ----- [https://www.infosys.com/industries/financial-services/
overview.html](https://www.infosys.com/industries/financial-services/overview.html) ----- Our approach to financial services transformation The
Infosys Financial Services Advantage Ecosystems for innovation A
partnership that adds value A solution stack that realizes end-to-end digital
transformation Converged capabilities that accelerate innovation Ready to
make your transformation a reality? Experience Insight Innovate Accelerate
Assure Application Development and Maintenance Business Process
Management Consulting Services Incubating Emerging Offerings Dedicated
Accelerator Capabilities Unique Engagement Models Digital Platforms Being
Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating
Model Empowering Talent Transformations Tales of Transformation
Industries Services Platforms Infosys Knowledge Institute About Us
Financial services is undergoing massive, rapid change, from the quality of
experience customers expect from their financial services providers to
increased competition from digitally-driven Fintech rivals. In response,
financial institutions need to make transformation happen, faster than the
speed of change. Success relies on digitizing from end-to-end and
participating in innovative new ecosystems, connecting internal silos and
shoring up skills gaps to do so. These are the ways you make transformation
a reality. Infosys delivers three essential elements that make transformation

a reality and take on change with confidence. Deep domain knowledge Infosys' 50,000+ financial services technologists have shaped the digital agendas of some of the most influential global financial services brands. This means we have unique real-world insights which we apply intelligently to help make transformation a reality. Our Centers of Excellence are the nucleus of that knowledge. They combine deep domain and technology expertise with an understanding of cross-functional financial services and horizontal business processes. Through these specialist centers we confidently provide transformational solutions. We put our financial services clients at the center of a diverse ecosystem that binds the best thinking, technologies, people and processes to advance innovation at scale and pace. We partner with clients in an innovative way that adds value to them, accelerates their transformation and achieves their strategic outcomes. Our full solutions stack is designed to make digitization happen, from end to end, at the speed of change. Infosys is integrating unique solutions, engagement models and digital platforms to help our clients accelerate their transformation journey and outpace change. Infosys Banking APIs DevOps & Agile Assessment Tools Infosys Live Enterprise App Management Platform Infosys Microservices Platform Infosys Workload Migration Platform Infosys Cloud Automation Framework Infosys DevOps Platform Infosys DevOps Platform IT as a Service: Transformation services that combine skilled people, best-in-breed assets, best practice process and visionary transformation Business Platforms as Service: Accelerate transformation with Cloud-based solutions for Financial Services Integrated Infrastructure + Apps + Tech + Ops + Transformation + IT + BPO Comprehensive outsourced value delivery services for Financial Institutions Infosys Finacle (core banking) Infosys McCamish (insurance BPM) Infosys Cyber Security (security) Infosys Wingspan (L&D) Stater (mortgages) Infosys Meridian (workplace) Edge Verve (core banking) Juniper (networks) As the fastest growing IT services brand, with unrivaled financial services IP and a rich ecosystem of client and technology partners, we are uniquely placed to deliver complex, end-to-end digitization programs, and make transformation a reality for financial institutions like yours. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Insights, Reports and Capabilities on Platform-based Operating Models

----- Article source ----- <https://www.infosys.com/industries/financial-services/platform.html> ----- The age of Platformication has dawned Transform the Future of Financial Services Explore the Platform-mindset for Future-focused Transformation Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings - Ronak Doshi, Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation

Industries Services Platforms Infosys Knowledge Institute About Us The Financial Services world is evolving to an ecosystem powered by co-creation and collaborative participation with the recognition that greater value is delivered by the ecosystem than by individual players. The focus for FS firms is increasingly turning to a more effective transformation approach encapsulating business model innovation, enriched offerings, monetization, security and resilience. Platform-based operating models is all set to transform the future of the FS industry. Simplification, agility, faster time to market and technology evolution are at the heart of facilitating this as-a-service business model. This page is designed to provide financial institutions, business and IT leaders with research, analyst reports and insights on platform-based operating models and how Infosys fits into it all. Everest Group, a leading global research firm, has published a research report which outlines value drivers for the industry, how legacy technology is a roadblock to value discovery, the increasing complexity of IT and operations with continuous modernization and the journey for Financial Services firms to continuous simplification enabled by a platform-based IT operating model. Ever-changing customer preferences, technological and operational complexities, and the demand for seamless experiences, continues to be challenging for the Financial Services industry. With a platform centric approach, Infosys is accelerating the convergence of physical and digital worlds and helping clients bring forth the sustainable digital future their customers are looking for. - Dennis Gada, Senior Vice President, Head of Financial Services - North America at Infosys Financial services firms have undertaken a series of modernization initiatives to address the challenges associated with legacy systems, often in a siloed manner at different points in time of their modernization journey causing an increase in overall complexity and risks in business and IT. BFSI firms need to move away from such siloed but continuous modernization approach and adopt a 'continuous simplification' approach which is underpinned by a platform-based operating model which drives agility and time to market Partner, Everest Group Resources Research The Shift to a Platform-based Operating Model in Lending - by Everest Group Register to Download > Research The Future of Custody and Depository Services - by Everest Group Register to Download > Viewpoints The Future of Finance - Rearchitecting Financial Services Read More > Capabilities The industry-leading digital banking solution - Finacle Learn More > Ratings Infosys - A Leader and Star Performer in Everest Group's Platform IT Services PEAK Matrix® 2022 Download Report > Ratings Infosys recognized as a Leader in Everest Group's Finastra IT Services PEAK Matrix® 2022 Download Report > Capabilities Accelerating open banking and the digital/API banking journey — Infosys Banking API Platform Learn More > Event Transforming the Future of Financial Services - A Platform-Based Operating Model Watch Playback > Research A Platform-based Operating Model to Transform Financial Services - by Everest Group Register to Download > Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigating your next in Healthcare

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----- Insights What's New Success Stories Our Offerings Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Service Offerings Explore Solutions Platform Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Insights Delivering Harmony in Healthcare Insights Digitizing - Modernizing and Streamlining Legacy Systems Report Infosys CMO Radar 2024 Insights "We need to drive down costs while improving patient experience": Prof Mohanbir Sawhney in PaceSetters The current crisis is severely testing the health care ecosystem. The pandemic has emphasized a need for increased patient focus to help build a more resilient supply chain. It also underlines the need for healthcare organizations to scale up on the adoption of digital technologies to help manage customer experience effectively. Agile Digital Services Architecture:Healthcare Agile Digital Services Architecture:Healthcare Get an inside perspective on Healthcare industry from an IT point of view PACESETTERS with Venky Ananth Infosys Topaz | AI in Healthcare - Harmonizing Healthcare with AI read more Delivering Harmony in Healthcare read more Telehealth: Health care industry's game-changer? read more Digitalization of healthcare read more Leveraging Platforms to Reduce Costs and Enhance Experience read more Digital-The big disruption in the Healthcare Industry READ MORE Blending insights, knowledge and our Healthcare experience to help you stay ahead of Competition Brochure AI Revolution: Transforming Healthcare's Data Deluge into Opportunity Point of View Navigating the Intricacies of Data Governance Amidst Changing Regulations and Evolution of AI Point of View Role of GenAI in Transforming Telehealth Point of View Heart of Technology: 'AI'nnovation in CARDIAC Health Report AI Readiness in Healthcare Brochure Infosys Topaz | AI in Healthcare - Harmonizing Healthcare with AI Case Study Harmonizing Customer Support with AI-Powered Semantic Search for a Payer Contact Center White Paper Implementing Interoperability Mandates - Infosys Perspective Empowering Healthcare through Technology and innovative solutions Case Study Harmonizing Customer Support with AI-Powered Semantic Search for a Payer Contact Center Case Study Refreshing a Personalized Communication Platform with Automated Document Generation Case Study Elevating care management for a health plan covering 4.7 million members Case Study Call Center Modernization with Salesforce Health Cloud Discover Solutions, Services and offerings for Healthcare Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Success Stories

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Harmonizing Customer Support with AI-Powered Semantic Search for a Payer Contact Center Chronicles of Harmony Cloud-hosted automated platform boosts care management at payor enterprise Leading payer organization implements cloud ecosystem to drive operational excellence Healthcare insurer accelerates sales with cloud enrollment platform Multi-state Blue reduces production defects by 30% through streamlined application testing Healthcare insurance portal enhances the user experience Attaining 99% claims processing accuracy for a health plan with a diverse application landscape Refreshing a personalized communication platform for a leading pathologist organization A healthcare firm's journey towards achieving 96% precision in monthly claims reserve forecasts Elevating care management for a health plan covering 4.7 million members Tackling data security and access challenges for a multi-state health insurer Achieving Lightning-Fast Case Resolution In Under A Minute For A Leading Managed Care Company Multi-state managed care organization expands strategically with a playbook-driven growth approach Resolving grievances and appeals for a leading managed healthcare company Ramping up data operations efficiency for the cloud journey ahead Leading managed care organization conducts enhanced operations through streamlined processes Empowering a Managed Care Organization To Implement Playbook-Based Modernizing legacy systems to elevate operational efficiency and member engagement for a health plan provider A leading health insurer bolsters cybersecurity to minimize vulnerabilities Breaking barriers to patient wellness through hyper-personalization and collaboration Leading Medicaid MCO successfully navigates market changes through lean operations Empowering A Health Tech Company to Diagnose Disease Onset Faster and Improve Treatment Pathways Empowering Actionable Insights for a Leading Health Insurer by Facilitating Flawless Data Migration Ensuring Harmonized Onboarding; Provider Data Access for a Regional Medicaid Payer Leading Healthcare Provider Cultivates Customer-centricity through Automated Enrollment Composing the melody for smoother operations for a leading health tech company How we helped a leading health insurer hit high notes through auto-adjudication of claims American Insurer Modernizes Data Platform for Better Service Delivery and Customer Engagement Embarking Large Scale Operations Transformation Journey to Optimize Cost and Sustain Business Growth for a Fortune 500 US Healthcare Payer Improving Constituent Experience via Contact Center Transformation Building resilience through Azure transformation for a large Health Care payer 58 Tons of CO2 Emission Reduction by Reimagining Registration and Login Process Expedited Execution for Acquisition and Expansion Programs for a Leading Health Plan Infosys Helps Molina accelerate Time-to-Market of Government sponsored Health Plan for Puerto Rico Aetna streamlines communications and improves speed-to-market with Infosys and HP Exstream solution Infosys partners with a Government department for implementation of Electronic Health records. Infosys Enables Health Insurer To Engage Patients in Their Healthcare Through

Personal Health Record Model Infosys' Integration and Collaboration
Solution Helps Mercy Health Plans Enhance Customer Satisfaction Portal
Strategy and Technology Architecture Enhancement for a Pharmacy Benefit
Manager (PBM) Infosys - Aetna's Trusted IT Partner for more than a Decade
Long Term Care Partners Modernizes Core Systems to Optimize Operations
and Support Growth Infosys developed an Enterprise Data Warehouse for a
Commercial Health Benefits Company Establishing a Testing Center of
Excellence for a Commercial Health Benefits Company Healthcare Major
Accelerates Time-to-Market by 9 months using Service-Oriented
Architecture Leveraging Service-Oriented Architecture for Competitive
Advantage Being Resilient. That's Live Enterprise. Digital Core Capabilities
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Expedited Execution for Acquisition and Expansion Programs for a Leading Health Plan

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/acquisition-expansion-programs.html> ----- The Solution Benefits
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Maintenance Business Process Management Consulting Services Incubating
Emerging Offerings Solution Approach and Implementation KPI / Focused
Metrics Being Resilient. That's Live Enterprise. Digital Core Capabilities
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About Us Case Study Improved implementation timeline for a typical
acquisition and expansion program. Typical acquisition and expansion
programs used to stretch for 10-12 months. Multiple IT process areas are
involved, impact analysis is done independently, and then consolidated to
derive the estimates and timeline. The client needed help in consolidating
and expediting impact analysis, minimizing duplicate effort due to multiple
IT teams' involvement, and improving implementation timeline for such
programs. Key Challenges Ready to experience? The client was able to
achieve faster TAT for new M&A programs' estimations using playbook, and
also meet their commitment for on-time system readiness Faster
implementation — 46K+ New York Health Plan members migrated to client

system in six months with zero functional issues and zero performance issues Showcase of Infosys' adoption of Agile DevOps practices and plug to client's agile transformation journey Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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How we helped a leading health insurer hit high notes through auto-adjudication of claims

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/auto-adjudication-claims.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Our client, a multi-state health insurer, faced challenges in processing high volumes of claims, especially those exceeding specified lines and amounts, requiring manual intervention. This manual process led to delays and increased costs, impacting provider and member satisfaction. Infosys conducted an impact assessment, considering regulatory requirements and cost-benefit analysis. A strategic rollout plan for incremental automation, starting with dental claims, was implemented. This approach, accepted for its favorable ROI, addressed 80% of pending claims, ensuring operational efficiency. Infosys orchestrated value by improving auto adjudication by 3.88%, automating 21,000 additional claims daily, simplifying transactions for providers, and reducing MIPS consumption. The innovative approach streamlined operations, leading to enhanced reimbursement, stakeholder satisfaction, and optimized outcomes." Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Building resilience through Azure transformation for a large Health Care payer

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/azure-transformation-health-care-payer.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Solution Approach & Implementation KPI / Focused Metrics Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services

Platforms Infosys Knowledge Institute About Us Case Study Customer has embarked on a journey to modernize and transform IT Landscape to improve access to care and provide premium services at a lower cost and faster time to market. Azure transformation was made possible in a record time of 14 months. Infosys and Microsoft partnered together to bring the might of both the organizations in this transformation journey. Infosys assumed the end to end ownership for Azure platform hosting, transformation and Integration/maintenance. Key Challenges Ready to experience? First health care payer to run end to end health plan operations on Azure Public Cloud platform. All the core business applications are on Azure with Full-fledged, near seamless, active – active DR capabilities within the specified RPO and RTO to run business in a DR scenario Reduced technical debt by removal of ~30% unused/ aged infrastructure and technology modernization. Improved security posture through defense in depth controls and processes Today, customer has good resilient and cost optimized platform which enables them to provide premium healthcare and faster turnaround of medical services to their customers, also enables them for faster mergers and acquisitions Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

American Insurer Modernizes Data Platform for Better Service Delivery and Customer Engagement

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/better-service-delivery-customer-engagement.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Pattern Driven Migration Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A leading US-based provider of health and life insurance products and services, an independent licensee of the Blue Cross Blue Shield Association, wanted to upgrade their service delivery and access data-driven insights. This was critical amid the intense competition from national and high-tech plans. The firm was looking for ways to reduce premium hikes, nurture a collaborative ecosystem with healthcare providers and insurers, and ultimately enhance customer experience and engagement. Key Challenges The foremost challenge lay in their inability to get holistic insights on plan members. In the existing landscape, member data resided in disparate systems, making it a laborious task to draw the right data for timely business decisions. Ready to experience? How Infosys Helped in Enterprise Modernization The client partnered with Infosys to modernize their enterprise data warehouse to support business insights and data-driven decision-making. Infosys began by retiring the on-premises data warehouse

and data lakes and migrating the client's systems to an Azure platform that included a comprehensive tech stack handling data, analytics, DevOps, etc. A large Infosys team comprising globally-located engineers and consultants was dedicated to executing the migration using a 10-month multi-wave approach. We built over 10 migration design patterns and leveraged extreme automation to enable pattern-driven migration. The team also used proprietary accelerators to give the client easy access to information on members, providers, and claims. In migrating to the Azure Platform, Infosys helped the client modernize its data landscape. The transformation has:
Saved US \$22 million in operating costs and reduced technical debt through a cloud-first data warehouse
Reduced migration effort by 90% through proprietary tools like Infosys Data Wizard and BladeBridge converter
Created a single source of truth across the client's group, government, and retail lines of business
Enabled actionable insights through advanced analytics to enhance customer experience
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Cloud-hosted automated platform boosts care management at payor enterprise

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Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us
A mutual benefit and health plan operating a large network in California wanted to replace a legacy third-party application used by case workers to address scalability requirements. Further, an advanced system was an imperative to ensure compliance with the California Advancing and Innovating Medi-Cal (CalAIM) mandate. Infosys implemented a cloud-based case management solution for ubiquitous healthcare delivery. We implemented robotic process automation to streamline correspondence with members and undertook rigorous testing. Automated test scripts and CI-CD-CT pipelines accelerated solution deployment. Our platform consolidated data from diverse systems to provide a unified member view to care management teams. Process automation enabled real-time data sharing and seamless coordination between 12+ vendor partners, which ensured holistic healthcare delivery and enhanced the physician experience. Our solution reduced transaction processing time from 70 hours to 90 minutes. Significantly, superior care services and better outcomes improved patient satisfaction by 75%. Read More
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Attaining 99% claims processing accuracy for a health plan with a diverse application landscape

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/claims-processing-accuracy.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The client, an integrated health delivery system, faced data compromise issues due to the acquisition of two health plans and disparate admin platforms. Duplicate applications and varied workflows needed unification, diverting SMEs from core responsibilities. Infosys, as a UAT partner, addressed challenges through a market-ready approach. They conducted QNXT upgrades, migrated to Azure's private cloud, and facilitated legacy platform transitions. Testing strategies included layered accuracy, comparative testing, regression test bed creation, and easy file comparison using proprietary and open-source tools. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Leading payer organization implements cloud ecosystem to drive operational excellence

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/cloud-ecosystem-drive-operational-excellence.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us A mutual benefit and health plan looked to modernize IT infrastructure to ensure real-time access to member, provider and payer data; rationalize costs for stakeholders; and enhance the patient and provider experience through superior service. Infosys implemented a cloud-first, data-driven ecosystem. We created an integrated enterprise data hub on Microsoft Azure to support machine learning and population health management. Our strategic partnership with Microsoft allowed us to use advanced cloud service components to accelerate development of the smallest practical product. Robust infrastructure configuration, cybersecurity and DevOps pipelines ensured smooth cloud operations at the payer enterprise. Our data science professionals developed a data vault-

based model and a scalable Metadata Driven Ingestion Framework for seamless data integration and consumption from multiple internal and external sources. Extreme automation and our pattern-driven migration approach accelerated migration of three billion historical records to the Microsoft Azure platform. Notably, our solution enabled the payer to improve timelines for designing care management plans by 2x. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Improving Constituent Experience via Contact Center Transformation

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/contact-center-transformation.html> -----

The Solution Benefits
Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings KPI / Focused Metrics Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us

Case Study A leading US-managed health organization which offers traditional and consumer-directed healthcare insurance plans and related services such as medical, pharmaceutical, dental, behavioral health, long-term care and disability plans has embarked on a journey to provide a better experience to their members and their customer service representatives (CSRs) by creating a strategic omni-channel customer service platform. This technology modernization transforms existing legacy contact center infrastructure to Salesforce Service Cloud, and helps in the redesigning of robotic intelligent platform using IVR - voice bot and chatbot, data analytics of call data and sentiment analysis. Infosys is a major partner in this continuous innovation and transformation across the customer's healthcare lines of businesses.

Key Challenges The health organization wanted their CSRs to leverage modern technology which offers key differentiators, improved operational efficiencies, mitigated business continuity risks and faster speed to market.

Ready to experience? Solution Approach and Implementation The new platform was developed using Salesforce Service Cloud and improved the existing robotic intelligent platform using IVR. This platform provides contact centers to retrieve customer information from several other systems within a single source. Key features include Intelligent Virtual Assistant using voice bot and chatbot features, member voice authentication, Cisco omni-channel (migration from Avaya to Cisco), secure messaging, data analytics of call data and sentiment analysis. With the introduction of automated customer support into the customer experience, IVR serves as a bridge between the member's initial call and new robotic intelligent platform functionalities. Improved CSR and member experience and satisfaction Enabled greater self-service options and improved voice bot capabilities Legitimate calls to self-service menus, chatbots, or agents Reduced opt outs to CSR as the request are handled by voice bot first and are routed to CSR for further queries Conversational IVR provides an easier

path for members to obtain plan/product information Increased self-service
closures through the conversational IVR and a reduction in incoming call
volume over time Decrease in live agent calls Increased data security
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Enabling a leading healthcare provider to elevate customer centricity through automated enrollment

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/cultivates-customer-centricity.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The client, a regional health plan, grappled with a manual group enrollment process marked by fragmentation, paper-based forms, complexity, and error vulnerability. This resulted in a significant 20% of call volumes dedicated to addressing issues arising from errors within group setup and enrollment. Partnering with Infosys, the client underwent a transformation using Vlocity, a pre-built Salesforce solution. This initiative aimed at eliminating process inconsistencies and errors, providing a responsive digital experience, and offering brokers and employer groups an efficient self-service platform. The automated solution achieved 99.9% accuracy, saved 80% in administrative costs, and increased NPS by 25%, addressing and overcoming the challenges faced in the manual enrollment process. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Empowering a health tech company to diagnose disease onset faster and improve treatment pathways

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Transformation Industries Services Platforms Infosys Knowledge Institute
About Us A healthcare technology company specializing in Parkinson's
disease treatment faced the challenge of securing FDA approval while
optimizing costs for platform enhancement. Infosys provided a two-fold
solution, establishing a POD with medical device engineers and healthcare
domain consultants. They designed a digital biomarker platform, enabling
continuous data collection, health data interpretation through AI/ML
algorithms, and insights for researchers and clinicians. The benefits
included faster FDA approval, a product engineering mindset through
DevOps, and scalability for various neurological diseases. Infosys' agile
approach revolutionized neuroscience research and patient care, ensuring
the earliest possible detection. Read More Company Subsidiaries Programs
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Infosys partners with a Government department for implementation of Electronic Health records

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/electronic-health-records.html> ----- Key Challenges The Impact The Solution Ready for Disruption? Developing a PHR solution for a health insurer Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Whitepaper Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study The Electronic Health Records (EHR) project is a massive one and so a demonstrator was to be built for a particular county. This would function as a test bed for proving the concept and the operations would yield new ideas for actual fulltime implementation. Technically, the EHR would enable the General Practitioner (GP) to view a patient's full details and also help doctors giving emergency treatment to quickly determine the allergies and previous history of diseases but until a demonstrator was built and deployed, the actual evidence would not emerge. Infosys had to build a demonstrator to show what was actually possible and also suggest improvements. Complexities were overwhelming and the ownership of the patient was confusing Patient care services were impacted by rising costs An increasing proportion of the ageing population had long-term diseases Data provided would come from disparate legacy systems To enable doctors to keep abreast of the latest developments, Infosys developed a Knowledge Management (KM) portal subsystem Infosys used a Web Services model to ensure that EHR could utilize the information to deliver accurate results. Integrate disparate legacy systems Looking for a breakthrough solution? Infosys relied on the Global Delivery Model to conclusively depict the

benefits of EHR. As a first step, Infosys analyzed the existing high-level user requirement documents and assisted in preparing requirements for defining the solution of the EHR demonstrator. Digital Healthcare ecosystem Read more Next Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Improving average call handling time for a leading health plan

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/elevate-operational-efficiency.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us A US-based regional payer affiliated with Blue Cross Blue Shield faced challenges with a legacy member service application, leading to restricted data access and manual interventions. Infosys transformed the system by constructing a comprehensive, omnichannel member engagement platform using Salesforce Health Cloud. Features like Member 360 integration, seamless communication, and real-time insights were implemented. The benefits included a 45% reduction in Average Call Handling Time, a 25% increase in upselling, and improved decision-making through real-time dashboards. With Infosys as a partner, the client achieved enhanced member journey visibility, optimized operational efficiency, and provided top-notch member services. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Elevating care management for a health plan covering 4.7 million members

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/elevating-care-management.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The regional nonprofit health plan faced challenges in incentivizing health outcomes due to inefficient systems. The goal was to integrate member health records into the cloud, but the vast volume of data, nearly 30 million member history records and 40 million clinical history

records across systems, posed a significant obstacle. To address these challenges, Infosys facilitated the client's transition to the cloud by designing and implementing a vault-based Cloud Data Platform program. This program established a foundational data model with clinical data sources and core business domains, resulting in improved operations and enhanced member and provider experiences. The solution included implementing a tiered data architecture for high processing power, creating a data cloud through automation, and enabling quick access to information by integrating a cloud-based clinical information platform with Salesforce using APIs. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Empowering a managed care organization to implement playbook-based cybersecurity strategy

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/empowering-managed-care-organization.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us A managed care organization faced challenges in network visibility due to legacy SIEM solutions and manual processes. Partnering with Infosys, they adopted Exabeam NextGen, creating playbooks for attack counteraction. The enhanced security toolbox included features for user data collection, proactive monitoring, and threat intelligence. The transformation yielded benefits like a 50% reduction in implementation costs, a 30% saving in security costs within six months, and a 20% reduction in operating costs through workflow automation. Infosys empowered the client to transition to a streamlined, automated cybersecurity system, resulting in significant cost savings and enhanced security. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Leading managed care organization conducts enhanced operations through streamlined processes

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/enhanced-operations-streamlined-processes.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us A leading Medicaid managed care organization, facing data management challenges affecting provider satisfaction, partnered with Infosys for a transformative solution. Infosys' "Small Steps" approach tackled backlogs and declining data quality through targeted hiring, streamlined work distribution, and automated quality audits. Strategic resource allocation to Puerto Rico optimized operations, resulting in a 15% cost reduction. This comprehensive strategy led to operational excellence, heightened efficiency, and improved provider satisfaction. The adoption of Infosys' "Small Steps" Solution yielded significant benefits, including a 97% provider data accuracy against a 95% target, a 20% reduction in claims rework, and a 15% cost reduction through optimized resource allocation in Puerto Rico. The collaborative effort with Infosys played a crucial role in resolving challenges, streamlining operations, and delivering remarkable efficiency gains for the client, showcasing Infosys' commitment to driving positive outcomes. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Ensuring harmonized onboarding & unified provider data access for a regional Medicaid payer serving 2 million members

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inaccurate provider network information and onboarding processes. Partnering with Infosys, they implemented the "1-Network" platform, replacing FACETS, leading to optimized onboarding, streamlined data management, and improved process efficiency. This unified Provider Management platform resulted in significant cost savings, improved data accuracy, and a reduction in provider inquiries, showcasing remarkable gains in operational efficiency and customer satisfaction. The collaboration with Infosys set the stage for continued growth and success. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Healthcare Major Accelerates Time-to-Market by 9 months using Service-Oriented Architecture by Infosys.

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/healthcare-major-using-soa.html> ----- Key Challenges The Impact The Solution Infosys partnered with the client for a revitalization program, focused on the following areas, to extract maximum benefit from existing investments Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study The client was facing challenges owing to a portfolio of incompatible legacy systems which hindered its ability to compete. Infosys partnered with the client to define and implement an SOA framework to accelerate legacy re-vitalization, which lead to a nine-month reduction in time-to-market. There was 6% improvement in auto adjudication rate due to automation, which lead to a savings of US \$12 million in the first year. Infosys Service Oriented Architecture(SOA) Business process automation- A detailed study of the existing processes identified redundancies, and opportunities for reducing the operations cycle, improving workflow and infrastructure. The processes were then streamlined for superior performance and customer satisfaction. Following process optimization, an analysis of application portfolio was undertaken for harvesting business services from legacy applications. Program management- the solution spread over 4 years and a strong program management framework was set up to ensure all commitments were met. Technical Solution- Infosys established a dedicated technology team that worked with the architecture road map of the program, coordinated with the client and ensured architectural consistency across multiple projects in the program. Delivering on the solution-Infosys delivered the projects on time and ensured successful implementation because of capable project management a strong focus on quality processes.

A leading health insurer bolsters cybersecurity to minimize vulnerabilities

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/health-insurer-bolsters-cybersecurity.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us A leading health insurance industry player, serving over 5 million members, identified security vulnerabilities amid rapid expansion. Collaborating with Infosys, they upgraded their Privileged Access Management (PAM) solution from Liberman to Delinea. The comprehensive security upgrade included onboarding 2,500+ privileged users, access automation through PowerShell scripts, account cleanup using analytics, and transitioning to passwordless accounts. The benefits included a 30% reduction in implementation expenses, a 35% decrease in support costs, and a 40% slash in computing expenses through Azure cloud migration. Infosys' partnership fortified security, reduced vulnerabilities, and enhanced efficiency for the client. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Breaking barriers to patient wellness through hyper-personalization and collaboration

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/hyper-personalization-collaboration.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Aiming for a patient-friendly healthcare experience, the client faced challenges in convenient care access, suitable facilities, and timely treatment. Partnering with Infosys, they developed an intuitive application to personalize healthcare experiences, focusing on long-term patient relationships. The solution included user-centric upgrades, agile transformation, and Flutter cross-platform development for iOS and

Android. The benefits showcased a shift to continuous care, improved service efficiency, speedy experiences, and increased app usage, aligning with the client's broader patient-focused transformational strategy. Infosys empowered the client to revolutionize patient engagement and enhance overall healthcare experiences. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Healthcare insurance portal enhances the user experience

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/insurance-portal-enhances-user-experience.html> ----- The Solution Superior user experience drives business outcomes Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A healthcare insurance leader in the United States wanted to enhance the member experience by replacing the existing plan-based display with a persona-centric view. Several members subscribed to multiple health plans offered by the insurance provider. Infosys implemented a portal solution to provide members and stakeholders with a holistic view of their healthcare plans across the network. Key Challenges Ready to experience? Human-centered design personalizes the member experience Infosys identified user experience issues: business rule of unique login credentials for each plan required members to create multiple accounts, inefficient member profiling due to data micro-silos, and lack of visibility across the member lifecycle. These challenges resulted in an episodic, transactional relationship with the insurance provider. Our team adopted a one-identity, one-portal approach to provide unified access to all plans subscribed by a member. We imported existing member records in bulk and built a new API-based service on Apache Camel to create a global digital profile of each member. In addition, we developed a big data scale user directory to support virtualization and data unification for unique user profiles. Infosys consolidated multiple member IDs related to multiple plans in a single account and enabled one-time login for members. A dropdown menu for members enables them to navigate between different plans in their account. A profile-driven pathway to multiple plans and integrated data accesses further enhances the member experience. Significantly, unified access, intuitive user interfaces and advanced security control of the portal solution deepen engagement between the healthcare insurance provider and members. Read more Unified access to member records 2% reduction in account management issues Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Healthcare insurer accelerates sales with cloud enrollment platform

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/insurer-accelerates-sales.html> ----- The Solution Platform modernization rationalizes expenditure Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A leading provider of healthcare plans wanted to streamline the enrollment process to boost the employer and broker experience. The healthcare insurance enterprise sought an advanced platform to help brokers and HR teams process applications of new groups and manage existing groups as well as discrete members more efficiently. Infosys implemented a cloud platform using Salesforce Industries (formerly Vlocity) to increase the scale and pace of enrollment. Key Challenges Ready to experience? Cloud solution boosts agility and speed-to-market Infosys developed a portal for brokers and HR/administration teams of employers to enroll and maintain large groups and individual members. The platform powered by Salesforce Industries (SFI) also simplifies renewal of health plans. Notably, it provides accurate data and an only source of truth by synchronizing modifications to group and member data. Automation of the enrollment process ensures faster turnaround and transparency across the sales cycle. In addition, it supports underwriting and provides near real-time transaction confirmation. Our team combined Salesforce FlexCards, OmniScript and Lightning Web Components to enable intuitive navigation, support data validation, and minimize customization. The digital platform enables self-service for brokers. Reengineered maintenance flows help brokers access Salesforce customer communities to edit group data, update member demographics, reinstate subscribers, add dependents, and change plans. Read more Seamless data migration spanning subscriber, member, product, plan, and other details of small businesses and large groups Robust data integration via Dell Boomi middleware ensures only source of truth for legacy data and application updates Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Empowering Actionable Insights For A Leading Health Insurer By Facilitating Flawless Data Migration

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/leading-health-insurer.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Our client, a multi-state Blue, provides Commercial, Medicare, Medicaid, and Marketplace plans to over 15 million members. Facing intense competition, the client struggled with disjointed data silos, hindering efforts to control premium hikes, collaborate effectively with healthcare providers, and engage customers through data-driven insights. Operational inefficiencies and decision-making delays arose from fragmented data across systems. Infosys modernized the client's data approach, migrating to Microsoft Azure in 10 months, optimizing performance, and retiring legacy applications. This yielded annual cost reductions exceeding \$22 million, actionable insights through advanced analytics, and an enhanced customer experience, positioning the client ahead in cost control, ecosystem collaboration, and consumer engagement. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Refreshing a Personalized Communication Platform with Automated Document Generation

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/leading-pathologist-organization.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The organization faced challenges including manual errors in document generation, issues with the existing desktop application causing delays, and a visibility gap affecting 150 business users. To address these issues, solutions were implemented, including migrating to Quadient Inspire for improved efficiency, introducing a web-based portal for personalized artifact delivery, automating processes with AWS migration, and employing

reusable microservices for high-volume correspondence, ensuring timely communication across different time zones. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Achieving lightning-fast case resolution in under a minute for a leading managed care company

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/lightning-fast-case-resolution.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The managed care company, serving nearly 5 million individuals through government programs, faced a critical challenge in their call center operations. The existing MS Dynamics-based CRM system lacked a unified view for 3,500 Customer Service Representatives (CSRs), impacting efficiency and leading to extended case resolution times and lower C-SAT scores. To address these challenges, the company partnered with Infosys for a call center modernization initiative. Migrating to Salesforce Health Cloud provided a comprehensive solution, featuring a single console-based app, seamless data integration using OData services, data-driven insights with Einstein Analytics, and user-friendly modules with Lightning components. This transformative upgrade aimed at elevating call center operations and overcoming CRM limitations. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

A healthcare firm's journey towards achieving 96% precision in monthly claims reserve forecasts

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/monthly-claims-reserve-forecasts.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The managed healthcare company grappled with operational

hurdles, particularly in identifying claim overpayments during adjudication, detecting potential provider fraud early in the claim lifecycle, and enhancing the accuracy of monthly claim liability to prevent blocking additional funds for reserves. In collaboration with Infosys, the company adopted a strategic approach by implementing big data and advanced analytics. This involved the creation of data pipelines to manage various data aspects, the development of overpayment identification concepts, including retrospective terminated coverage and claims pre-certification, and the application of feature engineering analytics for reserves and customer experience. These measures aimed to enhance operational efficiencies and address payment integrity and fraud detection challenges effectively. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Tackling data security and access challenges for a multi-state health insurer

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/multi-state-health-insurer.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The challenges faced by the organization included managing rapid expansion to serve 5 million-plus members, addressing concerns about data breaches, and fortifying against unauthorized access. To tackle these challenges, solutions were implemented, which involved centralizing Identity and Access Management (IAM) for an improved user experience and ID provisioning, upgrading to SailPoint 8.3, and streamlining user management for 24,000 users and 200 applications. Continuous deployment was enhanced through the Service Standard Framework, and user experience saw improvements with self-management capabilities. Monitoring capabilities were strengthened with integrated logs and a Security Information and Event Management (SIEM) solution, enabling advanced risk-based user behavior analytics for the expanding health insurer with over 5 million members. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Leading Medicaid MCO successfully navigates market changes through lean operations

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/navigates-market-lean-operations.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us A leading multi-state Medicaid Managed Care Organization (MCO) with over 2 million members sought to reduce operational expenses while enhancing customer satisfaction. Facing cost challenges in healthcare, the client partnered with Infosys to secure application maintenance services for over 300 applications, including FACETS. Infosys implemented the FACETS Upgrade tool, created new Standard Operating Procedures (SOPs), and upgraded tools for easy enrollments and reduced external dependencies. The benefits included a 25% reduction in operational expenses, a 35% increase in workflow efficiency, and a 25% increase in Net Promoter Score (NPS), showcasing Infosys' outcome-oriented approach in supporting the client's goals. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Multi-state managed care organization expands strategically with playbook-driven growth approach

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/playbook-driven-growth-approach.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The managed care organization faced challenges in complex expansions, with lengthy and intricate implementation processes for entering new territories, bidding for Medicaid states, and acquiring memberships. The absence of thorough impact analysis led to significant delays, taking 12 to 15 months per expansion and involving coordination with multiple stakeholders. Partnering with Infosys, the organization implemented a tailored analysis approach using the Medicare and Medicaid

Compass. This proprietary expansion playbook streamlined operations, handled 24 essential application and business processes, simplified infrastructure integration, and resulted in significant benefits, including faster state expansion (from 12 to 8 months), a 90% reduction in pre-implementation timelines, 100% repeatable processes, and a 30% reduction in implementation costs. The strategic partnership successfully overcame growth challenges, improving efficiency, reducing costs, and accelerating time-to-market. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Ramping up data operations efficiency for the cloud journey ahead

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/ramping-up-data-operations-efficiency.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us A leading US healthcare payer sought a cloud transformation journey, and Infosys executed an 8-week, gated transition, deftly managing the delicate balance of customizations and integrations. With self-help features, automation scripts, and a glass-box governance model, the transition addressed concerns and ensured operational transparency. The benefits included 36% fewer incidents, a 2x velocity improvement in 10 months, and \$350k savings, allowing the client to expedite their digital transformation by six months, thanks to Infosys' expertise in data operations. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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58 Tons of CO2 Emission Reduction by Reimagining Registration and Login Process

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/reimagining-registration-login-process.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings E-consent as a default setting and option for members to opt out of e-communication End user delight through reliable and faster digitized communication Being Resilient. That's Live

Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study E-mail and paper communication have been an established communication mechanism for members. Members had the option to opt for e-communication or paper. It has been a daunting task for customers to change behavior of the members to get consent on e-communication. We redesigned member portal to encourage members to opt for electronic consent during registration and login process. With this change, members started aligning to customer's green initiative and digital strategy. This brought cost optimization and alignment with organization's green strategy by reducing paper usage. Key Challenges Ready to experience? Applied design thinking approach to arrive at an innovative solution to help in faster and reliable communication to members and additionally optimize paper printing and mailing cost leading to customer's commitment towards green environment. Based on current challenges in registration and account recovery process during login, comprehensive solution was designed to change registration process and released to market at faster pace. Solution was focused on making design and process more comprehensible for registration, login, and account recovery flows. With this change all users must confirm their email address before gaining access to application (both newly registered and existing) to ensure that multi-factor account recovery works for all. Members have option to provide global consent at enrollment stage so that the same consent would be applicable in all communications. The team came up with an idea to have e-consent as a default setting and option given to members to opt out of e-communication, in case they still would like to receive paper communication. As a result, 90%+ e-consents are received from members which are now used for electronic communication rather than sending paper copies. 58 tons of CO2 emission reduction annually, apart from avoiding wastage of 5.64M pages of paper and associated printing wastage 35% improvement in e-consent compliance by members leading to overall 90%+ opting for e-consent 12% reduction in call volume to service desks for members requesting for physical documents Real-time delivery and faster access to documents through omni-channel, resulting into member positive experience Annual savings of ~ US\$ 375K for customers on printing and mailing cost Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Resolving grievances and appeals for a leading managed healthcare company

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/resolving-grievances-appeals.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of

Transformation Industries Services Platforms Infosys Knowledge Institute
About Us A major U.S. healthcare company, serving 23+ million members, faced challenges managing 650,000 annual appeals from diverse sources, including claim denials and utilization review decisions. Turning to Infosys, a strategic solution was implemented to streamline operations and bolster the workforce, reshaping healthcare appeal handling. Handling 650,000 annual appeals from providers and members, the company grappled with diverse sources, including adverse claim decisions and denials for non-inpatient hospital services. Infosys tackled this by establishing delivery centers in talent-rich cities, reducing onboarding time and introducing a proprietary RPA solution for appeal validation and redirection. The Failure Mode and Effect Analysis approach identified potential process failures, enhancing efficiency in managing the intricate landscape of appeals. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Empowering a leading health tech company to make data-driven decisions through automation

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/smooth-operations-health-tech.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The client, a leading health tech company, faced challenges in simplifying their benefit plan management solution. Relying on spreadsheets risked multiple sources of truth and inaccurate data, hindering compliance with CMS and state mandates. Manual filing and repetitive tasks caused delays in product launches. Collaborating with Infosys, the client enhanced their benefit plan management with a singular source of truth. The solution included configurable workflows, automated validations, and modular design, ensuring accuracy, compliance, and scalable expansion for market growth. Infosys orchestrated effortless excellence in benefit plan management, reducing product build time, implementing provider data lifecycle management, and streamlining configuration time. The enriched platform enabled the client to enhance data accuracy, comply with regulations, and significantly reduce time-to-market for product development. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Multi-state blue reduces production defects by 30% through streamlined application testing

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/streamlined-application-testing.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The client, a multi-state blue franchisee, faced intense competition and struggled with a scattered and time-consuming acceptance testing process, diluting the business team's focus from their primary roles. To address the challenges, Infosys streamlined the UAT process by cultivating SMEs for improved collaboration, implementing risk-based testing for efficiency, creating a quality test suite of 6,000 TCs, and introducing automated solutions tailored to specific business scenarios. This approach enhanced the overall testing efficiency and output quality. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Embarking Large Scale Operations Transformation Journey to Optimize Cost and Sustain Business Growth for a Fortune 500 US Healthcare Payer

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/transformation-journey.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Achieved Metrics Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY Client is a multi-state healthcare payer organization that arranges the delivery of healthcare services through the Medicaid, Medicare and Marketplace programs. Over period of time, high technology debt in the environment caused instability in the existing platforms and unavailability of critical business processes and applications. Add to that, an aggressive plan for

business growth while containing operational cost for the customer. Infosys was selected as a partner of choice to transform operations through cloud adoption and redefining the existing tools, processes and technology road map. At the outset of project delivery, Infosys has brought “right” digital skill sets to cover all gamut of services. Largest and complex transition with 13+ technology tracks in infrastructure area was completed in record two months. Infosys proposed a phase-wise approach of migration to cloud while stabilizing existing on-premises environment through upgrades and refreshes of technology stacks. The risk in the environment was further mitigated through the process of decommissioning legacy infrastructure that was prone to enterprise-wide vulnerabilities. Key Challenges Ready to experience? Solution Approach All SLA/KPI measurement mechanism defined and agreed with customer during the transition phase Global Delivery Model with focus on best shore capability (India, Philippines) including rebadging and rehiring of customer resources Defined right cloud strategy by migrating on-premise servers to Azure. 90% of infrastructure and data is currently in Azure Skin in the game by exhaustive SLA coverage linked by financial chargebacks Service excellence office to drive innovation and continuous improvement DR environment setup created on Azure with E2E DR testing plan in place. First healthcare provider in the history to have run one full day of health plan operations from the DR region Implemented data archival solution for Tier-1 apps and streamlined database backup process and also upgraded database monitoring capabilities Utility-based pricing model was setup for monthly calculation of Resource Units (RUs) Operational efficiencies through various Infosys IPs viz. IIMSS, ESM Café and Cyber Gaze Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Increasing IT delivery capacity - Aetna Case Study

----- Article source ----- <https://www.infosys.com/industries/healthcare/case-studies/trusted-it-partner.html> ----- Key Challenges The Impact The Solution Ready for Disruption? Developing a PHR solution for a health insurer Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Whitepaper Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study Throughout Infosys & Aetna’s ten-year partnership, Infosys has focused on providing best-in-class solutions, achieving client delight and delivery excellence, developing business, building strong relationships at all levels, and practicing people engagement. Aetna wanted to increase its IT delivery capacity and partner with a vendor who could operate from multiple locations, both domestically and globally. They wanted a partner who knew the healthcare domain, with technical expertise and innovative solutions, and had the ability to support complex and business-critical engagements. Technology migration to .NET and using SOA to allow IT systems to be scaled at lower costs. Provided

business analysts scalability by augmenting the IT department and preparing domain training material to reduce knowledge transfer costs. Development of a management information system that helped reduce the time taken to tabulate and make available financial information in as few as 12 days, and provide a detailed drill-down capability to analyze data and pinpoint problems. The Infosys expertise across applications Looking for a breakthrough solution? Infosys provided a wide range of services ranging from business consulting, application development, validation and testing services, systems integration, program management, requirements management, architecture services, maintenance, enterprise solutions services, and business process outsourcing. Enagaging with digital healthcare consumers READ MORE Next Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Applying activity-based costing in provider organizations

----- Article source ----- <https://www.infosys.com/industries/healthcare/features-opinions/activity-based-costing.html> ----- Author profile Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us With healthcare reform and the expansion of the individual insurance market, providers will have fewer opportunities to shift cost to manage profitability. To maintain profitability in a proactive manner, providers must adopt new techniques such as activity-based costing (ABC), says a principal consultant at Infosys Public Services. This approach will help them develop a better understanding of the true costs of services being provided. Applying this technique carries particular significance, especially before signing new or amended payer contracts. Initiatives such as the transition to ICD-10 and the programs administered by the Centers for Medicare & Medicaid Services (CMS) – to encourage meaningful use of electronic health records and promote the formation of accountable care organizations (ACOs) – will demand investments and changes in the payment model, which will, in turn, bring more operational and financial strain on both hospitals and physician practices. ABC is an accounting technique designed to keep an organization safe from potentially serious financial problems that arise when the organization's accounting costs deviate significantly from its actual costs. Download Published with permission of Healthcare Financial Management Association. Copyright 2012 by Healthcare Financial Management Association. Seema Pandey, Principal Consultant, Healthcare, Infosys Public Services She can be reached at seema_pandey@infosys.com Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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From process automation to predicting effective treatment, do more with AI

----- Article source ----- <https://www.infosys.com/industries/healthcare/features-opinions/ai-maturity-in-healthcare.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The healthcare industry is at the forefront of adopting Artificial Intelligence (AI). About 94 percent of the healthcare organizations have invested up to US\$10 million in AI technologies last year. The industry plans to deploy a wide array of AI systems, in the areas of big data processing, predictive and prescriptive analytics, machine learning and expert systems. New AI systems based on deep learning neural networks and interactive voice response technologies are also of interest. There is also a hope for AI to detect diseases even before the symptoms manifest. The opportunities AI presents are endless. From our exclusive report, find out how healthcare companies are planning to utilize the AI potential. Download Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Re-Envisioning Member Engagement in the New World

----- Article source ----- <https://www.infosys.com/industries/healthcare/features-opinions/envisioning-member-engagement.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Health Insurance organizations are facing a considerable challenge to stem the decline in customer satisfaction levels while at the same time meet the heightened expectations of a varied member demographic. Health plans are undergoing a transformation with an increased emphasis on meeting member needs. There is a visible shift in focus going from member engagement to member empowerment by reimagining their experience across touch-points through the healthcare value chain. Infosys Healthcare enables organizations to leverage technology to its fullest potential towards becoming Member-centric, operationally efficient to make informed decisions. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

8 Steps to Success in ICD-10-CM/PCS Mapping

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Infosys Knowledge Institute About Us Best practices to establish precise mapping between old and new ICD code sets The article provides essential guidance to healthcare organizations on adopting best practices to establish precise mapping between old and new ICD code sets. It also briefly discusses the concept of ICD-10 mapping and addresses some of the common concerns during the mapping exercise. The implementation of ICD-10 provides a significant opportunity for healthcare organizations to upgrade the quality of their transactional data. It is a big, complex amendment in the area of clinical coding. Even if organizations decide to move natively in ICD-10 through strategic system upgrades, mapping between ICD-9 and ICD-10 is still a vital cog in their ICD-10 implementation cycle. In this article, the author details some of the best practices that can help ensure proper applicability of the mapped codes across various business domains and long-term business requirements – in essence, paving the way to a successful ICD-10 implementation. Read Reproduced with permission from the American Health Information Management Association Copyright ©2012 by the American Health Information Management Association. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, photocopying, recording or otherwise without prior permission from the publisher. Dr. Suman De Consultant and ICD-10 Product Manager, Infosys Public Services Dr. Suman is a registered clinician with a bachelor's degree in medicine and a master's degree in business administration – healthcare. At Infosys, he currently leads the iTransform™ product development team. Dr. Suman has extensive experience in the healthcare domain, and he specializes in the development and implementation of IT-enabled business solutions for health insurance and managed care organizations (MCOs). The author can be reached at Learn more about Infosys' offerings for the healthcare industry Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Enhancing Patient Care through Enterprise Performance Management in Healthcare IT Systems

----- Article source ----- <https://www.infosys.com/industries/healthcare/features-opinions/healthcare-enterprise-performance-management.html> -----
Insights Our experts Experience Insight Innovate Accelerate Assure
Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Healthcare providers can quantify the value of IT investments across systems based on clinical, operational and financial metrics. A healthcare enterprise performance management (HEPM) framework provides an integrated view of metrics and their interrelationship, and standardizes business processes. Increased user adoption of IT systems maximizes the return on investment (ROI) of healthcare IT initiatives. An article published in BeyeNETWORK.com provides insights on how healthcare providers can get better returns on IT spending: Read the article Published with permission of BeyeNETWORK Mark Brownlee, Associate Vice President and Head, Healthcare Provider practice, Infosys Mark is responsible for client relationship management and delivery of solutions to healthcare providers. He can be reached at Seema Pandey, Principal, Insurance, Healthcare and Life Sciences practice, Infosys Seema has more than 13 years of experience in healthcare IT consulting, electronic health records, disease management, hospital performance management, and Health 2.0. She can be reached at Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Healthcare Reform Readiness - Measuring the Pulse of Health Plans

----- Article source ----- <https://www.infosys.com/industries/healthcare/features-opinions/healthcare-reform-readiness.html> ----- Survey Findings Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Survey reveals that health plans embrace healthcare reform, but face tough choices on key provisions The healthcare industry

faces a confluence of challenges with rising costs, inconsistent quality and access to care. Three key principles that will drive industry transformation are affordability of care, overall wellness and patient-centricity. Healthcare Reform (HCR) is helping accelerate the speed of transformation in the industry. Infosys Public Services conducted a panel discussion and survey on 'Healthcare Reform or Not: Key Imperatives for 2012' attended by almost 100 executives at a leading industry conference for health plans and provider organizations. Download the full survey findings Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Next steps to health insurance exchanges

----- Article source ----- <https://www.infosys.com/industries/healthcare/features-opinions/health-insurance-exchanges.html> ----- Author profiles Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Related reading Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As a result of healthcare reform and the expansion of the individual insurance market, private insurance exchanges are likely to proliferate. Health insurers looking to establish their own exchanges need to have clear strategies in place, which will help them across areas like innovative deployment, distinct consumer experience and efficient operations. By doing this, health insurers will succeed in setting themselves apart from both the private exchange marketplace and public exchanges. In Health Management Technology magazine's latest article, our experts discuss key factors, strategic considerations and an effective approach to set up a differentiated health insurance exchange. They outline the importance of value-added features like communities, auctions, tax credits processing and innovative operating models, which will help health insurers adapt to the changing marketplace and drive growth, while achieving healthcare reform goals. Published with permission of Healthcare Management Technology Brian Patt, Head of Exchanges and Global Alliance Director, Infosys Public Services Brian Patt is the head of exchanges – public, private and co-op, and is responsible for the platform direction, marketing and sales across the suite of exchange services and products. Brian has been providing industry practice, sales and project leadership for over 25 years. He can be reached at Triveni Harsh Mohta, Senior Project Manager, Healthcare Solutions, Infosys Public Services Triveni Harsh Mohta has more than 12 years of experience in insurance and healthcare. Triveni manages solutions and product development, as well as customer projects around various sub-domains in the healthcare provider and payer space. Certifications include HL7 (healthcare informatics interoperability) standards, America's Health Insurance Plans (AHIP) and LOMA. She can be reached at Know more about our Healthcare Practice Company Subsidiaries

Can insight into insurance ensure better healthcare?

----- Article source ----- <https://www.infosys.com/industries/healthcare/features-opinions/insurance-ensure-better-healthcare.html> ----- Join the discussion Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The regulation for medical loss ratio (MLR) mandates spending a minimum amount of insurance premium on patient care and quality improvement programs by payors. It aims to reduce the cost of healthcare by restricting administrative expenses and overheads. Our expert blogs on the rationale of MLR and analyzes the cost of transparency and accountability at [Healthdatamanagement.com](https://www.healthdatamanagement.com). Medical loss ratio: the good, the bad, the confusing Companies that don't meet MLR standards must provide rebates to consumers. Will it maintain the status quo in healthcare delivery? Discuss The medical loss ratio conundrum Does MLR enable innovation in healthcare? Discuss Published with the permission of Health Data Management Learn more about Infosys offerings for the healthcare industry Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Shifting focus back to healthcare from IT

----- Article source ----- <https://www.infosys.com/industries/healthcare/features-opinions/shifting-focus-healthcare-it.html> ----- Related reading Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us To improve care and quality, healthcare organizations need to rethink IT. Eric Paternoster, President and CEO, Infosys Public Services, discusses a new approach to healthcare IT that allows healthcare organizations to deliver improved care and outcomes, without the burden and complexity of technology. Know more about the platform-based approach to healthcare IT Infographic: Platform-based approach to healthcare IT Leaderspeak: Shifting focus back to healthcare from IT Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Yale Healthcare Hackathon Recognizes Rx4All in Top 3 Innovations

----- Article source ----- <https://www.infosys.com/industries/healthcare/features-opinions/top-3-practical-innovations.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Presented by the Yale Center for Biomedical Innovation and Technology (CBIT) and the Yale School of Medicine Department of Radiology and Biomedical Imaging, the Yale Healthcare Hackathon invited 200 innovators to redesign patient experiences through innovation based on virtual reality. The presentation on Rx4All (recycling medication program) co-presented by our bright minds from Infosys was identified among the top three practical innovations for its creativity, practicability, and commercial viability. Read more Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Accountable Care Solution for Payors

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/accountable-care-organizations.html> ----- Overview Infosys delivers and integrates, 360-degree view of an ACO program to identify inefficiencies and highlight improvements. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings ACO Solution To Ensure Quality Reporting To Forecast Accurate Claim, increase operational efficiency and optimize finance management Ensure compliance as per multiple standards Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Accountable Care Solution for payors Infosys Accountable Care Solution for Payors combines portals and a comprehensive analytical platform, to offer an integrated system that can aid effective management of ACOs - including both operational and analytical services. We configured role-based dashboards Infosys Offered ready statistical models which helped in reducing payout Implemented pre built portals & Financial decision support Designed configurable performance evaluation dashboard Article Accountable Care Organizations and the Shared Savings Imperative White Paper Accountable Care Model White Paper Embracing Accountable Care: 10 Key Steps Article Mobile Healthcare Solution Company Subsidiaries

Healthcare Analytics Solution

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/analytical-solution-payors.html> ----- Overview Actionable insights to engage consumers, improve health and quality of care, and reduce costs Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Effective Knowledge Management Solutions and Accelerators End-to-end service offerings Flexible delivery model Competent Resource Pool Tool Agnostic Approach Seamless integration of Cherry pick modules to have excellent user experience. Create a more agile enterprise that implements decisions based on real-time information. Optimize Operations Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Healthcare Analytics Solution Healthcare Analytics Solution from Infosys allows payers to accelerate their innovation agenda, differentiate their products and service, enhance customer experience, and achieve greater operational efficiency. CoE imparts various forms of trainings with robust knowledge base. Ready-to-deploy specific solutions for customization for specific functional areas. Services ranging from consulting, configuration, integration and customization, analytics execution and implementation. Practice structure works in multiple operating model-shared, process/function specific, global delivery and hybrid versions of these. The resourcing model has been devised in order to provide maximum value to clients during project Ramp Ups/Downs, and different skill needs. Diverse skill pool with domain, product and technology and statistical techniques knowledge. Alliances with best-of-breed technology partners e.g., - SAS, Tableau, Qlikview - professionals work with client technology stack of freeware based on client consent. Our solution offers proven and effective modular framework for multidisciplinary change and enables payers to shift their strategic and operational priorities and take advantage of the Patient Protection and Affordable Care Act. We provide ready-to-deploy reusable components and industry solutions for key business problems. We provide you CoE with tool-agnostic data scientists and statisticians We provide you with multiple operational models that enable flexible ramp up and ramp down. White Paper How Information Transformation Drives Healthcare Performance Article Healthcare Reform Readiness - Measuring the Pulse of Health Plans Article Hospital Bed Tracking and Analytics Article Hospital Bed Management Optimization Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

Infosys Application Maintenance Services

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/application-maintenance-services.html> ----- Overview Infosys AMS provides comprehensive, reliable, and cost-effective maintenance & support solutions for our client's enterprise systems Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to have a mechanism for continuous monitoring & support to ensure 24/7 care availability to members. Need to make our IT operations more cost effective & realign funds for innovations. Need to bring in more efficient synergy between IT/Business teams. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Application Maintenance Services Infosys Managed Services provides 24x7 support to ensure availability of highly reliable & resilient applications to meet Business and IT SLAs & metrics. Application Managed Services adopts a strategic approach focused on enhancing the usability, reliability, and efficiency of enterprise systems. By integrating best practices in software architecture, processes, our AMS solutions facilitate smoother operations, reduce downtime, and enhance overall performance. Moreover, through proactive problem-solving, continuous improvement and cognitive automation our AMS enable organizations to achieve higher levels of customer satisfaction & operational efficiency. Application Managed Services offers proactive monitoring, timely updates, and round-the-clock support to ensure optimal performance, stability, availability, resiliency, and security of the application ecosystem. Predictable/Fixed cost structure and service level agreements tailored to meet specific business needs - Infosys AMS delivers, operational efficiency, and enhanced agility, empowering businesses to drive innovation and stay ahead in today's competitive landscape. Provide application support under Managed Services model by supporting & Maintaining 2000+ client applications. It helps client organization focus on their core objectives, get access to skills and expertise they need. It helps client optimize operating expenses with regular IT and Business efficiency & productivity improvements, enable seamless scalability, and avoid costly downtime. Close collaboration of IT & Business teams to ensure compliance and adherence to business SLAs. Insights Delivering Harmony in Healthcare White Paper Transforming the Experience and Health Management of Dual Eligible Population View point Infosys IT Portfolio Maturity Assessment and Scalability Score (iMASS) Framework View point Technology will Unlock New Opportunities for Mid-size Healthcare Companies Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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ARRA Meaningful Use Optimization Services

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/arra-optimization-services.html> ----- Overview
Comprehensive framework to comply with ARRA Challenges & Solutions
Resource Center Experience Insight Innovate Accelerate Assure Application
Development and Maintenance Business Process Management Consulting
Services Incubating Emerging Offerings To adopt ARRA and Meaningful use
guidelines effectively and efficiently Adopt automation in provide value
chain To get competitive advantage in ARRA Healthcare Reform adoption
Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital
Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us ARRA Meaningful Use Optimization Services ARRA meaningful
Use Optimization is a comprehensive framework that not only enables
providers to comply with ARRA Meaningful Use Regulations, but also
improves their clinical and business performance. Large team of healthcare
domain and healthcare information technology experts comprising of MDs,
PhDs, Health Care Informatics, MBAs, engineers, technical architects, and
project managers with rich industry experience. We support automation
using off-the-shelf packages. They help you to mitigate risks, achieve faster
returns and lower TCO. We provide strategic differentiation and operational
superiority, assessments, proprietary industry analyses and projects
structured around beating the competition. Article ARRA Meaningful Use
Optimization Services White Paper Beyond Compliance Case Study Two
enterprises, one seamless customer experience Case Study Design Think
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Infosys AssistEdge

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/assistededge.html> ----- Overview AssistEdge provides an
integrated customer service experience across channels. Challenges &
Solutions Resource Center Experience Insight Innovate Accelerate Assure
Application Development and Maintenance Business Process Management
Consulting Services Incubating Emerging Offerings AssistEdge Smart User
Environment Real -Time Expertise Manager Interactive Self-Care Providing
superior customer service experience Real time handling of multiple touch
points The need for interactive self-care Being Resilient. That's Live
Enterprise. Digital Core Capabilities Digital Operating Model Empowering
Talent Transformations Tales of Transformation Industries Services
Platforms Infosys Knowledge Institute About Us Infosys Assist Edge Infosys
AssistEdge is a first-of-its-kind customer service platform. It helps contact
centers, and delivers seamless customer service through smart offerings.
Channels includes such as web, chat, phone, and social media, and

transforms contact centers from issue resolution centers to revenue generating units. The platform enables organizations to realize faster returns on their investment through improved agent efficiency, reduced call volumes, and quicker go-live periods. An enterprise product that pulls in relevant customer information from across diverse Application Into a single pane A smart collaboration product that supports multi-channel, multimedia and multiple technologies. Enables self-help for customers. using various tools and capabilities such as virtual agent widget, advanced knowledge management, Domain ontology, natural language processing Infosys provides an enterprise product that pulls in relevant customer information from across diverse applications into a single plane. We provide a smart collaboration product that supports multichannel, multimedia and multi technologies. Provides dynamic and intelligent access to subject matter experts. Enables self-help for customers using various tools and capabilities such as virtual agent widget, advanced knowledge management, domain ontology and natural language processing White Paper Engaging with digital healthcare consumers Assistedge AssistEdge Case Study Two enterprises, one seamless customer experience Case Study Design Think your way to awesome apps Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Clinical Quality and Compliance Management Solution

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/clinical-quality-compliance.html> ----- Overview Advanced levels of clinical and business process efficiency in real-time Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Help enable physicians to respond to real-time alerts rather than retrospectively analyze their compliance and act Ensure better planning of resources to ensure that patients get the right level of care Help reduce risk of financial penalties arising out of non-compliance enables you to meet quality standards Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Clinical Quality and Compliance Management Solution Infosys' Clinical Quality and Compliance Management solution delivers better healthcare by rating the quality of healthcare across actionable and measurable parameters. Our solution helps you realize superior quality care management and care monitoring. Our healthcare platform solution results in high level of payouts from your Content Management System Reporting and healthcare p4p programs. We help set up rule-based triggers. For example, you can trigger an alert for prescribing a dose of aspirin for an Acute Myocardial Infarction (AMI) patient based on his health record. Our solution offered a patient profiling tool to identify high-risk patients for care monitoring. We provided pre-built frameworks for CMS Reporting, trend analysis, simulations and benchmarking tools, which ensures that all standards are met. Article

Clinical Quality and Compliance Management Solution Article Mobile
Healthcare Solution Case Study Two enterprises, one seamless customer
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Cloud Integration Services

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/cloud-integration-services.html> ----- Overview Provides transformative ability to customers to revolutionize their IT landscapes, driving agility, scalability, and efficiency. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to ensure enhanced security and secured data management. You need to make data easily accessible to users for quick decision making and better collaboration between different work streams. Reduce operational cost and channel savings towards innovation. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Cloud & Integration Services Infosys Cloud & Integration Services has empowered customers to enable the interoperability of systems and improve patient care . Along with great storage capacity, cloud providers ensure the security of sensitive data and adhere to industry regulations and policies. Implementing cloud and Integration offerings streamlines the entire workflow of access, updating and retrieving information leading to better healthcare management Cloud computing's biggest contribution to healthcare is making data easily accessible. Cost Saving on hardware, software, and maintenance costs by consolidating data and applications in the cloud Insights Delivering Harmony in Healthcare White Paper Transforming the Experience and Health Management of Dual Eligible Population View point Infosys IT Portfolio Maturity Assessment and Scalability Score (iMASS) Framework View point Technology will Unlock New Opportunities for Mid-size Healthcare Companies Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Single version of the truth across the organization

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/data-warehousing-analysis.html> ----- Overview Infosys solution delivers an architecture and best practices, which allow flexibility to add new data sources to the existing integrated health data Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management

Consulting Services Incubating Emerging Offerings Monitor business activities and performance. Have knowledge creation and discovery, decision support, patient management and disease management to meet their strategic goals. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Healthcare Payor Data Warehousing and Analysis Infosys enables you to use data warehousing as a strategic tool to win new customers, develop new products and reduce healthcare costs. Our expertise in healthcare data management solutions helps us to develop, maintain and support data warehousing and informatics tools for healthcare. Payer organizations need solutions and services for knowledge creation and discovery, decision support, patient management and disease management to meet their strategic goals. It is often achieved by deploying a data warehouse to integrate the data resources, using analytics and leveraging informatics to harness the value and impact of integrated health data. Monitoring business activities and performance is critical to a payer organization's success and in certain cases, survival. Executives need immediate access to accurate information ranging from sophisticated cross-functional enterprise analytics to trend analysis and potentially transactional data. This information can hold the key to increased market share, customer retention and operational efficiency. Infosys enables you to use data warehousing as a strategic tool to win new customers, develop new products and reduce healthcare costs. Our expertise in healthcare data management solutions helps us to develop, maintain and support data warehousing and informatics tools for healthcare. Provide solutions that will improve the quality and integrity of your data, making the informatics tools more powerful and meaningful. Deploy a data warehouse to integrate the data resources, using analytics and leveraging informatics to harness the value and impact of integrated health data. Article Accountable Care Organizations and the Shared Savings Imperative Report New Digital Champions: An Infosys Research Report Case Study Two enterprises, one seamless customer experience Case Study Design Think your way to awesome apps Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Enabling improved patient outcomes at lower total cost

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/digital-consumer-experience.html> ----- Overview Speed-to-market - reduced development time for applications, APIs Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings UX Design Mapping a path to the creation of a seamless customer experience Inability to lower implementation risks Improving overall customer experience Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation

Industries Services Platforms Infosys Knowledge Institute About Us Digital Consumer Experience Infosys Digital Transformation solutions and services help health plans take an enterprise-wide view of consumer engagement initiatives to deliver a personalized, consistent, and connected experience across channels and consumer life cycle. Our solution combines deep healthcare knowledge, digital expertise, a cross-industry toolkit from healthcare to retail, and a range of consulting and systems integration capabilities to help you gain a competitive edge. Business IT Our solution assesses digital capabilities and impact of processes and systems, and helps develop a digital strategy, which is in line with your business strategy We provide digital best practices and CoEs, which assure value and integrate very well with your business rules and challenges We Deliver Omni channel experience, and deploy analytics and tools to measure performance and metrics, which ensure all your digital KPI's are met Digital Healthcare Ecosystem Report New Digital Champions: An Infosys Research Report Case Study Two enterprises, one seamless customer experience Case Study Design Think your way to awesome apps Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Disease and Wellness Management Solution

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/disease-wellness-management.html> ----- Overview Customized disease management solution Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Need for compliance and develop a market. Need for self-health management and easy accessibility to clinical care. Reduction of healthcare costs. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Disease and Wellness Management Solution | Infosys Infosys understands that the business objectives of different organizations that offer chronic disease and wellness management are different. Infosys offers a customized disease management solution that aligns with your objectives and core competencies. The healthcare industry is adopting a comprehensive approach for chronic disease management and wellness management to control rising healthcare costs. Traditionally, payers provided disease management to contain costs of high risk patients. Now providers, pharmacies, pharmaceutical companies, retail stores and large employer groups offer variants of services for chronic disease management, wellness management and lifestyle management. Infosys understands that the business objectives of different organizations that offer chronic disease and wellness management are different. We offer a customized disease management solution that aligns with your objectives and core competencies. When we implement a disease management solution, we define the disease management value chain of your

organization. Accordingly, the business functions of our solution are customized to facilitate participation of all stakeholders in the value chain. Infosys has a Service-Oriented Architecture (SOA) platform-based disease management and lifestyle management portal solution that can be customized to support various types of disease management programs such as medication compliance, diet and nutrition management, lifestyle improvement and any variant of the program as required. Our solution supports the core functions of target setting, care plan creation, patient diary and follow-up reports. It consists of self-service functions such as appointment scheduling and prescription refill requests. Patients can stay updated on their progress through wellness calculators and risk assessment surveys. Our disease and wellness management solution leverages healthcare social platform features such as eConsultation, micro-communities, discussion forums, blogs, health wikis, healthcare widgets, social bookmarking, tag clouds, web analytics as well as sentiment analysis. We also offer the solution in a hosted Software-as-a-Service (SaaS) model. Our solution focuses on patient safety, compliance management, patient education and enablement, motivational counseling, high-touch personalized care, ease of use of IT application, privacy and security. Our solution enables pharmaceutical companies to develop a market for their drugs through drug-centric disease management and compliance management. Our solution helps healthcare service providers to provide value added services to patients for better outcomes. Through timely and proactive interventions and compliance with the care plan. White Paper Disease and Wellness Management Solution Report New Digital Champions: An Infosys Research Report Case Study Two enterprises, one seamless customer experience Case Study Design Think your way to awesome apps Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Empowering Healthcare Providers Through Our Center of Excellence

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/empowering-healthcare-providers-coe.html> ----- Overview
A hub committed to staying ahead of industry trends and crafting artifacts that empower Healthcare providers. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Navigating organizational change management alongside historically sluggish adoption rates presents formidable hurdles in the healthcare industry. There exist disparate sources of Medical information and lack of adequate interoperable applications in IT Portfolio. The health seeking behavior of the consumers is evolving, posing a challenge to providers to meet the personalized needs associated with various diseases. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Provider Centre of Excellence: Empowering Healthcare

Providers Infosys has established a strong presence in the healthcare domain, offering innovative solutions and robust support to both payers and providers. Our commitment extends beyond conventional services, evident in the establishment of our Provider Centre of Excellence - a hub committed to staying ahead of industry trends and crafting artifacts that empower Healthcare providers. Provider CoE comprises domain experts tirelessly exploring innovative solutions for healthcare provider systems. Our focus is on enhancing resilience and efficiency, acknowledging the challenges faced in meeting the diverse needs of the population. Infosys stands as a beacon, offering open-armed acceptance of technology to transform and elevate the healthcare industry. We aspire to guide healthcare providers navigate their NEXT by leveraging our rich experience across Provider value chain functions. Here are some of our key services we provide: EMR Implementation for provider hospitals Platform & Products engineering Enterprise Data warehousing & analytical services Hospital enterprise Robotics Process Automation & AI-led automation Services Applications Development and Managed Services Corporate functions - ERP implementation services CRM solutions and services Cloud modernization services In recognition of the dynamic nature of the healthcare industry, characterized by volatility, uncertainty, complexity, and ambiguity, we prioritize continuous self-improvement and evolution. The COVID-19 pandemic underscored the crucial role of the healthcare providers, many of whom were overwhelmed by unprecedented demand. Since then, the global demand for digital healthcare solutions has witnessed an upswing. Provider end-users do not always respond to newer applications well. We developed solutions and frameworks such as "iVCTOR - Infosys Virtual Care, Treatment, Observation and Rehabilitation" to help providers adopt Virtual Care focusing on modes of healthcare service delivery, departments/specialties, technologies across value chain and modifying SOPs and Policies. Larger hospitals with multiple branches in a multitude of geographical locations need better management of applications and status reporting - teaching campuses, diagnostic centers, mobile clinics, etc. Our solution "iMASS - Maturity Assessment and Scalability solutions" drive rationalization and modernization of the same in order to optimize the IT cost and make support function more efficient. We understand that the emergence of personalized healthcare has revolutionized medical treatments, tailoring interventions to individual patient needs. Our focus is on fostering a profound understanding of patients' needs to facilitate flexible solutions to optimize outcomes, satisfaction, and patient engagement through the disease management journey. Leveraging principles of human-centric design, core clinical concepts, and experience design, we have crafted digital patient care management solution assets for chronic and specialized disease conditions such as like Cystic Fibrosis, Breast Cancer, Stroke, Depression, Palliative care, among others. View point Infosys IT Portfolio Maturity Assessment and Scalability Score (iMASS) Framework View point AI-powered pathology accelerates diagnosis using cutting-edge technology View point The New World - How Technology is Tackling Depression Head-on View point Enhancing Palliative Care through Digital Patient Engagement and Personalization Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys Healthcare Business Process Operations

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/healthcare-business-process-operations.html> ----- Overview AI and Automation driven point solution to drive efficiencies Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Ensuring faster onboarding through digital intervention Ensuring cost-effective and high-quality productivity Ensuring a defined transformation road map Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Healthcare Business Process Operations At Infosys BPM, we synergize our profound domain expertise in healthcare business process solutions, highly adaptable operating model, and seamlessly integrated IT-BPM solutions to proactively tackle the evolving dynamics of the healthcare industry. Our innovative healthcare process in BPM is meticulously crafted to revolutionize existing operating models, elevate overall business performance, and implement standardized processes of the healthcare industry, all while significantly curtailing operational costs. Through the strategic infusion of cutting-edge technology and agile methodologies, we empower healthcare organizations to navigate complex challenges with efficiency and precision, enhancing the overall business process of the healthcare industry. Discover the power of AI and automation-driven point solutions tailored specifically for the dynamic landscape of healthcare payers. Our cutting-edge technology harnesses the potential of artificial intelligence to streamline processes and drive unprecedented efficiencies throughout your organization. From claims processing to member service, our solutions optimize every facet of your operations, ensuring smoother workflows and faster turnaround times. With our AI and automation-driven point solutions, healthcare payers can revolutionize how they manage risk assessment, fraud detection, and member engagement. By leveraging advanced algorithms and predictive analytics, we empower insurers to make data-driven decisions with confidence, leading to improved outcomes and increased profitability. Embrace the future of healthcare administration with our innovative tools that propel your organization towards success in an ever-evolving industry. We leverage our proprietary transition methodology and knowledge management tool - DigiTran™ to ensure seamless and risk-free transition We leverage our distributed delivery operating model (DDOM), robust governance and Process Progression Model (PPM) to improve quality and turnaround time in a cost-effective manner. We leverage our suite of point solutions - Discover™, XtractEdge™, Digital Command Console (DCC)™ etc. that focus on unearthing and eliminating non-value add process activities across healthcare services. Point of View Dashing towards the finishing line with claims automation Point of View Assessing the health of supply chain contracting process Point of View Ensuring Faster Claim Processing Point of View Turning the tables on inefficiency using

Infosys Healthcare Interoperability Center of Excellence

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/healthcare-interoperability-coe.html> ----- Overview
Offering a comprehensive solutions and expertise to navigate the intricate world of healthcare data exchange Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Fragmented Landscape with disparate healthcare systems Complying with evolving mandates and regulations Integrating new interoperable functionalities with legacy systems Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Healthcare Interoperability Center of Excellence Infosys Healthcare Interoperability Center of Excellence (CoE) empowers health entities by driving innovation through interoperability expertise. It offers comprehensive solutions and expertise to navigate the intricate world of healthcare data exchange. We help bridge fragmented data landscape through fluency in HL7, FHIR, CDA, and CCD, while ensuring data harmony with expertise in ICD, CPT, and DICOM. Partnering with technology providers at the forefront of cloud and API development, Infosys CoE offers a comprehensive orchestra of services: crafting interoperability strategy, building secure APIs, managing data repositories, ensuring data integrity, and continuously optimizing health ecosystem. Infosys unlocks the transformative power of interoperability with FHIR expertise. Our comprehensive solutions help unlock seamless data exchange, empowering clients to navigate complex regulations, streamline workflows, and gain critical real-time insights. Enhance patient care and improve efficiency with our secure APIs, robust data management, and cloud solutions. Leverage our pre-built solutions and cloud infrastructure to accelerate implementation and reduce costs. Our experienced team and proven track record guarantee a successful, cost-effective implementation. Partner with Infosys to break down data silos and drive a connected, patient-centric future in healthcare. Our Interoperability Accelerators turbocharge your journey to delivery excellence. Infosys boasts flexible solutions assets and cloud-based infrastructure that tackles changing regulations and industry demands effortlessly. Our pre-built information grid, reference architectures and pre-mapped data models significantly reduce deployment times and optimize IT costs. Our FHIR Testing Platform guarantees data integrity and simplifies compliance. iFHIR by Infosys is a one-stop shop for FHIR API validation with powerful tools for testing, performance, data, and cloud execution. Implementing standardized data formats like FHIR and promoting the adoption of common terminologies like ICD, CPT and

SNOMED allows for consistent data representation and seamless information exchange. Leveraging interoperable solutions with built-in compliance features can ease the process and ensure adherence to regulatory mandates. Utilizing cloud-based solutions, existing interoperability frameworks and pre-built integrations can reduce development time and resource requirements. Point of View Re-imagining Prior-Authorization as a Care Accelerator White Paper The right approach to testing interoperability of Healthcare APIs under FHIR White Paper Implementing Interoperability Mandates – Infosys Perspective View point AI in Pathology: A Healing Touch in Diagnostics Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Health Plan e-Connect

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/healthplan-econnect.html> ----- Overview Our Health Plan e-Connect Solution enables you to build scalable portals Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Rise of consumerism, ubiquitous web access and demand for lower healthcare costs, portals are an integral part of health plans. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Health Plan e-Connect The Health Plan e-Connect solution is an innovative, holistic portal solution that meets multiple challenges that the healthcare industry faces today. The solution helps health plans, PBMS and TPAs to implement strategic approaches towards enabled consumerism, providing members a decisive say on their healthcare, promoting self-service and supporting cost savings. Infosys Health Plan e-Connect Solution enables you to build scalable portals that: Our solution is based on extensive experience working with portals and incorporates e-commerce best practices across industries. Depending on your portal maturity and needs, the solution offers various components to choose from: Infosys' portal solutions and services include strategy, assessments, dashboards and payment technology. Our Health Plan e-Connect Solution enables you to build scalable portals. Article Healthplan Econnect Solution Article Healthplan e-Connect Solution Case Study Two enterprises, one seamless customer experience Case Study Design Think your way to awesome apps Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Hospital Capacity Management Solution

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/hospital-capacity-management.html> ----- Overview Our solution tracks the current capacity levels of your hospital, before they interrupt your Patient Straight-Through-Processes Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Ensuring better visibility and forecasts Realizing benefits throughout the value chain Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Hospital Capacity Management Solution Infosys' Hospital Capacity Management solution empowers your hospital executives, administrators and clinical staff with real-time hospital capacity planning and asset tracking. Infosys' Hospital Capacity Management solution empowers your hospital executives, administrators and clinical staff with real-time hospital capacity planning and asset tracking. Our solution is based on Infosys' Hospital Performance Management Analysis Framework. Our solution tracks the current capacity levels of your hospital, forecasts the levels over the next 4, 8, 12, 24, and 72 hours, and generates alerts regarding shortage of hospital resources well before they interrupt your Patient Straight-Through-Processes (STP). Such real-time performance monitoring along with a recommendation engine for excess capacity reduction enables your team to take informed decisions in optimizing hospital asset usage and minimizing costs. Our solution covers critical areas including radiology, resources, laboratory and beds. We provide better tracking and metrics that improves forecasts and predictions, prevents revenue leakage and improves the revenue cycle. Our solution reduces costs, improves operations and enhances visibility leading to better profit margins and higher return on investments. White Paper Clinical Quality and Compliance Management Solution Article Hospital Real-Time Performance Monitoring Article Hospital Performance Management Analysis Article Healthcare Data Warehousing Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Hospital Information Systems - Center of Excellence

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/hospital-information-coe.html> ----- Overview Infosys' Hospital Information Systems Center of Excellence focuses on EMR and IT-driven clinical transformations Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating

Emerging Offerings Ensuring high quality productivity and reliability
Ensuring process standards and compliances are met Ensuring a defined
transformation road map Being Resilient. That's Live Enterprise. Digital
Core Capabilities Digital Operating Model Empowering Talent
Transformations Tales of Transformation Industries Services Platforms
Infosys Knowledge Institute About Us Hospital Information Systems Center
of Excellence Infosys' Hospital Information Systems Center of Excellence
focuses on EMR and IT-driven clinical transformations to maximize value
realization for providers and patients through business process optimization
and effective organization change management. We provide implementation
services on all Healthcare Information Systems from our product partners
including EMR, Practice Management System (PMS), Laboratory
Information System (LIS), Radiology Information System (RIS) and
Pharmacy Information System (PIS). Our Healthcare Information System
Center of Excellence has a team of healthcare Information Technology
experts, including MDs, Ph.Ds, HC Informatics, MBAs, Engineers, Technical
Architects and Project Managers with rich healthcare industry experience
and certifications in partner products. We have partnerships with leading
global EMR and healthcare IT product vendors. We provide Global Delivery
Model, governance models, process tools and templates, delivering
integration services in significantly less time and at lower cost. We help map
healthcare process and IT standards, enabling implementation of EMR
packages to comply with process standards such as JCAHO, as well as
technology standards such as ANSI HL7 We leverage our proprietary Value
Realization Method™ that focuses on tangible value realization from all
healthcare IT investments including EMR. Article Facets Practice White
Paper Infosys enables Prime Therapeutics to uplift software quality and
reduce cost Case Study Two enterprises, one seamless customer experience
Case Study Design Think your way to awesome apps Company Subsidiaries
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Hospital Information Dashboards

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/hospital-information-dashboards.html> ----- Overview
Infosys dashboards provide an integrated view of your hospital across
multiple departments, service lines and functional lines Challenges &
Solutions Resource Center Experience Insight Innovate Accelerate Assure
Application Development and Maintenance Business Process Management
Consulting Services Incubating Emerging Offerings Inability to take quick
and informed decisions in the absence of real time intelligence Allow
employee empowerment and intelligent decision making Being Resilient.
That's Live Enterprise. Digital Core Capabilities Digital Operating Model
Empowering Talent Transformations Tales of Transformation Industries
Services Platforms Infosys Knowledge Institute About Us Hospital
Information Dashboards Infosys' Hospital Information Dashboards empower
your hospital executives and administrators with real-time financial,
operational and clinical intelligence, and reporting. Our dashboards help
you anticipate and take informed decisions to increase efficiency, improve

costs and ensure quality healthcare. Infosys' Hospital Information Dashboards empower your hospital executives and administrators with real-time financial, operational and clinical intelligence, and reporting. Our dashboards help you anticipate and take informed decisions to increase efficiency, improve costs and ensure quality healthcare. Our dashboards provide an integrated view of your hospital across multiple departments, service lines and functional lines such as hospital capacity management, quality and regulatory compliance, bed management, customer service performance and utilization management. The Hospital Information Dashboards from Infosys are based on our Hospital Performance Management Analysis Framework. They extract and present information from sophisticated analyses performed on data that is integrated from disparate sources. In addition, our dashboards capture and highlight trends or patterns obtained from historical, current or predictive data, enabling you to focus on the right issues at the right time. Robust querying and drill downs across multiple, spatial and temporal dimensions address your ad hoc query and reporting needs, and enable complex analyses. In addition, you have the flexibility to define and implement your monitoring requirements with our Hospital Real-Time Performance Monitoring tool. Presenting real-time performance at a glance, saving time in analyzing reports. Our dashboards ensure that your senior management can take informed decisions. Our dashboards enable your employees to actively and creatively participate in the decision-making process, and achieve goals based on a clear definition and representation of Key Performance Indicators. White Paper Infosys enables Prime Therapeutics to uplift software quality and reduce cost. White Paper Infosys helps strengthen enterprise security for Molina Healthcare Inc. Case Study Two enterprises, one seamless customer experience. Case Study Design Think your way to awesome apps. Company Subsidiaries Programs Support Connect with us. Copyright © 2024 Infosys Limited =====

Hospital Performance Management Analysis

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/hospital-performance-management-analysis.html> -----
Overview Infosys solution helps you with real-time information, to equip you take the right decision at the right place and time - be it investment decisions, capacity or resource planning or clinical/quality initiatives. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Ensuring real-time intelligence and monitoring Allowing enterprise-grade scalability Secure Reporting of dashboards Lowering cost of ownership Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Hospital Performance Management Analysis The Hospital Performance Management Analysis (HPM) solution from Infosys for medical

data analytics combines real-time performance monitoring and reporting, advanced data warehousing and business intelligence, customizable executive and information dashboards. Infosys' solution helps you with real-time information; you can take the right decision at the right place and time – be it investment decisions, capacity or resource planning or clinical / quality initiatives. In addition, our solution enables you to monitor cost and quality performance for process adherence or outcomes. Our solution provides real-time intelligence and monitoring enabling you to take the right Our solution can be scaled up to include any number of roles, business processes, units, departments or functional lines without affecting performance. Role-based authentication and security allows you to present the right performance dashboard or Key Performance Indicators (KPI) to the right person Our solution offers low Total Cost of Ownership due to swift implementation time driven by pre-built accelerator components, low maintenance and upgrade cost Article Hospital Performance Management Report New Digital Champions: An Infosys Research Report Case Study Two enterprises, one seamless customer experience Case Study Design Think your way to awesome apps Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Hospital supply chain and revenue collaboration solution

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/hospital-supply-chain.html> ----- Overview Our solution is web based portal that predefined KPI's to provide real time alerts, for effective decision making on cost, utilization and reimbursement. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Lack of visibility into cost and reimbursement data across the organization Need to reduce cost arising from underutilization of resources Poor collaboration between functional departments Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Hospital Supply chain and revenue collaboration The age of collaborative performance solution is the need of the hour. This can bring in substantial cost reduction and increase reimbursements. Infosys collaborative solution connects cost clinical reimbursement data to provide real time alerts and improve hospital margins. Our solution provides single point visibility on costs, utilization and revenues Our solution helps deliver Clinical outcomes with optimal cost: practice based evidence utilization 360-degree collaborative dashboard Hospital Supply Chain & Revenue Cycle Collaboration Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys Public Exchange Onboarding Solution

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/ips-onboarding-solution.html> ----- Overview Our solution is an integrated offering that simplifies and fast tracks exchange participation for healthplans successfully. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys Public Exchange Onboarding Solution Helping organizations in phased transformations Reducing implementation costs Enabling scalability of plans Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Public Exchange Onboarding Solution Successful exchange participation needs to be a three-stage exercise. Health plans need to establish basic exchange operations in order to gear up for the transformation of business models over the next few years to thrive in the exchange world. Infosys Public Exchange Solution helps organizations with this transformation exercise. The integrated offering simplifies and accelerates exchange participation through: Components and services to support health plans at each of the 3 stages of exchange-related transformation Provide accelerators to fast track onboarding, minimize changes to internal systems, and reduce implementation costs and efforts The solution provides adaptable architecture built on service oriented architecture concept to support evolving requirements Article Health Exchange Onboarding Brochure Multi-state Medicaid and Medicare Healthplan Case Study Two enterprises, one seamless customer experience Case Study Design Think your way to awesome apps Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys Modernization Services

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/modernization-services.html> ----- Overview Infosys Modernization services helps unlock transformative power to revitalize and future-proof businesses Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings We need to ensure lower maintenance cost by reducing technical debt of legacy apps. We need to ensure high scalability for future enhancements and integration with new tech, cloud space, etc. You need to protect your systems & data from security vulnerabilities & threats. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Modernization Services Infosys Modernization solutions has empowered

customers to seamlessly transform, scale up applications, components & infrastructure to new age technologies & platforms. Infosys modernization services, serve as the cornerstone for achieving a seamless transition from legacy systems to agile, future-ready systems. Solutions are meticulously crafted to align with the unique needs and aspirations of client organization, emphasizing user-centricity, scalability, and innovation. Leveraging consumer-centric design principles, Infosys modernization services prioritize intuitive interfaces, streamlined workflows, and robust architectures to enhance workplace experiences and maximize productivity. Infosys drives conceptualization to implementation, encompassing a holistic approach that integrates stakeholder needs & feedback, industry best practices, and emerging technologies. Infosys helps in fostering a culture of continuous improvement, thereby empowering businesses to embrace change, optimize performance, and unlock new avenues for growth. Reduced application Tech Debt by Code refactoring and Componentization. Restructuring of code while not changing its existing functionality which will improve the design, structure and implementation while preserving the functionality. Easier to Maintain application by application rationalization and decommissioning of obsolete functionality which is not required. Enhanced application compatibility by adopting new edge solutions like moving to Cloud infrastructure and transforming the application by technology migration (Cobol to Java, DB2 to SQL Server etc.). Most of current legacy applications are built using windows-based applications where users install on their local machines and access - which is a significant risk security wise. While modernizing such applications focus on security principles, encryption and secured database are adhered to. Insights Delivering Harmony in Healthcare White Paper Transforming the Experience and Health Management of Dual Eligible Population View point Infosys IT Portfolio Maturity Assessment and Scalability Score (iMASS) Framework View point Technology will Unlock New Opportunities for Mid-size Healthcare Companies Company Subsidiaries Programs Support Connect with us
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Infosys services for NASCO platform

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/nasco-platform.html> ----- Overview Supported by end-to-end service offerings, Infosys offers a proven methodology to anchor the complex NASCO migration program for BCBS plans. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Minimizing risks and accomplishing a NASCO successful transformation. Training internal and client teams in NASCO-certified operations. Curating an extensive knowledge repository in the NASCO portal that contains more than 100 tutorials on various NASCO components. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge

Institute About Us NASCO is delivered in the software-as-a-service (SaaS) model. This platform offers a single claims processing system for all Blue Cross Blue Shield (BCBS) plans, helping reduce operational costs and transform operations. Gap analysis NASCO Configuration Migration testing Manual Process Setup Continuous Improvement The Infosys NASCO Centre of Excellence, which provides platform expertise, best practices, process reference models, predefined metrics and key performance indicators. The Infosys NASCO Centre of Excellence, which provides platform expertise, best practices, process reference models, predefined metrics and key performance indicators. The Infosys NASCO Centre of Excellence, which provides platform expertise, best practices, process reference models, predefined metrics and key performance indicators. Article Accountable Care Organizations and the Shared Savings Imperative Report New Digital Champions: An Infosys Research Report Case Study Two enterprises, one seamless customer experience Case Study Design Think your way to awesome apps Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Healthcare Payer Value Chain - Solutions & Frameworks

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/payer-value-chain.html> ----- Overview Infosys outclasses in healthcare solutions and strategic frameworks across the payer value chain, enabling automation, savings, and modernization. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Process Improvement & Automation Reporting & Compliance management Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Payer Value Chain - Solutions & Frameworks Infosys has strong capabilities in Health care solutions and Strategic Frameworks across the Payer value chain. The Solutions are spread across the value chain as in Plan design & Sales, Member & Provider engagement, Care Management, Claims Processing, Customer Service and Business Operations Management. The Strategy frameworks & consulting includes Playbook for product implementation, BPM assessment across healthcare domains viz Claims processing, Care Management etc. It also includes Frameworks for Plan set ups, KPI Assessment, Member Impact assessment to name a few. Infosys knowledge and expertise in the Healthcare solutions & Strategic Frameworks has helped client organizations with automation of various processes as in Sales process, Provider Ingestion, Benefits configuration reviews. These automations have resulted in huge savings and optimization as well as easy of maintenance of the existing processes and functions. The consulting & strategic framework has helped client organizations with Assessment of their various business processes frameworks like Provider data management, Care management , claims processing etc. which helped in

improving and modernizing existing business processes to build a more robust and flexible system and functions. Existing processes are old and not easy to maintain and scale and often cause bottlenecks, Process Frameworks and automation helps with improvement of existing processes to make them more efficient and flexible. Solutions using automation frameworks has helped improve sales processes, provider roster ingestion resulting in overall process and function optimization & quick turnaround. Existing business operations & processes needs to be assessed to keep them up to date & relevant as well as ensuring. It also needs to be ensured that latest compliance practices and standards are met and followed. Solutions were developed for client organizations by creating dashboards for reporting and compliance management thus making the process easy to maintain and understand. Automation of Audits & Review process has as well been implemented using frameworks reducing manual touchpoints & interventions and making the overall process smooth & quick. Insights Delivering Harmony in Healthcare White Paper Transforming the Experience and Health Management of Dual Eligible Population View point Infosys IT Portfolio Maturity Assessment and Scalability Score (iMASS) Framework View point Technology will Unlock New Opportunities for Mid-size Healthcare Companies Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys Products & Platforms Solutions for Enhanced User Experience and Scalability

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/products-platforms.html> ----- Overview Infosys Products & Platforms provides capability to serve as robust, scalable solutions that address specific business needs while fostering innovation and growth. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Need to enhance business user ease of usage by migrating legacy systems onto Products / Platforms. Need to have an integrated eco system for seamless business process, through API Integration & Configuration. Need to improve on workplace experience and efficiency improvement. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Products and Platforms Infosys Products & Platforms Solutions encompasses a strategic approach aimed at creating intuitive, scalable, and consumer centric workflows and blocks, which enhance the overall user productivity, efficiency, and ease of use. These solutions prioritize the seamless integration of features & functionalities, ensuring that users can navigate the platform effortlessly and efficiently accomplish their tasks. Additionally, these solutions focus on scalability and flexibility, allowing the platform to

accommodate future growth and adapt to evolving technological landscapes. Infosys product & platform solutions play a crucial role in maximizing user engagement, satisfaction, & ultimately, the success of the platform in delivering value to businesses and their stakeholders. Infosys knowledge and expertise on the partnered Products and Platforms has helped client organizations scale up and improve and enhance on their existing Products and applications, it has enabled them to move from legacy custom solutions to next gen COTS products which are more scalable, reliable, and efficient along with better user experience. Infosys helps Healthcare organizations in adopting Products & Platforms through customizations and configurations. Infosys has been leading in Product & Platform implementation across customers. Some of the key products that Infosys has been working on are Majesco, Dynamo, Edifecs, QNXT, Infosys Facets . Infosys Facet CoE has been a key differentiator providing key services in Payor Integration, Engineering & QA as well as Consulting & Business services. Enhance and improve the current applications or platforms by migrating to better and next gen COTS products which provides end to end solutions as well are better equipped and flexible for any future enhancement and migration and are easy to maintain as well. Existing applications and platforms are old and not maintainable, moving to products like Dynamo, Majesco etc. provides better system integration and implementation. Integration of products with client ecosystems enabled them to be future ready and helps with new customer acquisition as the time to market is less with better and enhanced products and platforms. In addition to configuration and implementation of products and platforms, there is focus on usability aspects. Self-configuration is another advantage that most of the platforms provide which helps reduce IT dependency. Insights Delivering Harmony in Healthcare White Paper Transforming the Experience and Health Management of Dual Eligible Population View point Infosys IT Portfolio Maturity Assessment and Scalability Score (iMASS) Framework View point Technology will Unlock New Opportunities for Mid-size Healthcare Companies Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Hospital Real-Time Performance Monitoring

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/real-time-performance-monitoring.html> ----- Overview
Enabling hospitals to address challenges in healthcare operations
management Challenges & Solutions Resource Center Experience Insight
Innovate Accelerate Assure Application Development and Maintenance
Business Process Management Consulting Services Incubating Emerging
Offerings Enable organizations to have access to Real-Time information.
Increase quality of healthcare and patient safety Being Resilient. That's Live
Enterprise. Digital Core Capabilities Digital Operating Model Empowering
Talent Transformations Tales of Transformation Industries Services
Platforms Infosys Knowledge Institute About Us Hospital Real-Time
Performance Monitoring Our Hospital Real-Time Performance Monitoring

solution monitors data and process events as they occur; and aggregates and correlates them into Key Performance Indicators and metrics, analyzes patterns, and displays them on customizable Information Dashboards. Hospitals face challenges in healthcare operations management in the absence of a mechanism to capture, analyze and present real-time performance about clinical and financial processes. Such information is vital to improve the quality of healthcare, for optimal clinical and financial outcomes and real-time performance optimization. The Hospital Real-Time Performance Monitoring solution from Infosys enables hospitals to address challenges in healthcare operations management. Based on Hospital Performance Management Analysis framework from Infosys, our Hospital Real-Time Performance Monitoring solution monitors data and process events as they occur, aggregates and correlates them into Key Performance Indicators and metrics, analyzes patterns, and displays them on customizable Information Dashboards. Our solution has an inbuilt notification and alerting mechanism. The alerts are delivered through multiple platforms such as e-mail, pager, SMS as well as automated escalations based on defined selection criteria. The visual interface of our solution enables stakeholders to specify the processes and activities that need to be monitored as well as the monitoring methodology. In addition, our solution enables business process owners to design customized Key Performance Indicators or metrics. These can be used to formulate alerts and mitigation strategies. Benefits Real-Time information: The Hospital Real-Time Performance Monitoring solution from Infosys presents real-time information to the user, as and when events occur, thus providing an opportunity to recognize and respond to event/trends early and shape outcomes proactively Increased quality of healthcare and patient safety: Our solution enables clinicians to significantly improve clinical outcomes while reducing mortality, length of stay (LOS) and avoiding the increased costs associated with treating complications. Real-time performance monitoring is an extra safety net to protect the patients against adverse events Our Solution presents real-time information to the user, as and when events occur, thus providing an opportunity to recognize and respond to event/trends early and shape outcomes proactively. Our solution enables clinicians to significantly improve clinical outcomes while reducing mortality, length of stay (LOS) and avoiding the increased costs associated with treating complications. Article Accountable Care Organizations and the Shared Savings Imperative Report New Digital Champions: An Infosys Research Report Case Study Two enterprises, one seamless customer experience Case Study Design Think your way to awesome apps Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys Healthcare Transformation Services

----- Article source ----- <https://www.infosys.com/industries/healthcare/industry-offerings/transformation-services.html> ----- Overview Provides organizations with ability to drive holistic, strategic changes that align

technology with business goals, thereby unlocking innovation, efficiency, and competitive advantage. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Need to provide Improved Patient Care through usage of AI/ML technologies. Beat competition through faster time to market and improved accuracy of care recommendations. You need to enhance member experience through analysis of unstructured data to enable informed decisions. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Transformation Services Infosys Transformation services aims to improve the efficiency and quality of the healthcare systems with the implementation of Gen AI solutions and AI/ML decision engines. Implementing Predictive Analytics with ML to improve patient outcomes. ML algorithms provides insights into best methods of treatment by looking at data and outcomes of old patients. Implementation of Gen AI solution enhances the efficiency of information collection and reporting by engaging with patients in understandable language, resolving uncertainties, and summarizing data for health care providers. Implementation of Semantic Search & Platform Engineering creates ideal platform to analyze unstructured data to make more informed decisions Insights Delivering Harmony in Healthcare White Paper Transforming the Experience and Health Management of Dual Eligible Population View point Infosys IT Portfolio Maturity Assessment and Scalability Score (iMASS) Framework View point Technology will Unlock New Opportunities for Mid-size Healthcare Companies Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Insights

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings AI Revolution: Transforming Healthcare's Data Deluge into Opportunity Navigating the Intricacies of Data Governance Amidst Changing Regulations and Evolution of AI Role of GenAI in Transforming Telehealth Heart of Technology: 'AI'nnovation in CARDIAC Health AI Readiness in Healthcare Infosys Topaz | AI in Healthcare - Harmonizing Healthcare with AI Implementing Interoperability Mandates - An Infosys Point of view Double triumph - Infosys takes home top honors in two prestigious testing awards ESTA and NASTA in 2023 AI-powered pathology accelerates diagnosis using cutting-edge technology Leveraging AIML and Robotic Process Automation in Provider Roster Processing The New World - How Technology is Tackling Depression Head-on Improving Healthcare Outcomes for Patients in the US Optimizing Personalized Health Plan Campaigns through Quality Engineering-led Cloud-based Solutions Enhancing Palliative Care through Digital Patient Engagement and Personalization Delivering Harmony in Healthcare Infosys

Helix won two bronzes at the 21st Annual American Business Awards for healthcare technology solutions and products

The power to change healthcare is yours

Transforming the Experience and Health Management of Dual Eligible Population

Whole Person Care – Overcoming Barriers

Keeping Pace with the Healthcare Revolution

Leveraging Platforms to Reduce Costs and Enhance Experience

Infosys IT Portfolio Maturity Assessment and Scalability Score (iMASS)

Framework Enabling Virtual Care for a Provider – The Infosys Way

Transforming the Future of Diagnostics: Digital and Connected Pathology

Avasant & Infosys Digital Forum Series: A Guide to Healthcare’s Evolving Platform Market

Re-imagining Prior-Authorization as a Care Accelerator

Gamification in Healthcare

Affordability and Acceptability of Wearable Technology in Healthcare and the Gaps Between Consumers, Physicians, and the Payers.

Digital Health: Paradigm Shift in Care Delivery

Infosys Named as a Leader in Avasant’s Healthcare Payor Digital Services

2022-2023 RadarView Report

Navigating the Future of Healthcare Technology will Unlock New Opportunities for Mid-Size Healthcare Companies

Infosys Navigators of Change – Digital Transformation in Healthcare and Life Sciences

Enabling Cloud-Native and AI-Powered Digital Platforms: Infosys-HFS Research Report

The Future of Healthcare Accelerating Your Cloud Journey

Virtual reality: A medical training revolution during COVID-19

Medicaid of the Future

The Hospital as a Live Enterprise

Serving Customers with Love and AI

Digital The Default Way to New-Age Healthcare

Panel Discussion: Accelerate Cloud transformation in Healthcare and enable cost savings

Leverage Emerging Technologies to Shift the Focus of Healthcare from Illness to Wellness

Vaccine Management with Scale, Speed and Security

Perspectives: A Quarterly Journal For Healthcare and Life Sciences Industry - Edition 2

Being Resilient: AI and Digital-First Healthcare During a Pandemic and Beyond

Webinar on Platform Centric Approach for Payer Engagement with Plan Sponsors to Manage Employee Health

Healthcare and the changing industry paradigm

Shaping the New World of Health, and Critical Care

How Big Data Analytics Can Prevent and Manage Future Pandemics?

CMS Interoperability: Imperatives & Challenges for Quality & Business Assurance

Being Resilient: Overcoming Healthcare’s Cybersecurity Challenge

Being Resilient: Progressing from Telehealth to Digital Care

Leverage AI & Digital Technology to Optimize Care Management during a Pandemic and Beyond

Perspectives- A Quarterly Journal For Healthcare and Life Sciences Industry

Webinar on Transforming the Appeals & Grievance Process for Member and Provider Satisfaction

Webinar on Leverage AI and Digital Technologies in Healthcare during a Pandemic and Beyond

COVID-19 Impact on the Healthcare Industry: Challenges and Opportunities

Future of Healthcare in the Era of a Pandemic

Being Resilient: Building A Patient-Centric Health Care Supply Chain

COVID-19: A Race Against Time

An Agent of Change for the Healthcare Industry

Infosys Showcases Resiliency of Nearshore Outsourcing Services in Face of Natural Disasters – A blog by NelsonHall

Key Trends Shaping Healthcare in 2020

COVID-19 - 7 Predictions and 8 Bold Actions; Healthcare Will Never Be The Same

Key Agile Takeaways to help Navigate the COVID-19 Disruption

COVID-19 Injecting Uncertainty Into A Shaky World Economy

A CIOs Guide to Life After Lockdown

Supply Chain Resilience: Pandemic Preparation and Recovery

Remote Employee Experience

Flatten the Curve, Flatten the Recession

Assuring Digital-Trust in the Healthcare and Life Sciences Industry

Endless possibilities with data

for Healthcare and Life Sciences: Navigate from now to your next From process automation to predicting effective treatment, do more with AI
Telehealth: Reimagining the Future of Healthcare Navigating the Road to the Future in Life Sciences Connected Health: How Data is Solving Health Care Industry Problems AI and Insurance: Everything Changes Telehealth: Health care industry's game-changer? Three Forces Shaping the Future of Healthcare Data-Driven Healthcare Realizing the digital hospital through operational excellence Optimizing Hospital Operations through RPA Engaging Social Determinants to Manage Population Health Embracing the data-driven approach to healthcare How consumerization is transforming healthcare industry Telehealth: Breaking down adoption barriers Infosys Webinar - "HEDIS: Reaching for the Stars" Shifting focus back to healthcare from IT Creating a consistent and connected experience across the consumer life cycle Digital Healthcare Ecosystem-Changing the dynamics of the industry Engaging with digital healthcare consumers Healthcare in the Era of Digital Convergence Making Health Care Organizations Responsive in Real time Value Based Contracting & Reimbursement: a new payment paradigm Accountable care organizations and the shared savings imperative Accountable Care model: Technology imperative for payers Next steps to health insurance exchanges 8 Steps to Success in ICD-10-CM/PCS Mapping Healthcare Reform Readiness - Measuring the Pulse of Health Plans Embracing Accountable Care: 10 Key Steps Can Insight into Insurance Ensure Better Healthcare? Beyond Compliance: Meaningful Use as a Catalyst for Improved Performance Reducing Risks, Maximizing Returns from HIPAA 5010 Transition How information transformation drives healthcare performance Prospecting for members-Learning's from Other Industries KPIs for Effective, Real-time Dashboards in Hospitals Infosys featured among top three practical innovations by Yale Healthcare Hackathon Applying activity-based costing in provider organizations Technological Innovations in Healthcare Industry Make your IT Systems Work Smarter for Better Healthcare AI led Automation for healthcare enterprise-Provider Data Management Consumer Engagement a New Reality Converting Social Avatars to Healthcare Members Top trends driving the US Healthcare Industry-Moving to a new way to deliver Healthcare Enhanced Clinical Workflow Adherence Through Real-Time Alerts and Escalations for P4P The Four Pillars of evolving from a group centric to consumer centric organizations for health plans The Promise of New markets:Do you have a game plan for Exchanges Clear as Crystal:Refocusing Healthcare consumer transparency from Information availability to usability Play to stay Healthy Healthcare reforms and emerging trends How Technology Can Make Healthcare Widely Accessible In Latin America Artificial Intelligence : Focusing On Care, Not Cost Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Brochure Point of View Point of View Point of View Report Brochure White Paper Recognition Insights Point of View Point of View Video View point View point Insights Recognition Insights White Paper View point White Paper Point of View View point View point View point Video Point of View View point View point View point Report View point View point View point Report Report Article White Paper White Paper Video Point of View Webcast Point of View Point of View Journal Point of View Video Podcast Podcast

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Accelerating Cloud Technology in Healthcare to enable cost savings

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/accelerate-cloud-transformation-cost-savings.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The COVID-19 pandemic has forced enterprises to take a closer look at their application hosting and operating models. This has also meant reviewing their existing license agreements. Many healthcare CIOs now believe that embarking on a cloud journey in this time of crisis is the answer to reducing costs and improving efficiencies. In this panel discussion, Amit Shukla, Infosys hosts Gopikrishnan Konnanath, SVP & Global Head of Oracle Services & Blockchain, Infosys along with Mangesh Deo, Managing Director & Head of the Office of the Chief Financial Officer Technology, TIAA to share how they have risen to the challenges of revenue impact and operational cost in view of the new protocols and a growing burden on infrastructure and systems - with speed and significant cost savings. Further they discussed about how Infosys Cobalt for Oracle is helping businesses in redesigning the enterprise right from the core and how Cobalt helps in building new cloud-first capabilities to create seamless experiences on public, private and hybrid cloud. Spanning PaaS, SaaS and IaaS landscapes, enabling healthcare organizations to modernize and innovate at scale with speed-to-market and security of the ecosystem as its cornerstone. Watch Now Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Delivering Harmony in Healthcare

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/achieving-better-outcomes-stronger-value.html> ----- Growth awaits

healthcare organizations that unify and digitize Our strategic approach to delivering transformational change in healthcare Partner with us to deliver harmony in healthcare Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Connecting patient outcomes and business value with Infosys Healthcare expectations are rising & access to fair, high-quality, affordable care is becoming a priority for all. For payers, this means driving operational efficiencies while delivering exceptional patient and member-centric experiences. At Infosys, we enable payers to simplify complex ecosystems and rapidly digitize, unify and secure core systems, processes and data. By seamlessly connecting stakeholders across the value chain, Infosys delivers streamlined healthcare journeys—driving connected member and patient experiences, reducing operational costs, and delivering speed-to-market. Connecting The power of connectivity By connecting systems, data points and stakeholders across complex healthcare value chains, Infosys helps to drive technological innovation and consistency, support collaboration, generate better patient understanding and experiences, and improve care quality for players across the healthcare spectrum. Unifying The criticality of interoperability Infosys standardizes, integrates and optimizes the fragmented IT systems and operating processes that enable total interoperability and data access for all key stakeholders, providing value across the whole health journey. Digitizing The transformational nature of digitization Infosys uses an intelligent application of skills and IP to help clients solve complex technology challenges. Deploying a range of unique engagement, operating and implementation models thus enables digital change to happen at speed with control and less risk — synthesizing systems, data and people to deliver a more cohesive healthcare journey alongside business resilience. Energize the core Digitize & automate core systems Digital transformation Data & analytics ecosystems Emerging technologies Cutting-edge AI & other technologies Infosys is uniquely placed to deliver the complex, end-to-end digitization, integration, and ecosystem enabled programs that today's healthcare payers and providers need to transform and thrive to adapt to and meet customer demands while remaining compliant, resilient and competitive. We partner with healthcare clients in original ways that add value, create efficiencies, and accelerate transformation. Contact us to learn how we can help you connect streamlined healthcare journeys, patient outcomes and business value. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Enabling Digital Health and AI: A Healthcare Digital Platform

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/ai-powered-digital-platforms.html> ----- Overview Key Findings Where do you stand in the maturity curve to adopt digital platforms for your

organization? Resource Center Experience Insight Innovate Accelerate
Assure Application Development and Maintenance Business Process
Management Consulting Services Incubating Emerging Offerings Being
Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating
Model Empowering Talent Transformations Tales of Transformation
Industries Services Platforms Infosys Knowledge Institute About Us
Embracing new technology to mitigate rising healthcare costs, risks, and
demand better A "healthcare digital platform" is the integration of
applications and emerging technologies to provide a tailored healthcare
solution that drives business outcomes—a significant modern and
accelerated approach to disintermediate legacy core administration
processing systems (CAPS). To better understand the role of digital
platforms and emerging technologies in achieving business objectives, the
impact of digital platforms on healthcare payer KPIs, and the relative
attractiveness of healthcare platforms, Infosys, in partnership with HFS,
reached out to 100 C-suite healthcare payer executives in US. "We expect
increased reliance on data analytics to help with operations, clinical
delivery, and patient experience." — Chief Digital Officer with a large health
enterprise "In this age, the opportunity is to think of enabling technologies
as part of healthcare delivery vs. the traditional paradigm that focuses on
claims payments." — Senior executive at a large health plan Here's some of
the most significant highlights from this research study Explore the Infosys-
HFS Research Report Brochure Payer B2B Platform Brochure Provider
Lifecycle Management Platform Brochure Payer on Cloud Platform Video
Webinar on Transforming the Appeals & Grievance Process for Member and
Provider Satisfaction Company Subsidiaries Programs Support Connect with
us Copyright © 2024 Infosys Limited =====

COVID-19: A Race Against Time

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/covid19-race-against-time.html> ----- Experience Insight Innovate
Accelerate Assure Application Development and Maintenance Business
Process Management Consulting Services Incubating Emerging Offerings
Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital
Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us The Healthcare and Life Sciences industry is at the epicentre of
the ongoing COVID-19 pandemic. In today's episode, Ed Francis, Global
Managing Partner - Healthcare and Life Sciences, Infosys shares his insights
with Pramod Pratap, Director - Marketing - Healthcare and Life Sciences,
Infosys about how governments, pharma companies, regulatory bodies, and
healthcare providers can work together to combat the spread of the virus.
The discussion also highlights how COVID-19 will impact the drug
manufacturing industry, accelerate the adoption of telehealth/remote
monitoring, make way for much-needed regulatory changes, and more. Tune
in now! Download Transcript Company Subsidiaries Programs Support
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AI-powered pathology accelerates diagnosis using cutting-edge technology

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/cutting-edge-technology.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us In a digitized healthcare landscape marked by disparities, AI-driven pathology emerges as a crucial solution. Pathology, vital for medical decisions, faces challenges in standardization and digitalization. AI algorithms trained on deep learning models assist pathologists in precise, swift slide analysis, contributing to quality assurance. The evolving AI-led pathology ecosystem in India shows rapid growth, projected to grow at a rate of 10% by 2025. Emerging trends include AI in genomics, oncology, ophthalmology, and telemedicine, promises a holistic transformation in healthcare. AI in pathology is a combination of human expertise and technological innovation that can make healthcare holistic, patient-centric and preventive. The future demands ethical and responsible AI use for a secure and standardized healthcare system. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Embracing the data-driven approach to healthcare

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/embracing-data-driven-approach.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The healthcare and life sciences industry is in the middle of an unprecedented data explosion. The technology proliferation globally and the overall shift towards consumer engagement have been generating a never-ending amount of data, both clinical and commercial in nature. As consumers take ownership of this data, there will be drastic shifts in management control for healthcare-based organizations. In this episode of Perspectives, Mohit Joshi, President and Head of BFSI, Healthcare and Life Sciences at Infosys is hosted by Pramod Pratap, Director and Global Head Marketing - Healthcare and Life Sciences, Infosys, to discuss the data-driven paradigm shifts we are witnessing in the industry, broaching pertinent topics

such as population health data, genome sequencing, personalized medicine and security concerns. Tune in to the podcast to learn more about the problems with current data management strategies and the opportunities presented by new approaches. Download Transcript Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Accelerating Your Journey of Cloud in Healthcare

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/healthcare-accelerating-cloud-journey.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Cloud transformation has been a key focus for healthcare enterprises as they have sought to deliver better healthcare services, operate more efficiently, and be more resilient and adaptable to changing market dynamics. The pandemic has highlighted the need for healthcare organizations to future-proof themselves, accelerating cloud transformation. Infosys and Everest Group have jointly come up with a whitepaper which talks about how enterprises are devising their cloud-first approach to build seamless and resilient IT architectures that will both enhance the business units' internal functioning and enable better features for their consumer facing platforms or services. Click here to read more. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Healthcare and the changing industry paradigm

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/healthcare-changing-industry-paradigm.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Healthcare industry is undergoing a transformation with the advent of digital technologies like Telehealth, AI, Cloud, etc. Healthcare is one of the most expensive industries in the world. With new digital initiatives, cost reduction remains one of the major challenges the industry is facing. Amit Shukla, AVP & Head of Sales-Healthcare, Infosys, and Abhishek Singh, Vice President, Everest Group join to discuss the current state and the new challenges that the industry is facing. Download

Transformation in Consumerization of Healthcare

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/healthcare-consumerization-transform.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Meeting the healthcare requirements of patients goes well beyond clinical outcomes now. As technology solutions empower more and more patients, the nature of their role is shifting towards to that of a healthcare consumer. What does this mean for healthcare providers? And how should stakeholders in healthcare adapt to accommodate consumerization? In this episode of the podcast series, Venky Ananth, Senior Vice President, Head of Healthcare, Infosys, talks to Saurabh Gupta Chief Research Officer for HFS, about consumerization in healthcare, interoperability, One Office concept and new care delivery models, along with other cultural and organizational changes that healthcare providers around the globe are witnessing. Approaching patients as consumers presents its own challenges, but it also offers plenty of opportunities. Let's learn about them in this podcast. Download Transcript Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Digitalization of healthcare

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/healthcare-digitalization.html> ----- Delivering harmony in healthcare Energize the core Digital transformation Emerging technologies Digital transformation for better healthcare Partner with us to deliver harmony in healthcare Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us A new era for patients and providers The future of healthcare requires a holistic approach where patients are engaged and empowered to make better decisions. However, stakeholders, data, and processes are increasingly disjointed due to fragmented legacy technology systems, complex ecosystems, and industry consolidation. To deliver a positive patient experience in today's healthcare environment, providers should adapt to and meet customer demands while remaining compliant, resilient, and competitive. Securing core systems, digitizing processes, and unifying disparate data can lead to better

outcomes for both patients and providers. Connecting patient outcomes and business value with Infosys At Infosys, we specialize in digital services and platforms that address key business processes and help healthcare organizations capture efficiencies across the care continuum. We help our clients digitally transform core systems and strategic processes to create a frictionless customer experience--driving connected member and patient experiences, unifying systems to reduce operational costs, and delivering speed-to-market. Digitize & automate core systems Data & analytics ecosystems Cutting-edge AI & other technologies With an integrated approach and the right expertise, Infosys can help healthcare players make the most of digitization to thrive. Infosys is uniquely placed to deliver the complex, end-to-end digitization, integration, and ecosystem enabled programs that today's healthcare players need to transform and thrive. Contact us to learn how we can help you connect streamlined healthcare journeys, patient outcomes and business value. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Improving Healthcare Outcomes for Patients in the US

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/improving-healthcare-outcomes-patients.html> ----- Speakers: Key Takeaways: Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us According to the Commonwealth Fund, an organization that supports independent research on healthcare, the US spends nearly 18% of GDP on health care, yet Americans die younger and are less healthy than residents of other high-income countries. Healthcare providers are taking action to improve outcomes, engaging and empowering patients through the power of technology. But while innovation is driving transformation, providers remain burdened by fragmented operating systems and industry consolidation. This webinar hosted by the Financial Times in partnership with Infosys explored several critical themes related to the integration of technology and AI in the healthcare sector. The conversation revolved around the challenges and opportunities faced by healthcare organizations in adopting these transformative technologies. Winjie Tang Miao Senior Executive Vice President and Chief Operating Officer Texas Health Resources Leslie Jurecko Chief Safety, Quality and Experience Officer Cleveland Clinic Health System Venky Ananth Senior Vice President and Head, Healthcare Infosys Andrew Jack Global Education Editor Financial Times In conclusion, the healthcare experts emphasized the technology and AI hold great promise for healthcare transformation. To harness the potential effectively, they stressed the significance of ethical vigilance, stakeholder engagement, regulatory cooperation, and a patient-centric approach. Continuous learning and

adaptability were highlighted as key strategies to navigate this dynamic landscape. Watch the webinar Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Keeping Pace with the Healthcare Revolution

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/keeping-pace-healthcare-revolution.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Healthcare industry today is witnessing a widespread change. Challenging all pre-conceived perceptions, digitization of the healthcare services and adoption of new technologies such as AI, is being well received by both the providers and the payers. Organizations are focusing on creating a digital core that can meet the market demands and keep them in pace with the competition. With so many digital solutions in the market, organizations are inclined on a platform-led approach than individual applications to tackle to issue of increasing administrative costs. This whitepaper, authored by Nick Mayes, Principal Analyst at PAC, in partnership with Infosys, talks about the changing landscape of the Healthcare where organizations are implementing a new digitization strategy adopting a platform-based solution to their technology needs. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Key Trends Shaping Up the Customer Experience in Healthcare

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/key-trends-shaping.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Data and technology continue to disrupt the Healthcare industry with consumers expecting highly personalized experiences. Our latest edition of the podcast explores the trends shaping Healthcare in 2020, and how technology will be the key enabler in reducing cost, improving quality and better access to care. Tune in as Amit Shukla (AVP, Healthcare, Infosys) and Pramod Pratap

(Director - Marketing, Healthcare & Life Sciences, Infosys) discuss data disruption, digital technologies, personalized consumer experiences, new opportunities and more. Download Transcript Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys Named as a Leader in Avasant's Healthcare Payor Digital Services 2022-2023 RadarView Report

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/leader-digital-services-radarview-report2022-2023.html> -----
INFOSYS: RADARVIEW PROFILE Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Analyst Insights Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Practice Maturity: Investments & Innovations: Partner Ecosystem: Download a custom version of the report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Webinar on Leverage Digital Health and Artificial Intelligence during Pandemic and Beyond

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/leverage-ai-digital-technologies.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us In this webinar, Venky Ananth, SVP and Global Head-Healthcare, Infosys and Abhishek Singh, Vice President, Everest Group discuss perspectives around care management digital platform with a focus on AI and digital as the key drivers to drive patient outcomes, optimize costs, and enable proactive management along the patient journey using AI in post-COVID environment, and how the ecosystem across providers and payers can leverage some of the learnings and implement the solutions going forward. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Leverage Emerging Technologies in Healthcare Industry

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/leverage-emerging-technologies-illness-wellness.html> -----

Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us In this article, Don Ryan, SVP - HFS Research and Saurabh Gupta, Chief Research Officer - HFS Research talk about how the partnership between Infosys and Mobile Health AG has the potential to meaningfully impact healthcare delivery by innovating patient experience through solutions that will use cloud based reporting of patient symptoms combined with the power of AI and analytics. They also mention about the ability to keep doctors apprised of patient status in real-time which is a breakthrough for total health well-being and emergency cost deferral. Read More Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Avasant & Infosys Digital Forum Series: A Guide to Evolving Healthcare Platform Market

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/leveraging-data-platforms.html> -----

Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The business model for healthcare is evolving. With new data, technologies, and strategies on the rise - every healthcare partner is shifting gears to deliver better, more personalized care. A large part of this evolution is fueled by a new wave of intelligent platforms. Platforms such as Infosys Helix are accelerating healthcare transformations while also #EmpoweringBetterCare. To help you emerge stronger than ever during this industry transition, Infosys and Avasant are co-hosting a series of Digital Forums on Healthcare's Evolving Platform Market. This episode will feature experts discussing the ideal platform-centric path to take with evolving healthcare services and the payer industry. The panel discussion was moderated by John Walters, Avasant, and attended by Madhu Venugopal, AVP & Chief Growth Officer, Infosys Helix along with Steve Gerst, Former President, PPO Division, Columbia/HCA Healthcare. Company Subsidiaries

COVID-19 Revolution: Virtual Reality in Medical Training

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/medical-training-revolution-covid19.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The current pandemic has seen a massive rise in the rate of virtual reality adoption at hospitals and medical universities. In this article published by Med Tech Innovation Magazine, Roshan Shetty, VP and Head of Healthcare and Life Sciences - EMEA, Infosys, explores the benefits of VR in medical training, particularly during the pandemic, including how it is an effective way of training, breaking the barriers of surgical training, improving safety during the pandemic, or even helping in-patient rehabilitation. Roshan shows how although the potential of virtual reality is yet to be explored, the pandemic has already made the value of this technology evident. Click here to read more. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Resiliency of Nearshore Outsourcing Services in Face of Natural Disasters

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/nearshore-outsourcing-services.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Sven Lohse, Principal Analyst, Nelson Hall provides insights on how Infosys showcases resiliency of nearshore outsourcing services in face of natural disasters while reassuring healthcare clients that its facilities in Aguadilla are adaptive and resilient in the face of natural disasters, in his blog published on research.nelson-hall.com. The article emphasizes on Infosys' response to the devastation caused by Hurricane Maria while shedding light on whether the buyers of nearshore outsourcing services should expect significant interruptions to service as a result of such natural disasters. Read the blog Company Subsidiaries Programs Support Connect

Webinar on Platform Centric Approach for Payer Engagement

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/platform-centric-approach.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us In this webinar, Vadiraj Guttal - AVP & Head of Healthcare Platform, Infosys along with Jeff Becker - Senior Analyst, Forrester and Bhargava Hukunda - Product Owner, Infosys, Infosys Helix B2B Platform discussed about exploring different perspectives on rise of empowered employer in Post COVID world of what we are seeing in Market place and broader look at technologies solution that impact on health plans catering to commercial market, establishing adaptable return to work plan and a platform centric approach to engage with plan sponsors was also shared through our Infosys HELIX Payer B2B platform. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Serving Better with Artificial Intelligence in Healthcare Organizations

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/serving-customer-love-ai.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As the realization of the ability of applied artificial intelligence takes ground, we spoke to Venky Ananth, SVP and Global Head of Healthcare at Infosys to understand his views on how AI helps healthcare organizations serve their customers better. "You combine intuition, you combine years of experience, but when you be an aid to a physician, where you're able to process massive amounts of data, and then use that and do that as an additional input, then the quality of care can be far superior than what it is today." - Venky Ananth Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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O&G Major Saves Millions of Dollars by Implementing Reporting Automation for Real-time Insights

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/implementing-reporting-automation.html> ----- Client Brief

Challenges Infosys Solution Business Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Marketing Investment Tool (MIT) Global Reliability Management System (GRMS) Dashboard Aviation and Marine (A&M) Partner Channel Pricing Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us

The oil and gas (O&G) industry operates in a highly dynamic and complex landscape with fluctuating market demands, stringent regulatory requirements, and significant operational challenges. Reporting automation can play a crucial role in this industry. It streamlines data collection, analysis, and reporting processes, reducing the time and effort required for manual tasks. This helps O&G companies capture market trends as well as achieve regulatory compliance and faster decision-making. The result is improved operational efficiency and cost savings. Our client, one of the largest publicly traded oil and gas companies, did not have a clear picture of their key performance indicators (KPIs) because they lacked an effective way to gather data and develop business metrics. This caused challenges in comparing the business performance of their units across regions. The client needed a robust solution to strengthen their decision-making ability by gathering meaningful data through a real-time, granular, and singular view of their operations. The client had to produce almost 1000 daily, weekly, and monthly reports across departments such as revenue management, pricing, and marketing. The team had to work through a series of manual, time-consuming, and error-prone processes involving dependency on multiple teams for the extraction of data and its manual consolidation. This led to errors, particularly with disparate data sources such as SAP-HANA, SAP-UI, and SQL, premature or missed updates to the product list, lack of insight into key business metrics, and absence of single source of truth for supply chain managers, business managers, and product owners. Infosys developed a unique solution by scoping the skills needed and created the "Tool as a Service" billing model. We had the capability to provide the required talent at short notice as the team was skilled in Alteryx, Tableau, SQL, MSBI, Micro Automation, Power Query, Tableau Server, MS Access, and Power BI. As part of the solution delivered using the agile methodology, the Infosys team identified data sources and designed a data flow mechanism to ensure accurate and convenient access to information. We developed Alteryx workflows with HANA and SQL data sources, built formulas and logic into the workflow to get the final prices, and created layouts in the workflow for

all required files. The team implemented multiple forms for users to view customer data, update/delete information, and download results in MS-Excel. A tableau-based data lake was built to analyze structured and unstructured data with tabular and graphical charts to help compare data across categories for low-level and high-level insights. Interactive dashboards provide real-time insights, allowing the client to analyze past performance across LOBs, strategize, and identify areas of concern and growth areas. Infosys leveraged its team's extensive experience and expertise across various tools and technologies to deliver several key business benefits to enhance the client's decision-making abilities. This includes expenditure analytics to help plan and allocate budgets, customer buying behavior analytics to plan financial assistance payments, analysis of underperforming contracts, and KPI and SLA analysis from all ticketing platforms to help the client track ageing tickets and take appropriate action. This tool provides insights on key business metrics such as rebates, accrual calculations, settlements, underperforming contracts, budget tracking, financial assistance payments, customer growth, and retention of business. This led to business enablement and savings to the tune of US \$4.7 million. GRMS provides a single source of truth to track product availability, events (planned and unplanned), and impact of events to monitor terminal performance and provide solutions to improve performance. With this, the client can save about 4000 hours of effort and US \$16.2 million per year. This tool calculates the price of each product sold across 14 ports globally. It can process factors such as transportation cost, freight cost, inbound costs, raw prices of the product, and calculate the final price of each product. A&M automatically extracts data from SAP HANA and generates monthly reports capturing current prices and costs with significant savings. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys at the Intersection of Sustainability and Digital Transformation: IDC

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/intersection-sustainability-digital-transformation.html> -----
Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us At the Infosys Energy Advisor and Analyst Day 2021, the Energy practice of Infosys articulated its vision of clean energy transition. Infosys also showcased sustainability solutions and case studies across the energy value chain. In a Market Note, global market intelligence and advisory firm IDC shares its industry outlook and how Infosys addresses sustainability in the energy sector. Key highlights Access IDC's Market Note here. DOWNLOAD NOW Company Subsidiaries Programs Support Connect

Vantiq and Infosys develop IoT solution for the energy industry

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/iot-solution-energy-industry.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Vantiq partnered with Infosys for a safety monitoring and carbon emission management solution. Our solution enables energy enterprises to reduce greenhouse gas emissions and ensure safety of assets, operations, and people. The Internet of Things (IoT) solution analyzes sensors, devices, and environmental data to sense and respond to events such as a gas leak on an offshore rig. Our advanced solution allows enterprises to: Vantiq builds next-generation applications by combining real-world data and real-time events, and leveraging artificial intelligence (AI), IoT, and edge computing. Read more on our alliance here Infosys - Vantiq | Alliances Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

IDC MarketScape 2021: Infosys Named a Leader in Oil and Gas Upstream Asset Management Digital Services

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/leader-oil-gas-asset-management-digital-services.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Global market intelligence and advisory firm IDC has placed Infosys in the Leaders category in its IDC MarketScape for worldwide oil and gas upstream asset management digital services. The IDC MarketScape study assessed the capabilities and business strategies of digital services vendors for oil and gas upstream asset management digital services. The IDC MarketScape report highlights the strengths of Infosys in midmarket to large projects: Read IDC MarketScape 2021 Company

Infosys is a 'Leader' in the IDC MarketScape: EMEA Digital Transformation Service Providers for Oil and Gas 2020 Vendor Assessment

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/oil-gas-industry-2020-vendor-assessment.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The IDC MarketScape has named Infosys to the 'Leaders' category in the EMEA Digital Transformation Service Providers for the Oil and Gas Industry 2020 Vendor Assessment IDC MarketScape evaluates digital transformation services spanning the workforce, customers, business model across upstream, midstream, and downstream segments, and business processes. The IDC MarketScape recognizes that Infosys has built a solid portfolio of services and digital technologies, such as AI, IoT, AR, VR, and automation, and built a track record of providing end-to-end services across the oil and gas value chain. The report highlights Infosys' focus on the digital journey, from personalization to data-driven insights, innovation platforms, automation, and security. It recognizes Infosys' "navigate your next" approach to focus on digital transformation needs (drilling monitoring, production optimization) and develop capabilities that support the industry's transition, such as diversification toward e-mobility and renewable energy. IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5-year timeframe. Vendor market share is represented by the size of the icons Excerpts of the IDC MarketScape report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

O&G Pipeline Leader Achieves Operational Excellence Through Order-to-cash Transformation

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/order-to-cash-transformation.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us

As the energy sector evolves to compete in a fast-paced world, efficient order-to-cash processes are critical to ensure smooth transactions and enhance operational efficiency. Modernizing and automating these processes will be imperative for midstream companies to stay responsive to market demands. Recognizing this need, Infosys brings together cross-functional expertise to design and deliver pioneering solutions for business advantage. We recently collaborated with an American energy pipeline operator to create a compelling business case customized to the client's requirements. The Infosys solution resulted in enhanced operational efficiency and improved revenues.

Client Brief The client is a logistics leader in the oil and gas (O&G) infrastructure sector, specializing in the transportation, storage, and distribution of refined petroleum products and crude oil. They serve key US markets, ensuring domestic energy security as part of the US federal government's critical infrastructure, while providing low-cost, environmentally safe modes of transportation. However, their order-to-cash process relied on a legacy business system that was around two decades old. The system was in need of an urgent upgrade to meet evolving business needs and regulatory compliance. Without any success in past upgrade attempts, business teams were spending more time on defect resolution than on market development. They needed a solution to seamlessly integrate nominations, physical ticketing, inventory tracking, reporting, and billing to streamline operations across their vast network.

Challenges Grappling with complex business processes that posed risks to their core operations, the client faced challenges in estimating work scale and overcoming technical inadequacies while struggling with agile implementation. The client's struggle with adopting the latest development standards and the underutilization of commercial off-the-shelf (COTS) solutions had further complicated their operations.

Infosys Solution Six different units from Infosys came together to implement a product-centric, hyper-productive, business-led transformation for the client. Our strategies targeted building modular components that improved scalability and flexibility. We sequentially developed network configuration and rule management, laying the groundwork for future expansion. Leveraging open-source secure products, we achieved a balance between cost optimization and speed. The Infosys teams worked on establishing quality processes, creating testbeds, optimizing team structures, improving governance, educating the client on the agile approach, and applying agile practices to the workflow. The result – facilitation of early business involvement and

feedback, as well as the foundation for a culture of continuous improvement. Our teams provided enhanced DevOps pipelines and automation capabilities for more efficient deployment across environments. Our solution included strengthening client infrastructure for advanced reporting technologies and analytics for actionable insights. Through our value-driven approach, we prioritized high-impact components over effort, and user-friendly interactive training for enhanced customer experience. Business Benefits Infosys leveraged its offshore-based distributed agile teams to achieve remarkable cost savings and reusability for the client. We reshaped their network, technology and operational infrastructures, as well as security tools, reducing the cycle time for month-end close activities from 20 to 7 days. With faster time to market, the client introduced new product lines ahead of their competition. Our automation and productivity enhancements delivered an impressive 84% improvement in efficiency and estimated additional savings of US \$720,000. Infosys' transformation of the client's existing business system improved performance accuracy and ease of use, leading to downstream opportunities and the movement of over 400 million barrels of petroleum products since going live. The next-generation business system has been widely recognized as a game-changer across the O&G industry. Sriram Sundar, VP & Business Head- Energy Core, Infosys Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Procurement 4.0 – Are you ready?

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/procurement-cloud-based-digital-platforms.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Procurement has been at the forefront of adopting cloud-based digital platforms enabling efficient transacting processing. This transition to cloud that started with indirect purchasing has accelerated to direct materials. Key purchasing functions have gone a step further by building an ecosystem of solutions offering rich automation and intelligence lowering transaction costs by an average of ~30%. Some industries like oil and gas have lagged in digitalization due to a mix of high regulations, significant variations between upstream and downstream and history of acquisitions. Robin Goswami, SVP & Regional Head - Energy Practice discusses how companies can accelerate their digital transformation journey by adopting an approach based on four key principles – a clear view of applications at the core, automating and optimizing in parallel, AI as a central part of data operations and building an agile culture. “Infosys are our partners for developing and maintaining two key modules of our Compass platform: Opportunity and Case Planning. The huge advantage that we get from those two modules in Compass is in our ability to workforce plan, prioritize and operate our activities at scale . . .” - Mark Smith, Director or Strategy and Transformation, GBS Procurement, BP [Click here](#)

Top Energy Enterprise Transforms Production Data Management with EnergySys

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/production-data-management.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us

Energy companies, much like those in other industries today, must look at harnessing the power of the cloud for their operations. Running on disparate and disconnected legacy systems causes systemic bottlenecks. This prevents enterprises from leveraging the data at hand and streamlining operations for greater efficiency. Infosys works collaboratively with leading organizations to achieve our shared goal of transforming enterprises through innovative solutions. With our enterprise approach, we implement next-generation IT solutions to drive superior business results.

Client Brief The client is among the leading producers of shale oil and gas in the world and of oil and gas in the deepwater Gulf of Mexico. The company is also a top natural gas producer and supplier to Peninsular Malaysia and Thailand. Infosys and the client engaged in multiple discussions to analyze existing processes and identify issues. These deep-dive discussions led to a clear definition of areas of improvement and key deliverables. At the end of the implementation, Infosys transformed the client's production operations landscape in partnership with EnergySys, a low code cloud-native platform.

Infosys Solution The Infosys team designed and re-created all the legacy processes in the EnergySys system to generate the required reports. The process included the evaluation and ranking of multiple industry products against key business requirements to identify the right-fit products for the transformation. Experts from the Infosys team led and managed the project implementation phase of data migration, including historic data and results, from disparate legacy systems to the EnergySys platform. After the migration, the new reports were compared with legacy reports to ensure that the process had been completed with zero error. Other areas of process improvement included daily production allocation down to completion level, well downtime, well and facility deferral process, well tests, chemical injections, daily production reports, and email receipt of third-party data.

Business Benefits In conjunction with EnergySys, Infosys migrated the legacy systems of the client and standardized their product management processes leading to multiple business benefits. The client's manual MS Excel-based processes used for well tests and the deferral process were replaced with an automated enterprise solution. The expert project team from Infosys spearheaded and established standardization across the client's

multiple offshore platforms and onshore operations. As part of the automation exercise, the client now could generate reliable production reports to help the business make informed decisions for production planning, asset utilization, and financial management. Disparate sources of auditable data have been unified to reduce the cost of data management and facilitate the introduction of new wells and facilities. Overall, the Infosys-led transformation of the production data management system has empowered the client to streamline their operations and derive business and cost benefits by moving to EnergySys. Sriram Sundar, Vice President and Business Head - Energy Core, Infosys Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Smart IoT-enabled Remote Tank Monitoring

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/remote-tank-monitoring.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Ensuring a balance between economic viability, safety, and sustainability is a continuous effort for energy companies. More so as hydrocarbons and petrochemicals, while being crucial levers of the economy are also highly flammable products. Large energy companies have storage tanks across the world, and they receive and dispatch petrochemicals 24/7. How should energy companies monitor and manage their oil and gas storage facilities so that they are always meeting their consumer's needs? Software AG and Infosys have developed a Smart IoT-enabled Remote Tank Monitoring Solution to do just this. This Smart IoT-enabled Remote Tank Monitoring Solution enables energy companies to Know more about the Software AG and Infosys IoT-enabled Smart Remote Tank Management Solution. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Cloud will Shape Edge AI & Quantum Computing: bp

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/shape-edge-ai-quantum-computing.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Key Takeaways: Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms

Infosys Knowledge Institute About Us bp is undertaking re:Invent, a strategic business transformation driven by the cloud. In a podcast hosted by MIT Technology Review Insights, in partnership with Infosys Cobalt, Keisha Garcia, VP of Digital Foundations, bp believes that the convergence of edge computing and artificial intelligence (AI) presents an opportunity for real-time decision making while managing oil and gas platforms and rigs globally. bp has become predominantly cloud native, enabling the company to pivot to an integrated energy environment. Cloud-first paves the way for a product-led enterprise to enhance customer centricity. Migrating to the cloud has been instrumental in optimizing the technology stack, accelerating technology adoption, introducing new network and data architectures, and reducing carbon emissions. Cloud infrastructure serves as a catalyst to embark on a sustainability journey from decarbonization to Net Zero. It facilitates decarbonizing digital assets, drives efficient use of energy, and reduces waste. Edge AI will enable the development of innovative applications, enhance predictive maintenance across upstream assets, and optimize energy consumption. Quantum computing will drive innovation by addressing computational challenges across and adjacent to segments of the oil and gas industry. LISTEN TO THE PODCAST Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Transforming Outbound Customer Journeys for Global Commodities Leader

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/insights/transforming-outbound-customer-journeys.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer experience is a key differentiator in today's highly competitive business landscape. Transforming customer experience involves understanding their expectations across numerous touchpoints, nurturing positive interactions, and leveraging technology to optimize processes. For organizations that are focused on sustainable and efficient resource production, long-term value from operational excellence as well as social value from customer experience are critical. Infosys has extensive customer experience capabilities that extend from process modernization to identification and implementation of the right solutions. We help organizations create engaging customer experiences by understanding the outbound customer journey, identifying interaction points, and testing experiences for the desired outcome. Recently, Infosys collaborated with a global resources company to deliver intuitive, digital customer experience. Client Brief The client is a leading producer of essential commodities such as iron ore, copper, and metallurgical coal. Their manually managed

outbound customer journey was time-consuming, effort-intensive, and error-prone. Duplicate systems, inefficient operational workflows, and a lack of customer-facing technology tools compounded the challenges. They needed a solution that could streamline operations, elevate customer experience, and optimize their supply business model. Infosys Solution Infosys partnered with the client to implement two customer transformation solutions. The first is a custom-designed internally focused interface, digitalizing end-to-end customer journeys and enhancing sales flexibility as well as placement options. It ensures overall sustainability of the client's sales channels. Infosys implemented and integrated SAP Customer Experience tools with the client's sales transaction and document management systems to create the second solution - a client-centric, intuitive digital interface that provides customers with an efficient and seamless sales experience. Secure and consistent, it is accessible anytime, anywhere. Together, the two solutions have transformed the client's customer experience while providing the adaptability to scale as per future needs. Business Benefits The implementation of the customer transformation digital solutions has delivered significant benefits. End-to-end digitalization of the value chain has helped the client streamline processes, eliminate inefficiencies from manual tasks, and increase operational speed. The customization capabilities of the platform have helped them foster a culture of collaboration with their customers, driving innovation, enhancing performance, and facilitating informed decision making. It is further serving as an additional sales channel, seeing over 300 successful deals since launch. Reducing sales concentration and mitigating placement risks, the platform also proved to be a pivotal tool in managing product viability and boosting portside market participation. Sales volumes are up by more than six million tons with over US \$600 million in additional revenue. With a customer impression score of 9/10, the Infosys-led customer experience transformation platform increased customer satisfaction and long-term customer stickiness, as well as positively impacted client's business performance. Sriram Sundar, VP & Business Head- Energy Core, Infosys Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Being Resilient. That's Live Enterprise.

Navigate your next in Oil and Gas

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first enterprise pivots strategy and operations appropriately with enhanced visibility into the business landscape and enterprise ecosystem. Infosys partners with oil, gas, petrochemical, and oil field services enterprises to develop a sentient enterprise that senses and responds to dynamic shifts. The upstream business accelerates discovery of hydrocarbons and optimizes ongoing drilling operations. The midstream business ensures predictability while undertaking proactive pipeline network maintenance. The downstream business ensures consistent 'last mile' outperformance. Infosys helps oil and gas enterprises navigate the dynamic landscape and become more resilient with the Live Enterprise framework – Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Comprehensive Pipeline Integrity Management System

----- Article source ----- <https://www.infosys.com/industries/oil-and-gas/pipeline-integrity-management.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Pipeline integrity management is perceived as the structural integrity of the pipeline network. However, the dynamics of the oil and gas business demand a comprehensive assessment of commercial criteria and operational risks faced by oil and gas pipeline operators. Infosys developed a holistic pipeline operations and maintenance system to ensure the integrity of oil and gas assets as well as constituents of the network. Our system divides a pipeline network into segments based on common traits to assess internal and external business risks. An algorithm calculates the pipeline integrity business risk of a network by aggregating structural, operational and commercial risks for each segment. A dashboard provides a business risk assessment score and helps professionals identify risks in their pipeline network. A 360-degree evaluation of risks helps oil and gas pipeline operators undertake predictive maintenance and implement risk mitigation strategies to safeguard assets. Our approach ensures compliance with pipeline regulations, including 49 CFR Parts 190 to 195, USA, and Regulation 13A of the Pipelines Safety Regulations, UK. The United States Patent and Trademark Office (USPTO) granted a patent for our risk assessment method to calculate a comprehensive pipeline integrity business risk score. Learn more about our pipeline integrity management offering Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Private Equity

----- Article source ----- <https://www.infosys.com/industries/private-equity.html> ----- Insights What's New Success Stories Our Offerings Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Technology Transformation Business Transformation Reporting and Compliance Portfolio Performance Monitoring Cost Takeout Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Press Release 2023 Global Cloud Ecosystem Report Video Powering Growth: Women Leaders in Private Equity and Venture Capital Video How Can PE Sponsors Add a Digital Edge to Their M&A Playbooks? Insights Tech Gives Private Equity An Edge Video Seeking Alpha in a Disrupted World As Private Equity firms focus on value creation through an intelligent investment strategy and Operations optimizations and transformations, Infosys provides a range on offerings spanning across the Pre-investment, Post-investment, and Exit stages. We aim to propel increased valuations by optimizing cost through Infosys Cost take out solutions and increase topline through Infosys Digital Solutions, including our gamut of Digital Assets across Cloud enablement, Product Engineering and Data & Analytics. Infosys Perspectives and best practices to be considered by Private Equity Firms Amplifying the ROI of Mergers & Acquisitions Build a merger-ready organization to realize the benefits of acquisition read more Better Service - Lower Costs read more Making Data & AI Integral to Your Sustainability Strategy read more Putting Value at the Heart of Business Transformations read more 2021 Cybersecurity Trends Report read more Building Business Resilience with Infosys Live Enterprise: A NelsonHall Whitepaper read more Catch all the latest happenings at Infosys Private Equity Practice Podcast Show Her The Money with Catherine Gray and Rohini Williams Panel discussion The Transformative Role of Generative AI in Private Equity Video Powering Growth: Women Leaders in Private Equity and Venture Capital Video Exploring the Evolving Landscape of Private Equity insight How Can PE Sponsors Add a Digital Edge to Their M&A Playbooks? insight How Operating Partners are Fighting Inflation Insights Private Equity Knowledge Sharing Series by Infosys offerings Deal origination support to make a better deal decision offerings Exit / Divestment support leading to maximization of exit returns Supporting our clients to achieve target ROI Case Study Old National Bank joins forces with Infosys to Innovate Banking Success Story Learnings from Siemens Gamesa's Global Digital Transformation Journey Case Study Engineering a Next-Gen Sales Platform Testimonial Enhanced Event Experience for Toyota Material Handling Discover our range of services and solutions for Private Equity firms and Portfolio companies Pre-investment Post-investment Exit Analysis Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Insights

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How Can PE Sponsors Add a Digital Edge to Their M&A Playbooks?

----- Article source ----- <https://www.infosys.com/industries/private-equity/insights/digital-edge.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Private equity firms constantly seek opportunities to bring better business practices and sharper capital structures to their portfolio companies and targets. Cloud computing can deliver both. Cloud architectures make storing and analyzing data faster and more frictionless. Cloud's natural scalability allows for instant shifts in computing power and infrastructure costs. Hear from experts in the cloud and PE partners who've produced results with cloud in their portfolios. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Exploring the Evolving Landscape of Private Equity

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About Us This edition of the Infosys Private Equity Knowledge Sharing Series focuses on current trends and the outlook in the evolving landscape of Private Equity. The current economic landscape is characterized by high-interest rates and unprecedented levels of volatility between the public and the private markets leading to a recessionary environment. The private markets are witnessing a significant increase in demand for alternative investment options such as private equity, private debt, and real estate given the tightening of public markets and increased scrutiny for raising money, and a constant pressure of quarterly results to perform. Private Equity investors and Operating Partners are increasingly involved hands-on with their portfolio companies to transform them to achieve target multiples while enabling the portfolio company with various levers to increase EBITDA and sustain it. Private Equity firms' technology agenda for value creation spans across the board from cybersecurity to cloud and infrastructure, engineering and product development, process, and operations optimization. Operating Partners are also talking about how digital transformation is proving to be one of the largest transformation levers for Private Equity. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Tech Gives Private Equity An Edge

----- Article source ----- <https://www.infosys.com/industries/private-equity/insights/operating-partners-fighting-inflation.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us No one could have foreseen what the market has experienced since 2020. Value is getting harder than ever to create. High inflation, supply chain disruptions, geopolitical tensions, talent shortages, and impending recessions together, or one at a time, challenge businesses to execute their strategic growth plans in the short and medium term. Amid increased shareholder lawsuits and regulatory constraints, organizations see the private equity (PE) route as an alternative investment strategy, in fact even public companies are now going private using PE as the preferred route for getting alternative investments. In all, PE has gained much prominence recently. Infosys' PE Practice analyzed our clients' 100-days plans and discovered the following trends : This suggests a big shift with the onus on OPs. They now not just oversee and direct executives to deliver on plans, but also work with portfolio companies and recruit technology and business transformation specialists. That said, OPs are more than ever embedded and take a hands-on approach in these decisions. Evolving role of OPs Traditionally, OPs' role was to ensure the right management team at the portfolio company and work more in an advisory capacity. But now, they work with the management team to have the right people, processes, and access to the cutting-edge technology providers. PE lures cutting edge Tier 1 technology partners who traditionally work with Fortune 500, owing to the volume it can provide with billions of assets under management to attract

the best available resources for their portfolio companies. As the markets change direction and inflation rises, OPs today have fewer exit opportunities that will generate value. As such, they are more focused on business transformation at pace. OPs now look at value creation levers that can help improve key metrics such as EBITDA, lower costs, and explore broader transformation agendas for growth and optimization. Figure 1. The six technology value creation levers for today's PE firms We have defined these six value creation levers below, and have provided recommendations from our experience as a leading global technology transformation specialist to PE firms. Utilize the power of data and analytics to boost progress Following the great fundraising year of 2021, PE firms have sufficient dry powder to execute take-private deals. As such, 18 take-private deals with aggregated value \$58.6 billion were closed in 2022. But as value creation becomes harder in the current market, PE firms invest in ever more complex data analytics and predictive models to identify opportunities. It is imperative for companies to have digital metabolism to capture data and insights – especially for senior executives who are not digital natives. Given technology transformation is core to success, it is essential to have a thorough understanding of technology, and the value levers it touches. As such, more PE firms partner with technology consulting and execution partners to identify targets and develop the first 100-day plan. Reduce costs and manual efforts with automation and AI and focus on core Companies increasingly automate repeatable errands to use human intelligence for innovative and productive tasks. AI is commonly used to bring in some predictability to the tasks and provide automatic resolution. This allows them to focus on core activities and take out the redundancy from the mix. Embrace technology modernization Cloud enablement and transformation – Allows companies to become more agile as they grow. Companies then focus on the core rather than worrying about data center maintenance, patch deployment, and other activities that can be either automated or outsourced in the pay-per-use model. Firms can change capital expenditure to operational expenditure and reduce the total cost of ownership (TCO). Enterprise resource planning (ERP) – The lifeline of companies, which can be transformed and consumed in an as-a-service model to bring in cost efficiencies and service delivery excellence. Legacy modernization – Upgrading old infrastructure and software can reduce complexity and cost while increasing data consistency and improving communication and collaboration between teams. Cybersecurity for risk mitigation and defense Cybersecurity often exists in a patchwork of technologies that can be upgraded and standardized across portfolio companies to ensure data privacy and help PE firms oversee governance, risk, and compliance standards. PE firms are more concerned about technology off late, given its direct impact on the company's valuation, and cybersecurity gaps that can lead to massive erosion of value. They also look at value-driven cybersecurity programs. Investments in cyber defense help companies capitalize on new technologies without creating new threats. Lastly, it is important to invest in the right talent strategy and expertise alongside cutting edge technology for definite results. Best shoring for digital and engineering talent using Pod-based models PE firms work with their portfolio companies on engineering talent strategy. With the shortage of skilled talent, especially in the engineering and product development space, OPs are working with transformation partners to engage resources through

Pod-based models and help outsource product development activities. All companies have different types of requirements. Such arrangements help companies of all sizes access skilled talent through agreements of their investor firms with transformation partners, where all firms are treated equally, and all their requirements are met. As a part of these agreements, the portfolio companies have access to talent from multiple locations. Depending on their requirement, companies can 'best-shore' talent. Focus on core and outsource the noncore As OPs transform their portfolio companies, one of the best approaches is to focus on core and outsource the noncore. This can be either through an analysis and outsourcing exercise or by creating shared services for their portfolio firms. In this arrangement, the shared services entity performs all noncore needs of portfolio firms. While all these technology interventions can help generate value, their implementation with a clear and efficiently targeted road map is crucial. Together or individually, these transformations can directly contribute to better valuation and multiples. Some PE firms also acquire niche technology companies that can benefit their other portfolio companies. To achieve the six agendas, PE firms optimize their technology partnerships. Technology service providers come up with innovative outcome- and performance-based pricing. OPs realize the potential of having a set of strategic partners to drive investments and value creation thesis and work with an outcome-based model. Companies focus on digital transformation and customer experience through the following: Cost optimization through cloud partnering with hyperscalers and system integrators. Emphasis on the core for growth. Additional avenues for value creation other than the traditional, e.g., environmental, social, and governance (ESG), automation, AI, and digital experience. Hygiene issues pertaining to cybersecurity and cyber defense. Technology can be the single thread for improving the experience of investors. Technology transformation should not be compartmentalized and looked at in silos. Agility can impact growth and expansion to new geographies. It is crucial to develop programs for business transformations, and not just technology transformations. Become creative on shared services OPs already consolidate portfolio companies to create a one-stop shop, end-to-end customer experience, or to put together pieces of a strategic puzzle. PE operating teams are equipped with extensive research and actionable intelligence to develop solutions that end customers want. But by consolidating technology providers behind these conglomerations, they can provide a 'complete' experience. A single technology partner that operates across portfolio companies can help find synergies across multiple companies to create mammoth efficiencies or capture new market opportunities that require technology scale and efficiency. Positioning these partnerships appropriately can enable PE firms to derive maximum value for the investor, the investee, and the end customer. Integrate sustainability A company's financial statement reflects much about its financial performance, but little about its sustainability journey. Many investors now look for ESG integration for better reputation, long-term profitability, and viability of the portfolio companies. Leading GPs and limited partners (LPs) worldwide have joined to establish a standardized set of ESG metrics and the mechanisms for comparative reporting through the ESG Data Convergence Initiative (EDCI), powered by Institutional Limited Partners Association. This helps in streamlining the collection and reporting of ESG data to help meaningful, performance based, comparable ESG data from

private companies. It also allows GPs and portfolio companies to benchmark their current position and progress toward ESG improvements while enabling greater transparency and more comparable portfolio information for LPs. Now that ESG has become codified and embedded, technology partners bring their expertise in managing complex ERP and business reporting systems. The integration of ESG performance metrics with the data that is already being managed by a company's technology systems and service partners can boost the decision-making power of executive teams and help them identify value generating opportunities quicker. Technology: a cornerstone of value While governments try to tackle inflation, PE OPs carefully navigate through the troubled waters of rising interest rates and volatility. In this slow deal making environment, PE firms can concentrate on unearthing value from their existing portfolios. All possible value creation initiatives are on the table. Clearly, technology-led business transformation is the critical game changer to give portfolio companies an edge. The range of options for PE firms can sometimes seem overwhelming. And clearly not all technology investments payoff, making the decisions around them ever more critical. But closer partnerships with experienced technology strategy and execution partners can add more tools to their armory as they look for better, future-proof, and valuable businesses. Following the great fundraising year of 2021, PE firms have sufficient dry powder to execute take-private deals. As such, 18 take-private deals with aggregated value \$58.6 billion were closed in 2022. But as value creation becomes harder in the current market, PE firms invest in ever more complex data analytics and predictive models to identify opportunities. It is imperative for companies to have digital metabolism to capture data and insights – especially for senior executives who are not digital natives. Given technology transformation is core to success, it is essential to have a thorough understanding of technology, and the value levers it touches. As such, more PE firms partner with technology consulting and execution partners to identify targets and develop the first 100-day plan. Companies increasingly automate repeatable errands to use human intelligence for innovative and productive tasks. AI is commonly used to bring in some predictability to the tasks and provide automatic resolution. This allows them to focus on core activities and take out the redundancy from the mix. Cybersecurity often exists in a patchwork of technologies that can be upgraded and standardized across portfolio companies to ensure data privacy and help PE firms oversee governance, risk, and compliance standards. PE firms are more concerned about technology off late, given its direct impact on the company's valuation, and cybersecurity gaps that can lead to massive erosion of value. They also look at value-driven cybersecurity programs. Investments in cyber defense help companies capitalize on new technologies without creating new threats. Lastly, it is important to invest in the right talent strategy and expertise alongside cutting edge technology for definite results. PE firms work with their portfolio companies on engineering talent strategy. With the shortage of skilled talent, especially in the engineering and product development space, OPs are working with transformation partners to engage resources through Pod-based models and help outsource product development activities. All companies have different types of requirements. Such arrangements help companies of all sizes access skilled talent through agreements of their investor firms with transformation partners, where all firms are treated equally, and all their requirements are met. As a part of

these agreements, the portfolio companies have access to talent from multiple locations. Depending on their requirement, companies can 'best-shore' talent. As OPs transform their portfolio companies, one of the best approaches is to focus on core and outsource the noncore. This can be either through an analysis and outsourcing exercise or by creating shared services for their portfolio firms. In this arrangement, the shared services entity performs all noncore needs of portfolio firms. While all these technology interventions can help generate value, their implementation with a clear and efficiently targeted road map is crucial. Together or individually, these transformations can directly contribute to better valuation and multiples. Some PE firms also acquire niche technology companies that can benefit their other portfolio companies. To achieve the six agendas, PE firms optimize their technology partnerships. Technology service providers come up with innovative outcome- and performance-based pricing. OPs realize the potential of having a set of strategic partners to drive investments and value creation thesis and work with an outcome-based model. Companies focus on digital transformation and customer experience through the following:

Technology can be the single thread for improving the experience of investors. Technology transformation should not be compartmentalized and looked at in silos. Agility can impact growth and expansion to new geographies. It is crucial to develop programs for business transformations, and not just technology transformations. Become creative on shared services OPs already consolidate portfolio companies to create a one-stop shop, end-to-end customer experience, or to put together pieces of a strategic puzzle. PE operating teams are equipped with extensive research and actionable intelligence to develop solutions that end customers want. But by consolidating technology providers behind these conglomerations, they can provide a 'complete' experience. A single technology partner that operates across portfolio companies can help find synergies across multiple companies to create mammoth efficiencies or capture new market opportunities that require technology scale and efficiency. Positioning these partnerships appropriately can enable PE firms to derive maximum value for the investor, the investee, and the end customer. Integrate sustainability A company's financial statement reflects much about its financial performance, but little about its sustainability journey. Many investors now look for ESG integration for better reputation, long-term profitability, and viability of the portfolio companies. Leading GPs and limited partners (LPs) worldwide have joined to establish a standardized set of ESG metrics and the mechanisms for comparative reporting through the ESG Data Convergence Initiative (EDCI), powered by Institutional Limited Partners Association. This helps in streamlining the collection and reporting of ESG data to help meaningful, performance based, comparable ESG data from private companies. It also allows GPs and portfolio companies to benchmark their current position and progress toward ESG improvements while enabling greater transparency and more comparable portfolio information for LPs. Now that ESG has become codified and embedded, technology partners bring their expertise in managing complex ERP and business reporting systems. The integration of ESG performance metrics with the data that is already being managed by a company's technology systems and service partners can boost the decision-making power of executive teams and help them identify value generating opportunities quicker. Technology: a cornerstone of value While governments try to tackle inflation, PE OPs

carefully navigate through the troubled waters of rising interest rates and volatility. In this slow deal making environment, PE firms can concentrate on unearthing value from their existing portfolios. All possible value creation initiatives are on the table. Clearly, technology-led business transformation is the critical game changer to give portfolio companies an edge. The range of options for PE firms can sometimes seem overwhelming. And clearly not all technology investments payoff, making the decisions around them ever more critical. But closer partnerships with experienced technology strategy and execution partners can add more tools to their armory as they look for better, future-proof, and valuable businesses. Rohini Williams Global Head, Private Equity Relations Olga Kugatkina Private Equity Relations – Europe Nigyaasha Shrivastava Private Equity Relations – Americas Samad Masood Content Strategy Lead, Infosys Knowledge Institute Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Powering Growth: Women Leaders in Private Equity and Venture Capital

----- Article source ----- <https://www.infosys.com/industries/private-equity/insights/powering-growth-women-leaders.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The panel discussion explores the growing impact of women in private equity and venture capital and how their presence leads to positive changes in corporate culture, social responsibility, and financial performance. An insightful session discussing strategies for promoting gender equity, including attracting and retaining talented women, increasing access to capital for women-led businesses, and reaping the benefits of diversity in terms of profitability, growth, and innovation. With interesting statistics and research backed information, the speakers also share their experiences and insights on topics ranging from bias, stereotypes, and lack of representation to the benefits of diversity and inclusion in promoting innovation and growth. Overall, the webinar highlights the need for greater diversity and gender equity in the private equity and venture capital. Tune in to hear the experts talk about their own experiences in the industry, their thoughts on how far we have come and the journey ahead, while throwing some color on what to expect in the way forward. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Private Equity Knowledge Sharing Series by Infosys

----- Article source ----- <https://www.infosys.com/industries/private-equity/insights/private-equity-knowledge-sharing.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us How can private equity firms and investors beat a path to growth in these turbulent times? Hear the opinions of these leading investors, each with a unique perspective on the changing market opportunities ahead. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Deal origination insights to make better deal decisions

----- Article source ----- <https://www.infosys.com/industries/private-equity/offerings/better-deal-decision.html> ----- Dedicated pool of domain experts for improved deal assessment Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Macro-economic analysis including country studies Industry value chain analysis Generate / validate investment ideas Identify potential targets based on screening criteria Detailed target analysis and peer benchmarking Financial analysis Investment thesis and Go-No-Go analysis Investment funnel analysis Time consuming exercise that involves analysis of the macro-economic environment, knowledge of niche industry sectors and identifying the right targets Limited bandwidth to focus on sourcing proprietary deals, resulting in over reliance on intermediaries Lack of standardized research approach Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Market assessment and attractiveness mapping to identify potential targets based on agreed criteria including ESG parameters to create a long list of targets. Independent analysis of Long-listed targets across multiple dimensions to bring out a shortlist. Every PE firm aims to generate top-quartile returns, that depends on multiple factors and ability to source the right deals is the core. Deal origination is a time-consuming exercise and requires complex knowledge of various domains, including an understanding of the macro-economic environment, knowledge of niche industry sectors, ability to define the right screening criteria and expertise to spot the right opportunity to acquire. On average, PE firms review over 50 companies to shortlist five-six targets and eventually invest in one company, making the research process very time intensive. After

initial screening, the shortlisted targets undergo scrutiny across multiple dimensions including financial, operational and strategic due diligence and assessment of governance and management teams. At Infosys, we realize that senior investment professionals are constrained for bandwidth and they would benefit from having an extended team for deal origination research. We provide an extended team of research experts for deal origination research Dedicated pool of analysts for in-depth research and insights across niche sectors and markets Workflow tool to streamline research across the firm and better knowledge management via global sector-focused COE Case Study Old National Bank joins forces with Infosys to Innovate Banking Success Story Learnings from Siemens Gamesa's Global Digital Transformation Journey Case Study Engineering a Next-Gen Sales Platform Testimonial Enhanced Event Experience for Toyota Material Handling Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Exit / Divestment support leading to maximization of exit returns

----- Article source ----- <https://www.infosys.com/industries/private-equity/offerings/exit-returns.html> ----- Complete ownership of clients' proprietary M&A and PE deals database Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Identifying potential buyers Strategic fit analysis M&A trends analysis Transaction analysis - comparables and valuations Pitch book support Case studies and M&A league tables Tracking divestment pipeline and cashflows Exit scenario analysis Finding buyers of portfolio companies at the optimal value Market benchmarking for sale of companies Absence of a consistent approach for managing PE portfolio exits Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Identify potential trade buyers and financial sponsors for portfolio companies. Market scan for transactions, multiples and returns analysis under different scenarios. Prepare pitch book for divestment and case study post exit. Infosys helps PE firms in the entire investment lifecycle from deal origination to exit. In preparation for exit, deal executives are expected to scan the market to identify the potential buyers for the portfolio companies. We have experience in identifying both trade buyers as well as financial sponsors for portfolio companies, performing strategic fit analysis and supporting the preparation of the pitch book. Also, we scan the market for comparable transactions to arrive at the deal multiples and analyze returns under different scenarios. Help identify potential trade buyers / financial sponsors for portfolio companies through market intelligence and analysis Our analysts create and maintain deals database for PE clients, analyze potential returns under different scenarios Collaboratively define the value creation framework, to consistently deliver market leading returns Case Study Old National Bank joins forces with Infosys to Innovate Banking

Target Analysis: Finding the right investment opportunity leading to a better deal decision

----- Article source ----- <https://www.infosys.com/industries/private-equity/offerings/target-analysis.html> ----- In-depth analysis of less covered privately held targets Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Target Market Evaluation Deal generation Risk Assessment Competitive Benchmarking Scenario Analysis Valuation Support Investment Thesis Due Diligence support Live transactions require target company analysis to be conducted with very quick turnaround times Limited information availability for small and mid-sized privately held companies and niche sectors Significant amount of time spent by senior investment professionals to analyze and assess targets Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Evaluate the attractiveness of the target company across market demand, growth track record and outlook, regulatory environment, ESG / sustainability performance, ownership structure and management quality. Analysis of historical and projected financials, quality of earnings and margin profile. Identify peer group and benchmark the target company against key operational / financial metrics and provide valuation estimates. Prepare investment rationale and identify key investment risks and opportunities. In the analysis, we assess the attractiveness of the target company by looking at its track record, industry positioning vis-à-vis peers and on valuation metrics, growth potential and underlying risks. Over time, we have developed reusable analysis frameworks to speed-up the analysis. High-quality research and average 50% reduction in turn-around-time Trained pool of analysts having expertise in private companies and niche sectors Releasing client analysts' bandwidth for higher value tasks via dedicated team of research analysts Case Study Old National Bank joins forces with Infosys to Innovate Banking Success Story Learnings from Siemens Gamesa's Global Digital Transformation Journey Case Study Engineering a Next-Gen Sales Platform Testimonial Enhanced Event Experience for Toyota Material Handling Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Value Creation for Private Equity and Portfolio

----- Article source ----- <https://www.infosys.com/industries/private-equity/overview.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As Private Equity firms focus on value creation through an intelligent investment strategy and Operations optimizations and transformations, Infosys provides a range on offerings spanning across the Pre-investment, Post-investment, and Exit stages. We aim to propel increased valuations by optimizing cost through Infosys Cost take out solutions and increase topline through Infosys Digital Solutions, including our gamut of Digital Assets across Cloud enablement, Product Engineering and Data & Analytics. As a technology partner, we help private equity firms drive value across their portfolio through improvement in performance with next generation digital services and consulting. Technology transformation advisors and operating partners rely on our Digital Operating models, AI powered Core and empowering Talent transformation for Navigating new possibilities. Maintaining pace of innovation with that of the market is crucial for long term survival and success. In addition, reworking the existing frameworks to strengthen the core along with growing new platforms to foster advancement is the lone way for organizations to flourish in an inexorably unique world. This defines our strategy for Private Equity and their portfolio companies - We work with the following personas in the PE firm to help them create value for their portfolio companies In an era where clients are spoilt for choice, technology and its application dictates what works and what doesn't. At Infosys, we invite you to experience technology innovations that are highly tailored, relevant, and viable. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

DEIverse Talks with EY

----- Article source ----- <https://www.infosys.com/industries/professional-services.html> ----- Insights What's New Success Stories Our Offerings Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Audit Corporate Solutions Cognitive Solutions Tax Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Video video Podcast Point of View Report Infosys supports professional services organizations by designing and implementing solutions for the smooth delivery of audit, tax, and legal services while leveraging new and emerging technologies. Infosys experts discuss how cloud services transform the

business landscape Workforce development in the age of digital Empowering Professional Services Industry READ MORE Report: Endless possibilities with data Read More Navigate your digital transformation with cloud READ MORE The AI Advantage: Exploring the Implications for Professional Services Firms Read More Artificial Intelligence is helping audit firms to reduce reporting risks READ MORE Why Time is Ripe for Digital Transformation in Professional Services Industry READ MORE Infosys focuses on business outcomes in professional services Video DEIverse Talks with EY Podcast The Professionals - Lawyers, Accountants and Consultants Reveal their Secrets to Success... View Point Automating Excellence: How RPA is Transforming the Audit & Compliance Industry Point of View Embracing the Future: How Generative AI is Shaping the Professional Services Industry Video Watch the webinar on Advancing Sustainability in the Services sector with FT Live! We drive operational excellence at professional services organizations Case Study Decision support system for lease tax calculation Case Study RPA Solution Automates Tax Filing and Reconciliation Processes Case Study Artificial Intelligence and Machine Learning Automate Tax Audit Proposal Process Case Study Chatbot Enables Better Collaboration Across a Global Tax Audit Team Discover Solutions, Services and offerings for professional services Explore Solutions Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited ===== Article source ----- <https://www.infosys.com/industries/professional-services/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings DEIverse Talks with EY Automating Excellence: How RPA is Transforming the Audit & Compliance Industry The AI Paradigm: A Perspective on the Risks and Opportunities Bridging The Gap: How Talent Marketplace Can Transform Enterprise Talent Allocation Empowering Professional Services Industry The AI Advantage: Exploring the Implications for Professional Services Firms Revolutionizing The Ledger: The Inevitable Rise of AI in Global Tax Systems Embracing the Future: How Generative AI is Shaping the Professional Services Industry How AI Can Drive Operational Excellence at Professional Services Firms Workforce development in the age of digital Infosys Digital Radar 2019: Barriers and accelerators for digital transformation Report: Endless possibilities with data Navigate your digital transformation with cloud Providing Better Services, Deeper Insights with Data Artificial Intelligence is helping audit firms to reduce reporting risks Why Time is Ripe for Digital Transformation in Professional Services Industry Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Video View point Point of View Point of View Video Point of View Point of View Point of View View point White Paper Report Article Article Blog Blog Blog Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Empowering Professional Services Industry

----- Article source ----- <https://www.infosys.com/industries/professional-services/insights/empowering-professional-services.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us In today's fast-paced business landscape, the dynamics of Professional Services firms are evolving at an unprecedented pace. At Infosys, we envision a world where HR systems transcend their traditional roles and become catalysts for revenue generation. Our mission is to empower professionals to focus their efforts where they truly matter, driving impactful outcomes and fostering growth. Through a human-centric approach, we redefine operational excellence in Professional Services industry: Infosys has the capability to develop tailored academies for HR systems that serve as dynamic knowledge hubs, fueling innovation and driving organizational success. By leveraging next-gen AI capabilities, we revolutionize ticket resolution, enhancing efficiency and elevating the employee experience. Embark on a journey of transformation and growth with Infosys. Explore how we navigate the world of operational excellence in the Professional Services industry and unlock new possibilities for your organization. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Automate tax computation with machine learning

----- Article source ----- <https://www.infosys.com/industries/professional-services/offerings/automate-tax-computation.html> ----- Overview Our automated solution for tax computation uses machine learning for extraction of data from diverse sources and for accurate reconciliation. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Data discovery and acquisition Data validation and analysis Solution development and configuration Training, review and implementation Enhanced scrutiny by tax authorities makes transparency and efficiency in tax computation and filing a business imperative. People-intensive taxation processes involve significant costs for hiring, retention, and training of professionals. A stringent tax regulatory framework demands digitization of tax records and simplification of taxation processes. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Automate Tax Computation In the

traditional approach to tax filing, multiple teams of tax specialists source relevant data, and undertake analysis and reconciliation for tax computation. This people-intensive process requires a significant investment of time and effort for rigorous analysis and high quality review before tax filing on an industrial scale. Infosys blends automation, digitization, and process standardization to transform tax computation for professional services organizations. Our solution leverages automation to extract relevant taxation data from structured, semi-structured, and unstructured documents across multiple sources. Further, we use bots and smart workflows to ensure accurate application of tax rates for diverse financial transactions. The Infosys Automated Text Extraction (ATE) solution for tax computation capitalizes on Tesseract, an open-source optical character recognition (OCR) engine. It defines elements of tax data relevant for extraction from source documents. This versatile engine uses pre-trained long short-term memory (LSTM) to extract text from images. Significantly, it standardizes the input format of taxation data and eliminates encoding issues. Our automated tax computation solution capitalizes on machine learning to identify relevant data in a document (payslip, invoice, order form, client information form) and establish correlations with keyword patterns. The corresponding dataset is shared with a machine learning model to classify results. The outcomes can be exhibited as text / comma-separated values (CSV) / JavaScript Object Notation (JSON) summaries, which can be exposed as application programming interfaces (APIs) for downstream systems and processes. Blockchain ensures accuracy in tax computation and traceability of taxation processes. Automation approach blending natural language processing (NLP), machine learning and artificial intelligence (AI) minimizes human intervention and eliminates errors. A data-first approach to taxation augments streamlining of processes to reconcile tax data. Case Study RPA solution automates tax filing and reconciliation processes Case Studies Professional services: Providing better services, deeper insights with data Blog Why the time is ripe for digital transformation in professional services Blog Nokia joins Pöyry and Infosys to enhance artificial intelligence framework Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Grow your talent with enhanced visibility into performance

----- Article source ----- <https://www.infosys.com/industries/professional-services/offerings/human-capital-management.html> ----- Overview We quantify employee performance with a metrics-based scorecard to identify areas of improvement. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The human resources function needs to step up from an administrative function to a strategic role by aligning talent with the company's vision. Employee performance needs to be quantified with measurable outcomes and benchmarks. Lack of visibility into performance

hampers enterprise productivity and growth. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Human Capital Management Global enterprises need to capitalize on their intellectual capital to differentiate themselves and sustain their competitiveness. Consequently, human capital management (HCM) has become more responsive, better aligned with the business vision, and more focused on outcomes for organizational growth. Infosys HR Pulse, our human capital management scorecard solution, defines metrics and key performance indicators (KPIs) to help the HR organization monitor performance against internal targets and industry benchmarks. Our solution measures performance, tracks progress, and highlights trends for enhanced visibility into workforce productivity. Our platform-independent cloud-based solution is available in a SaaS model. It allows the HR leadership to focus and measure specific KPIs within the HR domain. It offers a quantitative as well as graphical representation of KPI-based performance data. Our solution has a mobile user interface and is compatible with industry-leading HCM applications. It embeds chatbots to provide HR professionals with insights and root causes of performance gaps. Key features Effective talent management manages aspirations, motivates the workforce, and fosters an indigenous organizational culture. A metric-based scorecard makes a tangible correlation with business outcomes. A snapshot of performance metrics identifies areas of improvement and sets peer and industry benchmarks. Case Study Chatbot Enables Better Collaboration Across a Global Tax Audit Team Case Studies Professional services: Providing better services, deeper insights with data Blog Why the time is ripe for digital transformation in professional services Blog Nokia joins Pöyry and Infosys to enhance artificial intelligence framework Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Indirect tax reporting and compliance made easy

----- Article source ----- <https://www.infosys.com/industries/professional-services/offerings/indirect-tax-compliance.html> ----- Overview We combine a learning platform with customized indirect tax training to meet the reporting and compliance needs of businesses. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Companies operating in the EU region need tax consultants for indirect tax compliance. Amendments to tax laws demand continuous training in tax reporting and compliance. The dynamic VAT regulatory landscape makes knowledge management a business imperative. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Indirect Tax Compliance Corporations based and / or

operating in the European Union (EU) region navigate a dynamic indirect tax regulatory landscape. Businesses incur significant overheads managing tax processes related to transactional data, reporting, and tax compliance. The Infosys Tax Center of Excellence (CoE) based in Lodz, Poland partners with professional services organizations to manage end-to-end indirect tax processes. Our suite of tax compliance services spans Value Added Tax (VAT), Goods and Services Tax (GST), and sales tax coding, Intrastat reporting, indirect tax accounting, and transaction services using robotic process automation (RPA). Our team of certified tax professionals has more than 10 years of experience in tax processes across 30+ jurisdictions. Our proprietary VAT reporting tool provides quality control checks and dashboards to glean insights into VAT trends. We have developed solutions to comply with EU reporting requirements such as Standard Audit File for Tax (SAF-T) for real-time reporting. Infosys provides customized training on controls for correctness of reporting / coding and postings (VAT Information Exchange System (VIES), SAF-T / EC Sales List (ECSL), VAT applicability, master data controls on system of records such as ERP systems). Our program has trained more than 8,000 professionals and delivered more than 5,000 hours of training in 700+ sessions. Deliver end-to-end direct and indirect tax compliance services across the EU jurisdiction. Tax specialists have deep domain knowledge of tax processes, data localization, and tax compliance across the EU. Benchmark tax compliance services via industry and academia partnerships such as the Association of Business Service Leaders (ABSL), Association of Chartered Certified Accountants (ACCA), Chartered Institute of Management Accountants (CIMA), University of Lodz and Lodz University of Technology. Case Study Cloud migration transforms indirect tax application Blog Why the time is ripe for digital transformation in professional services Case Studies Professional services: Providing better services, deeper insights with data Features Infosys Wingspan featured in the Constellation Shortlist™ for learning marketplaces Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Enhance visibility into client portfolio and grow revenue with master data management

----- Article source ----- <https://www.infosys.com/industries/professional-services/offerings/master-data-management.html> ----- Overview Our centralized repository approach provides local as well as regional offices with a network-wide view of clients for organic growth. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Conflict of interest arises while engaging with clients who have subsidiaries and affiliates across a global network. Country and regional offices of professional services organizations operate in silos, limiting their ability to grow the business. Client and project-related data is stored at diverse locations at a

country, regional, and global level. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Master Data Management Professional services organizations often have limited visibility into their local or global engagements due to the complex hierarchical structures of their clients. Moreover, the localization of professional services operations inhibits client mining since country offices work independently of each other. The professional services enterprise and local / global client dynamics demand an ecosystem of information sharing and collaboration. Infosys provides professional services organizations with a network view of global clients and their complex hierarchies. We create a unique ID to allow partners / country offices to locate and cross-reference clients across systems, manage relationships, and facilitate prompt and accurate reporting, transcending D&B's Data Universal Numbering System. Our prescriptive Master Data Management (MDM) solution creates a centralized repository of a client's master or golden records. Our solution leverages Informatica multi-domain MDM. It hosts the database storing cleansed golden records. The data access layer provides a replica of the single version of the truth. It serves as an operational data cache for applications that need read-only access to the golden records. Our team has developed a business logic catalog for authentication against a varied set of rules to determine ownership. Our solution offers a notification service that triggers alerts about client data changes in the MDM system for downstream applications so that client data is updated in local applications. Our MDM solution can be implemented across financial systems supporting consolidation and reporting. It provides partners with a network-wide view of clients and prospects to pursue new business leads. Provide a network-wide view with a detailed hierarchy of clients to pursue advisory, tax, and audit engagements. Gain a consolidated view of clients and prospects from a centralized knowledge repository to facilitate information discovery and enhance collaboration. Get a single version of the truth about multinational clients, engagements, and industries across the network. Case Study Data network unifies professional services company Blog Professional services: Providing better services, deeper insights with data Blog Why the time is ripe for digital transformation in professional services Features Nokia joins Pöyry and Infosys to enhance artificial intelligence framework Company Subsidiaries Programs Support Support Connect with us Copyright © 2024 Infosys Limited =====

Automate enterprise processes using robots

----- Article source ----- <https://www.infosys.com/industries/professional-services/offerings/robotic-process-automation.html> ----- Overview Our robotic process automation is aimed at delivering predictable results while managing the scale and complexity of enterprise processes. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management

Consulting Services Incubating Emerging Offerings Enterprises inhibit creativity by allocating repetitive and mundane functions to professionals. Service and turnaround times are affected by the ability of the back-office staff to manage the volume of procedural tasks and customer queries. A human-centric process approach has inherent limitations of fixed schedules and manual errors, while incurring significant overheads. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The conventional approach to fulfilling multiple line functions in an enterprise involves a well-staffed back office managing the volume and complexity of operations. However, a human-centric approach for repetitive tasks is unsustainable due to potential errors and escalation in payroll costs. Infosys evaluates rules-based and time-sensitive tasks and automates processes of professional services organizations and their clients. Our robotic process automation (RPA) experts document real-world processes and undertake a cost-benefit analysis to gauge accuracy and return on investment based on a proven RPA assessment framework before implementing process automation powered by robots. Our RPA team devises customized automation solutions that address specific enterprise process needs while capitalizing on use cases, process evaluation methodologies, RPA bot development, governance, and sustenance standards. Infosys' suite of RPA solutions leverages AssistEdge, our proprietary solution, and industry-leading RPA platforms such as UiPath, Automation Anywhere and Blue Prism for automation of enterprise tasks. Infosys' RPA team has rich experience in deploying robots to automate human capital, customer service, finance and administration, legal, IT operations, and sales and marketing processes. We implement robotic automation for a broad spectrum of processes, from email response collation and scheduling meetings to statutory compliance and reporting activities. Our approach automates processes defined by business rules to free up time and boost the productivity of the workforce. We scale up or scale down the deployment of specialized bots based on the need, quantum, and complexity of work. Our bots work round the clock and handle spikes in volume while delivering high quality output. Case Study RPA solution automates tax filing and reconciliation processes Case Studies Chatbot Enables Better Collaboration Across a Global Tax Audit Team Blog Why the time is ripe for digital transformation in professional services Blog Nokia joins Pöyry and Infosys to enhance artificial intelligence framework Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Cut through the fog of contractual information

----- Article source ----- <https://www.infosys.com/industries/professional-services/offerings/smart-contracts.html> ----- Overview Our solution mines for relevant contractual information across the repository of artifacts to allow convenient and prompt discovery as well as contextual knowledge. Challenges & Solutions Resource Center Experience Insight Innovate

Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The length and complexity of contracts between global enterprises and vendors demand a nuanced understanding of contractual information. Contracts reside in silos across departments with multiple stakeholders accessing the same document from diverse sources at the same time. Sensitive contracts need specialist knowledge or tools to undertake forensics, storage, and security of contractual information. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Smart Contracts Global enterprises need to navigate a complex landscape of contractual agreements in a multi-vendor ecosystem. The contracts differ in scope, are stored in silos, involve multiple stakeholders, and have legal implications for the underlying obligations. The scale and complexity of an enterprise's repository of contracts demand a solution to manage, store, and interpret contractual information efficiently Infosys Smart Contract Management solution capitalizes on artificial intelligence (AI) and machine learning (ML) to extract and distill intelligence from contractual documents in real time, allow access to stakeholders, and provide answers to specific queries. Infosys Contract Analytics BizApps, built on our Nia AI platform, offers intuitive control by scanning documents using optical character recognition (OCR), direct feeds, or existing public repositories. It creates a configurable indexing capability and neural knowledge network from semantics embedded within contractual documents. Our solution provides a high fidelity dashboard and chatbot interfacing with underlying information. Infosys Nia Bizapps solution analyzes documents and contracts using AI, ML, and OCR techniques to allow an intuitive interface. The engine ingests documents, links and stores them in a Hive data source. It uses key phrase extraction and undertakes supervised / unsupervised clustering to derive intent. The document parser and adapter uses complex rules to determine the best OCR algorithm to parse content. Infosys Nia selects one of 10 OCR extraction techniques to ensure a higher 'hit ratio' for extraction. It extracts images and text from portable document format (pdf) artifacts, other layered images, data from tables, removes horizontal and vertical lines, and automatically creates a relational structure between intent and response. Infosys Nia stores predefined industry terms and builds a knowledge repository by adding new words to its domain dictionary. Our solution extracts data and content using tokenization, positional tagging, labeled dependency, named entity recognition extraction, and semantic similarity. Several contracts have similar clauses, thresholds, and penalties. Infosys Nia applies the extracted rules, undertakes extraction, analyzes intent, and creates an internal learning map for correlating response to intent, based on the syntactic structure of a sentence. Neural knowledge network incorporates semantics into contract documents to better understand the import of terms and conditions. Centralized system ensures a single version of the truth, establishes version control, and sets user access protocol. Blend artificial intelligence and machine learning to extract intent and make sense of contractual obligations. Case Study Data network unifies professional services company Case Studies Professional services: Providing better services, deeper insights with data Blog Why the time is ripe for digital transformation in professional services Blog Nokia joins Pöyry and Infosys to

Enhance agility and turnaround time in tax delivery

----- Article source ----- <https://www.infosys.com/industries/professional-services/offerings/tax-processing-risk-mitigation.html> ----- Overview We develop a blockchain network to create synergies in tax processes among enterprises, tax authorities, and banks / financial institutions. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Departments in enterprises work in silos, leading to duplication of tax processes. Affiliates / departments use disparate systems resulting in multiple identities for taxation. Data exchanges across departments raise concerns about data integrity. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Tax Processing Risk Mitigation Global corporations need to mitigate risks during the process of aggregating, reconciling, reporting, processing, and filing tax data. At a majority of enterprises, departments work in silos. Moreover, incompatible IT systems cause data asymmetry. while several stakeholders accessing tax data and systems generate multiple identities and versions of truth. Infosys capitalizes on blockchain to increase transparency, accelerate processing, thereby preventing fraud in processing tax data. Our platform establishes a network between the enterprise, tax governing or regulatory institution, and banks / financial institutions. It is asset-agnostic and can be extended across stakeholders / entities to build confidence and enable real-time tax reconciliation. The Infosys blockchain network for tax processing and risk mitigation has been developed by our team of 200+ blockchain professionals. Our team has rich experience of creating blockchain networks and solution accelerators using Ripple, Ethereum, and MultiChain. Our blockchain ecosystem includes Enterprise Ethereum Alliance, Microsoft BaaS, and IBM Hyperledger. Leverage blockchain to aggregate digital identities of tax paying entities across the enterprise. Aggregate tax-related IT systems and ensure access control as well as data validation. Identify instances of multiple tax certificates and prevent repeated tax saving declarations by tax deductees to multiple deductors. Case Study RPA solution automates tax filing and reconciliation processes Blog Why the time is ripe for digital transformation in professional services Case Studies Professional services: Providing better services, deeper insights with data Features Blockchain adoption in financial services Company Subsidiaries Programs Support Connect with us
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Optimize audit workforce with machine learning

----- Article source ----- <https://www.infosys.com/industries/professional-services/offerings/workforce-optimization.html> ----- Overview We combine deep data analytics with machine learning to optimize the workforce for audit services. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Audit services require a multi-disciplinary team of Certified Public Accountants (CPAs), tax accountants, forensic professionals, and bankruptcy evaluators. Audit teams need to add value while accelerating delivery and controlling costs. Audit services need to reduce human intervention to ensure consistency in the quality of output. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Workforce Optimization In the conventional method of audit services, a multi-disciplinary team of accountants, forensic professionals, and bankruptcy evaluators analyzes data from diverse sources and performs an audit. This people-intensive methodology requires a significant investment of time and effort to manage audit and assurance activities on an industrial scale. Infosys partners with professional services organizations to undertake audit and assurance projects by leveraging machine learning algorithms and tools. Machine learning is a catalyst for workforce optimization in our audit engagements. Our solution identifies and integrates diverse data tenors using open source and proprietary machine learning frameworks to uncover knowledge from diverse sources across the enterprise. Our machine learning solutions learn from common elements across value streams of audit and assurance. Past decisions guide the machine to make informed decisions about audit and assurance workforce optimization strategies. Our solution mines past effort, metrics and knowledge to undertake audit activities such as proposals for similar engagements. Our machine learning approach uncovers patterns and distills learning from past engagements for prompt and efficient audit services. We blend digitization with automation to undertake audit services at scale and velocity. We use support vector machines, ensemble methods, and clustering algorithms to identify workforce optimization opportunities in audit services. Case Study Artificial intelligence and machine learning automate tax audit proposal process Case Study Chatbot enables better collaboration across global tax audit team Blog Why artificial intelligence is increasingly powering audit compliance automation Features Nokia joins Pöyry and Infosys to enhance artificial intelligence framework Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Build a next-generation workforce with digital technology

----- Article source ----- <https://www.infosys.com/industries/professional-services/offerings/workforce-productivity.html> ----- Overview Our digital solutions focus on talent transformation by supporting learning and collaboration. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The time and materials (T&M) model is unsustainable due to shrinking margins and rising payroll costs. Country offices operating in silos cannot address the local / global client engagement dynamics. Shifts in business require professionals to stay updated about domain and technology. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Workforce Productivity Professional services organizations need to navigate shifts in business and technology to become more responsive to current and emerging needs of clients. Enterprises need to adopt a digital strategy to automate processes, boost productivity, facilitate continuous learning, and enhance collaboration. Our Virtual Personal Assistants are voice-enabled chatbots that convert intent into action. Robotic bots powered by artificial intelligence (AI) and natural language processing (NLP) undertake routine and administrative tasks such as booking a business trip, responding to queries from travel agents, booking a hotel based on the itinerary and preferences, and sharing travel information on a mobile app. Our team customizes solutions by combining robotic process automation (RPA), intelligent process automation, microservices and APIs to deliver outcomes based on the nature and complexity of operations. Infosys Wingspan, our cloud- and mobile-first learning solution, leverages open source to accelerate talent transformation. It offers professionals a customized learning experience on any device with curated content. Our solution capitalizes on machine learning to provide learning recommendations, while the AI-powered voice-enabled 'learning assistant' provides guidance during training. It allows professionals to assess their competencies and gain certifications. Wingspan enables interaction with peers and facilitates collaborative learning. Infosys Smart Workplaces automate physical-human interactions by transforming the physical workspace of professionals. We use design thinking to develop a customized digital strategy and use transformation blueprints to drive execution. Infosys partners with professional services organizations to implement next-generation cloud-based collaboration on platforms such as Microsoft Office 365 and Google Suite. Automation and agile ways of working focus on outcomes while ensuring high quality output. Smart workplaces enhance collaboration between the local entity and global enterprise. An enterprise learning platform supports always-on training and development. Case Study Scalable document management system boosts productivity Case Studies Chatbot enables better collaboration across global tax audit team Blog Professional services: Providing better services, deeper insights with data Blog Why the time is ripe for digital transformation in professional services

Navigate your Next in Professional Services

----- Article source ----- <https://www.infosys.com/industries/professional-services/overview.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Your audit practice is challenged by increasing volume and complexity. You need to distill actionable intelligence from diverse data sources and add value to audit services. Your tax and legal practice is under pressure from escalating payroll overheads. You need to adopt automation to streamline processes and reduce costs. Infosys partners with professional services organizations to navigate business challenges and drive business transformation. We automate processes, modernize IT infrastructure, integrate systems, and distill business insights to empower professionals. Infosys drives operational excellence at professional services organizations by maximizing automation, boosting productivity, and enabling self-service. Our offerings for professional services organizations are based on three principles: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Success Stories

----- Article source ----- <https://www.infosys.com/industries/professional-services/success-stories.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys and SAP Collaborate to Drive Business Innovation with New Leads and Proposals Solution for the Professional Services Industry RPA Solution Automates Tax Filing and Reconciliation Processes Scalable document management system boosts productivity BPM platform automates engagement management processes Indirect tax application migrated to the cloud Data network unifies professional services company Chatbot Enables Better Collaboration Across a Global Tax Audit Team Artificial Intelligence and Machine Learning Automate Tax Audit Proposal Process Decision support system for lease tax calculation Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Press Release Case Study Case Study Case Study Case Study Case Study Case Study Case Study Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

BPM Platform Automates Engagement Management Processes

----- Article source ----- <https://www.infosys.com/industries/professional-services/success-stories/bpm-engagement-management-processes.html> -----

The Solution Streamlined the order-to-cash lifecycle by automating several manual, discrete processes Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings BPM platform transformed client engagement by providing client service Infosys migrated the application to the cloud resulting in Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A leading professional services company wanted to consolidate several legacy systems into a business process management (BPM) platform to manage client engagements. Infosys automated several manual processes with business rules to help teams manage client relationships while saving significant time and effort. Client service managers faced several challenges: Key Challenges Heterogeneous systems to manage client engagements did not interface with each other. Teams did not have a consolidated view of client data and context across systems. Ready to experience? Infosys developed a BPM platform that streamlined the order-to-cash lifecycle by automating several rule-dependent manual processes into a smart interface with better control. Our solution integrates CRM, pricing, margin, risk, compliance, billing, financial codes systems into a BPM platform enabling teams to manage functions across desktops, laptops and mobile devices. Reduced average turnaround time from seven days to less than one day 90% reduction in handoffs Rationalized systems - from seven to one application Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Chatbot Enables Better Collaboration Across a Global Tax Audit Team

----- Article source ----- <https://www.infosys.com/industries/professional-services/success-stories/chatbot-tax-audit-team.html> -----

The Solution Cognitive chatbot ensures accuracy in tax audit by offering rich context Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Chatbot blends natural language processing, artificial intelligence, machine learning, and robotic process automation Our chatbot transformed the tax audit process Being Resilient.

That's Live Enterprise. Digital Core Capabilities Digital Operating Model
Empowering Talent Transformations Tales of Transformation Industries
Services Platforms Infosys Knowledge Institute About Us case study A global
professional services company providing tax, audit, assurance, and advisory
services to Fortune 2000 clients wanted to enhance collaboration among tax
audit teams working across regions and time zones. Infosys implemented a
cognitive chatbot to provide context and automate resolution of queries. It
ensured deeper engagement between cross-border teams while undertaking
tax audit. The professional services company wanted to address the
challenges of teams working across regions during tax audit: Key Challenges
Coordination and synchronization across teams undertaking tax audit
results in unresolved queries of team members. Accuracy and turnaround in
tax audit depend on prompt resolution of queries. Ready to experience?
Infosys developed a context-aware cognitive chatbot to improve cross-border
collaboration. The solution architecture incorporated a chatbot layer
between tax audit teams working in different regions. Our chatbot provides
a communication brokering service as well as standardization in resolving
tax audit queries. Standardization is imperative in a coordinated tax audit
for accuracy. Our chatbot solution was built on the cloud, and leveraged
natural language processing, artificial intelligence, machine learning,
robotic automation. Created a channel of communication for geographically
dispersed teams to collaborate Addresses gaps in information and
knowledge in an interactive format using natural language query processing
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Data network unifies professional services company

----- Article source ----- <https://www.infosys.com/industries/professional-services/success-stories/data-network-services-company.html> ----- The
Solution Our solution streamlined information management to ensure
reliable financial reporting Benefits Experience Insight Innovate Accelerate
Assure Application Development and Maintenance Business Process
Management Consulting Services Incubating Emerging Offerings Visibility
across the enterprise Our solution improved data quality and accuracy.
Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital
Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us case study A global professional services and audit firm providing
assurance, tax planning and compliance, and consulting services sought a
robust master data management (MDM) system to manage enterprise data.
The company's decentralized data framework provided client, people, and
corporate information to stakeholders. However, it diluted the quality of
data, which affected the ability to take business decisions. Moreover, each
region functioned as a standalone entity without unified information
management. Infosys implemented a master data management (MDM)
solution by leveraging Informatica MDM. Our team proposed a phased MDM
approach: establish core data and data profiles, validate data and de-

duplicate data, generate and publish master data, and implement data governance models. Infosys defined an integrated architectural landscape and designed an MDM solution for decision-making as well as backoffice functions, including taxation, treasury, and internal audit, supported by reliable data. The Infosys MDM strategy facilitated information sharing across domains, territories, and network applications. Aggregated and stored data from internal sources and external data providers via batch loads: It helped to build the master 'golden' entity record for client-facing teams and risk managers. Enabled real-time batch subscription and contribution: A mechanism ensured unique identification of entities. Undertook root cause analysis to improve data flow and avoid bottlenecks: We implemented search and real-time notification features and aligned the MDM solution with centralized information systems. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Decision support system for lease tax calculation

----- Article source ----- <https://www.infosys.com/industries/professional-services/success-stories/decision-tax-calculation.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Revenue generation: Our solution opened a new revenue channel: Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A global professional services company, wanted a solution to help clients distinguish between the book value and tax value of a lease. Key Challenges Existing tools did not support lease-deferred calculation to comply with legislation. Ready to experience? Infosys developed a custom-built Web application that allows the professional services company's clients to enter tax data, analyze and identify differences between the book and tax value of a lease, and enable the company to address the difference in value. Our team used the Agile methodology over four three-week sprints. Progress was monitored online using Azure DevOps, enabling stakeholders to view project status, from requirements to deployment. Our Microsoft Azure Cloud-based solution integrated ASP.NET API components with Microsoft Azure Platform services. Technology: Lease information related to each client was hosted in a multi-tenant instance to segregate each client's data. Each client instance has a dashboard with Google Maps, a list of all leases with respective summary, option to view lease details, perform required tax calculations, add or upload files with lease information along with accounting information. Significantly, the system can generate seven reports from the latest data. Innovations: By clocking US\$ 2.8 million in the opening year, US\$ 4.8 million and US\$ 5.2 million in the subsequent year Client satisfaction: Our solution meets the client's needs for lease tax. Brand recognition: This application enables the professional services company to enter new markets and engage clients. It is

looking to onboard 150-200 clients over a period of one to three years.
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Indirect Tax Application Migrated to the Cloud

----- Article source ----- <https://www.infosys.com/industries/professional-services/success-stories/indirect-tax-migrated-cloud.html> ----- The Solution
The cloud solution ensured high availability for tax data as well as seamless reusability in diverse regions at a low cost. Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys migrated a legacy indirect tax application to Microsoft Azure cloud. Infosys migrated the application to the cloud resulting in Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A global professional services company specializing in audit, tax, and consulting wanted to transform a legacy indirect tax application to better serve clients. The existing application incorporated heterogeneous technologies and lacked the scalability to manage a huge volume of tax-related data. Infosys migrated the on-premise application to Microsoft Azure cloud leveraging Azure's PaaS. The company faced several challenges with its legacy application while processing indirect tax data: Key Challenges Incurred escalating IT infrastructure costs Paid recurring license fees for multiple software products Experienced performance issues due to an exponential increase in the volume of tax data Limited ability to scale up / scale down Ready to experience? Multiple system enhancements including advanced analytics and self-service Auto-scaling based on application processing needs Annual savings of more than US\$ 400,000 for IT infrastructure and support Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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RPA Solution Automates Tax Filing and Reconciliation Processes

----- Article source ----- <https://www.infosys.com/industries/professional-services/success-stories/rpa-reconciliation-processes.html> ----- The Solution
Automation of tax verification, filing, and reconciliation eliminates human error and financial loss Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings RPA solution identifies and applies relevant tax rates for diverse financial transactions Automation of tax processes resulted in: Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model

Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A global professional services company providing tax, audit, assurance, and advisory services to Fortune 2000 clients wanted to automate tax validation, reconciliation, and filing processes. Infosys implemented robotic process automation (RPA) to navigate a complex tax regulatory landscape. Our solution uses bots and smart workflows to ensure accuracy in application of tax rates for a diverse range of financial transactions. The professional services company wanted to reduce manual intervention in tax-related processes due to: Key Challenges Exponential growth in processing a huge volume of audit, assurance, and tax data Manual verification, reconciliation, and filing taxes leads to errors and losses since professionals cannot recognize all tax provisions for a specific financial transaction Ready to experience? Our RPA solution identified the relevant tax rate for a specific financial transaction. Tax rates are determined based on the location of transactions and attract tax levies from federal, state, county, municipal, and city tax regulations. During transactions, tax can be underpaid or overpaid, leading to penalties or refunds. Tax regulations are complex because tax rates are determined by factors such as type of product or service, usage of product / service, quantities, and waivers. Infosys developed a comprehensive business rules engine that captured all tax provisions at the federal, state, county, municipal, and city level. Our RPA solution validated transaction tax calculations and recommended corrections in the event of a discrepancy. Recovery of thousands of dollars in tax from past transactions filed incorrectly using a higher tax rate Accurate payment of taxes resulting in zero tax penalties Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Scalable document management system boosts productivity

----- Article source ----- <https://www.infosys.com/industries/professional-services/success-stories/scalable-boosts-productivity.html> ----- The Solution Document Management System built on the cloud maximizes enterprise access and usage Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings G Suite-based Document Management System boosts enterprise productivity Infosys migrated the application to the cloud resulting in Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A global professional services company sought to enhance collaboration and boost enterprise productivity with a scalable document management system (DMS). The company wanted to migrate from Documentum to a DMS for enhanced customization and accelerated deployment across multiple business units and regions. Infosys developed a Document Management System (DMS) using G Suite components accessible across all channels and platforms Key Challenges Ensure access to enterprise apps via multiple channels Reduce

software licensing costs Ready to experience? Infosys implemented a Document Management System using G Suite and developed a business app using Angular 4 UI and Python RESTful Web services. Our solution leverages G Suite, specifically Google Drive for document storage, Google App Engine for hosting the application, and Google Cloud Datastore for the application database. Python RESTful microservice enables interaction between UI, Google APIs and the datastore. Our team reduced the number of API calls by storing a majority of document details in the local datastore, thereby managing Google API call quotas hourly / daily. Robust features and functionalitiesOur solution enabled business users to search documents from a vast repository within 3/4 seconds. The new system also offered users unlimited on-demand storage. Low total cost of operationsThe DMS uses Google application programming interfaces (APIs) to reduce operational and maintenance costs. The company's overheads are limited to API usage and storage space. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Artificial Intelligence and Machine Learning Automate Tax Audit Proposal Process

----- Article source ----- <https://www.infosys.com/industries/professional-services/success-stories/tax-audit-automation-with-ai.html> ----- The Solution Artificial intelligence and machine learning transform the proposal / (re)bid process of tax audit Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Automation replaced professionals for mundane and repetitive activities during the process of creating proposals Our AI / ML solution automated the tax audit process: Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A global professional services company providing tax, audit, assurance, and advisory services to Fortune 2000 clients wanted to automate the process of creating proposals for tax audits. Infosys implemented an artificial intelligence (AI) / machine learning (ML) solution to extract information from past proposals for use in future bids across clients and industries. Our solution enhanced automation and standardization while minimizing human intervention in the bidding process. Key Challenges Creating proposals for tax audit accounts for significant time and effort of experienced professionals. Clients have fixed duration tax audit assignments, following which a bidding process is undertaken for another tax audit duration. Ready to experience? Infosys capitalized on AI and ML to undertake deep data analytics for documenting past effort in similar tax audit assignments across clients and industries. Our solution extracted information from proposals to standardize portions of a presentation across clients, industries, countries, and lines of service. It rationalized effort to submit a proposal for an assignment. Our solution, built on the Microsoft

Azure Cognitive platform, is customized for multiple industries where tax audit services are required. Optimized talent allocation for tax audit assignments for faster execution of audit work Automated data crunching and analysis for bid submission while freeing up professionals for higher value tasks Company Subsidiaries Programs Support Connect with us
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Delaware Department of Labor Selects Infosys Public Services to Modernize its Labor Systems

----- Article source ----- <https://www.infosys.com/industries/public-sector.html>
----- Overview Global Presence Insights Success Stories Our Offerings
Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings USA and Canada Australia and New Zealand UK India
Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Press Release Helping Public Enterprises Navigate Innovation Cycles to Create Value Digital technologies are helping tackle some of the world's most pressing challenges. Public enterprises are uniquely positioned to create positive societal impact through effective governance and use of these digital technologies. Today, as they grapple with economic, social, cultural, environmental challenges and uncertainties, they are under-prepared to govern the adoption and consumption of digital solution capabilities. They must first focus on transforming themselves into transient, responsible, resilient, and purposeful entities focused on delivering mission objectives by overcoming the limitations their legacy technology imposes on them. At Infosys, we are committed to supporting public enterprises worldwide on this journey. We have built an ecosystem involving key societal stakeholders, including leading product providers, service organizations, startups, industry associations, and academia, to help public enterprises leverage technology for good. With over four decades of experience in public enterprise, we help them build solutions at speed and scale, delivering efficiencies, improving governance, and driving the creation of an equitable society. By collaborating with our ecosystem of collaborative constituents, we provide public enterprises with an AI-first approach and drive continued evolution (live enterprise) through always-on learning, transferring digital skills, expertise, and ideas to shape a digital and sustainable future with meaningful opportunities for all. Our Global public sector practices serve the USA, Canada, Australia, New Zealand, Singapore the UK, and India Infosys Public Services, our North American subsidiary, helps US and Canadian public enterprises build a sustainable and equitable digital foundation to improve services for citizens and businesses. We accelerate the transformation journey for federal, state, and local government organizations to redefine citizen experiences. We partner with public sector organizations in the UK to unlock the true potential of technology to meet

citizen needs. Infosys India has been closely associated with several government and public sector IT initiatives designed to improve the flow, use, and management of information. Perspectives on helping public enterprises build agile-digital capabilities AI for Public Good: Transformative Role of AI for Public Sector What's Next for UK Public Sector Digital Services Read More Generative AI Radar 2023: APAC Read More From Program Administration to Employment Outcomes: Labor's Strategic Shift Read More AI-powered Analytics for the Common Good Read more Infosys Leads Global ESG Rankings Read More Infosys Positioned as a Market Leader in the HFS Horizons: Generative Enterprise™ Services, 2023 Report Read More How innovative solutions are helping public enterprises improve service delivery and outcomes Press Release Delaware Department of Labor Selects Infosys Public Services to Modernize its Labor Systems Testimonial Infosys helps Brent Council become a Digital Council Press Release Services Australia selects Infosys to Digitize Welfare Entitlements Insights Fueling India's socio-economic progress: The India Post story Explore the services and solutions that can accelerate public enterprises' transformation Services Solutions and Platforms Contract Schedules Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Information Services and Publishing

----- Article source ----- <https://www.infosys.com/industries/publishing.html>
----- Insights What's New Success Stories Our Offerings Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Explore Services Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Report Infosys CMO Radar 2024 Video Infosys Cobalt Publishing Cloud Powered by Topaz Press Release Infosys and The Economist Group Announce Ambitious New Strategic Partnership Around Sustainability Press Release Shaping Immersive Journalism and enhancing newsroom projects - Financial Times and Infosys Together! Press Release Dow Jones and Infosys Announce Expanded Collaboration to Develop New Human-Centered Digital Experiences Your publishing enterprise needs to adopt a digital-first approach in response to shifts in audience demographics, technology and business. You need to understand content preferences to ensure stickiness and explore new business models to monetize a content pipeline. Significantly, you need to cultivate a captive audience and provide premium content with a paywall. Agile Digital Services Architecture: Information Services and Publishing Use patented systems and innovative models to publish information How a Digital Transformation Enhances the Extended Legal Enterprise DEIverse Talks Raising the DEI Quotient! read more Generative AI (Artificial Intelligence) - A promise of the future for Information Services and Publishing Industry read more A digital transformation road map for

traditional and new-age media houses read more Infosys Cobalt Publishing Cloud Powered by Topaz read more Infosys Cobalt Publishing Cloud Powered by Topaz read more Financial Times and Infosys Announce Strategic Digital Collaboration to Enhance Immersive Journalism READ MORE Viewpoint Infosys Cobalt Publishing Cloud Powered by Topaz Brochure Infosys Cobalt Publishing Cloud Powered by Topaz Video Infosys Cobalt Publishing Cloud Powered by Topaz video DEIverse Talks Raising the DEI Quotient! Point of View Generative AI (Artificial Intelligence) - A promise of the future for Information Services and Publishing Industry Video Watch the webinar on Advancing Sustainability in the Services sector with FT Live! Video Navigating the Future of Content Publishing Point of View How a Digital Transformation Enhances the Extended Legal Enterprise Our digital solutions streamline content generation as well as delivery Case Study 'The very quick grasp of our landscape was really above expectations. Absolutely brilliant!': Experian Case Study Global consultancy practice integrates data structure; improves productivity by 5% Case Study A blended learning experience for millennials Case Study Data network unifies global consultancy practice Our content management professionals support your editorial, production and sales teams Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Success Stories

----- Article source ----- <https://www.infosys.com/industries/publishing/case-studies.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Dow Jones and Infosys Announce Expanded Collaboration to Develop New Human-Centered Digital Experiences Infosys Streamlined Planning and Reporting with a Global Platform for a Media and Publishing Company NantMedia Establishes Their New Enterprise Financial Ecosystem Using Microsoft Dynamics 365 'The very quick grasp of our landscape was really above expectations. Absolutely brilliant!': Experian Global consultancy practice integrates data structure; improves productivity by 5% A blended learning experience for millennials Data network unifies global consultancy practice Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Press Release Case Study Case Study Case Study Case Study Case Study Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Data network unifies global consultancy practice

----- Article source ----- <https://www.infosys.com/industries/publishing/case-studies/data-network-unifies.html> ----- Benefits Experience Insight Innovate

Accelerate Assure Application Development and Maintenance Business
Process Management Consulting Services Incubating Emerging Offerings
Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital
Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us case study A global professional services and audit firm providing
assurance, tax planning and compliance, and consulting services Key
Challenges The company sought a robust Master Data Management (MDM)
system to manage enterprise data. The existing decentralized data
framework provided client, people and corporate information to
stakeholders. However, it diluted the quality of data, which affected the
ability to take business decisions. In addition, each region functioned as a
standalone entity without unified information management. Ready to
experience? Real-time batch subscription and contribution The Infosys team
defined an integrated architectural landscape and designed an MDM
solution for decision-making as well as back office functions, including
taxation, treasury and internal audit, supported by reliable data. Our team
analyzed the business landscape and proposed a phased MDM approach:
establish core data and data profiles, validate data and de-duplicate data,
generate and publish master data, and implement data governance models.
The Infosys MDM strategy facilitated information sharing across domains,
territories and network applications. Our solution aggregated and stored
data from internal sources and external data providers via batch loads. It
helped build the master 'golden' entity record for client-facing teams and
risk managers. The Infosys master data management solution enabled real-
time batch subscription and contribution. We provided a mechanism for
unique identification of entities. It improved the quality and accuracy of data
at the network level. We undertook root cause analysis to improve data flow
and avoid bottlenecks. We implemented search and real-time notification
features and aligned the MDM solution with centralized information
systems. We enabled batch consumption of master data and multi-lingual
operations support for the MDM application. Our solution has been rolled
out in 20 markets. Streamlined information management enables reliable
financial reporting. Cross-territory visibility into data and integration of the
single source of entity data with local business process work in tandem to
ensure prompt and informed decisions across the global network.
Automated adjudication of data discrepancies ensures smooth data updates,
while distributed ownership of data reduces time and effort for routine tasks
such as client onboarding. An intuitive user interface reduced service
inquiries and improved productivity by 5%. Our application will be
integrated with Engagement Lifecycle Management (ELM) systems to
enhance client relationship management. Company Subsidiaries Programs
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Infosys Streamlined Planning and Reporting with a Global Platform for a Media and Publishing Company

----- Article source ----- <https://www.infosys.com/industries/publishing/case-studies/global-planning.html> ----- The Solution Integration of systems offers single version of the truth Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Process harmonization offers better visibility for planning, forecasting and financial reporting across markets Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY A US-based global media and publishing company, operating in 11 markets, wanted to unify its global reporting and planning systems. The company's heterogeneous IT landscape lacked a single version of the truth, which hampered decision making for 400 business users. Infosys designed and implemented a global planning and reporting platform, powered by Oracle EPM Cloud. Key Challenges The existing planning and reporting systems created business and operational issues: Ready to experience? The global media and publishing company sought a common process across markets for consistency in financial planning and reporting. Multiple core finance systems, chart of accounts (COA), and analysis dimensions across 11 markets produced between 300 and 2,500 Microsoft Excel-based reports, with varying levels of input data for planning. Moreover, the ecosystem lacked a single version of the truth with diverse manual reporting processes causing delays in finalizing the chart of accounts and global reporting. Infosys undertook process harmonization across 11 markets, and implemented Oracle EPM Cloud in a phased manner. In the first phase, our team implemented a summary profit and loss reporting solution based on Microsoft Excel for agile, scalable, and flexible reporting. We enhanced the enterprise planning solution with interactive dashboards, enabling decision makers to spend more time on financial planning and analysis tasks rather than data collection. The solution connected the reporting process with data from the company's source finance systems - Workday in the US, and other systems across 11 markets - mapped with a global planning chart of accounts. In the second phase, we migrated the on-premise planning processes of the US headquarters to the cloud. In the third phase, we streamlined planning, annual budgeting and quarterly forecasts, driver-based planning, variance analysis, and budget allocation in profitability and cost management (PCM). Our solution streamlined the planning and reporting process, enabling the company to plan annual budgets, create monthly forecasts, and generate consistent financial statements. Report standardization Reduced the number of Microsoft Excel reports from 300 to standard 47 reports Integration with source Automated integration with 11

source systems, saving one day of effort per market per month, equivalent to 132 person days Synchronous planning Ensured connected planning and reporting across the enterprise Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Content Personalization for Smart Devices

----- Article source ----- <https://www.infosys.com/industries/publishing/features-opinions/content-personalization.html> ----- Features & Opinions Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Publishers and information services providers require responsive content systems to deliver content across diverse devices. Content systems should support multiple browsers, formats, and devices such as mobile phones, smart phones, PDAs, laptops, and desktops. The Infosys Information Services and Publishing practice uses patented technology to navigate the device landscape and make the content more personalized. Our inventions help publishers provide customized content in the most appropriate format based on considerations related to the user device, including screen size, display resolution, bandwidth, storage capacity, processing capability, and input mechanisms such as a touch interface. It eliminates the need for a web server with a database of device capabilities and configurations. Infosys systems for personalized content have been awarded patents by the United States Patent and Trademark Office (USPTO) - Methods for recommending personalized content based on profile and context information and devices thereof We have developed a method to deliver customized content by retrieving user profile data and incorporating contextual information for requests from any device. System and method of context-aware adaption of content for a mobile device Our system recognizes the context of a request, and maps context parameters with pre-configured content layouts and styles to retrieve content from the repository. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys IP enhances content review

----- Article source ----- <https://www.infosys.com/industries/publishing/features-opinions/enhances-content-review.html> ----- Features & Opinions Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core

Capabilities Digital Operating Model Empowering Talent Transformations
Tales of Transformation Industries Services Platforms Infosys Knowledge
Institute About Us Publishers of books, journals and business / professional
information can accelerate the source-to-publish cycle with advanced
content development techniques. The Infosys Information Services and
Publishing practice enhances content processes using patented tools and
methods. Our systems streamline processing of voluminous text files. Our IP
helps editors tag documents and extract unstructured data for advanced
interpretation and analysis. An automated system identifies and tags errors
accurately. It creates a defect log comprising diverse categories of errors,
which helps content developers and reviewers take corrective action in the
formative phase of content generation. The United States Patent and
Trademark Office (USPTO) granted Infosys patents for content review
systems System and method for identifying text in legal documents for
preparation of head notes Our system processes documents, including court
judgments and orders from judicial authorities, and extracts relevant text to
help editors analyze documents and prepare head notes promptly. Tool
support for content review Our tool for manual and automated content
review enhances content creation by enabling reviewers to undertake
quantitative defect analysis and provide real-time feedback to content
developers. Company Subsidiaries Programs Support Connect with us
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DRM Protected Content Distribution for Publishers

----- Article source ----- <https://www.infosys.com/industries/publishing/features-opinions/protect-intellectual-property.html> ----- Features & Opinions
Experience Insight Innovate Accelerate Assure Application Development and
Maintenance Business Process Management Consulting Services Incubating
Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core
Capabilities Digital Operating Model Empowering Talent Transformations
Tales of Transformation Industries Services Platforms Infosys Knowledge
Institute About Us Publishers and copyright holders can avoid revenue loss
using access control for digital content such as documents, e-books and
multimedia databases. Digital Rights Management (DRM) systems define
user rights (permissions, constraints and responsibilities) to ensure access
only by authorized users / subscribers. The Infosys Information Services and
Publishing practice has invented cryptographic techniques and access
control mechanisms to prevent unauthorized access and monitor content
usage. Our models for online and offline consumption of digital content
manage user rights as well as limitations such as period of access, number
of copies to be printed, and review / copy options. Our systems authenticate
users before making the document available for subscribers. Infosys' patents
for access management granted by the United States Patent and Trademark
Office (USPTO) include - Providing access of digital contents to online DRM
users Our system uses a uniform framework to provide secure online access
and protect digital content in diverse formats and platforms. It encrypts
digital content and manages user rights for decrypting information. System

and method for providing access of digital contents to offline DRM users Our invention facilitates offline data consumption when there is limited or no connectivity to the DRM server. A one-time activation / registration establishes a link between the server and the user via a digital certificate. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys Cobalt Publishing Cloud powered by Topaz

----- Article source ----- <https://www.infosys.com/industries/publishing/industry-offerings/ai-cloud.html> ----- Overview Infosys Cobalt Publishing Cloud powered by Topaz provides a digital blueprint for harnessing the power of first party data Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Collect first party data Growing need of creating hyper-personalized experiences in digital publishing Address highly volatile digital subscription growth Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The death of third-party cookies is a major shift in the digital publishing landscape that is having a significant impact on the publishing industry. Third-party cookies are small pieces of data that are stored on a user's browser by websites other than the one they are currently visiting. They are used to track users' browsing activity across different websites and build profiles of their interests. This information is then used to target them with personalized ads. However, third-party cookies have also been criticized for privacy concerns, as they can be used to track users' browsing activity without their consent. In recent years, there has been a growing sensitivity around privacy exacerbated by rise in privacy regulations, further has led to movement to block third-party cookies in web browsers. This has led to a decline in the effectiveness of third-party cookie-based advertising and forced publishers to find new ways to monetize their content. One of the most promising ways for publishers to adapt to the death of third-party cookies is to focus on first-party data solutions. By focusing on first-party data solutions, publishers can create more personalized and relevant experiences for their audiences and readers and generate new revenue streams. To rise to challenges that come with using first party data, namely - collecting, managing and harnessing the power of data with AI and analytics, Infosys Cobalt Publishing Cloud provides a reliable and robust solution to empower and enable publishers Sense, Respond and Activate intelligence across physical and digital channels leveraging first party data. First Party Data Strategy Leverage Infosys 1P data maturity assessment framework to create robust 1P data strategy. Insights and Foresights Brings intelligence and strong insights through knowledge graphs around customer identity, products, needs, risk and preferences. Customer First Approach Customer 360 and content recommendation based on personalization. Ingests and harmonizes 1P data attributes. Improve agility in onboarding 1P

data sources. Performs identity stitching to join multiple data sources using identity resolution services. Generate accurate customer insights and drive content recommendation to improve customer engagement using AI. Generate accurate customer insights and drive content recommendation to improve customer engagement using AI. Utilize AI assisted decision cockpit to help growth advisors and data analysts drive campaigns. Increase personalization and content relevancy through a recommendation engine. Drive better targeted marketing campaigns without dependence on 3rd party cookies. View point Infosys Cobalt Publishing Cloud Powered by Topaz Press Release Dow Jones and Infosys Announce Expanded Collaboration to Develop New Human-centered Digital Experiences Point of View Generative AI - A Promise of the Future for Information Services & Publishing Industry Clients Speak Infosys Streamlined Planning and Reporting with a Global Platform for a Media and Publishing Company Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Identify opportunities to monetize content

----- Article source ----- <https://www.infosys.com/industries/publishing/industry-offerings/audience-engagement.html> ----- Overview We supplement subscription-based businesses with new revenue streams. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your news enterprise should reach out to new audiences and deepen the engagement with existing subscribers. You should monetize content assets - trending news as well as archived reports. You have to capitalize on opportunities to up-sell / cross-sell content to increase reach and grow revenue. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Audience Engagement The Infosys Information Services and Publishing practice enhances the reach of your enterprise through social media and mobility solutions. Machine learning algorithms use news consumption and subscription data to empower marketing teams with visibility into areas of interest, a business imperative for audience engagement and content monetization. Moreover, insights into correlation between sections of your newspaper and news articles increase the stickiness quotient of content. We combine natural language processing and text analytics with geospatial data to simplify access, sharing and management of content. It helps you deliver contextual content based on preferences, reading habits and location of users. The Infosys gamification platform deepens audience engagement, while our digital marketing tools drive contextual promotions and up-sell / cross-sell by bundling print and digital products. Our content structure supports 'Lego-ization' - breaking down of content into bite-sized modules for reuse and redistribution across delivery channels. The exposure of news content through Application Programming Interfaces (APIs) and feeds

enables pay-as-you-go / micro-subscription strategies and flexible pricing models for metered news consumption. Artificial intelligence-based solutions to serve contextual content and advertisements. Rich experience in developing subscription and pricing models for print and metered news consumption. Sophisticated tools for content extraction and management facilitate monetization. Case Studies Global consultancy practice integrates data structure; improves productivity by 5% Article Our patented algorithms protect intellectual property Case Study Two enterprises, one seamless customer experience Case Study Design Think your way to awesome apps Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Transform the production workflow

----- Article source ----- <https://www.infosys.com/industries/publishing/industry-offerings/content-creation-management.html> ----- Overview Our content platforms facilitate collaboration between authors, editorial teams and readers. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should leverage the confluence of digital, social and mobile technologies to enhance printed books as well as e-books. Your publishing enterprise needs a 'smart' content strategy to make content accessible across multiple content management systems and book stores. Your production team requires tools and platforms that support diverse devices and content formats to deliver a better reading experience. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Editorial Operations The Infosys Information Services and Publishing practice streamlines the book production process - from manuscript acquisition, evaluation, copyediting, typesetting, page layout, indexing, and cover design to release. We help publishers of print books as well as e-books accelerate production. Our automation tools convert source files with text, maps, pictures, and illustrations into standardized file formats for peer review. We incorporate content taxonomies, ontologies, semantic search, and natural language processing to optimize the editorial and production workflow. It enhances quality, minimizes costs, and ensures timely publication of titles. Our repository of tools and accelerators boosts the performance of your publishing team. Expertise in print as well as digital content management systems that track progress across the production and fulfillment process. Rich understanding of requirements for trade, professional, and textbook publishing. Experience in developing reader-oriented content platforms. Deep knowledge of design elements to deliver a superior book reading experience. Clients Speak 'The very quick grasp of our landscape was really above expectations. Absolutely brilliant!': Experian Case Study Global consultancy practice integrates data structure; improves productivity by 5% Article Infosys IP enhances content review Case Study Design Think your

Deliver rich content across platforms

----- Article source ----- <https://www.infosys.com/industries/publishing/industry-offerings/content-delivery-professional-publishing.html> -----
Overview Our advanced access control mechanisms safeguard the integrity of your content repository. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your publishing enterprise needs to deliver bespoke content to professionals and enterprises. You require a nuanced understanding of the requirements and consumption patterns of diverse customer segments. You should share rich content to users via their preferred media channels. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Content Delivery The Infosys Information Services and Publishing practice helps business information and content providers predict consumption across content types and delivery channels. We analyze real-time consumption across print, digital and mobile platforms to devise omni-channel content strategies. Our specialists create interactive, multi-media content to address personalization and localization requirements. Responsive design enhances the stickiness quotient and delivers an immersive user experience. We adopt user-friendly content formats to facilitate intuitive navigation and ensure prompt access to relevant information. Infosys ensures that enterprise content supports semantic search across web platforms / browsers and user devices. Our team develops innovative content solutions that integrate with distribution platforms of end users. Experience in developing apps for diverse content formats and devices, including desktops, laptops, tablets, e-readers, and smart phones. A team of experts for e-publishing and conversion of XML schemas to web, print, audio, and video formats. Expertise in machine learning and Artificial Intelligence (AI) to support content discovery. Article A digital transformation road map for traditional and new-age media houses Case Studies Global consultancy practice integrates data structure; improves productivity by 5% Article Infosys' patents set context for content personalization Case Study Design Think your way to awesome apps Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Publish periodicals on time and within budget

----- Article source ----- <https://www.infosys.com/industries/publishing/industry-offerings/content-management-journals.html> ----- Overview Our automation tools boost productivity of your content team. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should provide reliable content in diverse formats to research scholars and academicians. Your enterprise should help authors and editors collaborate for generating content. You need omni-channel marketing strategies to meet the goals of your publishing enterprise. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Content Management The Infosys Information Services and Publishing practice partners with print and digital journal publishers to streamline the content pipeline and implement content-oriented processes. We automate content creation, promotion, discovery, and distribution to transform your research journal into a trusted source of information. We help publishers of academic and professional research journals cultivate long-term partnerships with authors, researchers and the audience. We reengineer processes to streamline solicitation, submission, editing, peer review, and publishing of articles. Our cloud-hosted repositories enable safe storage of voluminous content. Our content solutions use natural language processing to facilitate search and discovery of research content. We implement tracking tools to help authors, reviewers and editorial teams view the status of submitted articles. We combine proprietary platforms and Application Programming Interfaces (APIs) to perform Create-Retrieve-Update-Delete (CRUD) operations and deliver content via smart devices. Our database migration services span SGML, PDF and XML formats. Multi-disciplinary team with experience across the publishing cycle of academic and professional journals. Rich experience in using visualization technologies to enhance research content. Expertise in process harmonization for excellence in content creation, storage and retrieval Advanced semantic search, text mining and analytical tools establish linkages to accelerate content discovery. Article Infosys IP enhances content review Article Global consultancy practice integrates data structure; improves productivity by 5% Article Our patented algorithms protect intellectual property Case Study Design Think your way to awesome apps Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Mitigate risks in developing a knowledge repository

----- Article source ----- <https://www.infosys.com/industries/publishing/industry-offerings/content-monetization-journals.html> ----- Overview Our business models support knowledge management and ensure sustainability of your enterprise. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your journal should establish itself as a knowledge repository in a niche area through better sharing and accessibility of articles. You need to ensure the sustainability of your research journal by adopting innovative business models. You should offer unrestricted access to original research while protecting intellectual property. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Knowledge Management The Infosys Information Services and Publishing practice helps commercial publishers as well as not-for-profit academic trusts transition from user / author payment-based business models to contemporary distribution methods. It enables wider access to research data, delivers a better audience experience, and simplifies knowledge management. We implement diverse open publication options: full Open Access (OA) and hybrid OA ('Gold'), delayed free access, and OA via self-archiving ('Green'). Infosys partners with social media teams of publishing enterprises to engage with influencers within the academic community. In addition, we enhance your publishing infrastructure with text mining and big data analytics tools. Rich experience in implementing mechanisms to control access at the journal and article level. Archiving solutions ensure easy navigation and content discovery across all sections of a journal, product segments, databases, and images in domain-specific repositories. Content structure and tagging methods support reuse, atomization and promotion of related content. Article Our patented algorithms protect intellectual property Clients Speaks 'The very quick grasp of our landscape was really above expectations. Absolutely brilliant!': Experian Case Study Two enterprises, one seamless customer experience Case Study Design Think your way to awesome apps Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Publisher Content monetization Solution

----- Article source ----- <https://www.infosys.com/industries/publishing/industry-offerings/content-monetization-professional-publishing.html> ----- Overview Our machine learning algorithms predict customer requirements and facilitate dynamic pricing. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and

Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your publishing enterprise needs to engage business, marketing, medical, financial, and legal professionals with rich content. You need an omni-channel publishing ecosystem to increase readership and distribution. You should combine subscriptions with new business models to monetize print as well as digital content. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Content Monetization The Infosys Information Services and Publishing practice facilitates content monetization through flexible content bundling and atomization of content. Our approach enables preview of premium content and helps implement pay-per-view / customized payment methods. Our 'smart' content solutions combine semantics and analytics to optimize free trial periods, determine threshold levels for metered content, and cross-link products at the point of discovery. An agile framework enables structuring of content (XML and HTML) early in the content delivery process, which boosts operational efficiency and minimizes costs. In addition, it helps repurpose content in multiple formats and ensures seamless access across products, domains and delivery platforms. We integrate content-enabled workflows with billing and fulfillment systems to realize several benefits: gain a unified view of assets - from acquisition to post-production, accelerate order processing, streamline multi-channel campaigns, analyze trends, track digital and print ads, and monitor sales. Platforms with Natural Language Processing (NLP), machine learning and artificial intelligence improve search results and the user experience. Big data tools distill insights from structured and unstructured data and navigation pathways. Expertise in creating SaaS-enabled solutions with utility-based pricing models. Rich experience in developing customized and public Application Programming Interfaces (APIs), including REST, URL API and Bulk API, for seamless content access. Expertise in creating SaaS-enabled solutions with utility-based pricing models. Rich experience in developing customized and public Application Programming Interfaces (APIs), including REST, URL API and Bulk API, for seamless content access. Article Our patented algorithms protect intellectual property Case Studies Global consultancy practice integrates data structure; improves productivity by 5% Article Infosys IP enhances content review Article A digital transformation road map for traditional and new-age media houses Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Enhance quality with a sophisticated content ecosystem

----- Article source ----- <https://www.infosys.com/industries/publishing/industry-offerings/content-transformation.html> ----- Overview Our platform offers modular components for content acquisition and transformation. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings

Content Acquisition and ingestion Content Enrichment Workflow and Editorial Systems Your content ecosystem should address the needs of diverse professionals. You need an integrated publishing process to curate quality content. Your publishing enterprise requires a consistent content structure for prompt onboarding of new sources of information. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Content Transformation The Infosys Information Services and Publishing practice partners with content providers, including legal, education and research, risk management, business news, market intelligence, medical, science and technology, and financial companies, across the source-to-publish value chain. We streamline workflows and unify content silos to accelerate the publishing cycle. It boosts productivity and reduces the cost of content generation. Our approach facilitates content enrichment and atomization. Our robust content migration framework ensures smooth transition to an advanced publishing environment. Automation tools enhance the efficiency of processes to collect, aggregate, categorize, and enrich content. The Infosys Information Collection and Conversion (I2C2) platform offers modular components and a configurable user interface to accelerate content collection and reporting. Our I2C2 platform streamlines transformation, analysis and validation of data. In addition, it converts content to industry standard output XML schemas. Deep expertise in the legal, education, research, science, technology, and medical content domains. Repository of templates and configurable process flows to acquire and transform structured as well as unstructured content. Content Acquisition Implementation framework accelerates acquisition and integration of content. Centralized governance model facilitates collaboration between IT, business, and editorial teams. Content validation workbenches, automation tools and accelerators significantly reduce time and effort for content analysis and validation. Content Acquisition Implementation framework accelerates acquisition and integration of content. Centralized governance model facilitates collaboration between IT, business, and editorial teams. Content validation workbenches, automation tools and accelerators significantly reduce time and effort for content analysis and validation. Case Study Virtual inventory system helps information services company save US\$ 90K annually Article Infosys IP enhances content review Article A digital transformation road map for traditional and new-age media houses Clients Speak 'The very quick grasp of our landscape was really above expectations. Absolutely brilliant!': Experian Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Customize content for diverse devices and distribution channels

----- Article source ----- <https://www.infosys.com/industries/publishing/industry-offerings/distribution.html> ----- Overview Our digital solutions allow your subscribers to access content anytime, anywhere, on any device.

Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your news enterprise requires digital platforms to deliver dynamic content. You should bundle products and content services to boost subscription and circulation revenues. You need a smart logistics network to rationalize the cost of newspaper distribution. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Distribution The Infosys Information Services and Publishing practice provides technology and consulting services to boost print circulation as well as digital distribution. The Infosys Information Platform (IIP) ingests news consumption and distribution data to generate insights for marketing and customer service teams. It also improves order fulfillment and distribution logistics. Our map-based data visualization solutions help your circulation field staff and delivery contractors resolve customer service issues in near real time. Our location-based services deliver contextual and geo-tagged news / articles / advertorials to subscribers in real time. Our digital specialists use media-agnostic formats to customize content based on the distribution channel, and incorporate appropriate audio-visual elements to enhance the reader's experience. Modular, standardized content simplifies news delivery and supports feed formats such as RSS, aggregators and blogs. We develop B2C and B2B news / data solutions for native mobile and hybrid digital channels. Proven delivery and fulfillment product implementations for marquee publishing clients in the US and Europe. Expertise spanning functional areas of the print circulation value chain as well as modernization of legacy systems and processes. Analytical tools for insights into the preferences of digital consumers enable personalization, contextualization, and localization of news. Clients Speak 'The very quick grasp of our landscape was really above expectations. Absolutely brilliant!': Experian Article Infosys IP enhances content review Case Studies Global consultancy practice integrates data structure; improves productivity by 5% Article A digital transformation road map for traditional and new-age media houses Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Publish news swiftly and economically

----- Article source ----- <https://www.infosys.com/industries/publishing/industry-offerings/production.html> ----- Overview We reengineer production processes for the digital newsroom. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need a newsroom with modern systems to meet the growing demand for real-time news production and distribution. You should replace siloed content management systems and legacy applications in the newsroom to sustain the content pipeline. You need a team of consultants to

publish news across print, digital, and social media channels. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Production The Infosys Information Services and Publishing practice helps news agencies and media groups transform into digital enterprises by adopting emerging technologies. We address business imperatives of the modern newsroom, and develop content management strategies for social media channels and mobile platforms. We develop content management systems, editorial workbenches, and digital asset management solutions to streamline news production. Our tools for content curation, taxonomy, tagging, content enrichment, and approval facilitate bulk printing as well as online publishing. A digital environment empowers your enterprise to deliver contextual and geo-tagged news / articles / advertorials to subscribers in real time. Automation tools acquire, enrich and convert content into media-agnostic formats. Process accelerators reduce time and effort to publish news. Rich experience in digital transformation of news production, including advertising features. Article Our patents set context for content personalization Article A digital transformation road map for traditional and new-age media houses Article Global consultancy practice integrates data structure; improves productivity by 5% Case Study Design Think your way to awesome apps Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Improve the effectiveness of your marketing campaign

----- Article source ----- <https://www.infosys.com/industries/publishing/industry-offerings/sales-marketing.html> ----- Overview Our experience spans the campaign-to-cash cycle for print and digital books. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should undertake promotional campaigns to generate buzz, maximize pre-orders, and boost sales for book launches. You require advanced business systems for demand planning, warehousing, distribution, and order fulfillment. Your promotion plans and marketing campaigns should be relevant to the genre of books. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Sales Marketing The Infosys Information Services and Publishing practice helps you identify and reach out to audience micro-segments with targeted messaging and data-rich campaigns prior to a book release. The Infosys Information Platform (IIP) helps publishers cultivate and engage the audience while monetizing reader behavior. Infosys enables publishers of print as well as digital products to protect intellectual property and monitor royalty payments. We implement omni-commerce platforms and modernize systems to manage the campaign-to-cash cycle. Our digital publishing

solutions augment the user experience by supporting diverse mobile devices and e-readers. We boost sales by focusing on visibility into markets, tracking campaigns, and measuring performance. Frameworks and tools that support social media promotions and analytics. Automation solutions that boost productivity of sales teams. Digital tools that facilitate online discovery of books, improve ranking in search engine results, and maximize distribution channels. Article Our patented algorithms protect intellectual property Case Studies Global consultancy practice integrates data structure; improves productivity by 5% Case Study Two enterprises, one seamless customer experience Case Study Design Think your way to awesome apps Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Insights

----- Article source ----- <https://www.infosys.com/industries/publishing/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys Cobalt Publishing Cloud Powered by Topaz DEIverse Talks Raising the DEI Quotient! Generative AI (Artificial Intelligence) - A promise of the future for Information Services and Publishing Industry Shaping Immersive Journalism and enhancing newsroom projects - Financial Times and Infosys Together! Infosys and The Economist Group Announce Ambitious New Strategic Partnership Around Sustainability Navigating the Future of Content Publishing Accelerating Digitalization with Cloud-Native Development for New Levels of Value Delivery How a Digital Transformation Enhances the Extended Legal Enterprise Information Services and Publishing - Pandemic Times and the Need for a Resurgence How publishing can navigate the new normal Why content creation and publishing companies may need to adopt content management on Google Cloud Searching for efficiency at scale Legal publisher sets new precedent Content Personalization for Smart Devices DRM Protected Content Distribution for Publishers Infosys IP enhances content review Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us View point Video Point of View Press Release Press Release Video Report Point of View Point of View Point of View Point of View Insights Report Article Article Article Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

DEIverse Talks with Financial Times

----- Article source ----- <https://www.infosys.com/industries/publishing/insights/diversity-equity-inclusion.html> ----- DEIverse Talks Request for services Experience Insight Innovate Accelerate Assure Application

Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Raising the DEI Quotient! Diversity, Equity, and Inclusion – a topic that will never grow old. By breaking down barriers to career advancement and leadership positions, we bring to you DEIverse Talks- an exclusive talk series featuring stories of powerful leaders from diverse genders, ethnicities who are not just inspiring but are setting an example to the next generation of leaders by making the workplace more productive, innovative, and socially responsible. Watch this exclusive interview featuring our clients John Kundert (JK)- Chief Product and Technology Officer & FT board director and Debbie McMahon- Sr. Product Manager, FT, moderated by Aruna C Newton – Global Head – Diversity and Inclusion, Infosys, sharing their views on importance of workplace culture that is not only more inclusive and equitable but also more productive, innovative, and socially responsible. Watch this exclusive interview featuring our clients Caroline Basyn – Chief Digital & Information Officer, Adecco Group and Stephanie Troester- Group SVP & Global IT Head, Adecco, moderated by Aruna C Newton – Global Head – Diversity and Inclusion, Infosys, sharing their views on breaking down barriers and importance of inclusion. Find out more about how we can help your organization navigate its next. Let us know your areas of interest so that we can serve you better. Opt in for marketing communication Privacy Statement Thank you for connecting with us. We will respond to you shortly. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigating the Future of Content Publishing

----- Article source ----- <https://www.infosys.com/industries/publishing/insights/navigating-future-content.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Increasing digital disruption is upping the stakes in the already competitive Publishing industry. As content becomes more valuable with every passing day, publishing companies are looking for ways to speed up innovation and deliver personalized customer experiences to stay ahead of the curve. Discover how Infosys leverages data, AI, machine learning & NLP technologies to help the world's top publishing giants unlock new revenue streams, reinvent their content value chain, and better engage their audiences. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigate your next in Information Services and Publishing

----- Article source ----- <https://www.infosys.com/industries/publishing/overview.html> ----- Agile Digital Services Architecture: Information Services and Publishing Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Your publishing enterprise needs to adopt a digital-first approach in response to shifts in audience demographics, technology and business. You need to understand content preferences to ensure stickiness and explore new business models to monetize a content pipeline. Significantly, you need to cultivate a captive audience and provide premium content with a paywall. The Infosys Information Services and Publishing practice builds a robust digital ecosystem to create and monetize content for publishers of portals, newspapers, periodicals, research reports, books, and multimedia products. We implement content management systems to accelerate content discovery, distill consumer insights from traffic, and repurpose content across channels and devices. We leverage advanced publishing software to enhance digital storytelling for an immersive experience. Infosys enables information services and publishing enterprises to become more resilient with the Live Enterprise framework – Experience Adopt an interactive storytelling approach to engage the audience more deeply. Insights Use predictive analytics to understand content preferences, consumption patterns and requirements of audience segments. Innovate Combine immersive experiences and location-based services to engage readers and monetize content. Accelerate Boost the ecosystem by automating content processing as well as marketing. Assure Implement cyber security solutions to safeguard subscriber data as well as intellectual property. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigating the next for Retail

----- Article source ----- <https://www.infosys.com/industries/retail.html> ----- HEAR FROM EXPERTS Insights What's New Success Stories Our Offerings Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Explore Solutions Industry Segments Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Report Infosys CMO Radar 2024 Testimonial The Right Strategy and Partnerships Will Help Us Achieve Net Zero: SSP Group Blog How Cloud Optimizes Retail Supply Chain Efficiency Through Networks Report The motive of CPG and retail

companies for migrating to the cloud is more about innovation than cutting costs

Press Release Infosys Topaz Accelerates Digital Commerce Growth for Australia's Leading Retailer, Spotlight Retail Group Retail is only as strong as its weakest link. You need to be resilient in the face of disruption. Serve shoppers at the moment of truth and curate a bespoke experience. A digital ecosystem aligns demand with supply and delivers an omni-channel experience. Navigate the new normal with Infosys and become more resilient. Agile Digital Services Architecture:Retail Agile Digital Services Architecture:Retail "You reap what you sow' is in our DNA here at Young Living. We know that a bountiful harvest is the result of months of hard work. With Infosys Equinox, we planted the seeds of our new e-commerce platform, and now with the platform and the Infosys team's dedication, we are finally harvesting. Thank you for helping to transform Young Living, and bringing us into the modern age of e-commerce." Prasad Gankanda Chief Operating Officer, Young Living "Infosys truly is a partner who is committed and sincere to make the company they're servicing successful and this totally differentiates them from other firms I've worked with" Gail Guillotte VP, Enterprise Solutions, Ricoh Americas Corporation Learn more 'Our partnership transforms the customer experience': LivePerson Learn more The Right Strategy and Partnerships Will Help Us Achieve Net Zero: SSP Group SSP Group partners with supply chain leaders and leverages digital innovation to reduce Scope 3 emissions and achieve net zero by 2040. Consumer Spotlight: Can Supply Chains be Lean, Mean and Green? Our digital experts navigate the shifts in supply chains across CPG, retail, and logistics so that businesses can become more agile, responsive and resilient in the face of disruption. CGT Webinar: Conagra Brands' 'Secret Sauce' Integration Playbook Integrating a new plant can be a challenge: integrating 14 in a single acquisition can be a nightmare How adidas' IT Resilience Fuels its Digital Growth How does a sports brand make sure its e-commerce infrastructure remains fit for purpose? Tyson Foods' Transformation into Digital-Speed Innovation We concluded the joint webinar series with Consumer Goods Technology on 19th April 2022. This edition focused on the backbone of Tyson Foods transformation to Digital-Speed innovation Webinar: Learn How Tyson Foods' Appetite for Data is Customer-Driven Many CPG companies are investing heavily in advanced analytics - which is no surprise given that data and analytics at scale can generate a 5-10% uplift in revenue. Consumer Spotlight: Quarterly Reflection - A Comprehensive Approach to Autonomous Supply Chain Consumer Spotlight: Quarterly Reflection - A Comprehensive Approach to Autonomous Supply Chain Our experts discuss strategies for navigating the retail landscape Omnichannel to Omni-experience - what do consumers expect from today's retailers? Reshaping Retail with a Human-Centric Approach - Roadmap for the Future read more Customer Experience the Starting Point of B2B Commerce read more Rising From the East: 4 Digital Commerce Trends Coming to the West read more Achieving an Autonomous Supply Chain with Demand Sensing read more Migrate to Modernize on AWS with Infosys read more Infosys Consumer, Retail & Logistics: We bring you powerful advantages to navigate your digital transformation READ MORE Catch the latest updates from the Retail industry Article Spotlight Retail Group accelerates digital customer growth press release Infosys Topaz Accelerates Spotlight Retail Group's Customer Growth in Digital Commerce View Point A path to cost take out that equals growth Analyst Recognition Infosys

Recognized as a Leader in ISG Provider Lens™ 2023 Retail & CPG Services reports - US and Europe White Paper A Framework to Evolve an Aging Ecommerce Platform Video IN THE KNOW: Brown-Forman CISO Sailaja Kotra-Turner and the Cybersecurity War WHITE PAPER 5 Must-Have Capabilities for Resilient Supply Chains in Retail perspective Supply Chain Resiliency through Visibility, Automation, and Collaboration Our strategies help global retailers grow the business Success Story The Power of Partnership - JG Summit and Infosys Case Study Walkaroo implements digital strategy for omnichannel growth Press Release Infosys and LivePerson Announce a New 360° Partnership to Drive Customer Experience Transformation Partnership 'Our partnership transforms the customer experience': LivePerson Infosys combines data-driven analytics and IP assets to drive growth across retail segments Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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'Our partnership transforms the customer experience': LivePerson

----- Article source ----- <https://www.infosys.com/industries/retail/ai-powered-conversational-commerce.html> ----- The promise of conversational AI Why is conversational AI relevant today? Why is there a surge in organizations adopting conversational AI? How will the LivePerson-Infosys 360-degree partnership stand out? Why did LivePerson choose Infosys as a strategic partner? Scaling up with the experts Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us LivePerson partners with Infosys to help brands have AI-powered conversations with their consumers, via messaging channels, as well as on websites and apps. Manlio Carrelli, EVP, Global Revenue Organization, and Alex Spinelli, Chief Technology Officer discuss how LivePerson's Conversational Cloud and AI - together with Infosys - transforms the customer experience. Conversational AI lets consumers make purchases and get answers seamlessly and quickly. LivePerson enables brands to use Conversational AI to build direct, ongoing, personalized connections with consumers on the messaging channels they love using with family and friends. Brands already using LivePerson's Conversational Cloud have seen results including up to 10x online sales conversions versus traditional web sites. We need better digital experiences with companies that we interface with every day, says Alex Spinelli, Chief Technology Officer, LivePerson. Legacy interfaces are ineffective, and conversational AI is the game-changing tech that can let brands hold genuine conversations with consumers, at scale and optimize them on an ongoing basis. The world communicates now primarily through messaging, not phone calls or in person, says Manlio Carrelli, EVP, Global Revenue Organization, LivePerson. The technology built by LivePerson makes it possible for AI to understand

consumers' natural language, then respond or route them to the right agent to handle their intent. What's more, brands are starting to use conversational experiences not only for customer care, but also for sales and marketing use cases, which is driving further growth. This partnership brings together a world-class conversational AI and commerce platform and a global technology and IT consulting organization. It enables LivePerson's Conversational Cloud technology and Infosys' commerce and marketing technologies to work together, helping clients move from outdated ways of engaging to AI-powered messaging experiences. Like LivePerson, Infosys also believes that AI-driven conversational experiences are the future of commerce. Infosys has the technological prowess and experience to scale up and meet the overwhelming demand for conversational experiences that consumers are asking for across the globe. Enterprises can achieve scalability faster by partnering with industry experts with proven experience. Infosys' thorough understanding of enterprise IT and cloud and LivePerson's leadership in conversational AI and commerce can help any organization "go conversational." Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Success Stories

----- Article source ----- <https://www.infosys.com/industries/retail/case-studies.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The Business of Currys is Underpinned by Technology The Right Strategy and Partnerships Will Help Us Achieve Net Zero: SSP Group Currys Plc achieves success with Infosys' blended team Enabling B2B2C Commerce for a leading essential oils manufacturer with Infosys Equinox Unlocking endless aisle across 800+ stores for a global lifestyle brand with Infosys Equinox Scaling digital marketing operations for a global footwear retailer with Infosys Equinox JG Summit Holdings: Digital transformation at scale WCS Support For A Leading Footwear And Apparel Retailer Infosys Transforms Application Usability For Grupo Bimbo With Oracle Cloud Infrastructure Cloud based Order and Inventory Management System for a Sports Retailer Next Gen Cloud data platform for US based department store SAP Direct Store Delivery implementation for a leading CPG company 'Our partnership transforms the customer experience': LivePerson Walkaroo implements digital strategy for omnichannel growth SAP S/4HANA Fashion Management System 1909 implementation for a renowned American clothing company Cloud managed services increases global footprint of retail enterprise An order-to-cash solution at the convergence of IoT, Artificial Intelligence and Blockchain Siam Makro opens for business in China: Establishes a cloud-first digital landscape on Oracle ERP It has been smooth sailing for JG Summit across several journeys A Complex Opportunity - A case study of a multi-billion dollar global client in the sports Infosys implements PLM solution to transform product lifecycle processes for a retailer The Three S's - Stability, Speed and Security to Increase your Online Sales People's first approach for Omnichannel Success Dairy Farm transforms merchandising

by integrating multi-format store data on the cloud Fossil strengthens supply chain operations with Infosys managed services Retail store by day, fulfillment center by night Infosys is providing us with technology enablers for success: Ricoh Americas Corporation Digital transformation of retail and CPG enterprises - A snapshot of Infosys stories Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Testimonial Testimonial Testimonial Case Study Case Study Case Study Client Testimonial Case Study Case Study Case Study Case Study Case Study Partnership Case Study Case Study Case Study Case Study Case Study Testimonial Case Study Case Study Case Study Case Study Case Study Case Study Infographic Testimonial Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Siam Makro opens for business in China: Establishes a cloud-first digital landscape on Oracle ERP

----- Article source ----- <https://www.infosys.com/industries/retail/case-studies/digital-foundation-scale.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Siam Makro, a leading Thai wholesale retailer, opened its first store in China. Infosys designed and implemented Oracle Retail and EBS on AWS Public Cloud to grow the business across mainland China. Scalability on the cloud Our solution is designed at scale and hosted on Amazon Web Services, enabling Makro to expand its footprint in mainland China. Think global, implement local Our team deployed a universal solution leveraged by Makro across the region while adapting it to local dynamics of taxation, audit, wallet integration, etc. Foundation for future-proof operations Infosys conceptualized and implemented a holistic digital landscape for greenfield operations in China geared for growth and customized for retail in China. Download the case study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Case Studies

----- Article source ----- <https://www.infosys.com/industries/retail/case-studies/digital-strategy-omnichannel-growth.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging

Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Walkaroo Group, a leading and one of the largest polyurethane (PU) footwear manufacturer, wanted to increase its global footprint across e-commerce and brick-and-mortar stores. The company partnered with Infosys to undertake a digital transformation. We devised a three-step road map to achieve business goals. Infosys designed an omnichannel ecosystem for seamless customer engagement across online and offline channels. Our blueprint envisaged a redesign of the enterprise core, advanced automation, and a smart factory ecosystem. We established a Digital Center of Excellence for successful execution of the digital strategy. Client speak 'Infosys leveraged their process expertise along with industry-leading automation practices to identify gaps in our business. They recommended solutions and shortlisted digital initiatives linked to operational and financial metrics to meet our immediate and long-term organizational goals. It has provided Walkaroo with clarity on the digital transformation required to position ourselves as an industry leader.' - Binu Rajendran, Director - IT and board member, Walkaroo Group Download Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

JG Summit Holdings: Digital transformation at scale

----- Article source ----- <https://www.infosys.com/industries/retail/case-studies/digital-transformation-scale.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us JG Summit Holdings is a multi-billion dollar conglomerate based in the Philippines with businesses across real estate, airline, food and petrochemical manufacturing, retail, and digital media. In Technology magazine, Carlos Santos, the Group CIO, discusses how the company underwent a digital transformation. JG Summit Holdings established a unified communications platform and made analytics a part of daily operations for faster decision making and execution of business strategies. Success factors Carlos believes that finding the right partners is essential. These can be internal ones, such as CEOs, CIOs, CFOs; and externally, forging a partnership with a company having domain knowledge and proven capabilities, such as Infosys. Partnering for success JG Summit Holdings partnered with Infosys for three digital transformation projects, including the company's data center migration and consolidation. Infosys migrated a disparate data center architecture across multiple business units into a single, cloud-based platform. The road ahead Carlos believes that technology is an enabler rather than the primary solution. He wants to leverage technology to achieve the company's environmental, social, and

corporate governance (ESG) goals, and drive change management. Read the article Published with permission of Technology magazine Watch Carlos Santos, CIO, JG Summit Holdings, share the company's digital journey with Infosys Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Dairy Farm transforms merchandising by integrating multi-format store data on the cloud

----- Article source ----- <https://www.infosys.com/industries/retail/case-studies/integration-retail-merchandising.html> ----- The Solution Cloud platform integrates data across multi-format retail stores Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study Dairy Farm International is an Asian retailer operating supermarkets, hypermarkets, multi-format convenience, health and beauty, and home furnishing stores, restaurants, and franchises of global brands. The company implemented SAP Retail for merchandising across 7-Eleven, Giant and Cold Storage stores in Singapore. Data systems of these retail brand stores were managed by three different applications with their own database structure and multiple code base. Infosys implemented a cloud integration platform to accumulate and transform data for 560+ stores in the required format for different store systems. Key Challenges Ready to experience? Unified platform on cloud manages data integration of Retail merchandising system with stores across formats and countries Infosys implemented an integration platform across multi-format retail stores of Dairy Farm, Singapore. Our cloud solution gathers and transforms data for 560+ stores while generating outbound interfaces for different types of store systems. Our platform serves as an integration layer for the SAP Retail system to process enterprise data such as product, price, barcode, and sales promotions information, apply business rules, and deliver data in the format required by store systems. Infosys solution leverages the AWS suite of Platform as a Service (PaaS): Rationalized cost with AWS hosting Reduced data processing time by 80% from three hours to 35 minutes Scalable solution with high availability and superior performance Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

People's first approach for Omnichannel Success

----- Article source ----- <https://www.infosys.com/industries/retail/case-studies/people-first-approach.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Melissa O'Brien, Analyst, HfS research authored this unique case study based on our client, a leading sportswear company that is predominantly wholesale but growing in direct-to-consumer. It brings out the importance of how Retailers need to work with their partners to overcome the "people problem." The client wanted to understand what motivated their customers and then wanted to engage directly with them to improve customer experience. With Infosys, they conceptualized what customer experience should look like, what tools to select, and how to align talent to solutions. The study shares how Infosys as their lead IT service partner transformed their operations across people, process, and technology to result in record performance statistics, including stock price and market capitalization. Download the Exclusive Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys implements PLM solution to transform product lifecycle processes for a retailer

----- Article source ----- <https://www.infosys.com/industries/retail/case-studies/plm-solution.html> ----- The Solution PLM solution accelerates apparel design from concept to execution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings PLM solution provides 'single source of truth' for data across the product range and enhances collaboration in the retail ecosystem Infosys replaced the legacy system with a PLM solution hosted on the cloud Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study An American retail chain wanted to upgrade its PTC FlexPLM software. The existing legacy system was archaic while the hardware neared obsolescence. Infosys went beyond upgrading the product lifecycle management system to effect a business transformation by implementing PTC FlexPLM v11.1 on the cloud. Key Challenges The retail chain wanted to address several business issues: Ready to experience? Infosys interacted with the business units

(BUs) as well as vendors / suppliers to understand their business needs. A vendor portal enabled collaboration between merchandise suppliers and mills, and decision makers of the retail chain. Our team undertook a 360-degree business process re-engineering exercise to provide a 'single source of truth.' It resulted in a 25% increase in efficiency of the sourcing process, contributing to enhanced pricing capabilities. Infosys implemented PTC FlexPLM V11.1 to drive collaboration, sourcing, and product development capabilities. Our team streamlined business processes such as color approval to avoid duplication of fabric color during material sourcing and apparel production. Similarly, the sourcing team benefits from a streamlined product costing and quotation management process for product development by leveraging a standardized calculation logic and data entry interface. It simplifies the costing process, ensures data integrity, and provides visibility into cost for accurate product decisions. Our team implemented 90% of applications by maximizing out-of-the-box functionalities while reducing customization to minimize the total cost of operations. Significantly, our approach increased process efficiencies with minimal human oversight, delivered raw material cost savings, and accelerated time-to-market by around 20%. Infosys implemented a holistic data management strategy to achieve data integrity. Our team cleansed data and developed data migration tools to prevent disruption. Our cloud-hosted PLM solution supports products and materials testing to comply with regulations in different markets. We created a library of special claims, testing specifications, guidelines, and conditions; and standards for product development. Products with special claims are integrated with Lab systems where testing is undertaken with results. It is integrated with the PLM system to provide the retail chain with a dashboard view for regulatory compliance and risk mitigation across the product development lifecycle. Delivered comprehensive coverage — apparel and non-apparel business units Improved adoption by 100%, from 27 - 56% Improved vendor/supplier collaboration with 20 - 30% increase in sourcing process efficiencies Provided ability to store and archive product data Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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It has been smooth sailing for JG Summit across several journeys

----- Article source ----- <https://www.infosys.com/industries/retail/case-studies/smooth-sailing-across-several-journeys.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Carlos G. Santos, Group Chief Information Officer, JG Summit Holdings, Inc., talks to Andal Alwan, Regional Head - APAC, Consumer Goods, Retail and Logistics, Infosys, about the successful technological journeys undertaken by his company. Infosys implemented datacenter

migration, centralization of IT infrastructure and SAP ERP for JG Summit without any disruption. All applications worked seamlessly, from day one. Commenting on the successful partnership, Lance Y. Gokongwei, President and CEO, JG Summit Holdings, Inc., said, 'The current times have emphasized, like never before, the need for digital acceleration using technologies like cloud.' He added, 'We are leveraging Infosys Cobalt to set up a secure and scalable hybrid cloud environment and transform our business using SAP S/4HANA.' Learn more about Infosys Cobalt Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Global wellness company NBTY selects Infosys to transform its IT landscape

----- Article source ----- <https://www.infosys.com/industries/retail/features-opinions/global-wellness-company-partnership.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has inked a multiyear partnership with NBTY Inc., a leading global vertically integrated manufacturer, marketer and distributor of a broad line of high-quality, value-priced nutritional supplements. Through this partnership, Infosys will provide development and support services for NBTY's IT systems. Infosys will provide enterprise-wide application development and maintenance services for NBTY's IT landscape, including Oracle E-Business Suite and legacy systems. The scope of services, which started with the support of Oracle E-Business Suite, will now extend across a range of application management services for NBTY's entire IT landscape. The key drivers for the five-year deal were improved operational efficiency, faster speed-to-market, and better quality of service. NBTY hopes to benefit from investments made by Infosys in the application management services space to simultaneously reduce its total cost of ownership, while improving customer service. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Improving customer loyalty through in-store mobility

----- Article source ----- <https://www.infosys.com/industries/retail/features-opinions/improving-customer-loyalty-mobility.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating

Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Self-service implementations in a retail environment have mainly consisted of kiosk stations or self-service check-out stands. With over half of all e-retail traffic originating from smartphones and tablets, the mobile commerce industry is at the cusp of exponential growth. It provides an opportunity for retailers to combine e-commerce, social media, and native mobility such as location-based services into a powerful, omni-engaged customer channel. Retailers have understood the need to have mobile apps, but only one in ten currently offers in-store features in their mobile applications. In this article, an Infosys expert shares his views about how, with emerging retail channels and competition, today's retailers need to find new ways of inspiring customer loyalty as customer satisfaction is simply not enough. Read Published with the permission of Retailer Magazine (First appeared in Retailer Magazine) Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Omni-channel: A roadmap for success

----- Article source ----- <https://www.infosys.com/industries/retail/features-opinions/improving-inventory-management.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The retail environment is increasingly being characterized by a trend-driven demand. Consumers are now shopping online as well as at traditional brick-and-mortar stores. In order to reach them at the right time and place, companies need to adopt omni-channel strategies to be more effective, and improve inventory visibility and planning of merchandise across channels. Read article Published with the permission of IndianRetailer.com Anil Pahwa Senior Principal – Retail, CPG, and Logistics, Infosys At Infosys, Anil works closely with apparel and footwear clients. He has over 25 years of experience in business and consulting assignments in supply chain, sourcing, inventory management, PLM, ERP, supplier collaboration, product development, SAP, and overseas manufacturing. Shantanu Roy Principal Consultant – Digital Integration Services, Infosys Shantanu is a competency anchor for the warehouse management practice (delivery). He has spent the last 16 years helping clients optimize their supply chain planning and execution processes. He is now focused on implementing a warehousing solution for a transformational buy-online-ship-from-store initiative for a major US retailer. Shantanu has been with Infosys for the past three years. Amitabh Mudaliar AVP and Senior Client Partner – Retail, CPG and Logistics, Americas, Infosys Amitabh currently manages large client relationships globally for Infosys. He has

more than 18 years of business and IT consulting experience in the retail / CPG industry. He has helped retailers manage and implement several large ERP / supply chain transformation initiatives. His specializes primarily in supply chain planning, space planning (macro / micro), store production planning, merchandise planning, store operations, and data synchronization for grocers. Company Subsidiaries Programs Support Connect with us
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Infosys IP gauges shopper intent to recommend products

----- Article source ----- <https://www.infosys.com/industries/retail/features-opinions/ip-personalized-shopping-experience.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Patents shape a personalized shopping experience Retailers can deliver a personalized experience by helping shoppers finalize a shopping list, locate items, and benefit from product reviews. Trained sales personnel can help undecided shoppers, but they cannot cope up with the demand during peak hours. The Infosys Retail practice has patented recommendation systems that assist shoppers in real-time. Our intuitive methods refine a shopping list by determining a category of interest - based on historical data, shopper profile, preferences, buying patterns, and / or product features extracted from an image. Our systems recommend alternative product(s) when an item in the shopping list is not available at the store. Our technique to provide a dynamic shopping path based on the shopping list, enables shoppers to access products, and complete shopping in the shortest possible time. The United States Patent and Trademark Office (USPTO) has granted patents to Infosys for an immersive shopping experience: Methods, devices and non-transitory computer-readable media for augmented reality shopping The augmented reality environment is enhanced by combining location-based information and social media. Our system allows shoppers to scan the visual code of a product (QR code or barcode) using a mobile device and evaluate reviews, feedback, and ratings on social media to make an informed purchase. Methods, systems and computer-readable media for recommending a shopping path Our invention assesses each item in a shopping list and recommends the shortest shopping path in the store - from the entrance to a billing counter. System and method for providing intelligent recommendations Our system predicts a shopper's requirement by analyzing an image received from a webcam, digital camera, scanner, remote computing device, mobile device, or a storage drive. It provides recommendations by correlating products with features extracted from the image, including physical characteristics, facial features, location, patterns, shapes, aesthetics, furniture, furnishings, layout, colors, and dimensions. #RethinkRetail: learn more about our omni-channel commerce, supply chain and space optimization patents Learn more

Infosys awarded multi-year contract by House of Fraser

----- Article source ----- <https://www.infosys.com/industries/retail/features-opinions/multi-channel-business-it-infrastructure.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been awarded a multi-year contract by British retailer House of Fraser to transform its multi-channel business and IT infrastructure. Frank Slevin, Chairman, House of Fraser, said, "This program will help us realize faster time-to-market as we adopt new and advanced technologies to enhance our multi-channel business. The benefits from this program will also allow us to achieve our business goals as we go global. We look forward to building a long term strategic relationship with Infosys." House of Fraser is a British department store group with over 60 stores across the UK and Ireland. It was recently acquired by China's Sanpower Group. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys IP delivers omni-channel retail experience

----- Article source ----- <https://www.infosys.com/industries/retail/features-opinions/omni-channel-commerce-patents.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Our patents aggregate mobile, social and augmented reality to deliver a personalized shopping experience across channels. Global retailers can develop a better understanding of shoppers' behavior - in-store and online - by following preferences and recommendations across social media. With this knowledge, they can deliver a superior shopping experience by providing product information via 3D imagery, augmented reality, and social media applications. The Infosys Retail practice combines augmented reality with social commerce for omni-channel retailing. Our patented inventions harness the profiles of shoppers to deliver a personalized shopping experience across retail channels. Advanced techniques minimize the time and effort invested to develop and maintain e-

commerce portals. Our systems analyze the preferences and habits of shoppers to suitably alter the course of their shopping experience and increase cross-sell opportunities with relevant product recommendations. The United States Patent and Trademark Office (USPTO) has granted Infosys several patents for omni-channel retailing: System and method for creating an e-commerce website in real time Our system enables real-time changes to the user interface of e-commerce applications across structural, aesthetic and functional layers. System and method for augmented reality and social networking enhanced retail shopping Our method facilitates overlaying augmented reality based product attributes with data from social networks for informed purchase decisions. Method and system for contextual advertisement recommendation across multiple devices Our invention recommends personalized offers by combining product information with knowledge of customers' preferences. System and method for performing a shopping activity through a wireless computing device Our system uses wireless technology to enhance the in-store shopping experience. It delivers personalized offers to customers' mobile devices when they are at retail outlets. Collaborative filtering-based recommendations Our recommendation system applies collaborative filtering to match a customer's profile with relevant products based on past shopping behavior. RFID-based product level availability Our system uses pervasive technologies to facilitate inventory control by monitoring availability of products on retail shelves. Learn more about our omni-channel commerce solutions Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Maybelline engages customers with a mobile solution

----- Article source ----- <https://www.infosys.com/industries/retail/features-opinions/optimized-website-mobile-devices.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Maybelline, a global leader in the make-up market, has partnered with Infosys to create, test and deploy an optimized website for a wide range of mobile devices. The website will showcase promotions for new products, tutorial videos, and make-up tips for Maybelline users. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Space management and optimization techniques to facilitate shopper-friendly merchandising

----- Article source ----- <https://www.infosys.com/industries/retail/features-opinions/space-optimization-patents.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has patented space optimization techniques for retail and CPG enterprises Retail and consumer packaged goods (CPG) companies can enhance store, space, assortment, and merchandise planning with integrated resource-asset management and an enterprise data repository. However, third-party tools may not optimize space via planograms at a product, fixture, store, and cluster level. The Infosys Retail practice uses patented optimization techniques to plan, allocate, distribute, and display products for merchandisers and retailers. Our automated optimization techniques maximize floor and shelf space, while developing visually appealing shelves to attract shoppers. Our scalable systems incorporate context-specific as well as context-agnostic business constraints, such as inventory, supply chain, labor, portfolio, product size, packaging, budget, promotions, and price - for macro and micro space optimization. Our integrated store, assortment and space plans, help merchandisers plan and allocate space for items and product categories across formats, stores, and seasons. Templates and configurable rules maximize resource utilization across the merchandising cycle. The United States Patent and Trademark Office (USPTO) has granted Infosys retail space management patents: Simultaneous micro space and assortment optimization for products What-if analysis refines assortment parameters, constraints and product attributes to improve optimization of product assortment and planograms for specific store / cluster, season, demographics, location, and fixture, etc. Method and system for optimization of resources Our flexible resources optimization method displays results in diverse 2D and 3D formats - spreadsheets, reports, flowcharts, planograms, graphs, diagrams, pictures, layouts, and assortment plans. System and method for space and resource optimization Our system automatically creates constraints and business rules from existing data, such as a planogram, floor plan, or point-of-sale. #RethinkRetail: learn more about our omni-channel commerce, supply chain and personalized shopping patents Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys designs customer-friendly supply chains

----- Article source ----- <https://www.infosys.com/industries/retail/features-opinions/supply-chain-patents.html> ----- Insights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys IP achieves supply chain excellence by combining location and tracking services. A nimble supply chain and streamlined workflow help retailers sense and respond to demand effectively. A responsive global supply chain fulfills demand while reducing the operational costs involved. The Infosys Retail practice uses patented processes and techniques to match demand with the availability of products on retail shelves. Our indigenous model moves merchandise seamlessly across the supply chain. It calibrates the movement by matching anticipated demand with inventory at a store. Significantly, our transshipment program ensures better responsiveness to customer demand, higher productivity of labor, and increased profitability of the retail enterprise. The United States Patent and Trademark Office (USPTO) has granted Infosys several patents in supply chain management: System and method for determining location of a product item Our theft and pilferage prevention mechanism captures radio frequency signals from identification tags to locate retail assets. System and method for establishing transshipment of a product between stocking locations The decentralized protocol and automated techniques in our transshipment system sense inventory deficit in stocking locations and respond to spikes in demand. System and method for identifying and tracking shopping carts Our method tracks shopping carts using video sensors to capture images and decodes data from identity plates on carts at the store. RFID based product level availability Our system uses pervasive technologies to facilitate inventory control by monitoring availability of products on retail shelves. Learn more about our supply chain solutions Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Gain visibility across the fiber-to-fashion lifecycle

----- Article source ----- <https://www.infosys.com/industries/retail/industry-offerings/apparel-footwear.html> ----- Overview Our product planning solutions support calendar management of multiple products. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should calibrate the shop window and floor plan based on demand for premium brands and

private labels. You need to transcend commoditization by differentiating apparel and footwear brands based on perceived value and corresponding price points. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Apparel and Footwear The Infosys Retail practice helps apparel and footwear retailers align the supply chain with consumer trends. Our product management solutions ensure consistent quality and pricing across stores and direct channels. Our supply chain solutions optimize inventory; mitigate risks; and comply with social, environmental and technical guidelines. We help you navigate the branded apparel and footwear landscape by optimizing the distribution network as well as store-level assortment plans. We incorporate the voice of customers into the product lifecycle - from concept to finished output. It increases the design-hit ratio, encourages impulse buying, and facilitates markdown management. Our experts use advanced analytical techniques for size optimization, profiling and pack optimization. Infosys solutions for apparel and footwear retailers Product lifecycle management Application implementation and support Product data management Quality control and compliance audit Omni-channel commerce Demand planning and marketing mix modeling Assortment management Merchandising and pricing Point-of-sale solutions Supply chain systems Logistics and distribution Supplier relationship management Warehouse management Supply chain analytics Corporate ERP integration Digital process optimization Enterprise mobility Customer experience management Success story : Footwear retailer boosts revenue by integrating marketing channels HfS Research analyzes an Infosys marketing optimization solution that helped a footwear retailer in USA reduce media costs and improve campaign response by 5%. Merchandising approach enables a judicious assortment of branded products and private labels. Advanced suite of tracking tools monitor finished styles as well as work-in-progress. Article Building a responsive supply chain for apparel and footwear retailers Features Opinions Infosys patents gauge shopper intent to recommend products Article Catch up with the omni-channel customer Case Studies Infosys provides vital support for our supply chain operations: Andrew Hess, Vice President of Enterprise Systems, IT Administration, Fossil Group Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Increase the shopping basket size

----- Article source ----- <https://www.infosys.com/industries/retail/industry-offerings/departments-stores.html> ----- Overview Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your department store needs to serve the local population by sourcing global products. Your assortment and pricing strategies must resonate with the local market as well as customer sentiment. Your inventory management system should function with clockwork precision to replenish stock while minimizing inventory. Being

Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Department Stores The Infosys Retail practice instills data analytics discipline at department stores. We distill demographic as well as psychographic insights for accurate micro-segmentation of customers. A nuanced understanding of shopping habits helps forecast demand and increase customer spend. Our macro and micro-level planning solutions optimize the floor, shelf and window space. We use modular components to ensure smooth execution during seasonal variations in demand. White paper : Blend convenience and flexibility with interaction to engage shoppers Retailers should reengineer the purchase journey of millennial shoppers with bespoke technologies to seal deals faster and cultivate meaningful relationships. Rich experience in implementing 'buy anywhere - pickup anywhere - return anywhere' retail models. Data-driven marketing approach boosts sales by identifying blind spots, integrating the digital and in-store experience, and stimulating repeat purchase. Category management and assortment strategies improve turnover across lines of products. Client Speak Infosys transforms the IT landscape and business processes at Family Dollar Features Opinions Patented space optimization techniques facilitate shopper-friendly merchandising Article Predictive analytics ensures smart retailing Article Combine online convenience with in-store personalization Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Attract and retain customers with digital services

----- Article source ----- <https://www.infosys.com/industries/retail/industry-offerings/digital-customer-engagement.html> ----- Overview Our customer-oriented processes distill insights from real-time data to personalize the experience. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Customer-centric Stages Of Excellence (SOE) framework Master Data Management (MDA) credentials Technology Backbone Your retail store needs to cultivate loyal customers by adopting customer-oriented merchandising and marketing solutions. You should improve targeting as well as conversion through contextual promotions / offers. You require cross-channel visibility as a prerequisite for one-on-one customer relationships. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Digital Customer Engagement The Infosys Retail practice offers digital transformation services for customer-oriented retailing. Our digital customer engagement solutions deliver a personalized, omni-channel experience. Digital solutions maximize the lifetime value of customers by engaging and influencing customers at the moment of purchase. We establish a customer data integration strategy as part of our enterprise

information management programs. We capture data from diverse sources to provide you with a 360-degree customer view. Our centralized customer database incorporates demographic and psychographic data, preferences, in-store and online shopping behavior, customer service records, and transaction history including returns, exchanges and promotional sales. 4-stage CDI approach transforms laggards into pioneers Strategy, design and implementation expertise across leading MDM customer data solutions such as IBM, Oracle UCM, Informatica, TIBCO and SAP Master Data Governance for customer Model tuning, IPR tuning using production well tests, and tuning of equations of state (EoS) and plotting Success story : Dansk Supermarked launches click-and-collect service An advanced e-Commerce platform enables the leading retail group to stimulate order frequency and increase customer basket size, while rationalizing costs. Advanced tools identify the most valuable and profitable customers and segments. Digital approach drives conversion by influencing customers across the purchase journey. Data management techniques reconcile customer data from diverse channels for a unified customer view. Clients Speak Infosys helped us better engage with guests and employees: Chris Chang, Senior Vice President of Technology, Strategy, and Development, Darden Restaurants Article Adaptive systems drive hyper-personalized shopping experiences Article Influencing the purchase journey of millennial shoppers Article Catch up with the omni-channel customer Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Enable seamless self-service and checkout with contactless shopping

----- Article source ----- <https://www.infosys.com/industries/retail/industry-offerings/extended-store-retail.html> ----- Overview Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should minimize customer-store associate interaction to mitigate health risks. You need to innovate at a format / fulfillment level by introducing pop-up stores and enabling 'buy online, pick-up in store' and curbside delivery. You need to mine consumer insights from shopping behavior to attract and retain shoppers. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Extended Store for Retail The Infosys Retail practice introduces Extended Store, an app that combines the convenience of contactless commerce with the personal touch of shopping at the retail store. It enables seamless and convenient shopping with a zero-touch journey and accelerated checkout. In addition, it serves as an effective marketing, merchandising and productivity tool. The Infosys Extended Store incorporates advanced data analytics to glean consumer insights from shopping behavior for targeted promotions.

The plug-in functionality of our Extended Store app enables brick-and-mortar retailers, grocers and supermarkets to create pop-up stores and hyperlocal micro-markets. It functions alongside staff-intensive models such as curbside pickup or home delivery while significantly reducing the real estate footprint of retailers. Our platform-independent, light-weight mobile app does not require IT support or modifications to intricate retail processes. Geo-tagging based on GPS coordinates of the store enables scheduling of shoppers' visits and logistics optimization. An intelligent recommendation engine uses GPS data, in-store traffic and other information to help shoppers select a store and schedule a visit. The Extended Store tracks customers in the store and their digital as well as physical shopping carts in real time. Store associates scan the QR code on the payment receipt to access the shopping cart from an enterprise device. This mode of cart validation by an associate ensures seamless, contactless checkout while preventing fraud. Significantly, product traceability minimizes loss and shrinkage by supporting inventory management. Extended Store facilitates a contactless customer journey - from browsing and 'add to cart' to self-checkout. Our app allows retailers to pivot to flexible store and delivery formats without point of sale system upgrades. Our app enables persona-based shopping journeys with targeted promotions by leveraging advanced data analytics. Point of View Changing consumer habits inspire physical store transformation Article Three ways physical retail can capture opportunities Article Customer experience in the new retail Insight Retail store by day, fulfillment center by night Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Enhancing shopping experience with virtual grocery stores and more.

----- Article source ----- <https://www.infosys.com/industries/retail/industry-offerings/grocery.html> ----- Overview Our consultants adopt an ethnographic approach to develop buying personas. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your grocery store needs to transcend aisles and meet the expectations of digital consumers. You should converge physical and online retailing to replenish the shopping basket / cart and increase profitability. You require new grocery retailing business models to drive growth. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Retail practice partners with grocery stores to enhance shopper experience management. Our experts develop fulfillment models based on demand forecasts and business intelligence. We help brick-and-mortar grocery retailers address the seismic shift in grocery delivery service by building virtual grocery stores that recreate the store

experience for millennial shoppers. Our location-based services boost sales by influencing shopping behavior at the store. Infosys services for grocery stores Basket building Contextual recommendations Portal content personalization Social curation Customer analytics Location based services Personalized in-store offers Real-time digital coupons Flash sales/markdown advertisements. Value added services Single click subscription re-ordering Mobile wallet-passbook integration Crowd sourced product development/ assortment White paper : Digital technologies create stores of the future Retailers can become more agile and responsive by implementing IT solutions and modernizing workforce management. Suite of 'last-mile' logistics solutions for prompt delivery. Analytical tools provide business insights into the shopping experience by analyzing data from multiple channels. Rich experience in implementing variations of click-and-collect models, drop boxes and dark stores. White Paper A Framework to Evolve an Aging Ecommerce Platform Article Omni-channel marketing for grocery retailers Article How food scanners, talking vegetables and blockchain can transform an industry Article Infosys designs customer-friendly supply chains Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Boost profitability with premium labels

----- Article source ----- <https://www.infosys.com/industries/retail/industry-offerings/luxury-products.html> ----- Overview Our governance models prioritize investment in products and marketing. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should combine upscale and 'functional luxury' merchandise to maximize revenue. You need to engage shoppers of luxury goods with personalized service for repeat purchase. Your marketing strategy should focus on luxury spending while recasting brands for niche markets and customer micro-segments. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Luxury Products The Infosys Retail practice helps luxury fashion and lifestyle brands increase customer wallet share through accurate demand forecasting. Our digital tools help product differentiation and capitalize on the premium of luxury brands. Our omni-channel commerce solutions enhance pre-sales, in-store and after-sales experience while retaining the exclusivity of luxury brands across apparel, jewelry, leather goods, watches, eyewear, writing instruments, and beauty products. Infosys solutions for luxury brands Connected commerce Channel alignment Digital marketing Location based targeting Augmented reality Mobile point-of-sale Customer experience User journey/persona development Experience and usability design Product prototyping Campaign optimization Supply chain Workflow automation Distributed order management Warehouse and fulfillment management Collaboration platforms Analytics Organizational readiness Offer

optimization Customer and market insights Social sentiments Digital intelligence White paper : Blend convenience and flexibility with interaction to engage shoppers Retailers should reengineer the purchase journey of millennial shoppers with bespoke technologies to close deals faster and cultivate loyal customers. Rich experience in defining omni-channel road maps, implementing distributed supply networks, and establishing customer service centers. 'One enterprise' customer front-end and fulfillment solutions minimize lost sales and optimize inventory. Indigenous frameworks, accelerators and toolkits accelerate digital and mobile-enabled applications. Case Studies Infosys provides vital support for our supply chain operations: Andrew Hess, Vice President of Enterprise Systems, IT Administration, Fossil Group Article Marketing optimization enhances campaign planning and execution Article Adaptive systems drive hyper-personalized shopping experiences Article Unlock value through analytics-driven insights Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Use market basket data to grow traffic

----- Article source ----- <https://www.infosys.com/industries/retail/industry-offerings/mass-merchandise.html> ----- Overview Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your mass merchandise store needs to attract and retain millennial consumers with a wide assortment of products. You require real-time visibility into inventory, pricing and promotions to offer a superior shopping experience. Your order fulfillment approach should address the high variety retail environment. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Retail practice provides mass merchandisers with visibility into basket data. Our merchandising experts combine behavioral targeting with forecasting tools and execution programs to meet the expectations of your customers. Our team has rich experience in omni-channel retailing. It helps us maximize digital touch points and reconfigure retail channels as well as store formats to capture spend across generations of customers. Success story : Dansk Supermarked launches click-and-collect service An advanced e-Commerce platform enables the leading retail group to stimulate order frequency and increase customer basket size, while rationalizing costs. Inventory and supply chain strategies minimize operating costs as well as stock out. Digital marketing solutions enhance brand awareness and increase wallet share. Supplier collaboration tools accelerate product launch. Article Catch up with the omni-channel customer Clients Speak Infosys transforms the IT landscape and business processes at Family Dollar Article Predictive analytics ensures smart retailing Article Patented space optimization techniques facilitate shopper-friendly merchandising Company

Empower consumers to make purchases anywhere, anytime

----- Article source ----- <https://www.infosys.com/industries/retail/industry-offerings/omni-channel-commerce.html> ----- Overview Our digital tools offer a unified view of real-time inventory and customers across channels. It enables seamless offline and online services. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your retail business should morph into an omni-channel store to maximize the millennial customer's share of wallet. You should allow shoppers to discover, evaluate and get the best deal using smart televisions, Internet of Things appliances and eCatalogs. You need to align inventory with demand to help customers buy via any channel and fulfill orders cost-effectively. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Omni-channel Commerce The Infosys Retail practice offers cloud-based omni-channel solutions at the intersection of conventional, digital and mobile commerce. Omni-channel retailing provides customers with a personalized, channel-agnostic experience across touch points. Infosys reengineers business processes to address organizational, technical and logistical challenges in the seamless movement of products between channels. We help you offer flexible delivery models, including click-and-collect and the exchange of online purchases at retail stores. Success story : Footwear retailer boosts revenue by integrating marketing channels HfS Research analyzes an Infosys marketing optimization solution that helped a footwear retailer in USA reduce media costs and improve campaign response by 5%. Cloud-based platform provides a unified digital experience across connected devices, which cultivates loyalty and increases customer lifetime value. Technology engines, pre-configured reference templates, proprietary toolkits, accelerators, and collaboration platforms for supply chain partners facilitate implementation of models to reduce delivery lead time and / or cost of operations. The Infosys Omni-channel Personalization Engine presents personalized content to each consumer regardless of the access channel, time and location. In addition, it offers insights into consumer behavior as well as effectiveness of campaigns, and provides tools to fine-tune outcomes. Case Studies Dansk Supermarked transforms into omni-channel retailer Article Infosys IP delivers omni-channel retail experience Article Catch up with the omni-channel customer Article Omni-channel marketing for grocery retailers Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Comply with pharma pricing regulations

----- Article source ----- <https://www.infosys.com/industries/retail/industry-offerings/pharmacy.html> ----- Overview Our claims and revenue management tools minimize revenue leakage. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your pharmacy requires visibility into the supply chain to identify medication nearing expiration and eliminate counterfeit drugs. You need to optimize inventory and minimize returns to boost profits. You should reconcile third-party claim reimbursements with pharmacy contracts to discover short / over payments. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Pharmacy The Infosys Retail practice partners with drug manufacturers, pharmaceutical distributors, chemists, and pharmacy networks / stores to mitigate risks in retail operations. We assimilate granular data across the pharmaceutical supply chain to manage receipts, orders, distribution, returns, and invoices. We develop dashboards for real-time reporting of business metrics, which helps pharmacy retailers plan promotions and reallocate capital freed up by credit from pharmaceutical manufacturers. Success story : Revenue management program helps pharmacy retailer reduce shrink by 5% Our loss prevention solution enabled a global pharmaceutical retailer to better manage inventory at the store and item level by providing visibility into 5,000+ stores. Pharmacy workflow management framework incorporates best practices such as central fills, remote workflow processing, pedigree compliance, and Medicare Part D claims processing. Pharmacy contract and revenue management solution evaluates receivables against contractual obligations with third-party payers / pharmacy benefit managers. Pharmacy decision support system supports sales and operations planning. Article IT powers smart stores of the future Clients Speak Predictive analytics ensures smart retailing Article Unlock value through analytics-driven insights View point Social Selling - Key Considerations for the Seller Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Cultivate diners who share their experience

----- Article source ----- <https://www.infosys.com/industries/retail/industry-offerings/quick-service-restaurants.html> ----- Overview Our forecasting models predict demand, while our reporting tools monitor operations, risks and wastage. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging

Offerings Your quick service restaurant needs to combine local / organic produce with an exclusive dining experience to cultivate casual diners. You should influence diners to participate in culinary events and recommend your restaurant on social media. You should invest in digital tools that help guests make food choices based on nutritional value, ingredients and calorie count. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Quick service restaurants The Infosys Retail practice offers restaurant management solutions that deepen engagement with customers. We streamline business processes at standalone fast casual restaurants and quick service chains to improve productivity, ensure food safety, and increase profitability. You can increase average order size by moving from mass marketing to customer relationship management-driven operations. Our digital platform solutions help you customize the menu and cater to the local palate while managing changes to orders. Our mobility solutions reduce wait time with tableside ordering and settlement. In addition, we create digital display units to promote meal offers, daily specials, and 'happy hours.' Restaurant-specific portals incorporate search engine optimization techniques to drive traffic to the website, and provide intuitive navigation for online ordering. Order management systems integrate inventory, accounting and billing modules to dynamically create combo orders and ensure prompt checkout. Knowledge management approach motivates employees to undertake training programs and assimilate the restaurant culture. Clients Speak Infosys helped us better engage with guests and employees: Chris Chang, Senior Vice President of Technology, Strategy, and Development, Darden Restaurants Article Marketing optimization enhances campaign planning and execution Article Infosys patents gauge shopper intent to recommend products Article Combine online convenience with in-store personalization Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Create memorable shopping experiences with Infosys Equinox

----- Article source ----- <https://www.infosys.com/industries/retail/industry-offerings/retail-infosys-equinox.html> ----- Overview Infosys Equinox, our digital commerce platform driving human-centric and memorable omnichannel shopping experiences. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Serving consistent pricing, promotions, content, merchandising and personalization across digital and physical experiences Delivering and scaling new digital features without adding technical debt to backend systems Enabling site administrators and merchandisers to keep digital content, offers, graphics and landing pages fresh without reliance on technical teams Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services

Platforms Infosys Knowledge Institute About Us Infosys Retail offers an integrated, cloud-native ecosystem to drive engaging and personalized shopping experiences. Infosys Equinox, our omnichannel commerce platform, enables consistent, secure and seamless customer engagement across devices, touchpoints, and social channels. Infosys Equinox provides a future-ready architecture to rapidly deliver unique and engaging shopping experiences for digital consumers of brick and mortar as well as online retailers. Infosys Equinox combines an API-first microservices-based architecture with open-source technologies and cloud-agnostic deployment, making it the most flexible commerce platform on the market. Each headless microservice incorporates rich functionality to extend digital commerce across digital and physical touchpoints including content, mobile apps, voice and IoT, with the ability to orchestrate and fine-tune business logic to support ever-evolving use cases and emerging channels. The foundational framework of Infosys Equinox can also be used to build custom microservices for any experience. Modular components enable localization of the web / mobile interface for language, currency, payment, address, and delivery. In addition, it minimizes the time, effort and infrastructure needed to deliver new experiences such as product-specific or promotion-related content. Our headless modular digital commerce platform offers pre-built solutions such as virtual closet, AI-driven chatbot, AR/VR, virtual try-on, scan-and-go checkout and live shopping that are interoperable with technology portfolios and legacy platforms. It provides retailers with the speed and agility to acquire new capabilities, launch innovative services, and grow their digital footprint, in as fast as six weeks. Integrated with enterprise systems, Infosys Equinox supports a 360-degree view of the customer to enable rich customer profiling, omnichannel targeting, and marketing mix modeling. This helps retailers influence the shopping journey, deepen customer engagement, and drive conversion by capitalizing on real-time data as well as consumer insights. The Infosys Equinox platform creates an endless aisle that allows shoppers to easily access digital product catalogs, evaluate reviews and ratings, obtain price and discount information, redeem coupons and loyalty points, request for assistance, and make a purchase. Significantly, it enriches the shopping experience via the new-age commerce channels like AI-based chatbot, IoT-enabled checkout, augmented / mixed / virtual reality-driven interaction, voice-assisted support, ML-based personalized recommendations, and value-added subscription service. Video: Infosys Equinox - The Human-centric Digital Commerce Platform Headless microservices enable seamless and unified experiences across channels and allow them to be centrally managed. Customer engagement and response across channels and campaigns rolls seamlessly into a single 360-degree view of the customer. Content and offers can be targeted to specific markets and customers when desired Rich APIs extend commerce services to any touchpoint, with flexible orchestration supporting rapid changes to business logic and functionality. IT teams can leverage DevSecOps and Continuous Integration/Continuous Delivery pipelines and push updates multiple times per day Robust business user tooling supports content management, scheduling, landing page design and drag-and-drop merchandising through a unified console Blog Customer experience in the new retail Brochure Rising From the East: 4 Digital Commerce Trends Coming to the West Point of View Evolve with Your Customers and Create Memorable Shopping Experiences Success Story Our

Infosys Cobalt - Retail Cloud

----- Article source ----- <https://www.infosys.com/industries/retail/industry-offerings/retails-circle-disruption.html> ----- Overview A cloud-native, retail-specific blueprint that focuses on the rapidly evolving and disruptive forces of the industry Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Exceptional Experiences: Putting the Customer at the Center of it all Resiliency at its Core: Autonomous & Efficient Supply Chains Insights to Actions: the Real Power of Retail Data Efficiency Unleashed: Streamlining Retail Financial Processes Cognitive First: The Future of Operational Excellence Retail Sustainability: Accelerating the Journey with Planet-Friendly Solutions Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Retail's Circle of Disruption The retail industry is experiencing significant disruption across its supply chain, customer behavior, data explosion, sustainability, workforce, and inflationary pressures. To thrive in this environment, retailers must completely re-envision how they create value and adopt new business models and customer offerings that drive meaningful growth. Infosys Cobalt Retail Industry Cloud addresses these industry-specific challenges. It is a cloud-native, retail-specific blueprint that focuses on the rapidly evolving and disruptive forces of the industry and caters to the unique requirements across the retail value streams. Easily customizable and with pre-built integration connectors, Infosys Cobalt Retail Industry Cloud enables retailers to adopt next-generation trends at speed and with ease. Enabling Cloud to deliver the next-generation retail experience. Adopting a Cloud-First strategy is becoming a necessity for retailers to handle these rapidly evolving 'forces of change'. The Infosys Retail Cloud Starting with the digital capabilities that are often adjacent to the conventional capabilities that ISVs provide, these whitespaces are targeted as part of the initial Infosys Retail Cloud offerings. These business solutions and platforms have been: enabling retailer to adopt next generation trends at speed and with ease. While the Cloud provides the necessary technology and agility to deal with these disruptive forces, Retailers are finding it challenging to leverage the plethora of cloud solutions with little to no blueprint, frameworks, or best-practices to go about creating business value through these technologies, resulting in wasted time, effort, and cost. With an ever-increasing rise in the number of cloud services and products from multiple hyperscaler and technology vendors, there is compounded complexity in identifying the right solution for every retailer's unique requirement. By utilizing retail cloud technology, retailers can offer a personalized, seamless, and omnichannel experience to their customers. Retailers who prioritize customer experience in their retail cloud strategy are likely to attract and retain more customers,

resulting in increased sales and revenue. The Infosys Retail Cloud provides the means to accomplish this. Infosys Equinox Infosys XR Visualization Platform Computer Vision frictionless checkout Inventory Shrinkage Detection Autonomous Retail Store Offering Today, disruptive forces are exposing compromises made across the supply chain in terms of efficiency, resiliency, agility, and responsiveness. To step up their game, requires organizations to build outside-in sensing capability covering demand, supply, and logistics sensing. Advances in cloud-powered technologies across Data Science, AI, IoT, 5G networks etc. can now be used to drive significant optimizations across the supply chain. Infosys Intelligent Forecasting Workbench Smart Factory Digital Twin Infosys Inventory Visibility Infosys' Supply Chain Control Tower Infosys Revenue Growth Management In today's world, data is a valuable asset that can be leveraged to gain insights, make informed decisions, and drive business success. By harnessing the power of data, businesses can better understand their customers, optimize their operations, and identify new opportunities for growth. With advancements in technology and the rise of big data, organizations can collect, analyze, and interpret vast amounts of data to inform their strategies and decision-making processes. Whether it's through data analytics, machine learning, or artificial intelligence, businesses that leverage the power of data are better equipped to stay competitive in a rapidly changing business landscape. Infosys Retail Insights Platform: Infosys Consumer Genome By leveraging financial management cloud technology, retailers can gain a better understanding of their finances and make data-driven decisions that drive growth and profitability. With the help of AI and fraud analytics tools, retailers can detect unusual patterns in their financial data, track suspicious transactions, and prevent fraudulent activities. Infosys Accounts Payable on Cloud (APOC) Fraud Analytics Infosys' Cognitive First framework is specifically built for forward-looking organizations that look to cope with the dynamically altering market conditions while staying ahead of the competition. The framework houses a powerful collection of use cases and solution accelerators that enable digital experiences and boost operational efficiencies. Cognitive First makes this possible by integrating data, ML, IoT, knowledge management and cognitive automation capabilities to amplify enterprise intelligence across the value chain. Intelligent Store Cockpit: Infosys Cortex Infosys Live Enterprise Suite Our suite of Cloud-based sustainability solutions is meant for enriching human experiences, green-building operations, enabling rapid adoption of IoT Technologies and maximizing the impact of building data through analytics to enable real-time decision making. Our solutions are helping retailers better comply with environmental regulations, enhance sustainability performance and accelerating their sustainability journey. Smart Spaces View point A Framework to Evolve an Aging E-commerce Platform White Paper 5 Must Have Capabilities for Resilient Supply Chains in Retail Video How adidas' IT Resilience Fuels its Digital Growth Insight Retail and E-commerce Fraud Detection and Prevention Management Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Provide omnichannel service to engage with customers

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/customer-engagement.html> ----- Overview Our omnichannel approach enables customers to seamlessly resolve issues across channels. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Customers want queries about waste collection, and related services to be addressed round the clock. Enterprises need to route calls from a contact center to minimize human intervention and reduce total cost of operations. Digital consumers engage with brands across channels and touchpoints. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Waste Management practice adopts an omnichannel approach to attract, engage, and retain customers. We blend automation with cognitive technologies to facilitate two-way communication between the business and customers. It helps waste management enterprises become more responsive by aligning processes to better serve customers. Our Live Enterprise suite transforms the business into a sentient enterprise that senses and responds to the needs of customers. Our customer engagement solution for waste management spans the customer lifecycle and industry value chain - from sharing waste collection schedules/ route updates and billing alerts to resolving customer queries and providing proactive service. Our team combines portal, mobility, and smart solutions to provide personalized service across digital channels. Infosys streamlines processes and develops seamless data pathways across the supply chain to serve customers across touchpoints. We help waste management enterprises provide omnichannel service through a smart contact center. Our Nia chatbot delivers personalized service by interfacing with the ecosystem of messaging platforms, mobile apps, and smart speakers. It leverages natural language processing to understand the context/intent and extracts relevant data from enterprise systems to resolve customer queries. Infosys Personalized Smart Video solution provides waste management enterprises with the ability to create and share personalized content with each customer. It incorporates personalization and text-to-speech features to develop educational videos for customers about waste segregation, recycling, and the circular economy. Customer support should be automated and augmented by cognitive technologies for timely resolution. Customers should be served across digital channels along with DIY and self-service options. Enterprises need a consolidated view of customer interaction to engage and retain customers. Insights Bins With Brains: IoT for Smarter Waste Management Insights The science of waste management meets the art of design thinking Case Study Smart logistics for waste collection and treatment Insights Driving operational excellence by maximizing vehicle uptime Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopt green technology to minimize your carbon footprint

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/decarbonization.html> ----- Overview Green technology converts a carbon intensive business into a circular carbon enterprise. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Waste management is carbon-intensive from collection to disposal of waste. Stringent environmental guidelines regulate waste management. Waste management is the last mile in the carbon economy. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys leverages smart technology to transition the value chain of waste to a low carbon economy. We partner with the waste management industry to convert a carbon intensive business into a circular carbon enterprise. Our team drives decarbonization at the enterprise and process levels by implementing smart solutions. Infosys adopts a holistic approach to decarbonization of waste management. Our framework helps waste management enterprises to comply with the Resource Conservation and Recovery Act (RCRA) and Comprehensive Environmental Response Compensation and Liability Act (CERCLA) in the United States and the Waste Framework Directive of the European Union. Internet-of-Things (IoT) sensors embedded in smart bins relay data about fill rates so that waste collection vehicles can optimize schedules using the most optimal routes. Smart logistics reduce greenhouse gas emissions while reverse logistics return segregated waste back to manufacturers to be converted into new or recycled products. Landfills emit methane, which is an environmental as well as an occupational hazard. Infosys is an investor in Airviz, a startup incubated at Carnegie Mellon University that uses patent-pending big data technology for sensing and visualization of air quality. Our team enables optimal landfill management by creating 3-D models from drones for accurate air space calculation of landfills. High-resolution orthogonal and oblique imagery is processed by algorithms using photogrammetry to stitch multiple images and generate a 3D point cloud. Infosys is a Publicly Available Specification (PAS) 2060 certified carbon neutral company, 30 years before the Paris Agreement deadline. We are a founding member of the Open Footprint™ Forum that develops open standards for accurate measurement and reporting of greenhouse gas emissions. Digital technology enables smart logistics and optimal landfill management. Regulation is an opportunity for sustainable waste management by leveraging smart technology. Waste management can be the catalyst for decarbonization and the circular carbon economy. Insights Going from low to zero carbon in 12 years White Paper Re-engineering the carbon supply chain with blockchain technology Case Study Environmental solutions provider drives operational excellence Press Release Infosys turns carbon neutral 30 years ahead of the Paris Agreement Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Empower the field force for operational excellence

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/field-force-enablement.html> ----- Overview Field force management solution empowers professionals to make informed decisions on the go. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Waste collection and disposal demands optimal allocation of labor and vehicle fleet. Unforeseen events from bins to landfill disrupt operations. A siloed field force limits utilization of assets. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Waste Management practice undertakes field service process design to maximize the productivity of the field force. We create a digital twin of the connected field force and fleet ecosystem to drive operational excellence. Our field force management solution empowers a mobile field force to make timely and informed decisions in the last mile of waste collection and disposal. Our transformation approach covers the lifecycle of the workforce. Infosys Wingspan platform accelerates the onboarding and training of new recruits as well as field service professionals. Our cloud- and mobile-first learning platform leverages open source to facilitate knowledge discovery as well as assess proficiency levels. Our Live Enterprise suite leverages the Internet of Things (IoT) to select field staff, identify vehicles based on capacity, and undertake scheduling and route planning for daily operations. A connected ecosystem is the foundation for excellence in field service operations. Infosys combines data analytics with smart logistics for optimal labor and fleet allocation. Significantly, a mobile workforce makes data-oriented decisions resulting in accelerated turnaround times and lower total cost of operations. The Infosys XR platform supports the field force in troubleshooting and installation. Our platform brings together real-world and virtual environments to provide an immersive working and learning experience for the field force. The Infosys gamification solution boosts the productivity of the field force while rating and incentivizing performance among peers. Field service solution matches field tasks with appropriate skill level and quantum of waste with suitable vehicle capacity. Real-time visibility into smart bins and logistics ensures clockwork precision in operations. A connected field force and fleet ensure real-time planning and execution. Case Study Smart Logistics for Waste Collection and Treatment Insights Driving operational excellence by maximizing vehicle uptime Insights Bins with brains: IoT for smarter waste management Case Study Environmental solutions provider drives operational excellence Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopt smart technology to manage waste collection and disposal at scale

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/smart-collection-disposal.html> ----- Overview Our smart approach to waste collection and disposal minimizes human intervention and drives operational excellence. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Rapid urbanization demands a scientific waste collection and disposal workflow to prevent the outbreak of diseases and epidemics. The urban lifestyle makes it difficult to predict the quantum of waste generation, which puts pressure on waste collection and disposal. Touchpoints across the waste management supply chain must be automated to prevent human error. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys partners with waste management enterprises to adopt a smart approach for waste collection and disposal at scale. We incorporate automation, integrate processes across the value chain and drive operational excellence in waste collection, sorting, disposal and recycling. Our Live Enterprise suite helps enterprises sense and respond to scheduled as well as unplanned events in real time while enabling contactless operations. Our end-to-end solution monitors waste at the source - a network of sensors in smart bins pings data about the bin capacity and threshold level, types of waste as well as time of the last waste collection. The network of smart bins is powered by the Internet of Things (IoT) to track fill levels in real time and prevent spillage. Our solution combines computer vision, Artificial Intelligence, and Machine Learning to streamline the process of sorting and segregation of different types of waste. An autonomous drone system captures images of waste at the landfill while industrial grade smart cameras record different types of waste at the conveyor belt. This data is transmitted to robots for distinguishing and segregating waste into the appropriate container or chamber. Our smart waste management ecosystem minimizes human intervention by automating waste collection and landfill management. It boosts the productivity of the fleet crew, augments upcycling and recycling of waste, and accelerates the shift to a circular economy. Infosys applies design thinking, develops frameworks, and implements advanced technologies for waste collection, disposal, and treatment of waste at development centers in India. The waste collection and disposal process needs to be streamlined and augmented with smart technologies to mitigate risks. Real-time visibility into waste at the source through a network of IoT sensors ensures optimal hygiene and sanitation. Adoption of Artificial Intelligence and Machine Learning ensures contactless waste collection and disposal operations. Case Study Smart Logistics for Waste Collection and Treatment Insights The science of waste management meets the art of design thinking Case Study Environmental solutions provider company drives operational excellence Video Driving

Adopt smart logistics for timely waste collection

----- Article source ----- <https://www.infosys.com/industries/waste-management/industry-offerings/smart-logistics.html> ----- Overview Smart logistics optimizes waste collection while rationalizing the cost of operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The last mile is the weakest link in waste collection and disposal. Idling waste collection vehicles and circuitous routes increase the total cost of operations. Waste collection vehicles idling in depots results in sub optimal use of assets. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys implements smart logistics for efficient waste collection at scale and velocity. We help waste management enterprises establish a connected fleet ecosystem to automate route planning and schedule waste collection. Our solutions are underpinned by advanced data analytics to make sense of diverse data points, including real-time updates from smart bins, the weather bureau, and traffic across the civic infrastructure. Our smart logistics approach enhances efficiencies in waste collection and disposal with timely and cost-effective fleet utilization. Our Live Enterprise suite collates and transmits data to a command center that optimizes vehicle scheduling and route planning. A connected fleet of vehicles operates as and when required while allowing schedule and route changes based on real time data. Infosys smart fleet solutions combine data analytics, artificial intelligence and automation to boost fleet utilization and performance. Our sophisticated algorithms identify optimal scheduling and route planning as well as reassign or right size the fleet based on the load factor. Our fleet telematics system rationalizes the cost of operations while ensuring compliance with environment, health, and safety regulations. Infosys Cobalt, our cloud ecosystem, provides waste management enterprises with cloud solution blueprints to manage data from electronic logging systems at landfills, vehicle sensors and mobile devices of drivers. Our asset management solutions predict automotive component failure and broadcast timely alerts for preventive vehicle maintenance. Smart logistics enables optimal fleet scheduling and timely waste collection. Automated route planning based on real-time updates of fill levels in smart bins and traffic rationalizes costs. A connected fleet of vehicles allows real-time monitoring of operations and optimal resource utilization. Case Study Smart logistics for waste collection and treatment Insights The science of waste management meets the art of design thinking Insights Bins With Brains: IoT for Smarter Waste Management Video Driving operational excellence by maximizing vehicle uptime Company Subsidiaries Programs Support

Insights

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys REF-OR-M SEGWAY Solution The Impending Evolution of the Waste Management Industry The Digitalization of Waste Management for Circular Economy Waste Management: Harnessing Technology for Innovative Collection Innovative Waste Processing Economist Impact launches The Sustainability Project with Infosys as Digital Innovation Partner Practical Sustainability How Zero-Disruption Modernization Works HFS Highlight: Infosys' chance to seize the Sustainability First narrative PLM and Product Design for a Circular Economy Infosys - Reimagining the waste management industry with technology Driving Operational Excellence by Maximizing Vehicle Uptime The Oil and Gas Industry's Path to Net Zero Emissions Bins With Brains: IoT for Smarter Waste Management Designing biogas plants to treat food waste at source Going from low to zero carbon in 12 years The science of waste management meets the art of design thinking Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Brochure View point Article View point View point Press Release Video View point Report Point of View Video Video Article Insights Insights Insights Insights Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

The science of waste management meets the art of design thinking

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/art-design-thinking.html> ----- Segregation at source Scientific storage Waste disposal and treatment Extended Producer Responsibility (EPR) Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys applies design thinking and defines indigenous frameworks to develop advanced waste management solutions by leveraging green technology for the collection, storage, disposal, and treatment of waste. Infosys is a global company with a workforce of 240,000+ employees in 46 countries. Our Green Initiatives team designs zero waste to landfill solutions at scale. We segregate up to 91% of waste at source. It includes hazardous (bio-medical

and e-waste), non-hazardous (food, garden, and recyclable waste) and mixed waste. We ensure that our vendors follow scientific methods of waste storage in landfills and scrapyards. Toxic waste is stored in four levels of containment to prevent leakage. Biomedical waste is stored at 5° Celsius before it is incinerated using eco-friendly methods and governed by local regulatory policies. Non-hazardous waste is managed by recyclers authorized by local pollution control boards. This process is overseen by our in-house team to ensure that storage and recycling operations meet local and global civic and regulatory guidelines. Infosys adopts an EPR policy to source computers, laptops, and electronics from vendors. The empaneled vendors buy back hardware at the end of the lifecycle and / or refurbish and return them in working condition. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Designing biogas plants to treat food waste at source

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/designing-biogas-plants.html> ----- Automated biogas plant Organic composter Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Green Initiatives team at Infosys designs biogas plants using constant stirred tank reactor technology to treat food waste at source. Food waste constitutes more than 35% of non-hazardous waste across campuses, with the Bangalore Development Center alone serving 17,000+ meals daily. Infosys treats 100% of its food waste scientifically. Compost and biogas are products from our food waste treatment process. Indigenously developed technology enables 20% energy savings annually and replaces ~ 6,820 LPG cylinders of 19 kg-capacity at our food courts. Infosys has a biogas plant capacity to treat 3,700 tons of food waste annually, across our campuses in India. Smart feeding and biogas management systems with electronic controls manage feeding of the digester, recirculation of slurry, and flaring of waste gas. Far infrared burners improve the effectiveness of gas usage by ~ 25%, while advanced automation minimizes plant downtime and improves gas output by 20%. Infosys has installed mechanized shredders and composters to produce organic compost. Organic waste converters treat garden and food waste aerobically. Garden waste is mulched and composted in mulching units and vermicompost pits. The composters treat more than 2,500 tons of food and garden waste annually and produce 750 tons of micro-nutrient-rich organic compost. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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The Digitalization of Waste Management for Circular Economy

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/digitalization-waste-management.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Why should waste management companies care about creating a circular economy? What kind of impact can the digitalization of waste management have? And why is it fundamental to building a circular economy? Let's explore that in this thought leadership series of article, podcast and interview by Mitrankur Majumdar- Sr. VP and Global head, Services, Infosys. Article The Digitalization of Waste Management - Is it Essential to the Circular Economy? Mitrankur Majumdar, Sr. VP and Global Head, Services, Infosys. Read more Mitrankur Majumdar in conversation with EdgeVerve on Waste Management Podcast The Digitization of Waste Management - It's Now or Never Mitrankur Majumdar, Sr. VP and Global Head, Services, Infosys. Listen Now Watch out this space for an upcoming LinkedIn interview! Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Going from low to zero carbon in 12 years

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/going-low-zero-carbon.html> ----- Leading by example Partnering with peers Global recognition Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Since 2008, Infosys has actively pursued its carbon neutral goal by focusing on decarbonization. Our strategy includes reducing our carbon footprint across global operations, transitioning to renewable energy, and offsetting carbon by helping more than 100,000 families in local communities reduce carbon emissions. In October 2020, Infosys became a Publicly Available Specification (PAS) 2060 certified carbon neutral company. At the United Nations Climate Change Conference (COP 21) in Paris, 2015, 195 countries committed to achieve carbon neutrality by 2050. We achieved this milestone, 30 years before the deadline set in the Paris Agreement. Infosys develops sustainability solutions that are deployed

across its operations in 46 countries. Our reference organization (REF-ORM) Eco Watch Sustainability solution enables data collection and monitoring, auditing, and stakeholder management for adherence to sustainability standards. Infosys joined the Climate Pledge, a forum founded by Amazon and the environment firm, Global Optimism; to become a zero carbon company by 2040. Companies who are signatories continuously measure and report greenhouse gas emissions, implement decarbonization strategies, and neutralize emissions. Infosys partners with the Ellen MacArthur Foundation to influence a global transition to a circular economy. Our Sustainable Business Unit partners with clients to incorporate circular design into products, services, and supply chains by reusing and repurposing their existing technology landscape. Infosys is a member of the Open Footprint™ Forum that develops open standards for accurate measurement and reporting of greenhouse gas emissions and environmental footprint covering water, waste, and land data. We have been recognized for creating awareness, leveraging technology, and driving measurable outcomes in decarbonization. Infosys was inducted into Dow Jones Sustainability Indices (DJSI), including the DJSI World and DJSI Emerging Markets Indices for our environmental, social, and governance policies. Infosys won the United Nations Global Climate Action Award in the 'Climate Neutral Now' category at the United Nations Climate Change Conference (COP 21) in Santiago, 2019 for innovative solutions to address climate change and sustainable development. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys - Reimagining the waste management industry with technology

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/reimagining-waste-management-industry-technology.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As populations grow and urbanization expands, one industry can make a big difference towards making the world cleaner, safer, and healthier - the waste management industry. Today, waste management companies have an opportunity to work smarter and address the problem of rapidly increasing waste with the right technology. This video shares how the Infosys Waste Management Practice can help environmental solutions providers on their journey towards sustainability. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Driving Operational Excellence by Maximizing Vehicle Uptime

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/vehicle-preventive-maintenance.html> ----- Predictive maintenance Automatic scheduling of inspection Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The waste management industry demands an efficient fleet of vehicles for collection of waste from the source and disposal at landfill sites. The fleet of automated sideload trucks, compressed natural gas trucks, front end loaders, and roll-off containers needs to be in optimal working condition to manage the scale of operations daily. Infosys Vehicle Maintenance (iVM) solution allows waste management enterprises to maintain their vehicles in peak condition, undertake predictive maintenance, and schedule timely inspections. Our cloud solution leverages telematics, artificial intelligence, and machine learning to monitor diverse parameters of vehicles and maximize fleet uptime. Our cognitive system assesses the condition of vehicles and triggers an alert about engine and transmission failure, battery life, brakes, axles, and steering issues in advance. Machine learning harnesses vehicle data to enhance the accuracy of predicting malfunction of parts or components. Our system incorporates an algorithm to schedule maintenance based on 5,000+ parameters of the vehicle in seconds. A dashboard displays average garage utilization and vehicle downtime during the maintenance period. Our solution improves availability of the vehicle fleet by 10%, increases vehicle life by 15%, and reduces the total cost of operations by 20%. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

100% recycling and reuse, zero wastewater

----- Article source ----- <https://www.infosys.com/industries/waste-management/insights/zero-wastewater.html> ----- State-of-the-art recycling Reusing treated wastewater Turning blackwater into compost Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As a member of the CEO Water Mandate, an initiative of the UN Global Compact for sustainable development, Infosys made a commitment to 'zero wastewater discharge' in 2014. We adopted advanced technology to achieve the milestone, while driving freshwater conservation

by recycling wastewater efficiently for safe reuse. Infosys reengineered, retrofitted, and modified Sewage Treatment Plants (STPs) across campuses and applied best practices in industrial wastewater treatment. Advanced membrane bioreactor technology, energy-efficient pumps and automation improve the load capacity of STPs and minimize maintenance. It ensures consistent recycling and enhances the quality of treated wastewater. We use recycled wastewater within campuses for gardening, landscape maintenance, and makeup requirements of cooling towers for air conditioning. In addition, dedicated plumbing lines for treated water in all buildings facilitate the use of recycled wastewater for flushing. Infosys collaborated with Leibniz University Hannover, Germany to design automated solar dryers for treating and drying sludge. A robotic system automates cleaning of solar panels and wastewater treatment. Dried sludge is blended with organic compost when irrigating plants in the campus. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigate your Next in Waste Management

----- Article source ----- <https://www.infosys.com/industries/waste-management/overview.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us You need to manage operations with clockwork precision to support the civic infrastructure. You should adopt smart technology to accelerate decarbonization and transition to the circular carbon economy. Infosys partners with waste management enterprises to navigate the dynamics of operations, environmental, social, and governance guidelines, and regulations. We blend advanced and emerging technologies with indigenous frameworks to drive operational excellence and mitigate risks. Our offerings for the waste management industry are based on three principles - Thought paper Intelligent supply chains to promote a circular economyRead more Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigating your next in Aerospace and Defense

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense.html> ----- Insights What's New Success Stories Our Offerings Request for services Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Explore Solutions

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Digital Core Capabilities Digital Operating Model Empowering Talent
Transformations Tales of Transformation Industries Services Platforms
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The AI-amplified Marketing Suite Success Story Toyota Motor Europe and
Infosys: Accelerating Progress in the Automotive Industry with AI insight
Infosys Wins Spirit AeroSystems' Supplier Innovation Award Case Study
Mercedes-Benz Overseas Delivers Seamless Customer Experience through
Direct Sales Together with Infosys Press Release Infosys and Spirit
AeroSystems inaugurate Center for Aerospace Engineering Excellence in
Richardson, Texas The COVID-19 pandemic has deeply impacted
manufacturers globally, from demand declines and supply disruption to
employee health and safety risks. But it has also thrown light on key areas of
digitization, automation, employee welfare and commercial models that can
be built upon to create more resilient manufacturing systems in future. Agile
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'Aerospace Engineering and Digital Innovation Centre' in India insight
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Predictive Parts Management for Aviation Aftermarket Enabling enterprises
to stay one step ahead of disruptions Video Jasmeet Singh in Conversation
with Thomas Gentile about Infosys-Spirit AeroSystems Strategic Partnership
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Success Stories

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/case-studies.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys Accelerated a Leading Aerostructure Manufacturer's Cloud Journey with Infosys Cobalt Jasmeet Singh in Conversation with Thomas Gentile about Infosys-Spirit AeroSystems Strategic Partnership IT landscape modernization enables operational excellence at aerospace corporation Digitization ensures clockwork precision in manufacturing Industry 4.0 transforms composite manufacturing Digitization program drives robust technical support Robotic process automation accelerates shipping documentation Motor drive ensures 100% uptime despite power outages Automation ensures advanced gray water management Data-driven tool provides alerts for aircraft reliability issues Predictive analytics optimizes aircraft maintenance schedule Predicting Inventory Requirements Flying high on analytics with Bell Helicopter Composites in aerospace Of innovation and a brand new revenue stream Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study Client Testimonial Case Study Case Study Case Study Case Study Case Study Case Study Article Testimonial Case Study Article Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Automation ensures advanced gray water management

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/case-studies/automation-ensures-advanced-gray-water.html> ----- The Solution Independent validation and testing ensures advanced design and performance Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY A global aircraft manufacturer wanted an Electronic Control Unit (ECU) for its gray water interface valve system to regulate emissions and waste. Infosys designed an automated system to manage critical faults, control noise, and reduce the cost of gray water management. Key Challenges Ready to experience? Automation enabled superior gray water management while minimizing human intervention Infosys designed and developed the firmware, driver and application layers of the electronic control unit for the gray water interface valve system. Our team implemented a 'command execution and response' system based on the Controller Area Network

(CAN) bus standard, allowing microcontrollers and devices to interface with each other without a host computer. The Infosys solution ensured automatic valve activation and deactivation based on sensor data. Our team reviewed the schematics of hardware design and undertook system verification and validation. Our solution artifact met guidelines for Federal Aviation Administration (FAA) certification. The Infosys designed and developed an ECU for Faster turnaround time in gray water management Compliance with DO-178B Level D safety guideline for airborne systems Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Data-driven tool provides alerts for aircraft reliability issues

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/case-studies/data-driven-alerting-tool.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Statistical reliability analysis addresses statutory requirements for aircraft health monitoring Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY A leading manufacturer of standardized as well as custom-built commercial, defense and space exploration aircraft and security systems. The enterprise wanted to leverage emerging technologies to boost the efficiency of aircraft and support services, and comply with regulations of the Federal Aviation Administration (FAA). Key Challenges Ready to experience? Component reliability performance analytics detects emerging issues and triggers remedial action Infosys implemented a data solution to assimilate aircraft performance reports, customer complaints, and maintenance records across models. We identified recurrent operational issues and component malfunctions. Infosys created an alert tool that empowers engineers to detect performance issues at the part level and mitigate risks through timely implementation of corrective measures. In addition, it helps the manufacturer analyze the cause(s) of failure from various perspectives. Significantly, our solution addresses FAA requirements for Continuing Analysis and Surveillance Systems (CASS) to ensure airworthiness. Our experts implemented an alert mechanism for Early identification of aircraft / component-level design, production and maintenance issues Minimizing flight schedule interruptions Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Digitization ensures clockwork precision in manufacturing

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/case-studies/digitization-ensures-clockwork-precision.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Digitization enhances shop floor operations Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY An aerospace OEM wanted to replace its legacy paper-based workflows, including manuals and drawings, with a digital ecosystem. Infosys implemented a digitization program at the aerospace enterprise for a sophisticated shop floor driven by digital technologies. Key Challenges Ready to experience? Digitization of shop floor processes drives operational excellence Infosys implemented a digitization program to transform operations on the shop floor. Our solution made digital work instructions, checklists and 3D drawings available across Enterprise Resource Planning (ERP), Product Lifecycle Management (PLM), and Quality Management Systems (QMS), enabling ready access to shop floor operators and supervisors. Personnel on the shop floor receive instructions on their mobile devices, thereby accelerating time-to-market. Mobile checklists provide procedural updates, which helps maintain quality control. In addition, digital instructions reduce the complexity of logistical workflows. Infosys digitized the operational processes of the shop floor Delivers real-time 3D drawings and visual work instructions Staff receives instructions and production orders electronically, and shares real-time updates using mobile checklists Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Digitization program drives robust technical support

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/case-studies/digitization-program-drives-robust-technical.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Digitization and automation enhance technical support Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY An American aircraft manufacturer wanted to consolidate terabytes of manual data into a system that customized OEM data for maintenance and delivery teams of airlines. Infosys implemented a digitization program to provide technical

support by streamlining release management and replacing diverse data formats with one easily consumable format. Key Challenges Ready to experience? Streamlining technical support with sophisticated digitization Infosys designed and developed a system to disseminate the latest technical information among airlines in a format that is easy to consume via several channels. The new system enables the aircraft manufacturer to release data-centric content in S1000D XML format with 2D color illustrations and realistic imagery. It enables the enterprise to release new and updated product data every month, while supporting ad hoc releases. Airline clients can access data via offline and online channels on smart devices. Infosys implemented an advanced digitization program Single source of truth delivered updated technical support data to airlines Process automation ensured operational excellence while eliminating human intervention Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Industry 4.0 transforms composite manufacturing

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----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Technology enhances composite manufacturing inside-out Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY An aerospace enterprise wanted to achieve operational excellence on the shop floor. The Tier-1 supplier had a business imperative: streamline processes from sourcing of raw materials to production of composite parts. Infosys combined cutting-edge technologies to transform composite manufacturing while boosting aircraft parts maintenance and inventory management. Key Challenges Ready to experience? Artificial intelligence drives operational excellence on the shop floor Infosys capitalized on sensor data across the lifecycle from source of raw materials to finished composite parts. Data analytics enhanced the quality of production, reduced industrial waste, and boosted productivity. Our team leveraged Artificial Intelligence (AI) to capture business rules, heuristics, and experiential knowledge to enhance the process of composite manufacturing. We used Augmented Reality / Virtual Reality (AR / VR) to reduce the Mean Time To Repair (MTTR) of assets such as autoclave on the shop floor. Infosys leveraged a suite of technologies to transform composite manufacturing Condition monitoring and predictive maintenance of critical assets reduced operational overheads Shift from reactive to proactive mechanisms enhanced system reliability and availability Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Motor drive ensures 100% uptime despite power outages

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/case-studies/motor-drive-ensures.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Motor drive module ensures continuity during power failure Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY A global aircraft manufacturer sought an advanced motor drive module to drive the vacuum generator as well as air compressor in commercial aircraft. Infosys proposed a variable frequency motor drive to ensure that the module performs even during a power interruption or outage. Key Challenges Ready to experience? Motor drive ensures business-as-usual during power outages Infosys designed the motor drive firmware module using variable frequency motor drive. Our team defined functional requirements based on motor electric rating, steady state performance, and cycles of operation. Our team devised a power interruption management mechanism using long and short categorization, while fault detection and control was managed with in-built tests. Infosys developed a robust motor drive firmware module ensuring Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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IT landscape modernization enables operational excellence at aerospace corporation

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/case-studies/operational-excellence.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings IT and process harmonization enables faster time-to-market Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study An aerospace corporation wanted to transform its heterogeneous IT landscape for better visibility into financial operations and data reporting. The IT ecosystem of 100s of applications was maintained by 10-15 service providers. Infosys transitioned the applications into a harmonized model for HQ operations as a first step and was later instrumental in implementing S/4HANA to harmonize the IT landscape for the entire Finance domain, the company's largest division. Our team adopted a standardized service operations model and defined a road map for

application as well as vendor consolidation in the finance domain for ERP (transactional applications) and reporting. Key Challenges A heterogeneous IT landscape resulted in disparate IT service operations, which was compounded by a multi-vendor support model: Ready to experience? IT landscape transformation enables process harmonization across the aerospace enterprise At the outset, Infosys consolidated applications at the client's headquarters and migrated them to a harmonized operations model. In 6-8 months, our team migrated ITSM tools maintained by several vendors to a single enterprise tool on Remedy. In the second phase, our team focused on the finance domain of their largest division. Within four months transitioned and implemented a harmonized IT operations model for hundreds of finance applications. Infosys defined a road map to consolidate the application landscape and build a robust, unified finance system. Our team undertook application consolidation and migration to a three-tier architecture across three landscapes to develop a finance ecosystem: Consolidated application platform for business intelligence built on HANA Integrated finance driven by Lean Six Sigma, streamlined processes and master data Faster time-to-market, automation and consolidation across divisions Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Predictive analytics optimizes aircraft maintenance schedule

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/case-studies/predictive-analytics-optimizes-aircraft-maintenance.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Predictive models and statistical tools recommend the frequency of inspection Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY One of the largest aerospace companies with a portfolio of commercial, cargo and military spacecraft, and comprehensive aftermarket support services for aircraft fleet. The manufacturer provides customized aircraft maintenance and upgrade services as part of integrated product support for lessees and global clients. Prompt maintenance increases the service life of aircraft by decades. The aircraft manufacturer sought to optimize scheduled maintenance while providing round-the-clock support. Key Challenges Ready to experience? Sophisticated module analyzes failure of aircraft parts based on data from log books, shop records, and maintenance and repair reports The manufacturer adopted a pre-determined inspection schedule for each aircraft - for instance, every 3,000 days for semi-critical parts and weekly visual inspection for mission-critical components. Infosys replaced the time-bound maintenance scheduling system with a predictive analytics-based application. We used the Maximum Likelihood Estimation method and Monte Carlo simulations to optimize the interval for each task. We built a Java interface to understand analytical

output and inspection scenarios. Infosys combined predictive modeling and advanced analytics to increase intervals for scheduled inspection from 25 to 37 months for parts that did not impact safety from 100 to 125 days for general inspection Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Robotic process automation accelerates shipping documentation

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/case-studies/robotic-process-automation-accelerates.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Automation drives process excellence Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY An American aerospace consumables provider was challenged by high frequency, labor-intensive shipping processes. The legacy system involved manual entry on a portal and generation of sales orders, which risked errors. Infosys implemented robotic process automation to transform warehouse operations at the aerospace enterprise and accelerate process cycle times. Our team automated the Sales Order (SO) and Advance Shipment Notification (ASN) processes in the aerospace and energy division. Key Challenges Ready to experience? End-to-end process automation eliminates errors Infosys automated sales order and advance shipment notification processes to ensure faster shipment. Our team deployed two process robots to achieve end-to-end automation. When a business user places an order, an e-mail activates the sales order robot while the ERP system alerts the advance shipment notification robot. Both robots perform their respective functions and generate a report on completion. Infosys implemented robotic process automation to transform shipping documentation Robots process up to 6,000 sales orders and more than 6,000 advance shipment notifications every month Automation reduced average processing time from up to 10 minutes to a few minutes Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Jasmeet Singh in Conversation with Thomas Gentile about Infosys-Spirit AeroSystems Strategic Partnership

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/case-studies/strategic-partnership.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys is proud to be a strategic partner of Spirit AeroSystems, a leading aero structures manufacturer. Hear from Jasmeet Singh, EVP and Global Head of Manufacturing, Infosys and Thomas Gentile, President and CEO, Spirit AeroSystems, Inc. about the partnership so far and the journey ahead. Related reading: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Flying high on analytics with Bell Helicopter

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/features-opinions/business-intelligence-analytics-solution.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Bell Helicopter, a leading manufacturer of military and commercial helicopters, embarked on an enterprise-wide transformation to replace its aging systems with a whole new IT setup, making it more agile and responsive to market demand. Infosys partnered with Bell Helicopter to implement a business intelligence solution developed using SAP Business Objects. Infosys adopted an innovative user-driven governance approach to help Bell Helicopter derive maximum business value from this solution. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Implement an integrated modular avionics ecosystem

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/industry-offerings/avionics.html> ----- Overview Infosys has long-term partnerships with Electronic Manufacturing System (EMS) suppliers and industry certification agencies, including TUV and Underwriter Laboratories. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your cockpit should be designed to navigate congested airspace and extreme weather conditions. You need to integrate electrical components, radio systems, power controls, and instrumentation to enhance the reliability of aircraft. You need to reengineer flight control electronics for diverse aviation scenarios and spacecraft systems while rationalizing costs. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Aerospace and Defense practice offers software and hardware development services for avionics systems. We streamline design, installation, maintenance / repair, and upgrade of electrical, electronic and data systems, including flight safety systems, radio, radar, and communication panels. Our avionics services span requirements analysis, design, prototyping, calibration, software integration, independent verification and validation, systems integration, and obsolescence management. Our aviation electronics experts have rich experience across computing platforms, protocols and embedded software for dynamic flight control, flight management, crew alerting, cockpit display, aircraft health monitoring, and proximity warning systems. Our avionics engineers undertake electrical load analysis, and optimize electrical routing, software and firmware for power, performance, memory, and size. In addition, we upgrade flight data recorders, and install fixed as well as portable Emergency Locator Transmitter (ELTs). Infosys helps aircraft manufacturers migrate from federated avionics systems architecture to the Integrated Modular Avionics (IMA) architecture. A shared IMA platform boosts resource efficiency and enhances human-machine interface. We leverage open interface standards to accelerate cycle time and reduce development costs. Our digital ecosystem enables aircraft manufacturers to design lightweight airframes, improve navigation systems, and update mission-critical applications in real time. White paper: Aircraft landing gear design and development lifecycle – A holistic approach Our experts discuss technologies and analytical tools to address the challenges in developing landing gear. Automated flight control, signal processing, communications, navigation, and guidance systems ensure safe operations in diverse flying conditions. Independent validation and integration of electrical, communications, navigation, display, and telemetry systems maximize serviceability of aircraft and helicopters. Open systems architecture and commercial off-the-shelf technology minimize the cost of integrating avionics, computing, networking, and display systems for commercial and defense aircraft. Insights Infosys modernizes IT ecosystem at Bell Helicopter

White Paper Knowledge-based engineering facilitates continuous enhancement White Paper Elements of an integrated vehicle health monitoring mechanism Case Study Data-driven tool provides alerts for aircraft reliability issues Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Onboard a virtual team

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/industry-offerings/business-process-automation.html> ----- Overview Our digital bots process aircraft component / spare parts return deliveries by reconciling labels, service orders, release statements, and certificates. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to automate workflow and workforce management to minimize turnaround time for assembly as well as maintenance and repair service. You should avoid manual processing of continuous data streams to enhance data quality. You require cognitive tools for timely reporting and savings in person hours and costs. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Aerospace and Defense practice boosts enterprise performance via business process automation. We implement process bots as part of a digital transformation program to enhance processes and automate repetitive, rules-based tasks across business functions. Automation standardizes effort and time-intensive processes such as procurement, sales, inventory, supply chain, payments, auditing, customer service, and data management. Infosys combines Artificial Intelligence (AI), deep learning, natural language processing, speech / image / facial recognition, machine learning, and text analytics to enhance the responsiveness of aircraft manufacturers. Software robots activate workflows and trigger alerts/ responses based on pre-defined criteria. Automated verification of airworthiness reports, aircraft lease documents, and aviation safety records helps identify and address gaps. Infosys Nia, our AI-powered virtual agent, can be trained to address queries for document, work order, and workforce management. Intelligent automation, the amalgamation of knowledge and machine learning, enables our chatbot to retrieve files from aircraft technical records and installation labels, shop floor task cards, digital MRO manuals, supply / labor contracts, parts release notes, and compliance statements to address specific queries. Cognitive capabilities enable Infosys Nia to proactively manage tasks and resolve issues. Infosys AssistEdge automates high-touch workloads such as aftermarket sales and support service. Our Robotic Process Automation (RPA) software creates a unified processing queue to accelerate generation of sales as well as purchase orders and advance shipment notification labels. Significantly, it streamlines the procure-to-pay, hire-to-retire and customer service processes. Our experts discuss the system architecture of a robust vehicle health monitoring mechanism, and provide a use case to showcase

how it addresses functional requirements. Automated processing and prompt release of purchase / work orders improve Maintenance, Repair and Overhaul (MRO) and production operations. Robotic automation ensures accuracy of master data and eliminates errors in resource-intensive processes such as finance, HR and customer service. Artificial intelligence-powered digital agents minimize the lead time for regulatory compliance by authoring and publishing reports, and generating exception statements for speedy approval. Case Study Robotic process automation accelerates shipping documentation Report Infosys Recognized as a Leader in Avasant's Manufacturing Digital Services 2020-2021 RadarView™ Report Blog Amplifying human potential with robotic automation Insights Infosys modernizes IT ecosystem at Bell Helicopter Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Design a bespoke cabin experience

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/industry-offerings/cabin-systems.html> ----- Overview Our master documents with margin of safety calculations ensure significant cost savings for future replacement / upgrade of aircraft cabins, including plumbing systems. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your aircraft interiors should be designed for a comfortable in-flight experience. You should provide a wide range of in-flight amenities while minimizing dependence on cabin crew. You should offer rich digital content in-flight while allowing passengers to access their devices. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Aerospace and Defense practice implements 'connected' cabin systems to better serve passengers, crew, airlines, and aircraft manufacturers. Our template-based design approach accelerates installation of monuments, including dividers, stowages and galleys. We use digital tools to design a bespoke cabin environment, and assemble a state-of-the-art passenger service unit through mechanical, electrical and avionics synergies. Our digital ecosystem optimizes the cabin layout for safety equipment, power, data ports, valves, return air duct, and flush control systems in commercial and military aircraft. Further, it facilitates cabin upgrade and refurbishment with minimal effect on adjoining monuments or structural provisions. Modular designs minimize the effort and turnaround time to customize cabins and entertainment systems. Our team focuses on minimizing boarding time and simplifying baggage handling while designing the cabin layout. We develop interfaces for Internet of Things (IoT) devices for automated control of the cabin environment and engineering solutions. Infosys leverages immersive technologies to enhance the interior design of cabin systems, in-flight entertainment as well as the passenger experience.

Our expertise spans the multimedia infotainment content lifecycle. Our tools for meta-tagging and annotation enrich in-flight entertainment by simplifying search and navigation through 3D graphics, live maps, video streams, music, games, and other on-demand content and entertainment options. White paper: Infosys develops engineering services framework for 3D printing Our tool identifies candidate aircraft parts for additive manufacturing. A proof of concept demonstrates technical feasibility and profitability. Software-based design solutions facilitate changes to aircraft cabin configuration while maximizing reusability of core design elements. Digital cabin management systems allow the crew to preset cabin lighting, temperature and entertainment systems based on insights into passenger needs and preferences. In-cabin control panels with intuitive display and seamless onboard connectivity enable passengers to access content across devices. Insight Serve the Preservation of Our Planet Insight Net Zero and Sustainability White Paper Elements of an integrated vehicle health monitoring mechanism Point of View Prescription for Pharma IT Leaders to Deliver Faster and Scale Efficiently Insight Infosys modernizes IT ecosystem at Bell Helicopter White Paper Adopting Precision Medicine with Smart Platform Case Study Lessons from a KBE-based floor beam development project Case Study Automation ensures advanced gray water management Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Migrate IT resources and multidisciplinary data to the cloud

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/industry-offerings/cloud-multidisciplinary-data.html> ----- Overview We use design thinking to architect native cloud solutions across business processes. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You require state-of-the-art IT infrastructure to manage terabytes of data generated with each flight, across more than a quarter million parameters. You need skilled software and hardware professionals to maintain and support advanced applications and business systems. You should upgrade software to capitalize on superior functionalities, while rationalizing costs. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Cloud The Infosys Aerospace and Defense practice implements cloud solutions to streamline data management across design, production, Maintenance, Repair and Overhaul (MRO), supply chain, and aftermarket services. Our cloud-based systems ensure smooth IT operations, which enables timely rollout of engineer-to-order projects. A secure enterprise cloud ecosystem, whether private, public or hybrid, facilitates big data analytics, Industrial Internet of Things, and artificial intelligence-based modeling. Infosys integrates and migrates data centers, databases, ERP systems, web applications, and enterprise workloads, including analytics,

reporting and compliance, to the cloud. Our knowledge-based migration tools extend the lifetime of legacy investments and mitigate risks, while ensuring business continuity. We leverage DevOps and machine learning to automate workflows. It boosts operational efficiency of on-premise and multi-tenant cloud deployments and enhances the reliability of applications. Cloud-hosted systems to share work instructions on mobile devices accelerate calibration and tooling. Further, it ensures secure access to manufacturing engineering planning and process documents. Our rich experience in Microsoft Azure and Amazon Web Services (AWS) cloud services helps define a business transformation road map. Further, we implement robust cybersecurity solutions, disaster recovery plans, and governance frameworks. In addition, we build self-service portals to minimize effort and time required for provisioning and application deployment. White paper: Infosys develops engineering services framework for 3D printing Our tool identifies candidate aircraft parts for additive manufacturing. A proof of concept demonstrates technical feasibility and profitability. Cloud solutions provide a scalable infrastructure backbone for digital platforms and mobile applications, while managing diverse types and sources of data and file formats. Teams with rich experience in cloud systems and standardized performance metrics ensure smooth application development, maintenance and support services. Suite of 'as-a-service' deployment models offer seamless access to resources and maximize server / application availability. Blog The CNCF technology stack simplifies native cloud applications Article Infosys IMS Suite for cloud management transforms IT View point Technology Decision Making in the Cloud Era Report Infosys Recognized as a Leader in Avasant's Manufacturing Digital Services 2020-2021 RadarView™ Report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Simplify configuration of engineer-to-order products

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/industry-offerings/digital-commerce.html> ----- Overview We create rich product catalogs with advanced search functionality and product features comparison to drive guided selling. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your sales engineers should capture client needs accurately, validate and map them with the right product, and share a proposal with competitive pricing to accelerate the sales cycle. You require a robust platform to support maintenance operations, warranty services and aftermarket sales. You need to simplify the buying process to influence purchase decisions Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Digital Commerce The Infosys Aerospace and Defense practice offers digital commerce solutions to

augment quote-to-fulfillment processes. Our omnichannel solutions help sales professionals manage product pricing across channels, track product configuration on any device, and close deals promptly. Automated order generation enables aircraft manufacturers to initiate engineering activities, including new product development whenever required. Our automated Configure, Price and Quote (CPQ) solution simplifies generation of quotes, proposals and contracts. It incorporates constraints and pricing rules for customized product configuration. The flexible CPQ solution facilitates product reconfiguration and revision of quotes during sales negotiations, while maintaining traceability. It triggers automatic order creation on closure of a deal. Infosys uses a light-weight framework to capture requirements of engineer-to-order products on mobile devices. The framework classifies data based on chapters and systems code published by the Airlines for America (A4A) for technical classification of aircraft systems and subsystems. It also collates changes to product requirements, and filters and sorts data even in offline mode. In addition, it generates XML files to validate and transfer data to downstream/ interfacing systems. We develop virtual product catalogs that help civilian airliners, military and other aerospace clients understand product capabilities, analyze attributes, and identify components / combinations that meet their needs and budget. A robust configuration engine with drag-and-drop functionality and rich visual imagery helps capture/import product data. A 3D view enables users to experience and modify the configuration, including aircraft interiors. White paper: Infosys develops engineering services framework for 3D printing Our tool identifies aircraft parts for additive manufacturing. A proof of concept demonstrates technical feasibility and profitability. Automation streamlines processes, enabling sales and marketing teams to respond to client queries, up-sell / cross-sell effectively, and boost sales. Infosys Cross-channel Service solution seamlessly integrates channels, applications and devices to enhance sales and services. Infosys Unified Sales Experience solution provides agent-assisted support for product research, selection and ordering. Article Infosys Unified Sales Experience solution Blog Infosys Product Configurator Solution Case Study Infosys Cross-channel Service solution Case Study Robotic process automation accelerates shipping documentation Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Maintain a digital trail of every transaction

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/industry-offerings/digital-trail-transaction.html> ----- Overview We offer blockchain incubation-as-a-service to drive adoption and maximize value of blockchain networks. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to track design, build and maintenance services to manage the aircraft lifecycle. Your suppliers, lessees, product engineers, maintenance staff, and audit teams require ready access to

accurate data. You need to track Line Replaceable Units (LRUs) to boost their lifespan through predictive servicing. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Blockchain The Infosys Aerospace and Defense practice uses blockchain to help stakeholders access, trace and authenticate transactions. Our design thinking approach accelerates identification and prototyping of blockchain solutions. Use cases for the distributed ledger technology range from selecting original components and improving maintenance capabilities to fraud prevention and audit of transactions across multi-tier supply chains. Infosys leverages blockchain as a foundational technology for traceability and visibility of transactions. Blockchain connects the dots between people, processes, parts, partners, applications, services, and intellectual property. It enhances enterprise efficiency while minimizing rework across design, manufacturing, maintenance, and repair. Our pre-built blockchain platform ensures interoperability across the network, standardizes data exchange, and addresses the security and privacy constraints of shared data. Real-time visibility and control of transactions facilitates warranty management and ensures compliance with directives for airworthiness as well as aviation safety regulations. Significantly, the blockchain realigns business processes and mitigates revenue leakage. Smart contracts track usage patterns and consumption of aircraft parts, and trace the history of supply chain transactions. The data helps remediate quality issues with the original supplier in case of subassemblies and subcontracts. Further, timely insights into inventory requirements improve forecasting, which in turn, reduces the risks of obsolescence, stockout, and excess stock. White paper: Interdisciplinary collaboration accelerates product enhancement A structured knowledge-based engineering methodology distils experiential skills and enables concurrent development. A digital thread captures end-to-end aircraft data - from product configuration to real-time service records. A shared ledger enables partners in the ecosystem, including regulatory authorities, to retrieve data from a 'single source of truth.' Blockchain network captures and authenticates data, thereby reducing turnaround times to replace malfunctioning LRUs and avoiding Aircraft on Ground (AOG) situations. Blog Unpacking the possibilities offered by blockchain Report Infosys Recognized as a Leader in Avasant's Manufacturing Digital Services 2020-2021 RadarView™ Report White Paper Reengineering the carbon supply chain with blockchain technology White Paper Industry 4.0 maturity index: A primer Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Create a digital twin of the shop floor

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/industry-offerings/digital-twin-shop-floor.html> ----- Overview Our patented system creates digital repair and maintenance manuals for aircraft

systems as well as components. Challenges & Solutions Resource Center
Experience Insight Innovate Accelerate Assure Application Development and
Maintenance Business Process Management Consulting Services Incubating
Emerging Offerings You need robust technology infrastructure to improve
operational efficiency. You should ensure airworthiness of the aircraft fleet
and enhance the flying experience while rationalizing costs. You require
advanced support systems to maximize fuel efficiency, and minimize carbon
emissions as well as decibel levels. Being Resilient. That's Live Enterprise.
Digital Core Capabilities Digital Operating Model Empowering Talent
Transformations Tales of Transformation Industries Services Platforms
Infosys Knowledge Institute About Us Industry 4.0 The Infosys Aerospace
and Defense practice provides an Industry 4.0ecosystem to boost efficiency
of avionics systems, aircraft engines, supply chain operations, and the shop
floor. We combine Industrial Internet of Things (IIoT) with big data analytics
to improve Overall Equipment Effectiveness (OEE). Further, we establish a
digital thread to enhance productivity and quality, while minimizing energy
consumption and waste. Infosys transforms brownfield infrastructure and
legacy machinery by retrofitting equipment and plants with sensors,
Internet / Bluetooth connectivity, virtual / augmented reality platforms, and
artificial intelligence-driven systems. The transformation into a 'smart'
factory drives seamless interoperability between devices and control
systems, which optimizes the convergence of digital and physical systems.
Infosys is one of the founder members of the consortium that formulated the
acatech Industry 4.0 Maturity Index. It helps manufacturers realize the
benefits of IoT-driven industrial applications. Infosys developed the
framework, tools and process for Industry 4.0 maturity assessment. We
evaluate the as-is state of the assembly station and define a road map for the
Industry 4.0 journey. We identify use cases as well as areas of improvement
and integrate Industry 4.0 solutions with existing systems. Infosys Asset
Efficiency Testbed, developed in collaboration with the Industrial Internet
Consortium (IIC), improves uptime of industrial assets. We track asset
utilization, benchmark key performance indicators, and prioritize short-term
and mid-term improvement programs to accelerate business value
realization. Significantly, digital drawings, work instructions, inspections
checklists, and MRO manuals rationalize costs across the asset lifecycle. Our
experts discuss the system architecture of a robust vehicle health
monitoring mechanism, and provide a use case to showcase how it
addresses functional requirements. IIoT systems enrich design,
manufacturing and supply chain processes, and identify and resolve issues
in real time. Engineering simulation, accurate prediction of asset behavior,
and 3D designs empower teams to optimize aircraft design prior to final
assembly. Innovation ecosystem with partnerships spanning industry and
academia, including University of Aachen, Germany; Purdue University,
USA; and Industrial Internet Consortium (IIC). Case Study Industry 4.0
transforms composite manufacturing White Paper Industry 4.0 maturity
index: A primer White Paper Are you ready for additive manufacturing? Case
Study Digitization ensures clockwork precision in manufacturing Company
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Limited =====

Minimize maintenance and repair turnaround time

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/industry-offerings/maintenance.html> ----- Overview Our knowledge-based engineering approach and web-based tools for technical documentation accelerate recertification after MRO services. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to integrate disparate source systems of aircraft data to rationalize fleet maintenance costs. You should capture experiential knowledge for accurate assessment and classification of structural damage to aircraft. You require accurate reporting mechanisms and intuitive tools to slice and dice maintenance data. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Aerospace and Defense practice offers predictive asset maintenance solutions to enhance the airworthiness of aircraft. We use a patented knowledge system to digitize structural repair manuals and aircraft / component maintenance manuals. Our knowledge engines simplify data interpretation for maintenance and repair of metallic as well as composite structures / components. The Infosys Asset Genome solution unifies data across operations, including performance data, fuel consumption, and wear-and-tear. It combines data from aircraft health monitoring systems, inspection reports, and Maintenance, Repair and Overhaul (MRO) records to identify issues in design, production and maintenance. Our solution boosts asset performance and extends the lifespan of assets in heavy engineering, oil and gas, and transportation industries. Our Artificial Intelligence (AI)-based tools map recurring aircraft maintenance issues with flying conditions, altitude, temperature, and pressure, which drives predictive maintenance to eliminate malfunction and minimize service interruptions. Condition-based maintenance improves aircraft serviceability, while optimizing the frequency of scheduled maintenance. Infosys customizes predictive maintenance models for each asset class, and establishes an alert mechanism based on criticality and business value. Our predictive models mitigate failure by identifying and prioritizing maintenance requirements. Significantly, digital manuals, inspection procedures and work scheduling boost the productivity of the aircraft maintenance team. Our experts discuss the system architecture of a robust vehicle health monitoring mechanism, and provide a use case to showcase how it addresses functional requirements. Knowledge-based engineering systems aggregate aircraft data from multiple sources to accelerate maintenance and repair. Knowledge templates allow airframe and engine manufacturers, airlines and third-party service providers to standardize MRO processes and tools for identification, execution, inspection, and approval. Business intelligence-based reporting dashboards enable visualization of aircraft health, maintenance metrics and key performance indicators. White Paper Empower maintenance and repair personnel Report Infosys Recognized as a Leader in Avasant's

Accelerate production using discrete event simulation

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/industry-offerings/manufacturing.html> ----- Overview Our digital assembly line aligns design, machinery and resources for smooth operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should optimize the factory layout to reduce lead times and rationalize manufacturing costs. Your technicians need easy access to production plans for maximizing throughput. Your production team should have an intimate understanding of assembly procedures to minimize rework. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Aerospace and Defense practice implements Industry 4.0 to transform the manufacturing landscape. We combine Industrial Internet of Things (IIoT) solutions, big data analytics, and Knowledge-Based Engineering (KBE) practices to improve energy efficiency, minimize idle time, and accelerate time-to-market. Our proprietary engineering services framework for additive manufacturing identifies potential components and assimilates resources for 3D printing. Our suite of Artificial Intelligence (AI)-based tools and machine learning models help aircraft manufacturers adapt the assembly line and business processes to the R&D / product pipeline. We create a 'digital twin' leveraging Augmented Reality (AR), Virtual Reality (VR) and simulators. It helps production managers evaluate critical parameters, including capacity, performance, man-machine-material utilization, and unit cost. An Industry 4.0 ecosystem drives precision in engineering and maximizes usage of carbon composites. AI tools and modeling provide a cost-effective approach to analyze changes to the layout, equipment and manufacturing plans prior to final assembly. Further, robotic automation and remote inspection techniques enhance quality. Infosys adopts Value Stream Mapping (VSM) as well as Value Analysis and Value Engineering (VAVE) techniques to save procurements costs, rationalize resource consumption, and minimize machining as well as waste. Our VSM tools help identify bottlenecks in the assembly line through visualization of process flow and interdependence between input / output variables. White paper: Infosys develops engineering services framework for 3D printing Our tool identifies candidate aircraft parts for additive manufacturing. A proof of concept demonstrates technical feasibility and profitability. Discrete event simulation models reconfigure the factory layout for efficient material handling and production scheduling. Mobile and web applications streamline assembly operations by eliminating

paper-based drawing files, work instructions and bill of materials. Animation of process modules helps the workforce better understand process parameters as well as task-specific tools. Case Study Digitization ensures clockwork precision in manufacturing Insight Infosys Product Configurator Solution Case Study Industry 4.0 transforms composite manufacturing Report Infosys Recognized as a Leader in Avasant's Manufacturing Digital Services 2020-2021 RadarView™ Report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Predict component, aircraft and fleet-level trends

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/industry-offerings/predictive-cognitive-modeling.html> ----- Overview Our data-driven solutions help manufacturers undertake troubleshooting for critical components. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to transcend historical records and experiential skills for asset maintenance. You require a team of data scientists and analysts to analyze a huge amount of data from aircraft telematics and enterprise systems, and extract business value. You need to ensure uninterrupted production as well as consistent aircraft performance. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Predictive & Cognitive Modeling The Infosys Aerospace and Defense practice leverages predictive and cognitive modeling to augment capabilities of aircraft manufacturers. Military and commercial aircraft stream megabytes of data every second, which can be used to enhance the lifespan of assets by manufacturers and maintenance service providers. Our knowledge-based predictive models convert real-time information from avionics systems, flight data recorders and ERP systems into actionable insights to mitigate risks and preempt potential issues. Timely action may range from production rescheduling due to a supply chain disruption to reallocation of workforce due to grounding of aircraft for preventive maintenance. Our IoT Gateway Framework enables seamless interaction of enterprise systems with Augmented Reality (AR) and Virtual Reality (VR) platforms to boost maintenance and ensure industrial safety. We maintain a library of analytical models and reusable datasets and attributes to gather predictive insights across processes. Infosys Nia, our artificial intelligence-driven chatbot, can be trained to extract contextual information from design specifications, maintenance manuals, and repair service records. Our AI platform combines data and a self-learning mechanism to automate resolution of asset-related issues. Our cognitive knowledge model integrates data across the enterprise to streamline asset management by automating tasks and guiding workflows. Significantly, Infosys Nia improves the quality of service while minimizing human intervention. Infosys develops integrated

spare parts forecasting models and warranty profitability models to rationalize inventory costs, cultivate customer loyalty, and grow revenue. Accurate forecasting of spare parts based on real-time asset performance and global demand improves supply chain management and facilitates last mile optimization. White paper: Boost the aircraft landing gear lifecycle Our experts discuss technologies and analytical tools to address the challenges in developing landing gear. Knowledge models assimilate data from condition monitoring systems, correlate events, and undertake root cause mapping to identify issues and predict maintenance requirements. Algorithms simplify data interpretation, enabling planning and scheduling managers, maintenance engineers, and service technicians to address issues and avoid downtime. Big data solutions mitigate risks by recognizing patterns across parameters, and spotting trends and anomalies in metallic as well as composite structures / components across aircraft models and fleet. Blog Amplifying human potential with robotic automation Case Study Predictive analytics optimizes aircraft maintenance schedule Report Infosys Recognized as a Leader in Avasant's Manufacturing Digital Services 2020-2021 RadarView™ Report Case Study Lessons from a KBE-based floor beam development project Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Convert knowledge into heuristic algorithms

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/industry-offerings/product-development.html> ----- Overview Our engineering expertise complements product development experience in additive manufacturing technology. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to develop new products, upgrade designs, and explore composites while minimizing dependence on design and development teams. You require standardized processes and methodologies to ensure reusability and traceability of engineering data. You should have visibility into returns on each type of aircraft and its subsystems to optimize capital investment. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Aerospace and Defense practice accelerates product development with a suite of technology solutions and proprietary tools. Our engineering services framework for 3D printing establishes technical and financial feasibility of additive manufacturing across aircraft components. Our Knowledge-Based Engineering (KBE) solutions embed the knowledge of engineering products and design processes into software. Further, our KBE tools for structural design, analysis and manufacturing simulation accelerate the development cycle while eliminating rework. Template-driven automation supports frequent changes to customer requirements as well as design modifications to incorporate emerging

concepts. In addition, it streamlines development of products comprising hundreds of components from diverse suppliers. Significantly, our knowledge frameworks identify opportunities to reduce airframe weight, process overheads, and engineering cycle time for commercial and military aircraft. Infosys product development services span metals and carbon fiber reinforced composites. We use KBE adapters to migrate data, the data structure and knowledge from COTs, open source and bespoke Product Lifecycle Management (PLM) and Computer Aided (CAD / CAE / CAM) systems. Our migration methodology prevents knowledge / data loss while enhancing data quality. Our Value Analysis and Value Engineering (VAVE) approach accelerates design and development of aircraft wings, fuselage and propulsion systems. In addition, it addresses functional and non-functional product requirements, while providing visibility into landed costs. Geometric modeling and graphical visualization enable multidisciplinary teams to collaborate on world-class designs. Integrated design and stress automation help product engineers run multiple optimization cycles, and achieve 'first time right' capability for new designs and products. White paper: Interdisciplinary collaboration accelerates product enhancement A structured knowledge-based engineering methodology distils experiential skills and enables concurrent development. Knowledge models convert experiential knowledge into software for rules engines to automate tasks across the product development lifecycle. Knowledge database integrates diverse engineering disciplines and processes, while a robust taxonomy drives content discovery. Analytical models and cost benefit analysis combine data across the product lifecycle, which facilitates cost-effective aerodynamic design, assembly techniques, and maintenance approaches. Article Knowledge templates accelerate product development White Paper Simulation streamlines design and development of landing gear White Paper Are you ready for additive manufacturing? Case Study Motor drive ensures 100% uptime despite power outages Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Enhance your airworthiness quotient

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/industry-offerings/regulatory-compliance.html> ----- Overview We undertake safety risk assessment, signal and power integrity analysis, and fault analysis of power systems. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need a data ecosystem that offers visibility into performance statistics across the aircraft fleet. You should track safety metrics at the employee, operational, enterprise, and aircraft level to mitigate risks. You require advanced risk assessment tools to identify systemic gaps as well as unforeseen issues. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services

Platforms Infosys Knowledge Institute About Us The Infosys Aerospace and Defense practice partners with aircraft manufacturers to maximize airworthiness while complying with regulations. We focus on sustainability across the aircraft lifecycle as well as guidelines of regulatory agencies such as Federal Aviation Administration (FAA) and European Aviation Safety Agency (EASA). We combine automated monitoring systems, predictive modeling, and artificial intelligence-powered tools for compliance monitoring, quality control, and risk management. Our digital ecosystem ensures airworthiness of aircraft, and accelerates modifications in response to changes in regulations. Significantly, it facilitates safety upgrades in the event of aircraft grounding or a ban on an aircraft model by civil aviation authorities. Further, our learning modules and training manuals inculcate safety practices among pilots, technical staff, product designers, and maintenance crew. We align Standard Operating Procedures (SOPs) with regulatory frameworks to rationalize the cost of risk management. Our expertise spans aviation occupational health and safety regulations, environmental certifications, communication protocols, and Electromagnetic Interference / Compatibility (EMI/EMC) standards for testing aeronautical products. Our digital framework aggregates safety metrics and performance parameters including fuel consumption, aerodynamic efficiency, greenhouse gas emissions, and flying patterns. It helps manufacturers prioritize sustainability programs and monitor progress. Further, we track access to documents, serviceability (calibration data) of tools, and work allocation to safeguard data and ensure compliance with guidelines for work orders. Our experts discuss the system architecture of a robust vehicle health monitoring mechanism, and provide a use case to showcase how it addresses functional requirements. A robust data management system enables accumulation of real-time and historical data from in-flight recorders, sensors and cockpit voice recorders for review and analysis based on aircraft type, model, territory, etc. Analytical tools evaluate diverse performance indicators and enable causal analyses to address issues promptly. Digital inspection, audit and risk management systems define workflows for closure of non-compliance reports, and offer insights into the root cause of malfunction. Simulation streamlines design and development of landing gear White Paper Knowledge-based engineering facilitates continuous enhancement Case Study Automation ensures advanced gray water management Technology drives cost-effectiveness of carbon composites Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Train robots to assemble airframes

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/industry-offerings/robotic-automation.html> ----- Overview Our video analytics-based environment control systems use machine learning techniques to detect dust, smoke and other pollutants. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management

Consulting Services Incubating Emerging Offerings You need to safeguard employees in demanding and hazardous working conditions. You should adopt technologies for unsupervised operations while rationalizing investment. You need reliable solutions to rationalize aircraft weight and maximize use of composite materials. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Robotic Automation The Infosys Aerospace and Defense practice integrates robotic automation in assembly stations, maintenance hangars, and logistics facilities. We establish a digital backbone for implementation of automation solutions, including robots, drones, self-driving vehicles, and additive manufacturing. Vertical integration (from sensors to the shop floor and enterprise) and horizontal integration across the product lifecycle (from design, engineering and manufacturing to supply chain operations) synchronizes processes as well as information flows for 'smart' manufacturing. Our robotic automation solutions enhance manufacturing by ensuring positional accuracy, addressing tolerance levels of measurements, and facilitating quality inspection of metallic and composite components. Automation boosts Maintenance, Repair and Overhaul (MRO) service efficiency by reducing Mean Time To Repair (MTTR) of critical assets and simplifying surface inspection in the event of aircraft damage. Further, automated systems for assembling aircraft structures minimize tooling requirements and reduce turnaround times while ensuring industrial safety. Infosys develops deep learning models that detect features / objects and identify damages such as surface cracks, missing components, and erosion / distortion of structural parts. We combine deep learning with computer vision techniques to train algorithms for inspection and reporting of damaged/defective components in color-coded formats. Our autonomous golf cart platform for in-campus movement capitalizes on autonomous navigation, path planning, lane discipline, obstacle detection, and localization and mapping technologies. Our autonomous vehicle diagnostic framework supports Vehicle to Vehicle (V2V), Vehicle to Network (V2N), Vehicle to Infrastructure (V2I), and Vehicle to Pedestrian (V2P) communication, which drives superior collision avoidance systems. White paper: Infosys develops engineering services framework for 3D printing Our tool identifies candidate aircraft parts for additive manufacturing. A proof of concept demonstrates technical feasibility and profitability. Robotics and autonomous systems address ergonomic challenges and ensure safety, while enhancing productivity. Modular autonomous platforms maximize efficiency, while accelerating return on investment. Industry 4.0 environment supported by partnerships such as ideaForge for drone technology and Renishaw for 3D printing enable rapid prototyping of new concepts. White Paper Industry 4.0 maturity index: A primer Report Infosys Recognized as a Leader in Avasant's Manufacturing Digital Services 2020-2021 RadarView™ Report Case Study Digitization ensures clockwork precision in manufacturing Blog Performance, schedule and cost conundrum in aircraft design Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Gain visibility across the supply chain

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/industry-offerings/supply-chain-management.html> ----- Overview We develop server-based web launcher applications for suppliers to submit product packages, which saves significant time and effort for validating supplier data vis-à-vis requirements. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should reduce the cost of manufacturing by benchmarking product costs and implementing strategic sourcing solutions. You need to integrate production scheduling and supply chain planning to manage transfer of work to global suppliers. You require granular insights into the price of components and assemblies for negotiations with suppliers. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Supply Chain Management The Infosys Aerospace and Defense practice streamlines Supply Chain Management (SCM) by leveraging data analytics, value engineering and optimization techniques. Our digital tools provide run-time adaptability to address the challenges in managing multi-tiered supply chains and global supplier networks. Spend aggregation, visibility into potential cost savings, and best practices for contracts enable aircraft manufacturers to better manage pricing, product development, capacity, and inventory, thereby facilitating on-time delivery of orders. Infosys blends knowledge models, open source architecture, automation tools, and infrastructure resources to predict, monitor and control product as well as supply chain costs. We capitalize on Process Failure Modes and Effects Analysis (PFMEA) for supply chain risk management. We quantify the probability and severity of risk factors, which helps mitigate risks and prevent cost escalation. Moreover, PFMEA facilitates supplier assessment and identification. We evaluate the capabilities, performance and capacity of suppliers prior to selection and onboarding for transfer of work. We implement Production Part Approval Process (PPAP) as well as first and last article inspection to accelerate supply of machined components and materials. It helps manufacturers approve supplier data in real time, while ensuring the reliability of mass produced parts. Significantly, it addresses regulatory compliance and quality requirements by eliminating calibration errors and meeting stringent dimensional tolerance limits of aircraft components. White paper: Interdisciplinary collaboration accelerates product enhancement A structured knowledge-based engineering methodology distils experiential knowledge and enables concurrent development. Infosys cost maintenance application includes a centralized supplier database and repositories of material, labor and process rates, which enables scenario-specific cost optimization. Smart sourcing solutions enable data-driven price re-negotiation, alternative sourcing, and smooth transfer of work, while mitigating supply chain risks. Analytical frameworks with machine learning capabilities determine the 'right cost' across aeronautical machinery and

spacecraft parts even in the absence of historical data. White Paper Are you ready for additive manufacturing? Report Infosys Recognized as a Leader in Avasant's Manufacturing Digital Services 2020-2021 RadarView™ Report Case Study Robotic process automation accelerates shipping documentation Blog Infosys Product Configurator Solution Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Aerospace and Defense - Insights

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys Wins Spirit AeroSystems' Supplier Innovation Award Transforming Aviation Maintenance with the Infosys Generative AI Solution Built on Amazon Bedrock Infosys Cloud Radar 2023 Report Back to the future: Technology Guides Sustainable Aerospace Operations Spirit AeroSystems Transforms its Engineering with a Model-based Enterprise Metaverse in the Manufacturing Industry How AI is Causing Disruption at 35,000 feet Predictive Parts Management for Aviation Aftermarket Presentation-tier performance enhancement Infosys Recognized as a Leader in Avasant's Manufacturing Digital Services 2020-21 RadarView™ Report Infosys Return to Workplace Solutions for Manufacturing Organizations Resistance to Digital Tech Impeding Growth of Aircraft MRO Remodeling the Airline Business to Take Off in a Post-COVID Era Infosys to Transform LANXESS' IT Infrastructure by Enabling a Globally Harmonized Digital Workplace Digital MFG in COVID times - Jasmeet Singh in Conversation with Dominique Raviart, NelsonHall Infosys recognized as leader by NelsonHall Vendor Evaluation & Assessment Tool (NEAT) in Digital Manufacturing Services Servitization in Aviation Industry: Digital Offerings Commercial aviation Industry - Growing with Gaps Perform Real-time Analytics & Machine Learning on IBM Z Infosys Asset Genome Provides Navigation for the Aerospace Industry Sustainable Aviation: Only together we can! Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Article Blog Report Point of View Video View point Article White Paper Perspective Report Video Point of View Point of View Press Release Podcast Report Point of View Point of View White Paper Article White Paper Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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How AI is Causing Disruption at 35,000 feet

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/insights/causing-disruption.html> ----- Experience Insight Innovate

Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The aviation business is witnessing green shoots in the aftermath of the COVID-19 pandemic. Global economic recovery may also renew demand for freighter jets. Manufacturers need to respond by accelerating delivery of pending orders and gearing up for a spike in orders across commercial, freight and defense aircraft. At the same time, manufacturers must be cognizant about reducing carbon emissions to fulfil the pledge for climate-friendly transportation at the COP26 UN Climate Change Conference in Glasgow. In this article published in French tier-one Journal du Net, Ruchir Budhwar, SVP and Industry Head – Europe, Infosys, explains that the catalysts for the revival of aviation lie in Artificial Intelligence (AI) and related sub-domains such as Machine Learning (ML), computer vision, predictive analytics, and 3D printing. Advanced technologies help Original Equipment Manufacturers (OEMs) achieve several goals: enhance flight efficiency, improve operational performance and throughput, boost quality, maximize capacity utilization, clear order backlogs, and decrease carbon emissions. Cloud infrastructure augments technology adoption and accelerates automation by integrating AI-driven solutions into core processes. Read the article on Journal du Net Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys Wins Spirit AeroSystems' Supplier Innovation Award

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/insights/strategic-collaboration.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys was awarded the 'Innovation Partner of the Year' title at Spirit AeroSystems' 2023 Supplier Conference held in August 2023. This award recognizes Infosys' exemplary partnership and commitment to Spirit AeroSystems, the world's largest first-tier aerostructures manufacturer. Infosys won the Supplier Innovation Award at Spirit AeroSystems' 2023 Supplier Conference held in August. Left to right: Mark J Suchinski, Senior Vice President and Chief Financial Officer, Spirit AeroSystems; Pradeep Keerthi, Director, Global Client Executive - Manufacturing Unit, Infosys; Kiran Hassan Jayaram, Sr. Director, Engineering Services, Infosys; Dr. Sean Black, Senior Vice President, Engineering and R&T, Spirit AeroSystems The award is a testament to Infosys' capabilities and innovative solutions, as well as the 18+ years of strategic partnership with Spirit AeroSystems. Infosys and Spirit AeroSystems have announced a new strategic collaboration to

create a dedicated center for aeronautical engineering excellence in Richardson, Texas, USA. Read the Infosys press release here. Infosys and Spirit AeroSystems inaugurate Center for Aerospace Engineering Excellence in Richardson, Texas Read the Spirit AeroSystems press release here. Spirit AeroSystems Expands Engineering Capabilities with New Strategic Partners - Expleo and Infosys | Spirit AeroSystems Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Transforming Aviation Maintenance with the Infosys Generative AI Solution Built on Amazon Bedrock

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/insights/transforming-aviation-maintenance.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Commercial aircraft maintenance, repair, and overhaul (MRO) is a global business involving original equipment manufacturers (OEMs), passenger and cargo airline operators, and third-party providers. Aircraft maintenance costs (10-15%) are the second highest after fuel costs for aircraft operators. To address cost pressures and a shortage of skilled engineering labor, Infosys, an AWS Premier Tier Services Partner and Managed Services Provider (MSP) has built a generative AI solution on Amazon Bedrock. The solution aims to reduce the expenditure on document search, analysis, interpretation, and management, enhance productivity and level the playing field for newcomers in MRO. It combines generative AI, knowledge engineering techniques, an Infosys- patented framework, large language models (LLMs) and knowledge graphs with domain-specific ontologies, and the Amazon Bedrock platform. The solution is versatile and highly adaptable across various industries like manufacturing, automotive and financial services for regulatory, compliance, troubleshooting, maintenance, and more. Read the blog by Dr Ravi Kumar G. V. V, Devaraja Holla V, Venugopal R, Senthil S. M, Krishnasagar M. K and Kiran Killedar featured on AWS Partner Network to know more about the solution. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigate your next in Aerospace and Defense

----- Article source ----- <https://www.infosys.com/industries/aerospace-defense/overview.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The COVID-19 pandemic has deeply impacted manufacturers globally, from demand declines and supply disruption to employee health and safety risks. But it has also thrown light on key areas of digitization, automation, employee welfare and commercial models that can be built upon to create more resilient manufacturing systems in future. Your aerospace and defense enterprise must respond to disruption by reassessing long-term production plans and near-term assembly line schedules. You need to realign strategic priorities to address the liquidity issues in aviation, reduction in airline passenger volumes, and operational challenges of the supply chain partner / vendor ecosystem. In addition, your Maintenance, Repair and Overhaul (MRO) operations need to mitigate losses due to the grounding of aircrafts. The Infosys Aerospace and Defense practice accelerates time-to-recovery with a suite of digital technologies. We combine artificial intelligence-driven models and knowledge-based engineering systems to help commercial, cargo and defense aircraft manufacturers to achieve sustainable operations. Infosys partners with aerospace and defense enterprises to navigate the new normal and become more resilient with the Live Enterprise framework - Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigate your next in Agriculture.

----- Article source ----- <https://www.infosys.com/industries/agriculture.html> ----- Insights What's New Success Stories Our Offerings Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Explore Services Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Report Infosys CMO Radar 2024 ARTICLE Nutrien Portal Enhances Team Collaboration Across Borders Personalized eBook Infosys Cobalt Stories: From Cloud Chaos to Clarity Insights Nurturing a Circular Economy With #EnergyTransitionNow Video Infosys: Smart Agriculture Solution The circular economy demands responsible production, resource conservation, waste reduction, and recycling of effluents. An AI-first approach empowers agriculture enterprises to optimize resources, minimize waste, and maximize value. Agile Digital Services Architecture: Agriculture Our experts discuss technologies to

address food security Revolutionizing the food supply chain with IoT Infosys
Cobalt - Accelerating Enterprise Cloud Journey Read more Infosys: Smart
Agriculture Solution Read more Being Resilient - How the resources
industry can navigate the new normal Read more Smart technology for
sustainable food practices Read more Why 'smart' farming is taking off Read
more Infosys Agriculture Sector- Current Trends and Future View Read
More Viewpoint Agrochemicals Market and the Strategic Role of the R&D
Function Report AgroChem Industry Market Outlook Viewpoint How GenAI
Drives Regenerative Agriculture Podcast Transforming business begins with
IT - MIT Technology Review Features Infosys and Purdue University
convene in a Workshop to Discuss the Future of Food and Agriculture View
Point Presenting Service-based Consumption Model for Agribusiness
Viewpoint 5G: A Catalyst to Transform Agriculture Infosys implements smart
solutions for sustainable agriculture Case Study Modernizing Conagra's IT
environment in 13 days with the ServiceNow platform Case Study DuPont
realizes business value; gets closer to customers Case Study "Infosys, more
than any other company we work with, is dialed into what Syngenta is all
about" Case Study Infosys, a partner of choice to solve global food
challenges Infosys combines real-time data and predictive analytics to
maximize agricultural output Company Subsidiaries Programs Support
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Agriculture - Success Stories

----- Article source ----- <https://www.infosys.com/industries/agriculture/case-studies.html> ----- Experience Insight Innovate Accelerate Assure Application
Development and Maintenance Business Process Management Consulting
Services Incubating Emerging Offerings Syngenta Aims to Make its SAP
ERP as Reliable as Water from a Tap Nutrien Portal Enhances Team
Collaboration Across Borders Modernizing Conagra's IT environment in 13
days with the ServiceNow platform DuPont realizes business value; gets
closer to customers "Infosys, more than any other company we work with, is
dialed into what Syngenta is all about" Infosys, a partner of choice to solve
global food challenges Infosys helped us better understand our market:
DuPont Being Resilient. That's Live Enterprise. Digital Core Capabilities
Digital Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
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Nutrien Portal Enhances Team Collaboration Across Borders

----- Article source ----- <https://www.infosys.com/industries/agriculture/case-studies/portal-nutrien.html> ----- Experience Insight Innovate Accelerate

Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Nutrien, the world's largest provider of crop inputs and services, has 25,000 employees in production units and retail centers globally. Inorganic growth resulted in disparate working groups and IT systems. Nutrien implemented 'geo', a portal to unify the global workforce and enhance employee collaboration. In Forbes.com, Megan Fielding, vice president of brand and culture communications at Nutrien, shares how the new intranet platform enhances team dynamics by connecting employees across locations and business units. The portal designed and developed by Infosys helps Nutrien deepen collaboration on a global scale. User-centric Infosys adopted a persona-based approach to implement the platform for communication, collaboration and knowledge sharing. It fosters community development while meeting the needs of employees in their preferred language. User-friendly Automated content management, intuitive navigation, responsive design, and language translation-enabled search accelerated the adoption of 'geo'. Significantly, Infosys incorporated traffic analytics and robust security features to enhance the portal solution. Nutrien: Bringing Together A Global Workforce With A Smarter, Inclusive Intranet Published with permission of Forbes READ MORE Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

How Infosys renews your agriculture enterprise

----- Article source ----- <https://www.infosys.com/industries/agriculture/industry-offerings.html> ----- Overview Our Offerings Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Industry Segments Explore Solutions Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Your agriculture enterprise can increase crop yield and ensure sustainable operations with advanced animal husbandry, planning, production, harvesting, and post-harvest management techniques. The Infosys Agriculture practice connects the dots between on-field data and business insights of the farming ecosystem to transform operations across the agriculture lifecycle. Our advanced applications combine reference data, analytics and recommendation algorithms to determine the feasibility of crops / animals vis-à-vis climatic conditions, soil nutrients and cost of interventions required to achieve estimated output. We authenticate field records to ensure traceability across the agricultural supply chain. Our agro-ecological mapping tools process data of soil moisture, sunlight, rainfall, soil fertility, humidity, pests, and weeds to drive crop management. Our sustainability solutions boost yield to seed ratio, storage and distribution services minimize food waste, and herd

management systems support regulatory compliance. Infosys combines real-time data and predictive analytics to maximize agricultural output Service Offerings Company Subsidiaries Programs Support Connect with us
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Real-Time Data in Comprehensive Commodity Trading and Risk Management for Agribusiness

----- Article source ----- <https://www.infosys.com/industries/agriculture/industry-offerings/commodity-trading.html> ----- Overview We analyze data across the agribusiness chain to facilitate logistics operations and trade execution. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The need for real-time visibility across the supply chain for trading in agricultural commodities. Management of short-term price volatility, calibration of supply with demand, and mitigation of risks in commodity trading. Integration of supply chain operations and accounting systems to optimize physical as well as financial trading. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Commodity Trading and Risk Management The Infosys Agriculture practice offers commodity trading and risk management solutions to manage inventory and financial positions across commodities, markets and currencies. We help agribusiness enterprises, procurement agencies, and commodity traders/brokers manage their portfolio better and make informed decisions. Our solutions span the commodities trading landscape, support front, mid and back office; and comply with accounting standards as well as taxation laws. Our team of data scientists and certified operations specialists integrate real-time data from the field and warehouse to accurately determine costs based on the quality of produce, storage period and logistics expenditure. Analytical models use forecasts of market demand and supply, operating margins and aggregated risk profile for pricing of forward contracts. Real-time insights into positions and exposure shape hedging strategies, and enable statutory compliance in trading of agricultural commodities. Agriculture 'market connect' capability refines procurement strategies and enhances the efficiency of field staff. Trade finance platform provides a consolidated view of enterprise risks, including market, credit, operational, and liquidity risk. The Infosys Risk Center of Excellence (CoE) combines domain knowledge with technology expertise to manage enterprise risks. Data aggregator integrates data across regions, legal entities, commodities, and exchanges. Trade finance platform provides a consolidated view of enterprise risks, including market, credit, operational, and liquidity risk. The Infosys Risk Center of Excellence (CoE) combines domain knowledge with technology expertise to manage enterprise risks. Data aggregator integrates data across regions, legal entities, commodities, and exchanges. Robotic process automation

eliminates manual rule-based processes across trading and settlement.
Article ProcureEdge: Our cloud-based intelligent procurement platform
Article Infosys blockchain services for food traceability and farm equipment
optimization Article How food scanners, talking vegetables and blockchain
are set to transform an industry Events Harvest data. Make money.
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Minimize the social and environmental footprint of food production

----- Article source ----- <https://www.infosys.com/industries/agriculture/industry-offerings/environment-health-safety.html> ----- Overview We have rich experience in developing EHS academies and certification portals for sustainability management. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your agriculture enterprise should safeguard the health and safety of personnel at the farm while ensuring the sustainability of the farmland. You need to use natural resources responsibly as well as mitigate risks during farming operations. Your farm should address requirements of the land, community, business, and future generations. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Environment, Health & Safety The Infosys Agriculture practice provides Environment, Health and Safety (EHS) solutions to ensure safe farming, maintain industrial hygiene, and comply with regulations for occupational health and environmental protection. We help agricultural enterprises implement wireless technology, Internet of Things (IoT) systems, and wearable computing devices to improve safety in farming operations. Our learning solutions create awareness and accelerate adoption of sustainable practices for safe storage and use of chemicals, and proper disposal of hazardous waste materials. Training ensures correct techniques are used to enter grain bins and handle farm equipment as well as livestock. Our EHS services rationalizes insurance cover while enhancing your agro-ecosystem. Infosys is among the top 25 performers of the Caring for Climate Initiative convened by the UN Global Compact, UN Framework Convention on Climate Change, and UN Environment Program. We develop green IT solutions to achieve goals of water sustainability, and energy and food security. Sustainability reporting solution incorporates out-of-the-box key performance indicator dashboard and libraries to assess and report environmental, social and economic metrics. Cloud-based SustainEdge platform streamlines sustainability management, minimizes the cost of sustainable farming, and mitigates supply chain risks. Sophisticated tools forecast fuel consumption and greenhouse gas emissions, and modeling systems simulate and analyze performance scenarios. Expertise in supply chain traceability solutions using

shared ledger technology. Sophisticated tools forecast fuel consumption and greenhouse gas emissions, and modeling systems simulate and analyze performance scenarios. Expertise in supply chain traceability solutions using shared ledger technology. Article Can you reach net zero by 2050? Article Infosys blockchain services for food traceability and farm equipment optimization View point Understanding Building Decarbonization with Net Zero Carbon Buildings Clients Speak DuPont's vision for the future: Partnering to solve global challenges Report Infosys Sustainability Delivers a Wide Range of ESG Capabilities Article Smart technology for sustainable food practices Report ESG Radar: An Infosys Research Project Article Need of the hour: Water sustainability, not water conservation Journal Practical Sustainability Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Automate farming operations to boost production

----- Article source ----- <https://www.infosys.com/industries/agriculture/industry-offerings/farm-mechanization.html> ----- Overview We integrate automation tools and mechanized methods to manage the crop lifecycle. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The need to leverage seeders, harvesters, sprayers, and other advanced machinery to enhance the productivity of your farm. Connecting farm equipment with sensors, IoT devices, GPS trackers, and telemetric systems to ensure timeliness and precision of operations. The need for visibility into the performance of farm machinery to minimize downtime. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Farm Mechanization The Infosys Agriculture practice boosts farm mechanization with automation and wireless technology. We use real-time crop and field-specific geospatial data to optimize application of agricultural inputs such as seeds, water and fertilizers. We combine image analytics, machine learning and predictive models to identify and mitigate crop stress due to lack of moisture and nutrients, and / or pest, weed or fungal infestation. 'Intelligent' farm machinery ensures timely and informed decisions in planting, irrigation and harvesting of crops. Our real-time remote irrigation scheduler analyzes moisture content in the grain and soil vis-à-vis soil type, crop growth stage and weather data to recommend the quantity and interval of water supply. Significantly, it dynamically controls irrigation systems. Farmers and agricultural enterprises gain visibility into site-specific irrigation schedules and intervene when automated action is not necessary. Predictive maintenance solutions monitor the performance of farm machinery. Cloud-based systems integrate real-time data from on-field sensor / actuator systems with weather forecasts for actionable insights. Open source technologies and robust communication gateways rationalize costs while ensuring secure data transfer. Web-based / mobile-enabled dashboards

provide visibility into crop, farm and site activities. Precision mapping supports variable rate technology for crop care and farm yield management as well as guidance systems to improve soil and crop health. Open source technologies and robust communication gateways rationalize costs while ensuring secure data transfer. Web-based / mobile-enabled dashboards provide visibility into crop, farm and site activities. Precision mapping supports variable rate technology for crop care and farm yield management as well as guidance systems to improve soil and crop health. Article Infosys blockchain services for food traceability and farm equipment optimization Article Enterprise mobility solutions for superior workforce management Article Infosys Precision Crop Management Testbed improves yield Case Study Design Think your way to awesome apps Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Empower your field representatives

----- Article source ----- <https://www.infosys.com/industries/agriculture/industry-offerings/field-force-management.html> ----- Overview Our digital tools boost the productivity of agricultural specialists and field representatives. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Representatives on the field of your agriculture enterprise need to share real-time information for timely business decisions. Field force needs to collaborate with agronomists, procurement companies, farm machinery suppliers, supply chain partners, and farmers. You need to develop the skills of your team while rationalizing investment in training. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Field Force Management The Infosys Agriculture practice offers field force automation and knowledge management solutions to enhance productivity across your farming enterprise. Our solutions enable your field staff to monitor and report requirements for agriculture inputs and detection of weed, pests and crop stress. Real-time data-sharing between stakeholders boosts the performance of key business areas – from crop selection and land preparation to harvesting and storage. Our field force management solutions for animal husbandry and agricultural enterprises measure the effectiveness of marketing campaigns as well as workforce visits for farm development. Our knowledge management solutions help your field force share best practices in livestock management and the farming lifecycle with farmers. Enterprise mobility solutions to manage livestock, and monitor planting, harvesting and processing of agricultural commodities. Digital catalogs to help field representatives conduct demonstrations for farming communities. Digital catalogs to help field representatives conduct demonstrations for farming communities. Article Enterprise mobility solutions for superior workforce management Clients Speak DuPont realizes business value; gets

closer to customers Clients Speak Infosys, more than any other company we work with, is dialed into what Syngenta is all about Clients Speak Why 'smart' farming is taking off Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Adopt advanced animal husbandry practices

----- Article source ----- <https://www.infosys.com/industries/agriculture/industry-offerings/livestock-management.html> ----- Overview We help animal breeders and industrial growers modernize livestock management. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings The maintenance of comprehensive records of each animal, including pedigree, health and feed. Your produce at retail shelves and processing units should be traceable from the source to comply with food safety regulations. The need to replace manual bookkeeping methods with accurate data management techniques. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Livestock Management The Infosys Agriculture practice partners with animal breeders and industrial growers to modernize livestock management. We enable herd management in remote locations, with tracking devices such as Global Positioning System (GPS) collars, Internet of Things (IoT) implants or Radio-frequency identification (RFID) tags for animals. Accurate monitoring helps you customize the diet and care at every stage of the animal's lifecycle. In addition, it significantly reduces the loss of livestock due to theft. Infosys implements shared ledger technologies to connect the moving parts of the livestock ecosystem. The ledger ensures data integrity, traceability and authentication by recording details of the farmer, animal and other relevant certificates. It connects the market with livestock farms in real time and facilitates sale and purchase via electronic auctions. The cryptographic mechanism also supports the settlement process for insurance claims. Digital ecosystem enhances productivity and efficiency of livestock farms, and facilitates informed decisions such as field rotation among animals. Digital ledger improves pricing power through real-time visibility into inventory, cost of feed, veterinary expenses, overheads, and income. Analytical solutions consolidate data about farm animals and analyze herd behavior to detect illness, manage nutrition, and improve breeding. Insights into animal behavior and dietary requirement streamline procurement of animal feed and supplements. On-demand access to records of animals enables e-verification and minimizes trade settlement time. Analytical solutions consolidate data about farm animals and analyze herd behavior to detect illness, manage nutrition, and improve breeding. Insights into animal behavior and dietary requirement streamline procurement of animal feed and supplements. On-demand access to records of animals enables e-

verification and minimizes trade settlement time. Article Infosys blockchain services for food traceability and farm equipment optimization Article Enterprise mobility solutions for superior workforce management Events Harvest data. Make money. Events Smart technology for sustainable food practices Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Curb food wastage by streamlining agri-logistics

----- Article source ----- <https://www.infosys.com/industries/agriculture/industry-offerings/logistics.html> ----- Overview We safeguard the quality of farm products by tracking them from the source to the destination. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings logistics network Transportation management system for farming operations Decision support systems Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Logistics The Infosys Agriculture practice provides logistics solutions for the smooth flow of inputs (data, seeds, pesticides, fertilizers, and water) and output (produce). We combine mathematical modeling, simulation techniques and optimization tools to boost multi-modal transportation systems. Our approach safeguards the quality of perishable produce and mitigates post-harvest loss of bulk traded products. The Infosys Optimization-as-a-Service offering rationalizes transportation cost per mile and maximizes asset utilization. Our traceability solutions maintain the shelf life of your produce during transportation and storage. Real-time collaboration between freight forwarders, carriers, warehouses, and distribution centers streamlines shipment planning. In addition, it ensures freight visibility and supports bid management in spot freight markets. Our solutions address the requirements of diverse distribution models including virtual hubs, merge-in-transit and reverse logistics. Team of operations research analysts, mathematicians and data scientists create algorithms and supply chain process models to enhance logistics operations. Constraints-based heuristic 'external optimizer' models integrate with third-party dispatch systems and legacy transportation management systems. Outcome-oriented optimization models recommend risk mitigation solutions and address real-time business requirements. Constraints-based heuristic 'external optimizer' models integrate with third-party dispatch systems and legacy transportation management systems. Outcome-oriented optimization models recommend risk mitigation solutions and address real-time business requirements. Decision support systems boost hub operations through dynamic sequencing of truckload (TL) and less-than-truckload (LTL) cargo. Article Logistics company transforms business, saves US\$ 10 million Clients Speak Infosys, more than any other company we work with, is dialed into what Syngenta is all about Article Enterprise mobility solutions for superior workforce management Events

Ensure sustainability with crop and soil specific planning

----- Article source ----- <https://www.infosys.com/industries/agriculture/industry-offerings/precision-farming.html> ----- Overview We combine diverse data to ensure the crop and soil receive the right additives at the right time. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Maximize food production by implementing precision farming practices. Your enterprise needs to harness data for informed decisions across the crop lifecycle. You should assess soil nutrients, weather patterns and pest infestation, among other moving parts of cultivation, to boost productivity. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Precision Farming The Infosys Agriculture practice offers precision farming solutions for site-specific crop management. We integrate real-time data from sensors, farm equipment, weather stations, and GPS receivers with historical farm performance records. It enables accurate analysis of field-specific variables such as soil moisture, nutrient levels, drainage, and crop yield. It supports strategic decisions - from investment in farmland and crop rotation to soil repair and surface water management. Our precision farming techniques identify risks such as water logging, soil erosion and salinity. Our experts mitigate risks by breaking down large fields into small zones based on distinctive factors, to implement targeted crop management programs. Granular insights enable adoption of sustainable farming practices to improve crop yield and quality, while rationalizing resources. Infosys Precision Crop Management Testbed, developed in collaboration with the Industrial Internet Consortium (IIC), improves crop yield and farm productivity via Internet of Things (IoT) technology and advanced analysis of near real-time field data. Precision mapping maximizes agriculture resource utilization through zoning based on soil characteristics (moisture, nutrients levels and texture), field condition, weed growth, and crop condition (maturity and yield). Variable Rate Technology (VRT) solutions optimize the use of seeds and crop protection products by integrating farm equipment, such as seeders, sprayers, spreaders, and planters, with precision maps for dispensing accurate product volume across zones. Precision mapping maximizes agriculture resource utilization through zoning based on soil characteristics (moisture, nutrients levels and texture), field condition, weed growth, and crop condition (maturity and yield). Variable Rate Technology (VRT) solutions optimize the use of seeds and crop protection products by integrating farm equipment, such as seeders, sprayers, spreaders, and planters, with precision maps for dispensing accurate product volume across zones. Digital ecosystem ensures accurate measurement of crop yield and

field conditions by supporting grain moisture sensors, yield monitors, satellite imagery, and grain flow sensors. Global Positioning System (GPS) provides geo-referenced context for the field, soil and crop, and tracks farm machinery for real-time monitoring and crop management. Digital ecosystem ensures accurate measurement of crop yield and field conditions by supporting grain moisture sensors, yield monitors, satellite imagery, and grain flow sensors. Global Positioning System (GPS) provides geo-referenced context for the field, soil and crop, and tracks farm machinery for real-time monitoring and crop management. Automated analysis of nutrients, pests, weeds, and crop development based on data from remote sensors and Unmanned Aerial Vehicles (UAV) helps disease management and optimizes planting as well as harvesting. Article Infosys Precision Crop Management Testbed improves yield Article Infosys blockchain services for food traceability and farm equipment optimization Article How food scanners, talking vegetables and blockchain are set to transform an industry Article Smart technology for sustainable food practices Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Use scientific farming techniques for sustainable growth

----- Article source ----- <https://www.infosys.com/industries/agriculture/industry-offerings/sustainable-farming.html> ----- Overview Our approach maximizes yield while mitigating risks of industrial agriculture. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your agribusiness needs to grow while protecting natural resources and shrinking your environmental footprint. Your enterprise requires a team of plant and animal scientists with expertise in sustainable and mixed farming practices. You should adopt 'smart' farming and livestock development methods for socio-economic viability of the business. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Sustainable Farming The Infosys Agriculture practice helps agribusiness enterprises adopt scientific methods to produce food and manage livestock. Our sustainable farming solutions boost farm productivity and rationalize resources used in agriculture and animal husbandry. At the same time, our bespoke solutions mitigate risks by recommending crop varieties and animal breeds based on agro-ecological parameters of the field. Rotation of crops and animals maximizes crop efficiency and protects pastures from overgrazing. We undertake an objective assessment of business practices of your farm for insights into biodiversity, amount of inputs / additives applied per unit of cultivated land, stress encountered by plants, and the health of animals. Spatial and temporal variability mapping, detects soil dehydration and nutrient deficiencies. It helps you formulate strategies to prevent over seeding, conserve water, and minimize the use of chemicals. Mapping systems help

articulate to environmentalists and environment-friendly consumers that your farmland was not reclaimed from forests or water bodies. Data models provide real-time visibility into your environmental footprint by evaluating soil erosion and fertility, water productivity, contamination of surface and ground water, and greenhouse gases emitted while raising crops / animals and burning fuel for farming activities. Crop and field scouting across the crop lifespan improve yield by optimizing the use of inputs and mitigating environmental risks during weed and pest control. Supply chain traceability solutions ensure compliance with environmental, social and economic regulations for producing, processing, packing, and transporting agricultural products. Web portal solutions share information about the field and products with consumers, and best practices in sustainable agriculture with employees. Supply chain traceability solutions ensure compliance with environmental, social and economic regulations for producing, processing, packing, and transporting agricultural products. Web portal solutions share information about the field and products with consumers, and best practices in sustainable agriculture with employees. Article Infosys Precision Crop Management Testbed improves yield Clients Speak DuPont's vision for the future: Partnering to solve global challenges Article Smart technology for sustainable food practices Article How food scanners, talking vegetables and blockchain are set to transform an industry Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Preserve the freshness and nutritional value of farm produce

----- Article source ----- <https://www.infosys.com/industries/agriculture/industry-offerings/warehouse-management.html> ----- Overview Our automation solutions calibrate and maintain product-specific equilibrium for storage / food processing. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Warehouse infrastructure does not address the unique storage requirements of various agricultural commodities. Need for modern storage and risk mitigation solutions to avoid a distress sale to procurement agencies. A dynamic cost-benefit analysis system is required to determine pricing of farm products stored in warehouses and cold storages. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Warehouse Management The Infosys Agriculture practice offers bespoke warehouse management solutions to preserve nutritional value while minimizing the loss of perishable produce. We help growers and warehouse operators increase food availability by preventing post-harvest decay / diseases caused by fungi and insects. Continuous monitoring of ambient conditions such as temperature, humidity and oxygen enables preemptive action from remote locations. Infosys combines automation, the Internet of Things (IoT) and data analytics to ensure safe handling and storage of

agricultural produce. Simulation tools evaluate biological variation in products (texture, shape and quality) due to changes in moisture content of the product and / or storage conditions. We use data from grain moisture sensors to assess grain hardness and bulk density. It is integrated with historical field information to predict the optimal storage period. Team of experts with technical expertise in storage infrastructure, including multi-tier racks, metallic silos and protocols for cold / refrigerated storage. Real-time alert mechanism notifies stakeholders about sub-optimal storage conditions. Advanced data management ensures product traceability within and beyond the warehouse. Real-time alert mechanism notifies stakeholders about sub-optimal storage conditions. Advanced data management ensures product traceability within and beyond the warehouse. Visibility of real-time energy consumption ensures warehouse energy efficiency. Client Speak DuPont realizes business value; gets closer to customers Article Enterprise mobility solutions for superior workforce management Article Logistics company transforms business, saves US\$ 10 million Article Revolutionizing the food supply chain with IoT Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Insights

----- Article source ----- <https://www.infosys.com/industries/agriculture/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Agrochemicals Market and the Strategic Role of the R&D Function AgroChem Industry Market Outlook How GenAI Drives Regenerative Agriculture AgTech Ensures Sustainability AGCO and Infosys: Sowing the Seeds of Sustainable Agriculture Infosys Pioneers Innovative 5G program to Bring Autonomy to Agriculture Machinery with Schmiede.one and FIR at RWTH Aachen University Accelerating Profitable Growth in Agriculture Sector with TradeEdge Infosys and Purdue University Convene in a Workshop to Discuss the Future of Food and Agriculture Presenting Service-based Consumption Model for Agribusiness 5G: A Catalyst to Transform Agriculture Smart Technology to Empower Smallholders with Carbon Farming Infosys Ambient Sense Solution: A Breath of Fresh Air in Poultry Farms Harvesting Information: Using Data in Farming Being Resilient - How the resources industry can navigate the new normal How Agriculture is Navigating Change with Emerging Technology Infosys: Smart Agriculture Solution Harvest data across supply chain to make money Being Resilient: How the Resources Industry can Navigate the new Normal Infosys Digital Agriculture Platform Trends, Investments & Digital Transformation in the Food & Agri Industry Infosys Agriculture Sector- Current Trends and Future View Need of the hour: Water sustainability, not water conservation Revolutionizing the food supply chain with IoT Vertical Farming Using Information and Communication Technologies How food scanners, talking vegetables and blockchain are set to transform an industry Infosys Speaking Vineyard solution boosts quality Harvest Data. Make money. Smart technology for sustainable food practices Why 'smart' farming is taking off Being Resilient.

That's Live Enterprise. Digital Core Capabilities Digital Operating Model
Empowering Talent Transformations Tales of Transformation Industries
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View point Point of View Video White Paper Video Video Article White Paper
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Infosys Agriculture Sector- Current Trends and Future View

----- Article source ----- <https://www.infosys.com/industries/agriculture/insights/agriculture-industry-current-trends.html> ----- Experience Insight
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Business Process Management Consulting Services Incubating Emerging
Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities
Digital Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us Kapil Nanchahal, Head of Resources Americas explains how an
agriculture sector can become a Live enterprise. He explains the trends in
the industry and also the Agri value chain which makes Infosys the partner
of choice for its clients. Company Subsidiaries Programs Support Connect
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Trends, Investments & Digital Transformation in the Food & Agri Industry

----- Article source ----- <https://www.infosys.com/industries/agriculture/insights/agriculture-industry-digital-transformation.html> ----- Experience
Insight Innovate Accelerate Assure Application Development and
Maintenance Business Process Management Consulting Services Incubating
Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core
Capabilities Digital Operating Model Empowering Talent Transformations
Tales of Transformation Industries Services Platforms Infosys Knowledge
Institute About Us Technology is playing a role in democratizing information
to farmers and they are now harnessing weather information, global
commodity pricing information, and analytics. We are seeing food retailers
and retail store chains demanding deeper food tracking and consumers are
increasingly requesting for organic foods. In this dynamic ecosystem,
Infosys has created a model farm in India. We have applied our learnings
across the food and agriculture value chain from crop inputs, seeds, farm
equipment manufacturers, grain processing to the food ingredients players.
Thus enabling them to leverage technology to improve production and

optimize costs. Listen to this podcast by Kapil Nanchahal, Associate Vice President and Head, Resources, and Ram Ramachandran, Director, Resources as they deep-dive into how Infosys has leveraged over two decades of experience to develop solutions with a 360-degree perspective of its customer's needs. Download Transcript Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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AgTech Ensures Sustainability

----- Article source ----- <https://www.infosys.com/industries/agriculture/insights/agtech-sustainability.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Food security for the growing global population demands sustained growth in farm productivity and crop yield. At the same time, sustainable agricultural practices are imperative to ensure food safety and rationalize the use of natural resources in agribusiness. In an interview with Authority Magazine, Ashiss Kumar Dash, EVP & Global Head, Utilities, Resources, and Energy, Infosys, discusses how agtech establishes a digital ecosystem to address challenges and achieve goals. Ashiss shares the impact of digital technologies on the agriculture value chain: In addition, Ashiss makes a case for a collaborative approach to realize the potential of digital agriculture. He highlights our IP cloud platforms for sustainable farming, including Infosys Smart Agriculture and Infosys Cobalt for Agri-Chem. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

How Agriculture is Navigating Change with Emerging Technology

----- Article source ----- <https://www.infosys.com/industries/agriculture/insights/emerging-technology-impact-on-agriculture.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Agriculture may be one of the world's oldest industry but it is also one that is navigating the changing needs of the planet. Agribusinesses are becoming live enterprises – sensing, responding, and evolving with their environment. They are doing this by capitalizing on a host of technologies – from sensors and 5G, to data analytics, machine learning and AI. All this towards increasing crop yield, improving storage, and reducing wastage. Watch this insightful video to unpack the potential

that technology has to offer the agriculture industry. Company Subsidiaries
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Infosys: Smart Agriculture Solution

----- Article source ----- <https://www.infosys.com/industries/agriculture/insights/smart-agriculture-solution.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys explains how an enterprise can become a Live enterprise. One that is sensing, responding and evolving with the needs of the time. We do this by deploying the right technology capabilities and solutions. One such example is in our own Smart farm in Hyderabad, India. See how Infosys is using drones and other new technologies to navigate the farm of the future. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigating Your Next with Agriculture Technology Solutions

----- Article source ----- <https://www.infosys.com/industries/agriculture/overview.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us You need to enhance the health and nutrition of plants, humans and livestock. At the same time, your agricultural practices need to be increasingly sustainable. Moreover, you require a robust post-harvest management system to maintain food security and safety. Infosys implements an AI-first ecosystem to drive regenerative agriculture, precision farming, waste reduction, and the organic food movement. It enables agriculture enterprises to address business priorities and operational constraints, while achieving cost-effective production, and food safety by applying the 'Reduce, Reuse, and Recycle' principle. Our offerings for the agriculture industry are based on three foundational principles - Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigating your next in Automotive Manufacturing

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----- Insights What's New Success Stories Our Offerings Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Explore Solutions Distribution Mobility Technology Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Report Infosys CMO Radar 2024 Press Release Infosys and Polestar Enter Strategic Collaboration by opening Technology Hub in Bengaluru, India Press Release Infosys inks five-year collaboration with smart Europe GmbH to bring sustainable electric mobility to customers Success Story Kia America Perfects the Car Delivery Experience with Infosys Success Story Toyota Motor Europe and Infosys: Accelerating Progress in the Automotive Industry with AI The COVID-19 pandemic has deeply impacted manufacturers globally, from demand declines and supply disruption to employee health and safety risks. But it has also thrown light on key areas of digitization, automation, employee welfare and commercial models that can be built upon to create more resilient manufacturing systems in future. Agile Digital Services Architecture: Automotive Learn more about emerging technologies and business models that are transforming the automotive industry Infosys Recognized as Second Largest IT Transformation Partner by AutomotiveIT Infosys Achieves Amazon Web Services Automotive Competency read more Infosys at the AutomotiveIT Kongress 2023 read more Driving the Future: The state of autonomous vehicles read more Automotive Aftermarket: How Technology Trends Will Reshape the Business read more Navigate Your Next in Automotive Manufacturing read more Infosys Smart Manufacturing read more Helping clients find new ways of doing business in an increasingly digital world Features Infosys Recognized as the Second Largest IT Service Provider Among 25 IT Service Providers... WHITE PAPER Automotive Aftermarket: How Technology Trends Will Re-shape the Business press release Infosys inks five-year collaboration with smart Europe GmbH to bring sustainable electric mobility to customers press release Infosys to Harmonize the Systems of LKQ Europe TESTIMONIAL Mercedes-Benz Overseas Delivers Seamless Customer Experience through Direct Sales Together with Infosys VIDEO Infosys at the AutomotiveIT Kongress 2023 White paper Automotive Recall: How Technology Streamlines the Process Point of View Navigating the Shifts of Autonomous Truck Operations in Mining Enabling enterprises to stay one step ahead of disruptions Case Study Toyota Motor Europe and Infosys: Accelerating Progress in the Automotive Industry with AI Testimonial Kia America Perfects the Car Deliver Experience with Infosys Testimonial Mercedes-Benz Overseas Delivers Seamless Customer Experience through Direct Sales Together with Infosys Testimonial Infosys Revamps Supply Chain Operations for Mobility Specialist ZF Discover range of solutions, services and products for various Automotive majors Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Success Stories

----- Article source ----- <https://www.infosys.com/industries/automotive/case-studies.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Toyota Motor Europe and Infosys: Accelerating Progress in the Automotive Industry with AI Mercedes-Benz Overseas Delivers Seamless Customer Experience through Direct Sales Together with Infosys Kia America Perfects the Car Delivery Experience with Infosys Driving Transformation: A Global Auto Success Story Infosys Revamps Supply Chain Operations for Mobility Specialist ZF Setting Up Data Governance for A US-Based Automobile Manufacturer Buying into the Cloud Modernization of SAP Landscape by Migrating to SAP HEC on Azure for a Leading Global Automotive Seating Manufacturer Greenfield implementation of decentral EWM 1809 on SAP S/4HANA for global automotive company Enabling Smart Manufacturing for Honda Car India Infosys partners with Mazda to integrate their business processes Connected Car: Designing the next generation automotive Mercedes Benz Financial Services works with Infosys to arm its dealers with Apple iPad for enhanced customer experience Scandinavian car maker establishes a global digital workshop Automation transforms content management system RPA solution drives automation across automotive enterprise End-to-end point-of-sale (POS) functionality on dealer portal Automated data forecasting model increases accuracy in pricing leased vehicles Modernization of pricing and product configuration application transforms the supply chain Portal drives collaboration across dealership network of Japanese automotive OEM Seamless DMS integration with enterprise systems enhances information workflow Mobile app automates automobile loan process at dealership network Portal for real-time vehicle inventory and pricing maximizes sales Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Testimonial Testimonial Success Story Case Study Testimonial Case Study Case Study Case Study Case Study Testimonial Testimonial Case Study Case Study Case Study Case Study Case Study Case Study Case Study Case Study Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Mobile app automates automobile loan process at dealership network

----- Article source ----- <https://www.infosys.com/industries/automotive/case-studies/automobile-loan-process.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating

Emerging Offerings Seized the first-mover advantage with end-to-end auto finance on an iPad app to close a sale on the spot Infosys' iPad app was the first of its kind in the captive auto finance segment Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study The captive auto finance division of a premium German automobile brand wanted to capitalize on the 'moment of truth' by closing sales after a test drive at dealerships across the United States. Infosys digitized the auto loan application process and expedited sales. Infosys' Apple iCenter of Excellence leveraged rich experience of developing enterprise and B2C solutions to develop an iPad application replacing a manual, paper-based application process. Key Challenges Ready to experience? Infosys' iPad app helps dealers generate a quote instantly after a test drive. The new auto finance process equips prospects with information to submit a credit application immediately. It helps the auto finance company cultivate customers with offers on car models and a smoother process for the return of leased vehicles. Automobile finance can be finalized on the spot without going back and forth between field inventory and the dealer's office. Infosys integrated the iPad app with the auto finance company's proprietary point-of-sale dealer system. This system was enhanced with the Safari WebKit and the latest W3C standards for iPad and iPhone access. It is available across Web browsers and operating systems. The application allows requests to support documents that are not compatible with iOS. Our team built a robust back end based on a microservices framework to interface with dealer management, customer relationship management, and inventory management systems. A Web admin application supports vehicle customization and configuration in different regions. Our auto finance application converted prospects into car owners - Registered revenue of more than US\$ 10 million in monthly lease and loan payments within one year of launch Introduced at 355 dealerships across the United States after a successful pilot program in 40 showrooms Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Toyota Motor Europe and Infosys: Accelerating Progress in the Automotive Industry with AI

----- Article source ----- <https://www.infosys.com/industries/automotive/case-studies/automotive-industry.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Accelerating Progress in the Automotive Industry with AI: A Conversation between Luis Lopes, Toyota Motor Europe and Ruchir Budhwar, Infosys As

traditional paradigms give way to cutting-edge advancements, the automotive sector finds itself at the crossroads of transformation. Digital transformation, smart factories, supply chain transformation and Artificial Intelligence (AI) are poised to accelerate unprecedented progress in the automotive industry. In this video featured on Wall Street Journal, Luis Lopes, Vice-President, IT&D, Toyota Motor Europe and Ruchir Budhwar, Executive Vice-President for Manufacturing in Europe, Infosys discuss how digital transformation in manufacturing, supply chains and customer interaction can help automotive OEMs navigate uncertainties. On a robust foundation of 15 years of strategic partnership, Toyota Motor Europe and Infosys are working closely together to navigate the next in the automotive industry. Watch the video on Wall Street Journal here: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Automation transforms content management system

----- Article source ----- <https://www.infosys.com/industries/automotive/case-studies/content-management-system.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Scalable content management system blends automation with smart functionalities for convenient information access Adopted Agile for system diagnostics and migration Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study The captive auto finance division of a premium German automobile brand wanted to migrate its IBM content management system (CMS) while incorporating automation for data import / export and capture. Infosys developed a scalable CMS with several user-friendly functionalities to support constituents and the business. Key Challenges Ready to experience? Infosys' solution integrated internal systems with the new CMS to facilitate online content access. Our team leveraged OpenText Content Server, Brava, and Archive Server to build on functionalities of the existing system. The new CMS enables records management, scanning, and data capture. We undertook a system audit and applied appropriate software patches and updates for enhanced security. The Infosys migration solution helped the automotive captive finance division - Enable seamless document migration and integration with 10 local applications Automate data capture from documents, thereby reducing human effort by 80% Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Automated data forecasting model increases accuracy in pricing leased vehicles

----- Article source ----- <https://www.infosys.com/industries/automotive/case-studies/data-forecasting-model.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Data forecasting model automates pricing of residual value of leased vehicles Data-first solution ensures forecasting accuracy of leased vehicles pricing Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A leading automotive company suffered losses due to its inability in forecasting the residual value of leased vehicles. Infosys developed an end-to-end automated residual value model with streamlined processes, advanced controls, and enhanced regulatory compliance. Key Challenges Ready to experience? Infosys' solution enabled the company to automate vehicle depreciation forecasting. Our system uses ground units as a frequency measure to estimate expenditure while accounting for inventory. Our automated data forecasting model offers visibility into estimates of used vehicles in the future by quantifying components. It influences the resale value in terms of incentives, vehicle lifecycle, and seasonality. Our solution offers vehicle identification number (VIN) granularity. The Infosys solution helped the automotive company - Establish a data governance framework for data management, quality, and security Automate the process of data cleansing, iteration, and reconciliation Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

End-to-end point-of-sale (POS) functionality on dealer portal

----- Article source ----- <https://www.infosys.com/industries/automotive/case-studies/dealer-portal.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Portal solution offers end-to-end POS functionalities to enhance productivity across dealership network Solution migrated thick-client legacy POS applications to a thin-client dealer portal Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A leading automotive company in North America faced difficulties with legacy point-of-sale (POS) applications which restricted access to relevant information for dealers and customers to make timely decisions. Infosys developed a POS

dealer portal to boost productivity at dealerships and deliver a superior vehicle buying experience for customers. Key Challenges Ready to experience? Infosys converted multiple thick-client POS applications providing piecemeal functionality into a thin-client web application. Formerly, dealers accessed legacy applications in silos requiring high maintenance, support, and training for end users. Our team streamlined business processes and rewrote the business logic to provide a consistent dealer experience across brands in the North American Free Trade Agreement (NAFTA) region. We adopted service-oriented architecture (SOA) to facilitate real-time data transaction with third-party vendors. Infosys' POS portal solution improved the user experience significantly - Workflow-oriented POS application enhanced the dealer experience Increased customer satisfaction with an improved vehicle buying experience Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Kia America Perfects the Car Delivery Experience with Infosys

----- Article source ----- <https://www.infosys.com/industries/automotive/case-studies/delivery-experience.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Kia America, the leading automaker and one of the TIME100 Most Influential Companies of 2023, wanted to simplify paper-based vehicle delivery process. In an effort to equip Kia dealers in America with a holistic digital tool that standardizes, customizes and digitizes customer experience, the company collaborated with Infosys. The Infosys Kia eDelivery Platform digitizes every aspect of vehicle delivery and provides a seamless and consistent experience for both customers and dealers, across the sales cycle. Since the launch of the platform, Kia America has witnessed a 7.64 points year-over-year growth in JD Power's Delivery Process category and a significant increase in individual sales performance across their dealerships. Watch Christine Bagnard, Director of Sales and Field Operations, Kia America, Subba Kethu, Director of Digital Technology, Kia America and Rakesh Gollapalli, VP and Regional Head, Infosys, discuss the Kia eDelivery Platform and how it has reshaped customer experience. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Mercedes-Benz Overseas Delivers Seamless Customer Experience through Direct Sales Together with Infosys

----- Article source ----- <https://www.infosys.com/industries/automotive/case-studies/direct-sales.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Mercedes-Benz, one of the world's most successful automotive companies, embarked on a digital transformation journey in 2021 together with Infosys. Through its Retail of the Future (RoF) program, both companies collaborated to shift to a direct sales model, revolutionizing customer experience and delivering an unparalleled and luxurious sales journey. In this video, Martin Milcke, Head of IT Competence Center Region Overseas, VP Mercedes-Benz Singapore and Siddhartha Das, AVP and Group Manager, Client Services, Infosys, discuss how the two companies worked together closely to build and implement a fully integrated omni-channel experience for Mercedes-Benz customers, both online and offline. Built on a futuristic technology stack with scalable and modularized microservices architecture, best-in-class products, and carefully curated Free and Open Source (FOSS) components hosted on the cloud, the RoF Blueprint has successfully been launched in 6 markets - India, Australia, New Zealand, Turkey, Malaysia, and South Africa. In parallel, the blueprint is currently being rolled out in several other overseas markets across the globe. Watch the video: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Scandinavian car maker establishes a global digital workshop

----- Article source ----- <https://www.infosys.com/industries/automotive/case-studies/global-digital-workshop.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Next-gen digital workshop Our solution converted a dealership network into a digital workshop Our solution adopts a digital ecosystem approach to car service, maintenance, and repair Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries

Services Platforms Infosys Knowledge Institute About Us case study A Scandinavian manufacturer of luxury cars wanted to transform its network of more than 2,000 dealers in over 100 countries into a digital global workshop. Infosys developed an advanced workshop application leveraging diagnostics and telematics data of cars to deliver a superior after-sales and service experience. Our solution adopted Representational State Transfer (REST) architecture, always-on connectivity, and big data to enhance the productivity of technicians at the workshop. Infosys developed a next-generation workshop application to drive remote diagnostics, facilitate predictive car maintenance, and enhance the productivity of the workforce. Our solution helped the Scandinavian automotive company transform its dealership network into a digital workshop ecosystem Vehicle diagnostics for car maintenance and repair Infosys established Wi-Fi connectivity across the dealership network to leverage diagnostics and telematics data of cars. Our workforce application is available on mobile devices of technicians to streamline vehicle service and repair workflows Big data for vehicle performance and insights Our solution harnesses a huge volume of structured as well as unstructured data to undertake preventive maintenance, trace faults, and forecast emerging requirements of vehicle parts and components. Comprehensive information on one screen Our application empowers technicians by providing repair manuals and reference information of vehicles as well as media streaming capability to support advanced repair methods. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys Revamps Supply Chain Operations for Mobility Specialist ZF

----- Article source ----- <https://www.infosys.com/industries/automotive/case-studies/mobility-specialist.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has collaborated with mobility specialist ZF to revamp its multi-echelon supply chain with SAP-IBP and Infosys Cobalt. Mathias Schollweck, Head of Aftermarket Network Planning and Supply, ZF Friedrichshafen Aftermarket and Bastian Kurz, Head of Central Inventory Management CV, ZF Friedrichshafen Aftermarket share their revamping journey. Read the press release here. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Portal drives collaboration across dealership network of Japanese automotive OEM

----- Article source ----- <https://www.infosys.com/industries/automotive/case-studies/portal-drives-collaboration.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Portal solution helps dealers maximize sales and enhance productivity across the dealership network Scalable portal platform transformed operations of the dealership network Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A Japanese automotive original equipment manufacturer (OEM) wanted a dealer communication system in North America to ensure better collaboration between dealers and the OEM. Infosys developed a portal solution that helped increase sales, boost productivity at dealerships, and enhance customer satisfaction. Key Challenges Ready to experience? Infosys delivered a portal solution covering solution architecture, business process consolidation, testing, mobile enablement, and support across dealerships in the United States and Mexico. Infosys' solution enhanced OEM-dealer collaboration - Increased business agility and responsiveness to market dynamics Enabled better alignment and consolidation of the dealership network across regions Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Modernization of pricing and product configuration application transforms the supply chain

----- Article source ----- <https://www.infosys.com/industries/automotive/case-studies/product-configuration-application.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Modernization of pricing and product configuration application streamlines the automotive supply chain The revamped pricing and product configuration application boosted enterprise productivity Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A Japanese automotive original equipment manufacturer (OEM) wanted to re-engineer its legacy application for determining the price and configuring the model and accessories of vehicles in North America. Infosys

upgraded the application with an advanced technology stack to streamline the supply chain. Key Challenges Ready to experience? Infosys undertook multiple proofs-of-concept using service-oriented architecture (SOA) to identify bottlenecks in the legacy application. Our team simplified the business logic and devised a data governance framework ensuring only relevant data was transmitted to downstream systems. In the first phase, our team migrated over 34 years of data involving more than 100 programs from an IMS to Oracle database. In the second phase, we undertook data migration of more than 900 programs. Infosys leveraged a diverse technology stack: REST services using AngularJS, Bootstrap, C#, .NET, SQL Server and OData Services. Our sophisticated application enhanced the vehicle supply chain - Made real-time data available for downstream / upstream activities Generated reports based on real-time data, ensuring timely and informed business decisions Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Portal for real-time vehicle inventory and pricing maximizes sales

----- Article source ----- <https://www.infosys.com/industries/automotive/case-studies/real-time-vehicle-inventory.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Portal solution helps dealers market vehicles and enables customers to make informed purchase decisions. Robust cloud platform coupled with microservices ensures scalability and reusability Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study Key Challenges Ready to experience? Infosys delivered a portal solution that helped the automobile manufacturer's dealers serve prospective customers better. Our solution provided dealerships with a 'single version of the truth' by converging offline and online vehicle pricing as well as offering real-time visibility into inventory. From a dealer's perspective, our portal solution ensures symmetry in vehicle pricing across sales channels and enhances the ability of dealers to promote vehicles in stock, and market accessories. A pricing engine allows dealers to devise a sales strategy based on vehicle series / model / orders in bulk. From a customer's perspective, our portal solution enables prospects to search for availability of a specific vehicle model, avail of current promotional offers or discounts, and get updates of vehicle delivery status online. Infosys developed a Web-based portal for a streamlined vehicle purchase process - Converted customer data into business insights for influencing and accelerating vehicle purchase Increased sales and conversion rates at dealerships Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Seamless DMS integration with enterprise systems enhances information workflow

----- Article source ----- <https://www.infosys.com/industries/automotive/case-studies/seamless-dms-integration.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Scalable systems integration solution supports network of more than 1,200 dealers DMS-agnostic interfaces solution approach enables seamless communication Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study An Asian automotive original equipment manufacturer (OEM) based in the United States wanted to integrate its Dealer Management System (DMS) with customer-facing systems related to sales, finance, insurance, and accounting. Infosys' solution ensured a seamless integration of systems based on the Standards for Technology in Automotive Retail (STAR) framework. Our solution helped the dealership network communicate better with customers and safeguard transactions. Key Challenges Ready to experience? Infosys integrated mission-critical dealer management and customer systems using open standards Internet architecture. Our solution is based on the Standards for Technology in Automotive Retail (STAR) framework. It drives centralized, standardized architecture and message formats to support communication between dealers and customers. The Infosys solution helped the automotive OEM - Boost productivity at dealerships via real-time information exchange between dealers and customers Facilitate 'single version of the truth' by eliminating data redundancy across systems Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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RPA solution drives automation across automotive enterprise

----- Article source ----- <https://www.infosys.com/industries/automotive/case-studies/solution-drives-automation.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings RPA solution ensures vastly improved user experience and faster turnaround time Process automation resulted in saving 4,400 person hours every month Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study Infosys implemented a robotic process automation (RPA) solution to automate high-touch processes

that required human intervention across business functions. Key Challenges Ready to experience? Infosys automated processes of report generation and calculating wear and tear of vehicles by automatically entering data from six systems and updating vehicle information from multiple systems into one system. Infosys deployed robots for automation of these processes. On successful deployment, the company engaged Infosys to drive RPA across the enterprise. Our RPA solution drives enterprise-wide automation - Reduced revenue leakage on estimating residual value of about 22,000 leased vehicles every month Automation generated monthly savings of US\$ 154,000 Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Accelerate the product engineering cycle

----- Article source ----- <https://www.infosys.com/industries/automotive/industry-offerings/accelerate-product-engineering-cycle.html> ----- Overview Our modeling tools and automotive-specific design templates help in creating reusable designs and modular processes. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to roll out fuel-efficient and safer vehicles, while reducing manufacturing costs. You require predictive insights to boost availability of vehicles as well as production equipment. You should equip vehicles with shared mobility and new ownership model capabilities. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Design & Engineering The Infosys Automotive practice partners with manufacturers to transform design and production engineering. We implement Industry 4.0 to customize the driving experience while facilitating autonomous driving and shared mobility. Our technology applications span the automotive assembly line - from research, design and development to project management, production scheduling and workflow management. Infosys integrates the factory floor to deliver advanced capabilities: identify profitable R&D projects in the formative stages, automate requests for tools and resources, allow robots to complement the workforce on the factory floor, ensure genuine components are used in production, and detect quality issues in products before delivery. We create a 'digital twin' of the manufacturing ecosystem for granular visibility into physical machines and processes to drive lean manufacturing. Further, it facilitates 'what-if' analyses to align design, engineering and vehicle testing activities. Our AI-driven systems include cognitive learning networks, gesture-controlled features, simulation techniques, and visualization systems to address diverse manufacturing constraints, including weight, structural properties, strength, and material. Industry 4.0 tools, data analytics, smart factory systems, and a 'design thinking' approach enable iterative design validation, concurrent product development, and material flexibility. Significantly, it empowers

manufacturers to improve fuel efficiency and aesthetics while reducing carbon emissions. Infosys experts have rich experience in sustainability management. We partner with leading environment, health and safety product enterprises to ensure compliance with regulations and standards for manufacturing. In addition, we implement blockchain networks and digital traceability solutions for prompt recall of components / parts. Infosys reservoir engineering footprint White paper: Accurate forecasting and a holistic approach rationalize warranty costs Infosys creates early warning systems using data analytics to optimize warranty management. Computer-aided engineering applications and modeling techniques minimize the cost of designing, building and testing prototypes. Artificial intelligence models provide actionable insights to prevent roadside breakdown, minimize equipment downtime, and extend product lifespan, while rationalizing maintenance costs. On-board sensors in connected vehicles share real-time data with stakeholders - manufacturers, dealers, insurance companies, and marketing and rental service providers View point Automotive industry, at the tipping point of disruption View point Electric vehicles disrupt the automotive ecosystem Case Study Infosys genome solution for the automotive industry Perspective Are auto OEMs ready for digital consumers? Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Minimize lead time for aftermarket deliveries

----- Article source ----- <https://www.infosys.com/industries/automotive/industry-offerings/aftermarket-service.html> ----- Overview We restructure aftermarket service operations and rationalize parts inventory across vehicle models. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to differentiate yourself from competitors by fixing vehicle issues before they occur. You should prevent revenue leakage due to fraudulent warranty claims. You require a knowledge management system to train teams at warehouses, workshops and repair centers. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Aftermarket Service The Infosys Automotive practice capitalizes on digital technology to transform aftermarket sales and service. We integrate manufacturing, supply chain and logistics operations to provide on-demand aftermarket service. Real-time collaboration between plant personnel, suppliers, dealers, and field technicians improves planning and retail distribution of automotive products. Our cloud-hosted data systems / applications and interfaces for service modules accelerate order-to-delivery times for spare parts and services. Further, it improves workshop efficiency as well as productivity of dealers. Our automation solutions for central / regional distribution centers and warehouses ensure efficient sorting and delivery while maximizing storage capacity. We implement blockchain network solutions to trace the

source of parts, maintain quality, and track transactions / shipments. The blockchain streamlines shipping by identifying issues at the source, including discrepancy in order quantities and part numbers, damage, and documentation errors. Significantly, it ensures that aftermarket sourcing and distribution of parts comply with global (World Trade Organization) and regional (North American Free Trade Agreement / European Union) regulations. Infosys Industry 4.0 solutions for customer-oriented service, parts logistics and field service operations help manufacturers deliver a consistent aftermarket experience. Standardized vehicle master and parts / accessories databases consolidate dealer orders to better manage global shipping deliveries. In addition, it helps stock service parts required for preventive maintenance and repair / service across models. This improves the responsiveness of dealers and workshops while eliminating vehicle downtime. Lean processes for warehouse and distribution hubs rationalize infrastructure costs and improve workshop throughput. Further, we optimize distribution routes to support multimodal logistics and meet delivery schedules. Our approach streamlines warranty management and grows aftermarket sales. White paper: Accurate forecasting and a holistic approach rationalize warranty costs Infosys creates early warning systems using data analytics to optimize warranty management. Preventive maintenance solutions alert users of potential malfunction, while digital workforce scheduling solutions minimize breakdown servicing turnaround time. Machine learning algorithms for textual analysis and pattern matching identify genuine warranty claims and OEM service parts. Digital training programs enhance skills and share best practices across distribution operations, including storage of hazardous liquids such as transmission oil, grease and brake fluid. Case Study Scandinavian car maker establishes a global digital workshop White Paper Dealer-manufacturer collaboration complements data analytics White Paper Digitization of sales incentive management White Paper Knowledge-based engineering facilitates continuous enhancement Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Customize auto finance with data analytics

----- Article source ----- <https://www.infosys.com/industries/automotive/industry-offerings/auto-finance.html> ----- Overview Our template-based approach accelerates deployment of custom-built auto finance core systems across regions. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should replace the product-centric business model with on-demand service to grow revenue. You require robust tools to capitalize on data from telemetric devices, GPS systems and wearable sensors. You need to simplify finance and insurance processes for expeditious approval and customer onboarding. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations

Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Auto Finance The Infosys Automotive practice enhances finance and insurance services to address emerging challenges, including autonomous vehicles that shift liability to manufacturers, ride-sharing platforms that influence loan / lease requirements, and peer-to-peer insurance apps that calibrate terms of credit. We combine automation, cognitive technologies and data analytics to support usage-based / pay-per-mile business models, enable personalized policies, and reward safe driving behavior. Infosys AssistEdge, our robotic process automation platform, undertakes resource-intensive tasks across finance and insurance processes. Reinforcement learning continuously improves the accuracy and consistency of our process bots. Robotic automation enables consumption of static data, such as customer demographics and credit history, as well as dynamic data, such as mileage and driving behavior. It ensures more accurate risk profiling, product selection, pricing, premium calculation, and vehicle damage / claims analysis. Our artificial intelligence-powered chatbot, Infosys Nia, makes sense of customer requests and responds to queries regarding insurance policies, process for filing claims, premium rates, status of loan application / claim, or wait times. Our knowledge-driven chatbot comprehends textual and verbal audio input from customers and extracts contextual data to respond appropriately. Infosys develops web portals and mobile applications for account management, customer self-service and auto fulfillment of customer requests. We leverage data analytics to predict risks, customize pricing, bundle financial services, and ensure regulatory compliance. Our mobility solutions allow users to view vehicle availability, select one from a fleet of vehicles, scrutinize billing data, and transact via their preferred payment mode. Further, our digital claims management apps enable image uploading for real-time damage evaluation and claims processing. White paper: Accurate forecasting and a holistic approach rationalize warranty costs Infosys creates early warning systems using data analytics to optimize warranty management. Digital technology provides the flexibility to configure business models and respond to auto finance in the shared economy. Online processes and mobile apps customize services and enable coverage based on specific events, usage, driving behavior, etc. Robotic process automation empowers dealers and captive centers to accelerate automotive financial services. Point of View Captive Auto Finance in Servitization Ecosystem Case Study Mobile app automates automobile loan process at dealership network White Paper Redefining the vehicle buying process White Paper Infosys genome solution for the automotive industry Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Convert data into an industrial asset

----- Article source ----- <https://www.infosys.com/industries/automotive/industry-offerings/data-ecosystem.html> ----- Overview Our big data platform solutions capitalize on structured and unstructured data for self-service analytics. Challenges & Solutions Resource Center Experience Insight

Innovate Accelerate Assure Application Development and Maintenance
Business Process Management Consulting Services Incubating Emerging
Offerings Analytics Value Chain Services You need to transform into a data-
first enterprise to create a connected vehicle ecosystem. You should process
enterprise, asset and customer data to sustain a product portfolio. You
require a data foundation to make sense of data from connected vehicles,
sensors and IoT devices / equipment. Being Resilient. That's Live Enterprise.
Digital Core Capabilities Digital Operating Model Empowering Talent
Transformations Tales of Transformation Industries Services Platforms
Infosys Knowledge Institute About Us Data Analytics The Infosys Automotive
practice creates a data ecosystem to connect constituents and enable
seamless communication across vehicles, manufacturers, suppliers, dealers,
owners, insurers, and third-party service providers. Our big data analytics
solutions enable contextual analysis of diverse types of data, deliver
predictive insights, and recommend preemptive and / or corrective action.
The input-output of our solutions range from modification of mechanical and
transmission systems based on emission levels, aerodynamic optimization
based on fuel consumption, alternative simulation tools due to malfunction
of parts in similar models, and intimation to replace component due to
driving behavior. Infosys Customer eConnect solution integrates
demographic, psychographic and social data of customers with purchase
patterns and digital marketing solutions to customize offerings, engage
customers with targeted campaigns, and enhance lead management. The
Infosys Asset Genome solution empowers auto OEMs with a repository of
prefabricated data attributes across engineering, operations and
maintenance systems. It also includes a library of analytical models for
predictive insights spanning the asset lifecycle. Our solution boosts
productivity and significantly reduces downtime of vehicles as well as
industrial assets. Our data scientists and analysts ensure that data is in
readily accessible and easy-to-use formats. It facilitates usage of accurate
data in performance metrics, reporting systems and modeling tools. Further,
our cloud-hosted data analytics solutions support training and optimization
of machine learning algorithms for traffic, inventory, supply chain, risk,
production, and maintenance management. White paper: Accurate
forecasting and a holistic approach rationalize warranty costs Infosys
creates early warning systems using data analytics to optimize warranty
management. Infosys' IP frameworks and tools generate predictive insights
from a large volume of real-time data. Structured methodology to harvest
and apply relevant data for identifying, prioritizing and realizing
technology / business outcomes. Big data analytics frameworks integrate,
cleanse and analyze data from diverse sources, formats and time horizons to
enhance the driving experience. Case Study Automated data forecasting
model increases accuracy in pricing leased vehicles White Paper Dealer-
manufacturer collaboration complements data analytics White Paper Are
auto OEMs ready for digital consumers? Case Study Seamless DMS
integration with enterprise systems enhances information workflow
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Centralize customer processes to convert test drivers

----- Article source ----- <https://www.infosys.com/industries/automotive/industry-offerings/dealer-systems.html> ----- Overview Our data-first ecosystem helps auto dealers deliver quicker and more reliable service. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Manage Plan Generate You need an information exchange platform for seamless collaboration with dealers and customers. You should offer a consistent dealer experience across brands and sales territories. You require seamless communication channels between customers and dealers to accelerate sales. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Automotive practice capitalizes on Service Oriented Architecture (SOA) to develop robust dealer management systems. We modernize business processes and applications to boost sales, enhance pre-sales support, enable real-time data transfer, and support maintenance applications. Our team replaces legacy dealer systems with custom-built web applications and digital sales tools. Digital walls and interactive modules for vehicle display and real-time pricing ensure that customers make informed purchase decisions at dealer outlets. Mobile applications enable automobile manufacturers and dealers to share text messages, photographs and video clippings to attract prospects. User-specific dashboards empower sales persons to create a pricing matrix with a range of monthly payment installments, lease terms and down payments for customers. It also enables store managers to modify installed dealer options, negotiate deals, and customize offers for finance / accessories. Significantly, automated workflows reduce lead time for creating and approving sales orders. Centralized dealer management systems eliminate data duplication and minimize errors across outlets / global network. Our data-first ecosystem helps analyze customer behavior in the showroom as well as click-through paths for test drive planning. Significantly, it provides ready access to customer data, which helps track leads, generate bundled offers, and offer flexible vehicle finance solutions. Our template-based approach to application development reduces time-to-market. Infosys Nia, our artificial intelligence-driven chatbot, can be trained to provide 24/7 assistance and respond to sales queries related to new models, prices, inventory, special offers, appointments, and customer service. Point of View: Mobility 2.0 - Technology on wheels Automobile manufacturers need to leverage smart technology and communication systems to provide mobility-as-a-service. Team of experts develops best-in-class dealer communication systems, dealer portals, and OEM-dealer interfaces. Workflow-oriented point-of-sale applications deliver a superior brand, dealer and customer experience. User-friendly portals enable customers to analyze vehicle-specific information, and compare different models and finance options for informed purchase decisions. Case Study Seamless DMS integration with enterprise systems enhances information workflow White Paper Dealer-manufacturer

collaboration complements data analytics White Paper Redefining the vehicle buying process White Paper Digitization of sales incentive management Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Design safer and smarter vehicles

----- Article source ----- <https://www.infosys.com/industries/automotive/industry-offerings/design-safer-smarter-vehicles.html> ----- Overview The Infosys Internet of Things Center of Excellence enhances embedded hardware and applications across the automobile lifecycle. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Embedded Systems Electronic systems Control systems Telematics You should address the growing demand for superior design, diagnostics, maintenance, and repair by equipping vehicles with networked control and communications systems. You need to reinforce mechanical systems with advanced electronic systems to boost functions / functionalities of automobiles. You require modular solutions to adapt existing vehicular systems to emerging standards for design and embedded systems. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Networking & Embedded Engineering The Infosys Automotive practice develops networking and embedded engineering solutions to enhance the performance and reliability of powertrains, enable on-board diagnostics, improve safety, and enhance vehicle design aesthetics. The Infosys Emerging Technologies Center of Excellence capitalizes on artificial intelligence, modeling tools and machine learning to improve sense-analyze-notify capabilities of digital assets. Our embedded systems include controller devices and sensors for engine control (fuel injectors, engine speed, coolant temperature, and fuel pump), cruise control (automatic landing and autonomous navigation), safety (brake and airbags), driver assistance (night vision and information systems), interiors (climate control, infotainment and displays), and statutory compliance (emissions and noise pollution). Infosys integrates the electronics ecosystem and develops secure interfaces, which facilitates co-creation of embedded components and applications with suppliers and partners. In addition, we create telematics dashboards to drive automatic collision notification and stolen vehicle location services. Infosys services for connected platforms span design, platform engineering and reengineering, hardware design and prototyping, DevOps, platform development, software release management, firmware / drivers, and middleware integration. Further, we build simulators to create a real-time automated test environment. We use proprietary tools to configure the hardware abstraction layer in Automotive Open System Architecture (AUTOSAR) 2.0. This replacement of version-controlled COTS tools accelerates time-to-market and saves costs. Significantly, our tools can be reused / modified for various AUTOSAR-based products as well as micro controllers, and for generating configuration files. Point of View: Mobility 2.0 - Technology on wheels Automobile manufacturers need to leverage

smart technology and communication systems to provide mobility-as-a-service. Team of experts with experience across protocols, architectures, and hardware and software tools design and implementing embedded systems for automobiles. Embedded systems support dozens of microcontrollers per vehicle for diverse facilities – from emission control to automatic parking and in-vehicle entertainment. Systems integration approach enables incremental adoption of AUTOSAR-compatible vehicular subsystems. Report Cloud Radar 2021 Boosting profits and enabling a competitive edge with cloud Case Studies Scandinavian car maker establishes a global digital workshop White Paper Industry 4.0 maturity index: A primer View point Electric vehicles disrupt the automotive ecosystem Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Deliver mobility through advanced auto design and assembly

----- Article source ----- <https://www.infosys.com/industries/automotive/industry-offerings/digital-transformation.html> ----- Overview We align digital transformation programs with business strategy, and ensure vertical and horizontal integration of processes, functions and entities. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should integrate core manufacturing, backend and third-party systems to accelerate production, synchronize supply chain operations, and provide a consistent brand experience. You should capitalize on the expertise of a technology partner to mitigate risks in the convergence of cyber-physical systems. You need to offer diverse customer service channels to schedule a visit at a dealer showroom and for periodic maintenance at a workshop. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Digital Transformation The Infosys Automotive practice undertakes digital transformation programs to boost adaptability, efficiency and productivity. Our digital ecosystem creates a self-sustaining enterprise capable of applying predictive technologies to roll out an autonomous fleet. We migrate data and mission-critical workloads to cloud platforms. The cloud supports wireless connectivity, reduces latency, and ensures seamless data flow between stakeholders. Our Smart Workshop solution grows aftermarket sales by empowering dealers with advanced tools for planning, workforce allocation and resource management. It incorporates automated workflows for parts ordering, maintenance service reminders, and technology assisted repair. In addition, it improves turnaround times by supporting license plate scanning for automated check-in and broadcasting alerts to the staff. Significantly, it allows customers to choose a preferred technician and receive updates via their preferred channel. Further, access to videos and tutorials on mobile devices enables inexperienced technicians to undertake inspection, maintenance and repair across vehicle types and models. The

Infosys Digital Factory solution offers a comprehensive suite of Industry 4.0 use cases and proof of concepts. Our technology consultants map digital transformation projects with modular offerings spanning IoT, mixed reality, blockchain, machine learning, and vision-based systems for navigation, automatic lane keeping, and obstacle avoidance. Infosys AssistEdge, our robotic process automation platform, automates repetitive and non-value added tasks across business functions. Infosys develops frameworks and platforms for robotics and autonomous systems. Our open source Robotic Artificial Intelligence Language - Integrated Product Technology (RAILIPT) platform combines object detection and tracking technologies, while our Autonomous Vehicle Diagnostic framework facilitates vehicle to vehicle / network / infrastructure / pedestrian communication. Our Autonomous Traffic Management System uses real-time tracking and intelligent diagnostics for fleet management. Infosys leveraged proprietary frameworks to design and develop an autonomous golf cart for our campus. We developed the algorithms for autonomous navigation, path planning, lane and obstacle detection, localization and GPS mapping. Point of View: Mobility 2.0 - Technology on wheels Automobile manufacturers need to leverage smart technology and communication systems to provide mobility-as-a-service. Industry 4.0 solutions for design, development, distribution, and data management integrate the shop floor, workshops, warehouses, dealer networks, web interfaces, and the back office for smooth operations. Team of 'design thinking' experts, data scientists and domain specialists leverages analytical frameworks and artificial intelligence tools to evaluate, prioritize and de-risk technology projects. Digital ecosystem enables multi-channel customer support - mobile apps, in-app chat, vehicular interface, web portal, dealer networks, and contact centers. Case Study Portal drives collaboration across dealership network of Japanese automotive OEM Case Study RPA solution drives automation across automotive enterprise Case Study Automation transforms content management system Case Study Automated data forecasting model increases accuracy in pricing leased vehicles Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Modernize the enterprise for connected mobility

----- Article source ----- <https://www.infosys.com/industries/automotive/industry-offerings/legacy-modernization.html> ----- Overview We use proprietary knowledge tools to renew and transform monolithic legacy systems for digital operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You require modernized enterprise architecture to reinvent operations and align processes with the mobility landscape. You should revamp legacy captive systems for auto finance to minimize documentation and eliminate paper-based processes. You need to transcend customer service at the contact center to delight customers and drive brand loyalty. Being Resilient. That's Live Enterprise. Digital Core Capabilities

Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Legacy Modernization The Infosys Automotive practice offers legacy modernization services across mainframe assets, application interfaces, and business processes. We reengineer legacy systems to simplify the application landscape / enhance functionality, and migrate the code base to next-generation architecture / technologies / platforms. Modernization empowers auto makers to capitalize on data science, cloud computing, DevOps, and edge analytics across functions – core manufacturing, testing, distribution, sales, hiring, training, finance, maintenance, and repair. Moreover, it enables manufacturers to realize on-demand transportation services, implement preventive maintenance, and deliver over-the-air software updates for vehicle engine / components. Our cloud-first modernization toolkit incorporates a proprietary assessment framework to capture know-how of existing legacy systems, understand the criticality of applications, and define the target state. The analysis helps us rationalize code and applications. We use automated tools to extract business logic / rules from legacy software. Our knowledge tools and accelerators reduce project costs and timelines, de-risk modernization programs, and ensure business continuity. Our team has rich experience across Amazon Web Services (AWS), Google and Microsoft Azure cloud platforms as well as communication standards and protocols. Notably, strategic partnerships with leading cloud infrastructure providers enable us to offer diverse ‘as-a-service’ cloud models. Infosys offers several optimization solutions for residual legacy mainframe applications, including batch, database, storage, and inventory optimization. Our modular modernization strategy maximizes existing IT investment and leverages commercial-off-the-shelf products for standardized capabilities. Significantly, we integrate traditional software development and infrastructure management processes with Agile, Scrum and DevOps practices and tools. Our Application Programming Interfaces (API) enablement process for enterprise platforms and interfaces facilitates enhancement of capabilities with developers and partners. White paper: Interdisciplinary collaboration accelerates product enhancement A structured knowledge-based engineering methodology distills experiential knowledge and enables concurrent development. Infosys Mainframe Modernization programs address technology and business requirements of the connected, shared economy while rationalizing costs. Flexible frameworks help manufacturers / dealers customize loan / lease products, automate approval based on customer credit score, digitally sign documents, and deliver vehicles at the preferred destination. Digital solutions for customer experience management include web portals, mobile applications, in-vehicle systems, and artificial intelligence-powered chatbot. Case Study Modernization of pricing and product configuration application transforms the supply chain White Paper Redefining the vehicle buying process Case Study End-to-end point-of-sale (POS) functionality on dealer portal White Paper Digitization of sales incentive management Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Reuse designs and components across the automotive portfolio

----- Article source ----- <https://www.infosys.com/industries/automotive/industry-offerings/reuse-designs-automotive-portfolio.html> ----- Overview We combine integrated computer-aided systems with model-based design and development techniques to accelerate pre-series production, streamline serial production, and drive continuous improvement. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Asset Efficiency Engineering Efficiency Information Efficiency You need to differentiate your brand while recouping engineering and capital investment. You should manage several vehicle programs simultaneously to accelerate return on technology investment. You should avoid significant changes to product design and development processes to manufacture lighter, safer and more fuel efficient vehicles. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Automotive practice leverages digital technologies to address goals of product development: robust product portfolio, high quality benchmarks, shrinking lifecycle, mobility trends, and reduced waste as well as pollution. Our cross-industry experience in product engineering across mechanical, electronics and software platforms enables rapid prototype building and validation. Further, it enables a ground-up approach to product design, engineering and production services to enhance horizontal and vertical value chains. The Infosys Asset Efficiency Testbed, developed in collaboration with the Industrial Internet Consortium (IIC), tracks uptime of industrial assets and boosts productivity via Internet of Things (IoT) technology and advanced analysis of near real-time data. We implement Industry 4.0 solutions to boost mission-critical dimensions of new products – strategy, development and resources management. Our digital ecosystem for connected automobiles integrates product, supplier, enterprise, and customer data. This ensures better visibility into vehicle usage, recurring mechanical issues and driving behavior. The data serves as input to distill insights such as driving patterns that cause increased wear-and-tear or higher emissions, suppliers of components that fail frequently, minimum sales threshold for financial feasibility of a model, etc. Integrated product development enables us to replace trial-and-error development methods with machine learning algorithms and knowledge-driven systems for systematic assessment of new models. In addition, it ensures new components are compatible with AUTOSAR tools and complies with standards / regulations. Our data-driven engineering frameworks maximize R&D budgets, and drive big data analytics to improve remote diagnostics, modify control algorithms for driver assistance, and redesign infotainment systems, among other use cases. Significantly, our unified database helps automakers undertake root cause analysis and manage software updates for embedded systems. It also empowers product designers and development engineers to accelerate validation of vehicle platforms and reuse elements across engine families, vehicle configurations and delivery programs. White

paper: Interdisciplinary collaboration accelerates product enhancement A structured knowledge-based engineering methodology distills experiential skills and enables concurrent development. Risk assessment, cost benefit analysis, and benchmarking of product development practices rationalize the time and effort for commercializing new models and variants. Collaborative engineering drives concurrent design, assembly and testing while addressing resource (capital and human) as well as production (capacity and logistics) constraints. Knowledge tools and scenario analysis help R&D, design and engineering teams build repositories of reusable designs and components that meet emissions, fuel economy and safety requirements. Clients Speak Infosys had the global capabilities we were looking for”: Edward Rybicki, Process Integration Officer, Volkswagen Group of America Case Study Knowledge templates accelerate product development Case Study Modernization of pricing and product configuration application transforms the supply chain Case Study Infosys preconfigured solution accelerates parts production Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Roll out a smarter fleet of vehicles

----- Article source ----- <https://www.infosys.com/industries/automotive/industry-offerings/rollout-smarter-vehicles.html> ----- Overview We empower manufacturers with digital solutions to respond to seismic changes in the automotive industry. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Driver assistance Driving assistance Vehicular technology You need to capitalize on telemetry data to provide personalized driving assistance and on-demand services. You should assimilate, validate and address requirements of the digital lifestyle - from autonomous passenger vehicles to interoperable material handling and cargo transportation systems. You require proven technology solutions to accelerate roll out of connected vehicles and services. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Connected Vehicles The Infosys Automotive practice implements connected vehicle programs for 'smarter' transportation. Our services span business consulting services, infotainment application development, mobile application architecture design, data analytics solutions, and technology product / platform development. Our artificial intelligence solutions are building blocks for autonomous locomotion. Real-time access to vehicle, driver behavior, roadside infrastructure, traffic, and GPS data facilitates accurate automated maneuvering, and improves vehicle performance, road safety as well as traffic management. The Infosys Asset Genome solution harvests data from connected vehicles, makes sense of data, and converts it into predictive insights. Further, our solution enables OEMs and dealers to synchronize remote diagnostics tools and schedules for periodic / predictive maintenance with supply chain management applications to mitigate risks

and rationalize costs. Infosys develops Human-Machine Interfaces (HMI) and reusable automation scripts for connected vehicle applications. Our technology approach boosts the capacity, reliability, and speed of device-to-device, vehicle-to-vehicle, vehicle-to-infrastructure, and device-to-cloud communication. Further, our communication and sensor networks support location-dependent services such as 'find my car', and autonomous operations such as platooning. Our machine learning algorithms for obstacle detection recognize and classify potential obstacles. The continuous learning loop enhances our technical frameworks for advanced features such as adaptive cruise control, automated braking, autonomous steering, parking / roadside assistance, and remote diagnostics. The Infosys Cyber Security Platform (iCSP) safeguards telematics and sensor data via anonymization and aggregation. Our managed services for identity and access management, unified vulnerability management, and risk and compliance management address security and privacy requirements of connected devices, networks, applications, and services. Infosys partners with Udacity for training in autonomous vehicle engineering. Our knowledge programs expedite the development of autonomous vehicle capabilities as well as in-vehicle alert services. In addition, they accelerate trial operations of self-driving vehicles and automation systems. Point of View: Mobility 2.0 - Technology on wheels Automobile manufacturers need to leverage smart technology and communication systems to provide mobility-as-a-service. Algorithms convert data from connected vehicles into predictive insights to provide a superior driving experience, timely maintenance services, and enriched functionality. An illustrative use case catalog with proofs of concepts and analytical applications, including in-car services, voice-controlled navigation, advanced driver assistance systems, contextually aware routing, and dynamic location-based services. Subject matter experts with rich experience in 'connected car' programs and end-to-end capabilities at leading automotive OEMs. Case Study Scandinavian car maker establishes a global digital workshop Report Cloud Radar 2021 Boosting profits and enabling a competitive edge with cloud Case Study Infosys genome solution for the automotive industry Case Study Portal drives collaboration across dealership network of Japanese automotive OEM Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Safeguard in-vehicle software and telematics data

----- Article source ----- <https://www.infosys.com/industries/automotive/industry-offerings/safeguard-software-telematics-data.html> ----- Overview Our robust data foundation minimizes the cost of deploying and updating in-vehicle information services. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need a flexible and scalable IT infrastructure to address the mobility landscape. You should collect, process and apply petabytes of vehicle telematics and enterprise data. You require a team of

professionals with expertise spanning infrastructure, integration, embedded systems, and software development processes. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us IT Infrastructure Management The Infosys Automotive practice streamlines IT infrastructure management to simplify harvesting, storage, retrieval, and management of data. Automation, artificial intelligence and machine learning models enable us to create a 'self-learning' ecosystem to enhance IT operations. It also drives a self-help mechanism for business users. Automation facilitates granular monitoring and troubleshooting, which helps prompt detection of issues to resolve / prevent / minimize disruption. Besides, it reduces IT events, incidents and helpdesk tickets. Our dashboards provide real-time insights into the IT infrastructure, which help mitigate risks, including security issues, and ensure compliance with regulations. Our IT infrastructure management command centers adopt a 'people + software' delivery approach for application maintenance and business process monitoring. Our holistic approach supports homogeneous and heterogeneous infrastructure of physical and virtual assets, platforms, technology providers, and equipment. Further, it enhances infrastructure lifecycle management - from asset planning and day-to-day operations to disposal. Infosys focuses on agility and stability of the infrastructure while ensuring consistency in service delivery. Active infrastructure management addresses dynamic requirements and maximizes uptime while enabling rapid response as well as continuous improvement. Scalable infrastructure helps internal and external teams to use near real-time data across business processes. Further, accurate data and real-time updates improve collaboration and mobility services. Our IT experts leverage analytical tools to forecast requirements across resources, plan and manage ITIL capacity, and set threshold values to trigger alerts as well as remedial action. We rationalize infrastructure costs via data center consolidation and virtualization of servers, storage devices, desktops, and applications. Point of View: Mobility 2.0 - Technology on wheels Automobile manufacturers need to leverage smart technology and communication systems to provide mobility-as-a-service. End-to-end IT infrastructure management services drive mobility-as-a-service by supporting connected, autonomous vehicles and ride sharing. Data solutions manage huge volumes of data and ensure data integrity and quality, while rationalizing storage and maintenance costs. IT managed services includes production, implementation, maintenance, and technical support, and troubleshooting to prevent / resolve issues. Clients Speak "Infosys had the global capabilities we were looking for": Edward Rybicki, Process Integration Officer, Volkswagen Group of America Article Infosys genome solution for the automotive industry Case Study Seamless DMS integration with enterprise systems enhances information workflow Report Cloud Radar 2021 Boosting profits and enabling a competitive edge with cloud Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Engage prospects to influence purchase decisions

----- Article source ----- <https://www.infosys.com/industries/automotive/industry-offerings/sales-marketing.html> ----- Overview Our mixed reality solutions help manufacturers generate enquiries from prospects prior to new vehicle launches and hybrid variants. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Customer engagement Brand experience Digital marketing Your sales teams and dealers should help prospective customers select a model that meets their requirements. You need to identify customer segments and engage with each one. You require digital strategies to engage buyers across the complex sales cycle. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Automotive practice offers digital sales and marketing solutions to engage prospective buyers in the product discovery stage of the purchase process. We combine data analytics, simulation, predictive modeling, and Artificial Intelligence (AI) to uncover preferences of customer micro-segments, map required features with inventory, and engage prospects during 'moments of truth.' Infosys undertakes a digital transformation at automotive manufacturers and dealers to engage potential customers. Our expertise spans mobile sales tools, online marketplaces, and digital product catalogs with real-time inventory and pricing information. Infosys Nia, our AI-driven chatbot, provides conversational customer support. It boosts the productivity of sales executives and service advisors by supporting telemarketing, answering product / order-related queries, and processing complaints. Our digital ecosystem provides a consistent customer experience across the dealership network. It connects all constituents - OEM, dealers, service centers, vehicles, workforce, and customers. This ensures a uniform brand experience - from the front office of the sales, service or parts / accessories department to an interaction with marketing for scheduling a test drive or processing a loan account. Our cloud-based system enables service consultants to provide cost estimates, create orders and update dealer systems. In addition, it supports advanced traceability solutions for product recall. Our value realization approach increases return on marketing dollars. We monitor web activity, facilitate textual, voice and visual search, and integrate widgets for proactive social interaction. Significantly, we develop microsites for event-specific promotions, new product launches, or a virtual tour of vehicle interiors to provide an immersive experience on any screen. White paper: Interdisciplinary collaboration accelerates product enhancement A structured knowledge-based engineering methodology distils experiential skills and enables concurrent development. Template-driven approach uncovers explicit as well as implied intentions, be it vehicle finance (lease or buy), value (luxury or utilitarian), experience (comfort or economy), or carbon footprint (hybrid or electric). Team of experts creates unique digital properties addressing specific demographic, psychographic, geographic, and vehicle segments.

Expertise in developing rich media microsites and keyword / phrase-rich digital artifacts to engage potential buyers and influence purchase decisions. Case Study Portal for real-time vehicle inventory and pricing maximizes sales White Paper Are auto OEMs ready for digital consumers? White Paper Automotive industry, at the tipping point of disruption White Paper Electric vehicles disrupt the automotive ecosystem Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Automate procurement to enhance spend visibility

----- Article source ----- <https://www.infosys.com/industries/automotive/industry-offerings/sourcing-procurement.html> ----- Overview Our digital ecosystem accelerates procurement, while addressing quality requirements and optimizing delivery schedules. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to streamline workflow from the RFP and purchase order to material receipt and accounts payables for smooth operations. You should help suppliers enhance technical capabilities for sourcing high quality vehicle parts and components. You should increase productivity and efficiency of procurement teams while reducing operating costs. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Sourcing and Procurement The Infosys Automotive practice automates Sourcing and Procurement (S&P) for process excellence. Our robust data foundation and seamless systems integration services capitalize on data science and advanced technologies. Our solutions range from Artificial Intelligence (AI)-driven chatbot for guided buying to blockchain networks for tracing components, be it a spark plug or critical safety equipment such as airbags. Infosys AssistEdge, our robotic process automation platform, modernizes services while streamlining procurement. It accelerates generation of purchase orders, contracts and agreements. Further, robotic automation enhances visibility across the value chain, enabling better direct and indirect spend management. Infosys Nia, our AI platform, simplifies S&P operations with knowledge-driven, voice-enabled support. Our machine learning algorithms undertake category matching, spend classification, and supplier risk identification. In addition, it supports big data-based benchmarking for collaborative sourcing, long tail spend management, and strategic planning. The conversational interface of our platform extracts contextual data to provide advanced support such as technical specifications verification and supplier recommendations, and respond to queries related to order terms, supplier lead times, etc. Infosys integrates the supplier ecosystem to simplify sourcing of parts, components, and devices across vehicle types and classes. It empowers automotive procurement teams to evaluate supplier performance based on asset-specific criteria and cultivate long-term supplier relationships. Significantly, a

unified purchasing system enables accurate and faster capture of global sourcing requirements and bundling across functions such as R&D, design, production, and aftermarket sales and warranty services. White paper: Interdisciplinary collaboration accelerates product enhancement A structured knowledge-based engineering methodology distills experiential skills and enables concurrent development. Rich experience in integration of source-to-pay / procure-to-pay processes for operational excellence. Product re-engineering and value engineering services enable co-creation of products with tier 1 suppliers. Pool of domain experts automates S&P processes, which drives JIT manufacturing and agile supply chain operations. Report Cloud Radar 2021 Boosting profits and enabling a competitive edge with cloud Client Speak “Infosys had the global capabilities we were looking for”: Edward Rybicki, Process Integration Officer, Volkswagen Group of America White Paper Electric vehicles disrupt the automotive ecosystem Case Study Portal for real-time vehicle inventory and pricing maximizes sales Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Maximize production capacity

----- Article source ----- <https://www.infosys.com/industries/automotive/industry-offerings/supply-chain-logistics.html> ----- Overview Our blockchain solutions trace material flow and offer visibility into the number and classification of units as well as age of inventory units. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should capitalize on point-of-sales as well as supply chain data to improve distribution and logistics planning. You need advanced technology to monitor inventory in warehouses and distribution hubs. You require automated tools to reconcile inventory units, eliminate mismatch, and rationalize costs. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Supply Chain and Logistics The Infosys Automotive practice streamlines supply chain and logistics operations of automobile manufacturers. Our digital solutions rationalize inventory of raw materials, finished vehicles, Maintenance, Repair and Overhaul (MRO) supplies, production consumables, and packaging. We standardize supply chain processes to address the complexities of managing a global automobile fleet, including localization and hybrids, and corresponding parts / components inventory in automotive production and distribution networks. Our integrated supply chain solutions focus on environment-friendly shipping. We adopt optimization techniques to avoid empty driving miles and eliminate operational bottlenecks. At the same time, we implement modular systems to enhance the performance of production centers, service parts organizations, export units, and third-party load carriers. Robotic automation of storage and retrieval simplifies materials movement and improves utilization at warehouses, service bays and cross-docking stations. Further, it reduces wait and load times, and

supports physical inspection. We also integrate autonomous and wearable technology to enhance the productivity of warehouse personnel via voice assistance and guided transportation. Our supply chain visibility solutions locate inventory in near real time and track the movement of vehicles shipped through railway wagons, ocean carriers and fleet trucks. We use Standards for Technology in Automotive Retail (STAR) formats to integrate dealer and OEM systems, which enables seamless data flow across the vehicle lifecycle as well as supply chain. Our holistic approach minimizes effort to manage product return / recall. Paperless logistics enables the workforce to manage regional forwarding and global shipping contracts on mobile devices. Significantly, it facilitates just-in-time / just-in-sequence transportation, driving reliable production as well as services. Our data platforms ensure compliance with trade regulations. Moreover, it supports notification systems for vehicle arrival and delivery management by shipping agents and dealers. Point of View: Mobility 2.0 - Technology on wheels Automobile manufacturers need to leverage smart technology and communication systems to provide mobility-as-a-service. Analytical tools accurately forecast demand for vehicles and spare parts, ensure availability of materials at the shop floor, and accelerate transit times. Robust IT infrastructure supports drones, remote imaging tools, Radio Frequency Identification (RFID) tags, IoT devices, and sensor kits for seamless material handling and production workflows. Machine vision systems generate heatmaps for visualization and quantitative analysis of materials, and drive automated sorting and segregation. Case Study Automotive industry, at the tipping point of disruption Report Cloud Radar 2021 Boosting profits and enabling a competitive edge with cloud White Paper Electric vehicles disrupt the automotive ecosystem Case Study Seamless DMS integration with enterprise systems enhances information workflow Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Ensure safety and industrial hygiene

----- Article source ----- <https://www.infosys.com/industries/automotive/industry-offerings/sustainability-management.html> ----- Overview We design buildings and retrofit existing infrastructure for Leadership in Energy and Environmental Design (LEED) certification. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Improve Reduce Monitor You need to establish sustainability goals and monitor performance continuously. You should create awareness and maximize participation of constituents in sustainability programs. You should minimize power consumption across production processes and Heating, Ventilation and Air Conditioning (HVAC) systems. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Sustainability Management The Infosys Automotive practice

implements sustainability management solutions to ensure efficient utilization of resources, and protect the interests of stakeholders. Our Environment, Health and Safety (EHS) Maturity Model provides a structured methodology to review sustainability policies and identify opportunities to improve practices. Our framework guides large-scale programs to navigate injury and incident management, safety and waste management, audits and inspections, and sustainability reporting. Infosys offers a comprehensive suite of functional consulting and IT services spanning occupational health, workplace safety, industrial hygiene, and occupational toxicology. We develop on-the-go learning modules for training employees in recycling of water, industrial waste, and packaging materials as well as safe storage of chemicals including paint and grease. Our EHS Center of Excellence includes a team of certified EHS auditors, digital enablers and analytical solutions. Our data-oriented solutions ensure compliance with regulations while reducing the effort and cost of compliance. We undertake qualitative and quantitative assessments to evaluate performance across EHS parameters and risk factors. In addition, we undertake job safety / hazard analysis, workplace ergonomic analysis, and root cause analysis of EHS incidents. The insights help in designing change management programs and improving processes / operational control. Our Internet of Things (IoT)-based tracking solution monitors real-time ambient parameters such as temperature, humidity, motion, light, air borne particulates, volatile organic compounds, and greenhouse gas emissions. An interactive dashboard allows managers to define threshold limits for specific zones as well as persons to be notified in the event of breaches. Notably, our analytical solution predicts breaches, which enables timely preventive action. Point of View: Mobility 2.0 – Technology on wheels Automobile manufacturers need to leverage smart technology and communication systems to provide mobility-as-a-service. Digital tools enable self-assessment, facilitate internal and external audits, and track non-compliance until closure of issues. Training modules, knowledge artifacts and digital communication ensure behavioral changes. Smart Energy Management solution provides tools to compare, analyze and predict energy consumption, promotes conservation, and recommends energy-efficient options. Case Study Scandinavian car maker establishes a global digital workshop White Paper Knowledge-based engineering facilitates continuous enhancement Blog Amplifying human potential with robotic automation White Paper Electric vehicles disrupt the automotive ecosystem Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Automotive Industry Insights & Technology Trends

----- Article source ----- <https://www.infosys.com/industries/automotive/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys to Harmonize the Systems of LKQ Europe Infosys inks five-year collaboration with smart Europe GmbH

to bring sustainable electric mobility to customers Infosys and Polestar Enter Strategic Collaboration by opening Technology Hub in Bengaluru, India Infosys' Strategic Acquisition of in-tech: A Boost to Automotive Engineering Capabilities Automotive Aftermarket: How Technology Trends Will Re-shape the Business Infosys at the AutomotiveIT Kongress 2023 Automotive Recall: How Technology Streamlines the Process Navigating the Shifts of Autonomous Truck Operations in Mining Infosys Achieves Amazon Web Services Automotive Competency Infosys Cloud Radar 2023 Report Driving the Future: The state of autonomous vehicles SAP S/4HANA: Raising the Bar of Sourcing Excellence for Automakers How Infosys Leverages Salesforce CRM to Boost Automobile Sales Adapting to the Future of Automotive Industry with Toyota Connected North America An Incentivized and Connected Platform for Electric Vehicles Charging Station Configurator for Electric Vehicles Metaverse in the Manufacturing Industry Adopting Public Cloud for Automotive Manufacturing Operations Electric Two Wheelers in India: An opportunity for Service and Consulting Firms Enabling New Possibilities for Manufacturers by Unlocking the Value of Data from Cloud Smart Connected Products - Redefining the Future of Customer Engagement in Manufacturing Beyond Manufacturing: What's Next for Automotive OEMs Navigate the Next in Automotive: Focusing on Product Digitization and Sourcing the Non-core Fireside Chat: Infosys Meridian Creates a Virtual Life-Like Event Experience for PACCAR Parts Infosys, AWS and Toyota Motors NA Fireside Chat at AWS AnalytiCON B2B E-Commerce for Aftermarket Parts How Could AI and Automation Tackle the UK's Collapse in Car Manufacturing? Enabling seamless CX for cars of the future An ecosystem approach for EV adoption Automotive Incentives. Reloaded Redefining the Vehicle Buying Process The Imperative of a Cybersecurity-first Approach for Manufacturing Enterprises Data-Powered, Adaptive Supply Chain to Become Future Fit: A Focus on the Manufacturing Industry The next big disruption in the auto industry Infosys Recognized as a Leader in Avasant's Manufacturing Digital Services 2020-21 RadarView™ Report Electric Vehicle - Disruptor of the Automotive Ecosystem Infosys Live Enterprise - A Business Catalyst for B2B2C Transformation FinTech disruption in the automotive finance industry Cost-effective inventory auditing for auto OEMs Shopping for a car goes digital with immersive CX The imperative of a cybersecurity-first approach for manufacturing enterprises Infosys Return to Workplace Solutions for Manufacturing Organizations Infosys to Transform LANXESS' IT Infrastructure by Enabling a Globally Harmonized Digital Workplace Digital MFG in COVID times - Jasmeet Singh in Conversation with Dominique Raviart, NelsonHall Infosys recognized as leader by NelsonHall Vendor Evaluation & Assessment Tool (NEAT) in Digital Manufacturing Services Dealer-manufacturer collaboration complements data analytics Captive Auto Finance in Servitization Ecosystem Perform Real-time Analytics & Machine Learning on IBM Z Infosys Genome solution navigates the road ahead for the Automotive Industry Automotive Incentives. Reloaded Technology and Connectivity Set to Transform the Auto Industry Automotive Dealer - Manufacturer Data Collaboration The next big disruption in the auto industry Redefining the Vehicle Buying Process Electric Vehicle - Disruptor of the Automotive Ecosystem How AI is driving the automotive industry Warranty: From liability to competitive advantage Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of

Transformation Industries Services Platforms Infosys Knowledge Institute
About Us Press Release Press Release Press Release Analyst recognition
White Paper Video White Paper Point of View Feature Report Video White
Paper White Paper Testimonials Article Article View point Point of View View
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How Could AI and Automation Tackle the UK's Collapse in Car Manufacturing?

----- Article source ----- <https://www.infosys.com/industries/automotive/insights/automation-tackle-manufacturing.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The UK automotive industry has been a pinnacle of excellence over the last century. However, during the last few decades, sectoral shifts and an evolving competitive landscape have adversely affected the industry, with the pandemic further aggravating these challenges by throwing the demand-supply equilibrium into disarray. In July 2021, car production in the UK slumped to its lowest level since 1956. Following this announcement, Jasmeet Singh, Executive Vice President and Global Head of Manufacturing, Infosys, explains how technologies such as AI and automation could have prevented the crisis and help the sector recover from the historic fall. In this Q&A with ITProPortal, one of the UK's leading and most respected technology information resources, Jasmeet also explores the role hyperautomation is likely to play in the manufacturing sector over the next decade, advising on the ways businesses could avoid job losses. Highlights: Read more on ITProPortal here. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys at the AutomotiveIT Kongress 2023

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Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The fifteenth edition of the AutomotiveIT Kongress took place in Berlin on September 20, 2023. This one-of-its-kind event that brings together leaders from the automotive industry is organized by leading German automotive media house AutomotiveIT. Delegates from Infosys participated in the Kongress. Ruchir Budhwar, Executive Vice President, and Industry Head - Manufacturing, Infosys, sat down with Carolin Platz, Partner and Founder at CP Strategy and Transformation and Head of Corporate Communications at Center of Automotive Management for an exclusive interview. Ruchir shared his thoughts on the various factors and technologies that are poised to accelerate the future of the automotive industry, generative AI being the foremost amongst them. In the video, Ruchir also shines a spotlight on why enhancing cybersecurity and pivoting towards a D2C model and online car sales are on the top of the agenda for automakers. Watch the video here Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Shaping the New World of Health, and Critical Care

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Reimagining the Future of Telehealth

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/telehealth-reimagining-future.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Data emerging as the new disruptor has empowered consumers to micro-manage their health, enabling on-demand, hyper-convenient care at the comfort of homes. In this episode of the perspectives, Pramod Pratap, Director Marketing, Infosys and Venky Ananth, SVP & Head - Healthcare, Infosys focus on the benefits and current state of telehealth services. It further delves into steps that can be taken to popularize and speed up the adoption of telehealth. The discussion also highlights the latest groundbreaking technologies that will play a significant role in accelerating this transformation. Listen in to get expert views from global leaders on the present and future trends of telemedicine, and how it promises to surpass healthcare limitations like access, mobility, expense, availability, and more. Download Transcript Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Webinar on Transforming the Appeals & Grievance Process for Member and Provider Satisfaction

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Infosys Webinar - "HEDIS: Reaching for the Stars"

----- Article source ----- <https://www.infosys.com/industries/healthcare/insights/webinar-reaching-stars.html> ----- Insights Speakers Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us It is time to focus on achieving a higher star rating on HEDIS. As many as a third of Medicare enrollees choose the Medicare Advantage driving payors to capture a sizable market share. Payors have to be nimble and demonstrate value differentiators to members and providers for a continued increase in member enrollment and retention. One of the ways to attract Medicare Advantage membership is to drive the HEDIS star rating. Increase in the star rating from 3.5 to 4 could mean additional benefits through rebates and bonuses that can quickly scale revenues. A four-plus star rating can attract enrollees to a plan as the rating would indicate the plan's ability to perform well in the five focus areas of care and customer service that drive the HEDIS rating. A five-star rating would enable enrollment of members throughout the year allowing more members to switch. However, HEDIS metric collection and reporting continues to be a complex process despite the use of tools and technology. Understanding current processes and data challenges is crucial to enhance data collection accuracy and efficiency and achieve an improved HEDIS star rating. We can then enable providers with the right tools to share the data on time. Infosys presents this webinar which provides an overview of various common processes and data challenges amongst payors and identify areas of opportunities to enable providers and payors to comply with accurate data collection using text mining and intelligent automation. This webinar can be accessed on below link - Venky Ananth Vice President(VP) and Global Head, Healthcare, Infosys Limited Jayanthi Subramanian Senior Principal, Business Consulting Healthcare and Life Sciences (HLS), Infosys Limited On Demand Webinar Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Healthcare

----- Article source ----- <https://www.infosys.com/industries/healthcare/overview.html> ----- Agile Digital Services Architecture: Healthcare Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Exponential increase in the adoption of Digital is a huge disruptive force that is leading to consumers of tomorrow. This in turn

demands healthcare organizations to gear up to manage the consumer experience effectively. Healthcare IT innovations play vital role in the digital era of the industry addressing the critical business transformation needs for adaptation and market sustenance. While increased cost of care, industry consolidation and regulatory compliance are few of the challenges faced by healthcare companies they are in parallel gearing up to leverage the Next Gen Technologies around Automation, AI, Analytics and digital experience. Organizations can thrust growth across the value chain through advanced technology supported business strategy. At Infosys we understand the industry drivers of healthcare outcomes, optimized cost along with evolving compliance needs well and have aligned our services strategy to support healthcare organizations navigate their digital journey of tomorrow. Our Healthcare industry services are designed with principles of: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Pacesetters

----- Article source ----- <https://www.infosys.com/industries/healthcare/pacesetters.html> ----- What is PaceSetters? Episode 1 Episode 2 Episode 3 Episode 4 Episode 5 Episode 6 Episode 7 Episode 8 Episode 9 Episode 10 Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us with Venky Ananth PaceSetters is a thought leadership series hosted by Venky Ananth. Here, he connects and engages with some of the most illustrious people from the healthcare industry and beyond. Together, these academicians, business leaders and innovators, will be exploring the healthcare revolution, setting the pace for what's next and for every tomorrow. Welcome to the first episode of PaceSetters with Venky Ananth. A series where the Global Head of Healthcare at Infosys engages with brilliant minds from the industry and beyond. This episode features Prof. Mohanbir Sawhney, Associate Dean for Digital Innovation at Kellogg School of Management. Watch the video to discover how to drive down costs while enhancing experiences, the future of technology platforms and the importance of employee training in setting the pace for change. Watch Video Listen Podcast Read Transcript Welcome to the second episode of PaceSetters with Venky Ananth featuring Marvin Richardson, a seasoned industry player and has deep experience in healthcare and multiple verticals across insurance banking capital markets. In this episode watch Marvin and Venky deep drive into how an organization can develop the right strategy for digital transformation. While technology holds promise, its important to have the right measures to identify and address key challenges such as technical debt. Learn more about these challenges and an integrated approach to transformation with Venky Ananth and Marvin Richardson. Watch Video Listen Podcast Read Transcript Welcome to the next episode of PaceSetters with Venky Ananth and Dave Grimm, VP Digital Enterprise Growth for Blue Shield of California. Dave is a broadly experienced digital

marketing, user experience design and digital transformation executive who has created innovative customer experiences for start-ups and global corporations. This episode talks about Dave journey in Digital Growth Enterprise, to build an interface that creates value for their audiences. Dave talks about the digital transformation journey at Blue Shield, how he foresees the future unfolding from a Blue Shield perspective. [Watch Video](#) [Listen Podcast](#) [Read Transcript](#)

Welcome to the fourth episode of PaceSetters with Venky Ananth and Tom Swanson, Head of Industry Strategy & Marketing - Health & Life Sciences at Adobe. Tom helps Adobe in strategizing ways to transform the customer experience in healthcare, as well as positioning Adobe to play a leadership role in redefining how each of us engage our personal healthcare ecosystems. In this episode, he talks about digital transformation in healthcare was influenced by consumer expectations & demand and the importance for putting consumers at the centre of this journey. [Watch Video](#) [Listen Podcast](#) [Read Transcript](#)

Welcome to the fifth episode of PaceSetters with Venky Ananth and Jim Graham, Senior Vice President and Chief Information Officer at Prime Therapeutics. Prime Therapeutics is in Pharmacy Benefits Management or PBM which is bringing together health plans, drug manufacturers, and pharmacies to serve the patients. Prime Therapeutics is a major player in powering this transformation with Jim as the senior leader helming this digital advancement to help make health care better in the future. In this episode, he talks about impact of digital transformation in pharmaceutical industry with the use of Artificial Intelligence and Machine Learning & Evolution of PBM in Healthcare Industry [Watch Video](#) [Listen Podcast](#) [Read Transcript](#)

Welcome to the sixth episode of PaceSetters with Venky Ananth and Claus Jenson, CIO of Teladoc Health. Teladoc Health is a digital native firm that have revolutionized virtual healthcare. It aims to provide patients with Whole person healthcare from primary care, mental health, chronic condition management etc., with the better healthcare accessibility to all. With over 20 years of experience in digital innovation in healthcare and technology industry, Claus leads the research and development team in Teladoc Health with prime focus on virtual whole person care. In this episode, he talks about recent trends in healthcare industry, with the different modes of AI to help in data processing and decision making. He emphasis the objective here is not to replace the existing system, it's to power up all the good forces in healthcare to deliver a better experience while explaining the village doctor paradox. [Watch Video](#) [Listen Podcast](#) [Read Transcript](#)

Welcome to the seventh episode of PaceSetters with Venky Ananth and Raymond Falci, Adjunct Associate Professor, Columbia Business School. Raymond G. Falci currently serves on several healthcare boards and is an adjunct professor at Columbia Business School, having previously worked on Wall Street for 20+ years. This episode delves deeper into topics such as Value based care, Health Equity, Interoperability etc. Making a comparison between FinTech and Health Tech, they discuss about the Magnificent 7 and the rise of the startups in Healthcare industry. [Watch Video](#) [Listen Podcast](#) [Read Transcript](#)

PaceSetters episode 8 features Venky Ananth interviewing Akshay Patel, CIO of the global College of American Pathologists (CAP). This 75-year-old organization prioritizes patient safety through lab standards and accreditation (present in over 112 countries!). Patel emphasizes technology's role, highlighting CAP's investment in cloud computing, data analytics, and AI to boost efficiency and accuracy. Seamless

integration with hospital systems is a key focus for streamlined workflows. They're even creating a data lake to leverage their vast data for advancements in areas like AI. Education is another pillar, with CAP offering courses on emerging technologies. Patel's vision? Leverage technology to enhance services, expand globally, and ultimately ensure the highest patient safety standards. Watch Video Listen Podcast Read Transcript In this episode of Pacesetters, Venky Ananth interviews Lisa Davis, Chief Information Officer of Blue Shield of California, exploring her diverse career journey from defense intelligence to tech and healthcare. Lisa leads transformative initiatives at Blue Shield, including "Health Reimagined," focusing on personalized, holistic care through innovations like the Experience Cube for real-time data insights. She discusses the "Real Time Enterprise" initiative aiming for instant claims processing and enrollment, and "Care Connect," integrating clinical and claims data for proactive member care. Lisa also unveils "Pharmacy Reimagined," collaborating to reduce drug costs. Her leadership exemplifies a commitment to mission-driven innovation, driving systemic change and enhancing member outcomes at Blue Shield of California. The interview highlights her strategic vision and the organization's pioneering efforts in reshaping the healthcare landscape with technology and empathy. Watch Video Listen Podcast Read Transcript Welcome to the tenth episode of PaceSetters with Venky Ananth and Tim Skeen on revolutionizing healthcare. Tim Skeen is the Executive Vice President and Chief Information Officer of Sentara Health, an Integrated Delivery Network (IDN) with both healthcare delivery and health insurance services. Tim discusses the challenges and advantages of integrating health systems and health plans, emphasizing the importance of a seamless and intuitive experience for patients and members. He also highlights the use of technology, particularly GenAI, in improving clinical care and the patient experience. He addresses the impact of redetermination on the health plan side and the advantages of an Integrated Delivery Network (IDN) over traditional health plans. Throughout the interview, Tim emphasizes the importance of leveraging data and technology to enhance patient care and engagement. Watch Video Listen Podcast Read Transcript Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

PaceSetters: with Venky Ananth and Tom Swanson

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Swanson Venky Ananth Tom Swanson Venky Ananth Tom Swanson Venky Ananth Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Pacesetters with Venky Ananth Home Episode 4 Read Transcript Welcome to Pacesetters. Today, I'm excited to have Tom Swanson, head of Healthcare Marketing and strategy. Welcome to pacesetters, Tom. Thank you. Thank you. I'm looking forward to our chat. Let's first talk about your own background, Tom. How did you end up at Adobe and doing the gig that you're doing right now? It was actually a great journey. I came from a medical device manufacturer where I was actually Adobe Customer for almost as long now as I've been an Adobe employee. And so I had the opportunity to work with the Adobe Tools and apply it in a highly regulated space. Right prior to working at a medical device company. I was kind of a pure digital marketer, right? And I was brought over to help the device company kind of bring their marketing up to speed, right? And that's how I got exposed to Adobe. And when Adobe decided to formalize the health care vertical, I was actually the first employee that Adobe hired to help kind of get this thing off the ground. Fascinating. Yeah. Digital transformation. Adobe in healthcare and digital transformation. So our common intersect really is healthcare. And I want to really get your perspectives on where you think the healthcare industry is from a digital transformation perspective. I just want to get your views. I think by and large the healthcare industry is still kind of nascent. In just beginning the journey into digital transformation, now, of course, you've got some leaders, right? That kind of saw what was coming a couple of years ago where when the pandemic hit. Because what the pandemic did was essentially take a very laggard industry where digital engagement was concerned and forced us into engaging in the digital channels because we could no longer engage in kind of the face to face way that we used to. You know, hospital facilities were limited to chronic conditions. You know, health clinics were closed to foot traffic. And so as health care consumers, we're still looking for ways to manage their health care. The first place they turned was to digital, because that's what they were used to for retail and travel and hospitality and all of these other industries. And so, the thing that was interesting about that whole dynamic was as consumers turned to digital channels, they brought with them the expectation of what a good digital experience is going to look and feel like. And those expectations. Right. Or kind of why I say, I think the health care industry is at the very beginning stages, right? Because, yes, health care is using digital channels. Yes. Health care has started using data to personalize experiences. But this whole notion of putting the customer or the consumer in the center of a digital engagement, of course they're the center of the HCP, you know, to patient engagement. But putting the customer and customer expectations customer demands in the center of digital engagements is where I think health care has just started and really needs to get to right now. Adobe is, you know, all about experience led growth. What's the state of the market from a customer/consumer experience in the health care market? Sure, you said that it's at its infancy and you know, well. If there's any indicator, it is the fastest growing industry vertical within Adobe.. I mean, two or three fold. And I think it's a function of the fact that the industry is finally ready for what Adobe brings to the table, because consumers have finally said enough of these bad digital experiences. Right?

This is what I expect. And if I don't get it, I'm going to go elsewhere. And so legacy health care companies are finding themselves having to compete in arenas where they've never had to compete right before. And they have a very short window in which to kind of get up to speed. Because one of the things that I mean is either particularly exciting as a consumer or particularly disturbing as a legacy health care provider, is all of these kind of non-health care companies or tech companies getting into the marketplace. I mean, if you think about it, health care represents roughly one third of the gross domestic product of this country. And I think we would all agree that the vast majority of the money that's spent in health care is not spent particularly efficiently or effectively. So no wonder there's so many companies thinking, well, I can utilize technology, get into this and get my half or get my piece of that, that financial pie and the fact that there's such a gap between consumer expectation and what legacy health care companies are delivering is where the disruptors have an opportunity to play. And I don't think it's any coincidence, right, that the likes of Google and Meta and Apple and Amazon are all investing in health care opportunities or health care technology. I mean, Hacking best Buy, right, is getting into the medical device business. Right. So the merging of or the blurring of the lines between retail and health care I think is a significant factor in the growth of the marketplace. Yeah, no, I couldn't agree more with you, Tom. And frankly, our own experience is that Adobe within health care for us is one of the fastest growing segment which is why we really betting big on Adobe because not only are they obviously a natural leader from cloud-content-data manifesting into the products that healthcare players offers into the market, but also deep into personalization, which is a big segment that is normally not seen in the healthcare world as much as one has been used to in the retail world or the transportation industry, etc.. So let's talk about personalization. And I know it's a topic that very close to your heart. How do you how do you think about personalization in the context of healthcare and how do you see the future unfold? Okay, that's a heck of a question. Let's see. Well, I mean, personalization in healthcare is tricky, right, in that, like I said, health care consumers are kind of demanding, right, a degree of personalization. And health care organizations typically have been very reticent to utilize data in order to personalize. Right. So personalization of digital experiences really boils down to three days data, right? And then using that data to kind of generate insights into your customers, using those insights to determine what content should be served up to them based on the digital cues that they're giving you regarding what they're searching for and what content they consume, how long they stay. You don't do they share it with somebody. Those are all data points as to what you should be serving up to them and then being able to orchestrate delivery of that content across all of the channels where your customers are already. Right. So and then as that content is consumed, you're in those channels, you're collecting more data and you need to be able to utilize that data in real time, Right? To further refine the experience that you're that your customers are getting in terms of personalization. Now, health care is certainly not lacking data. But what health care is lacking is the courage, if I can use that word, to use the data in a compliant and appropriate way. Right. And so you ask me kind of where I thought personalization plays. I mean, I think personalization is essential, right, for legacy health care companies to continue to compete with these disruptors that are coveting it. And as health care consumers

become more and more proactively engaged in the management of their care. But personalization is going to become a bigger and bigger deciding factor of whether they continue to do business like greatness. When in fact, my view is that particularly health plans historically have been benefit administrators. But over time now they're beginning to graduate into what we call scale orchestrators into whole health system. So the future horizon is all about whole health. And within that, what you're really talking about is what's lavish and the whole health level so. Well and increasing that level of engagement. Right? Because from a whole health perspective, that's something where health care consumers are far more engaged, are far more proactive than they ever have been, where, you know, kind of the legacy model and health care is one of kind of episodic engagement. Right. Where you only engage your doctor or your insurance company when you have to. Right. And now you're seeing the evolution of where consumers want to be engaged with their ecosystem. Right. Including doctors, insurers, pharmacists, pharmaceutical companies, medical device companies, where it might be anyone who's providing care, they want to be engaged with them all the time. Right. Whether it's, you know, receiving educational information or asking questions, you know, the fact that you have so many channels available to you now for interaction, it's no surprise that the consumers are actually taking advantage of that. The disconnect is actually making sure that as a health care company, you're in that channel serving up the content that your customers want to see. Right now, I mentioned kind of a reticence to use the use the data. Right. The thing that's I think a bit of a, you know, discordant within health care right now is consumers are saying, I know you've got my data, I want you to use it to better serve me. And so health care companies are finding themselves in the position of having to do something that they're very uncomfortable with. Yeah, right. Which is utilizing that clinical data to actually build a comprehensive profile of their customer. And if the customer is giving you consent to collect and use it, they're telling you use my data. And so I think that's one of the things that we've got to see is these health care organizations be purposeful in explaining to their customers what data they want to collect, how they want to use it and for what specific purpose and I think they'll be surprised how willing consumers are to grant that consent. Right. I know great, great insights, particularly on personality. And then how with the right concerned with the right within the right regulatory framework, there is a clear need for leveraging data of the member to sell them. Yeah. And that's you know, to be honest with you, that's where a partner like Infosys and, you know, the development work that we've been doing in Adobe really comes into play, right? Right. Is how let's give you kind of the tools but also establish the governance boundaries and establish the guardrails so that you can manage what data you've got and for how long you have it and who has access to it and how it can be used in whatever particular program. And having, you know, the expertise that Infosys possess brings to the table and the expertise that Adobe has developed over the course of years in building our hyper ready toolset, I think is where we can really help these folks get over that hurdle of using the data that they have at their disposal, which. Is a good segue way for my next question - AI. We heard about next generation launch of CDP. We heard about Firefly, we heard about Sensei. You know, help me any early thoughts on our how do you see it in the context of health care? Well, I mean, I know AI is a big topic in health care and you and I have

talked about it before, about its application and kind of are DNA based kind of directed pharmaceutical development. Right. In my part of the world, right, where we're talking about personalization of digital experiences, I think AI can play a critical role in bridging the experience and resource gap that a lot of health care companies get, that they don't have data scientists, right? They don't have typically a team of marketers that's determining what content should be served up went right. And the fact that Adobe applies the Sensei algorithm to the data points that you're collecting, right, in order to generate customer based insights. And then since they can recommend - here's the content you should serve up, right? And then based on how that content is consumed, here's the next step in the journey and the next step. And all of that can happen in real time as a result of the AI, as opposed to collecting data, putting it in a box and letting the data scientists go through it and then come back with recommendations weeks later when that data is no longer relevant. Right. So I think AI, as in any business, has a unique opportunity to really drive speed and efficiency when it comes to determining exactly how to build a personalized experience. Very, very exciting times ahead. Yeah. Thank you so much for sharing your thoughts and insights. And I completely agree with you. I think this is a super exciting time to be a health care consumer, which is why all of us are. Absolutely. Thank you so much, Tom. Appreciate it. Thank you. Thank you so much. That's the end of this edition of Pacesetters from Tom Swanson from Adobe. Home Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

“PBMs are helping in putting together medical and pharmacy information and knowledge to provide real-time drug-making decisions” - Jim Graham, Prime Therapeutics

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Therapeutics. Prime Therapeutics is a major player in the PBM business; Pharmacy Benefits Management business. Now, Pharmacy Benefits Management is a very interesting business where essentially health plans, drug manufacturers, and pharmacies coming together to serve the patient. And this is an interesting business because PBMs enable essentially availability of medicines to patients at the right time, at the right place, at the right price. And this is where Prime plays a very major role. In fact, Prime is owned by about 18 not-for-profit Blue Cross Blue Shield Association health plans. They serve about 33 million members in North America. And last year, they actually served to process more than 400 million claims. So they're a big player in the marketplace. And within that, Jim essentially is the senior leader from a technology perspective who is powering this digital transformation at Prime. Now, I've known Jim for about at least six years now, a major player in technology and driving digital transformation. True to the name of Pacesetters, he's setting the pace of transformation at Prime. Now, Prime has also recently done a game-changing acquisition with Magellan Rx. And Magellan Rx is actually a deep specialist in medical management. And I want to talk more about it, essentially around drug management and how they bring that to bear to benefit members. So with that background, I'm going to welcome Jim. Jim, thank you so much for joining us. Well, thank you, Venky, and thank you for coming to our Prime facility here. It's been a great relationship over the six years. And if I reflect back on Infosys, we've been together now for almost 10 years. And today we have 130 of Infosys Consultants with us, over 100 in the quality sector alone, both onshore and offshore. So I really have appreciated the relationship. I also appreciate the invite to Pacesetters. So I look forward to the conversation today and talking about the PBM industry. You did a great job of advertising what it is. It's not always easy to explain. So I appreciate how you set it up and it's a great way to start. Thank you, Jim. Thanks for doing this first off. And like you said, it's been a great run for us working with you. And over the years, we've become great friends too, and I really appreciate that relationship with you. So let's dive right in, Jim. First question, look, PBM started off as an entity out of health plans just to essentially do pharmacy claims processing. And over the years, it's evolved into fairly sophisticated stuff, right? You essentially do now outcome-based contracts, you do utilization management. You essentially do a whole lot than what you used to do. And it's getting more complex and more sophisticated as we go by. So tell us where you think this market is heading and how Prime is essentially bracing yourself to be ready for the future? I'll reflect back a bit. I've been now in the industry for 10 years, and when I first started, the pharmacy spend of the total health care system was about 15%, roughly. And today we are 30% plus. And as you think about drug costs, drug costs are becoming higher and higher and higher. A lot of research into oncology drugs autoimmune drugs and other special disease sorts of drugs. And we're becoming larger and larger spend of the healthcare ecosystem. So there's higher scrutiny on costs. And how do we maintain a good reputation in the industry? So think about that as the context for how I'll continue this answer. As we think about 30% of the total health care, the health plans themselves are very interested. Members are very interested. It's getting more and more sophisticated, which drugs to take, generics, brand names? Should I buy 90 day's supply? Should I buy 30 days of supplies? The PBM really helped to navigate the system, helped to maintain ethical regulatory

compliance, and helped to make sure that our members get the drugs they need at the right times. If you think about it, you're sitting at the pharmacy counter. We're able to send you a text to say, instead of getting a 30 day branded supply, maybe you should think about a 90 day generic supply, real time information at the disposal and at the point of decision-making for a member. That's really what we aspire to do in the future. And we're knocking on that door now. And we're able to put together medical information, pharmacy information, and really be much more than a pharmacy claim-paying transaction, but really to use that data and knowledge to provide real-time drug-making decisions for our members to help them be healthy. That's really where the PBMs are helping and to make sure that we maintain a good cost structure overall that's affordable for our clients and our members. Drug prices, affordability, very close to the heart for tons of people. Now, Congress recently passed the Inflation Reduction Act, and one of the key pieces in that Act was all about essentially empowering HHS to either negotiate drug prices directly or even put a cap on co-pays for Medicaid party participants. So I just want to hear from you, your perspectives on how the PBM market is reacting to this, how is Prime taking this. Any thoughts on that? Yeah, that's a deep question. HHS, first of all, it's Human and Health Services. It's a part of the federal government that maintains a watchful eye on the health and outcomes of our overall society. They have put regulatory restrictions on, and what they want to do is make sure that we're capping prices to the extent that they need to, regulating prices. And one thing I will tell you from a Prime and our acquired company Magellan Rx, we have a great relationship and a great reputation in the industry for being compliant and trustworthy to our members and our clients. So I'll start there. Second is, we are different than some of our competitors in the fact that we are very transparent on our pricing, and we want to make sure that our members and our clients know what the pricing is. So we welcome these sorts of changes. Our job in this new inflation transparency act is to make sure that we are compliant. We're providing good options for solutions on how to bring these to life for the government and make sure that we are providing that transparent prices over to our clients and members. And that's really what this is all about. It's affordability, transparency, and having our members get the right prices on the right drugs. Perfect. That brings me to the next question, Jim. One of the key things that's happening in the business is about digital being the primary channel of accessing some of these medicines. And mail order, for example, is becoming mainstream, and that helps you, of course, control cost too. So how do you see the intersection of digital transformation that you are actually driving to the market trends, including regulatory needs? What's your perspective on where this is heading, especially from a Prime perspective? Because you're also focused on a lot of integrated drug management, and that's something that you guys specialize in. So I just want to get your perspective on that. Great question. In digital, we really classify ourselves as we're a technology company at heart. And we're providing a lot of knowledge out to our clients and members. At the heart of what we do where we have a ton of rich medical and pharmacy data from our members and clients, and we utilize all of that information to help provide that drug-buying decisions at real-time points of interaction. So as you talk about digital, digital is paramount to what we do. And whether it's paying claims, whether it's getting information out to the members at the

point where they can make those drug buying decisions, whether it's looking for trends in the industry and trends with certain drugs or trends with population classes, we're coalescing all of that information using AI, ML, all of the modern tools and techniques to help comb through millions and millions of terabytes of data to get the best information possible. And that's really all about digital transformation and leveraging all of the rich sets of data. At Prime and Magellan Rx, we have the luxury of having good medical data and good pharmacy data and intermixing that together to really bring those trends to life and really help our members to make the best decisions possible for their health. Fantastic. I do think that one of the biggest challenges that PBMs have usually is to actually do what you just said, bringing together these two universes of data, which is- your pharmacy claims and medical claims. You're able to pull that together to actually drive new insights, especially using AI is very interesting. Now, I want to get to a specific use case which is really around fraud, waste and abuse. This is a big problem in the industry as we all know, particularly in PBM space because pharmacy claims, unlike medical claims, is a lot more complex because you don't have the associated medical diagnosis associated with the pharmacy. So how are you approaching this? And this can particularly be a drag on your... It can be a revenue leak, it can be a drag on your profits. So how are you how is Prime and how are you driving it, particularly using the technologies that you just spoke about? Yeah, fraud, waste and abuse, it's a big topic in our industry today. And thankfully, Prime is known and has a great industry reputation, again, with how we provide fraud, waste and abuse services and trying to minimize and eradicate some of the bad players in the market today. So we have services that look at prescribers. We have services that look at members that are abusing the system and clients that may be abusing the system as well. In fact, we have had fraud, waste, and abuse services over the last six, seven years that we've had a formal program. And we actually outsource this. Last year, we introduced AI and ML into our algorithms. And to date this year, we have a \$58 million savings in fraud, waste, and abuse, which we're super proud of. Amazing. With AI and ML specifically, we were able to cut some of... We have a specific use case where we shut down a pharmacy in 30 days. And it was a \$500,000 savings, and that we were able to shut them down. That was through the use of AI and ML of going through all kinds of data, looking for trends on this specific pharmacy, working with the outside authorities, and we were able to shut them down in 30 days. In the past, it would have taken us three months. But with the use of modern technology and combing through, we have good medical data, as I mentioned, as well as the pharmacy data and looking for those trends and looking for the bad actors and threat actors out there, we're able to figure out that we've had a bad pharmacy. That was a specific use case. Like I said, to date, super proud of we've been able to save \$58 million this year. That's in 2023. This year alone and fraud, waste and abuse. And throughout the rest of the year, we'll find more. It's a huge topic in our industry. You see pop up pharmacies that are illegal pharmacies. They're putting in illegal drugs and they're making illegal drug prescriptions, and they're looking for claim payments. You put them down on one side of the block and they'll pop up on the other side of the block next. So you got to stay modern in how you're tracking, trending, and working with the authorities and shutting these entities down that are bad actors. Perfect. Look, I want to get a little personal here, Jim. You were recently

sharing with me, it's been about a decade since you joined Prime, it's been an exhilarating journey for you. Tell us about your own evolution in terms of how the digital journey has evolved and what are you looking forward to in the coming years that's going to really give that competitive edge for Prime from a market perspective, leveraging technology given that you made an interesting comment that you look increasingly of yourself as a tech-led firm. And so I just want to hear from you from your own unique perspective. Yeah, it's been 10 years and it feels like I just joined yesterday. To be honest, it's gone by super, super quick. We've done some amazing doing things in 10 years and I get the great ability to work with a phenomenal staff and leadership team every single day. And that's business and IT. I'm humbled about that every day. As I reflect back, I've been in the industry, the technology industry for 30 plus years, and I joined Prime 10 years ago for one specific reason, and that was to make health care a little bit better when I leave it than when I entered it. And it gets a little... You asked about personal. The reason I joined Prime was my oldest boy now had a medical problem when he was just a baby. We were passed from physician to pharmacist to doing labs on his stomach, brain scan, heart scan. And they couldn't figure out why he was throwing up three times a day, basically after his feedings. And ended up in the hospital and they were able to figure it out. The Children's Hospital in Minneapolis, an amazing hospital. They figured it out in two hours- what was going on. He had Pyloric Stenosis. It's pretty common in boys, one out of a 1,000 boys has it. And they brought him into surgery the next day. A very easy surgery. For a new parent, it wasn't very easy, but it's a very easy surgery in today's standards. And they were able to fix the condition. And from that point forward, he was a healthy baby. But for the 10 weeks prior, new parents going through the situation, it was tremendous. And it left very much an imprint on me that I still hold today. While I think healthcare in America is the top in the world, we still have a ways to go. And passing records from one physician to the next, there isn't... It's not great today. You go to the lab, they don't know exactly what's going on. You go to the pharmacist, they don't know exactly what's going on. And it just was a big imprint in me and my journey over to Prime. And that's really why I landed at Prime. If I can help make health care a little bit better in the future, great. So I'll start there. That's why I landed at Prime. I think the next part of the question is, what do I want to do? What can I help with Prime? Prime is phenomenal and I think with the acquisition of Magellan and being asked to lead the technology arena with a thousand great technologists, another 400 plus consultants today. We are really at the heart of what Prime is all about. We're transforming a lot of our core platforms as we sit here today. We have unparalleled growth in the company and new clients, existing clients with new products, RFP pipeline, is very solid. We're moving platforms over to a consolidated infrastructure, moving to more cloud-based technology, AI ML. From my perspective, I pinch myself every night and I'm super humbled with the great leadership team that's around me, and I'm only as good as they are and working on some of the most brightest minds in the business. There's nowhere to go but up from where we're at today. And I think our future is bright. The technology itself, being the fact that we are a technology-driven company and generating insights out to our members is really what we're all about. So they can make good health drug buying decisions. There's so much better we can do, and I think we have the right team to do it, and it's going to be going to be a fun role in

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and I was joking with her. I was like, we should go out there and apply to one of these companies. And she's like, well, we have a vacation. Let's do it. So, we took a vacation. Within a week, I was starting at Esurance, which is one of the first insurance providers of online insurance. And she got a job at TiVo, which was the first DVR and probably the best software platform for a DVR. And from then, I didn't look back. I've always been working for companies either on the B2C or the B2B side. Very small startups to international companies, both in financial services, healthcare, currently, life sciences, data information, and data exchange. So, I've had a really cool career, and I was fortunate to be there early when we were making things up. And every company I worked for or worked in, I'd always get the question, have you done X before? And I'd say no. But I think I can figure it out and I'd go do it. And now you can get a master's in user experience design that didn't exist when I started. So, let's talk about your current gig. Blue Shield of California and Enterprise digital growth. What are you focused on and what are you excited about? Tell us about it. Well, let's see. I'm focused on four constituents. So, in healthcare, you obviously have the patient or the customer. That's the number one focus for us, because without them and their care and wellbeing, nothing else really matters. I work for Blue Shield of California. It's a not for profit, and the whole purpose, the mission of the company is about helping patients, which is a really nice place to be. And I've always worked for mission driven companies. Now, outside the member, you have providers. So, physicians, nurses, nurse practitioners, chiropractors, dentists, name your specialists and they interact with Blue Shield. Right? They file claims, they transfer medical records, whatever. It is good on the line. Their employers, large employers who buy insurance for their employees, and brokers salespeople who sell on our behalf. Each of those groups has unique business needs, and they all have modern consumer expectations of interacting with a company. From a healthcare perspective, the patient the member expects to be able to find a physician, look up their claims, look at a medical history of themselves, refill a prescription, all those things that are interacting with the product that they purchased. All the other audiences have similar needs. They won't exhaust them all, and you can do them all electronically. So, the Digital Enterprise Growth, that's my title is about modernizing for each of those constituents. So, they call less. It's a classic call avoidance strategy. Like don't call a self-serve that they utilize more. So we get more contacts with them, with each other's audiences, and ultimately become sticky, for example, with the providers. As a non for profit, we have a very good reputation with providers, but we're difficult to do business with transparently because we compete with nationals who have invested at a much higher level than we have. So the basics of healthcare are harder for us to do in an automated way, but that's where we are putting our investments in. And it's my job, as we build that infrastructure, to build an interface that creates value for each of those four audiences, right? Yeah. And I want to go a little bit deeper. Look, everybody agrees that healthcare, especially in the space of digital transformation, is still an evolving space. It's definitely something that not as progressed or advanced as in a retail industry, as an example. And you heard me speak about the fact that areas like pricing transparency or interoperability, driving & using technology to actually materially and meaningfully impact health outcomes, et cetera, there's still a lot of work to do. So, if we take it back and kind of overlay that

in terms of your own digital transformation journey at Blue Shield, where do you think you are in the journey and how do you see the future unfolding from a Blue Shield perspective? Okay, that's a heck of a question. Let's see. I'll start by saying at Blue Shield, we are nascent, like the rest of the healthcare industry, and also my tenure. I've been there a little over two years, and I'm very much focused on core plumbing -metaphorically. Like, there are standards that we need to get in place in order to modernize. An example is we created the concept of identity management. And what that is healthcare, historically is a contract company. You bought a health contract, right? You bought a health contract. It's an HMO or a PPO in a different line of business. Well, that's fine for that contract. But what happens when you change jobs? You're under a new contract. Well, prior to us actually creating identity management, you were two people, right? Because you were two contracts and we couldn't cross the data. Now that's antiquated. There's nothing like security was good, right? No data is escaping. We are proper, we're protected, we're compliant, but we're not getting the value out, right? So imagine if over the course of your life, like we have a concept of Ever Blue. So you're born and your parents insurance cover you and then you go to college, you stay with them because of Obamacare wonderful law, you finish college and you go get your own job. Now you're on a commercial plan, right? And then you get laid off and now you're on Medical, but then you decide to go start your own business. Now you're on IFP I don't know if your audience is going to understand this jargon basically product types. So in terms of a consistent experience, being able to recognize the person in that continuity is really, really important and it actually goes all the way to Medicare and end of life. That's part of our business. Now from that basis, think about how much you can do. We intend to create a very rich health record for our members, right? And I don't want to be inappropriately promissory. We have to make investments, we have to develop technology. The rules of engagement are changing around us when it comes to HIPAA compliance, interoperability rules. With all of that there though, if we are going to disrupt ourselves and disrupt healthcare, what we have to do is extract the value out of the data that we have with proper permission from our customers and to be able to create value for them. And if you think about that, a really good metaphor is air travel. So the first time you used your travel app for whatever airline you use, you could see your flight-amazing. It wasn't much more. A little while later you would get a message saying, "oh, your gate changed. Wow, thank you. You just saved me a 30 minutes walk across the Dallas airport," which is enormous. You get to the flight now and you want to upgrade your seat or change it. I don't want to sit in the aisle. You can do that real time. But all that is is the data of the flight and the itinerary and the seat location put into an interface for you to interact with to get value. Now, of course, a business, being a business, every time you do that, there's an upsell, there's a cross sell. As a consumer, that's a little exhausting, sure, but there's also an exchange of value. I get exactly what I wanted and I made the choice. And that's the nature of being in a commercial country, I guess you can say. So that whole mashup is how you can get value out of data. That's persistent and existent. I think the biggest issue that healthcare and B2B's have is they're not unlocking their data, they're not federating their data, and more importantly, they're not sharing across industry. So will your audience know what Interoperability is? Sure. Okay, so we talked about this today in our presentation. The fact that

the government came in and said, no, you must share your information this far back, and here are the rule sets between plans. And by doing so, you're going to unlock the data of your customers. Now, they can only see so far in the future. They can only be so prescriptive. But that's the kind of unlocking that makes what I would like to do for my brand and my customers possible. Because prior to that, it's scratching your head like, well, how are we going to convince our competitors to share data with us? That's a really hard proposition. Right. So sometimes the government is quite helpful in a situation like that where they come in and say, no, thou shalt share data. Now, the trick is for all of us who are in this space to understand, what does that mean for us? How do we get value out of it for our customers? And let's not forget, there's value there for a provider. Right. So if you think about the concept of first party data I'm going a little long here, is that okay? Sure. You think about the concept of first party data, that means a claim. We paid you're a physician, one of our customers came in, presented to you, you took care of them, gave them prescription, whatever, and you file a claim and we pay you. Right. That transaction you're aware of because it happened in your doctor's office. What happens when your patient shows up a week later in a cast? They broke their leg skiing. You weren't there. You weren't in the emergency room. You don't know what happened. Well, with interoperability, ultimately what it means is the X-ray from that emergency room is available to your primary care physician when you come back and you can see everything that happened to you in that hospital. Right. That's the exchange of information that makes healthcare so much more valuable to providers, to the payers, to the patient, to everyone included. And it's all art of the possible. It happens in other industries. It just doesn't happen in healthcare yet. So you spoke about customer experience. Customer experience journeys and unlocking data to create that contextual value for clients when they need it, where they need it. You spoke about portability of data through the interoperability mandate. So what are you most excited about in terms of whatever program and project that you're trying to drive right now? Right now, specific to Blue Shield, I'm excited about creating mobile first utility for you and your family. Right. So that in our very busy lives, you and your significant other and your kids all have a digital presence inside of an application that you choose to download. And with that we can make sure that- I'm making this up. Your son's ADHD medication prescription is refilled to make sure that your daughter's allergy appointment, when it's coming up, you take her there, that your wife gets that reminder for her mammogram, right? All made up scenarios, but again, it goes back to the data. And imagine if you don't have to think about that stuff. It's like when you go to the airport and they tell you your gate changed. Well, when you're in looking at Instagram or looking at your kids on Facebook, you get an instant message. It's like, oh, we've got a reminder for you, come back. Hey, we need you to set this appointment. You asked us to tell you to do it, to remind you to do it. Please go ahead and schedule. And in that way we can keep our members, we think, healthier because they're interacting with the healthcare, not sick care as my boss would call it. It's healthcare. They're being proactive, right? They're doing detection, they're taking tests and they're getting the treatment that they need. That's the type of thing that we intend to release in waves. And we will be agile, have a minimum viable product that meets certain data criteria, certain utility, certain audiences, and then just like an onion, get more and more value out of it, more and

more layers. Awesome. It's like personalization at scale. It is. And it's just utility. But you and I talked about genomics, right, and the promise of pharmacogenomics and personalized medicine. The most exciting part for me from an AI perspective in the context of healthcare, really is about personalization is at two levels. Level one is really about what you just spoke about, which is simple, extremely useful stuff like reminders, medication adherence, scheduled visits with my PCP, extremely useful contextual information when I need it, where I need it, how I need it, through the channel I need it. That's level one. Level two, in my view, from a personalization perspective is really about how do you. Again, within that there are two levels of sophistication. The more basic level of sophistication is, is there a way to match my chemistry with the chemistry of a drug to figure out which drug is, from an efficacy perspective more impactful. Right? So there is a basic level of personalization that's happening. The higher level of sophisticated matching is really about is there individualized medicines that can be built up again based on your own genetic information? You worked at Allumina and they were the players who dramatically brought down the cost of genomic sequencing from \$100,000 to about \$600, which is insane. Keeps going down and it keeps going down, right? So as genomic sequencing becomes more and more affordable as we make using genetic information into mainstream treatment processes, right? Then we can drive that level of personalization. Again, I believe it's at a nascent stage. But I'm now overlaying technologies like AI and generative AI's into the healthcare context of how you can drive meaningful material impact on health outcomes. Right. We're really talking about quality of care here and of course, corresponding reduction in healthcare costs. So that's, in my opinion, the very exciting part that I look forward to from overlaying AI in healthcare. Right. I've got a unique vantage point in that. As you mentioned, I work for Allumina, which is a genomic sequencing company. And it's interesting, inside the company there is a research arm and there is a clinical arm, meaning clinical diagnostics, IVDs clinical equipment. And for those in your audience, if you work on one side of that fence or the other, they're very different. And it was unique to being a company that's doing both simultaneously. So on the research side, with genomic sequencing, they could find the biomarker for some illness and in many cases simply by accident. Sometimes they would find an existing prescription, existing pharmaceutical that would positively impact that negative phenotypic response. Typically in children, they're very focused on healthcare for children where they had rare undiagnosed genetic diseases. Rugged, it was called. Well, that extended into well. What about pharmacy for the individual, that's the end state. And just personalized medicine, which is kind of the middle state. If you think about prescriptions for mental conditions, the ramp up time to take a drug of that type can be lengthy and the doctor is using best judgment medical practice. But it is guesswork because you don't know how that person chemically is going to respond to it. Now, to your audience, I am not a clinician, I'm not a physician. I learned this through my seven years at Allumina. So I'm speaking from a layman's position, but I understand it because I was there long enough. And what's amazing about it is if they can say because of your genome, I know you're going to negatively react to this drug and this drug, but this one will be favorable to you based on the thousands and thousands of people we've seen go through that. That's where I think the power of AI comes in because it's

not AI prescribing a drug, it's AI crunching very large number sets of reactions to drugs by gene location and by drug type and saying this is the signal. Exactly. Because no hospital clinic in one city, in one state is going to figure that out. That's what I call as the matching the chemistry of the individual to the chemistry of the drug. And the same thing applies for cancer treatment. Absolutely. There's so many interesting mashups to it. What's cool for me is having gone from the manufacturer side, working with so many brilliant people, creating that technology and by the way, COVID was sequenced on Allumina technology. The drugs that were developed to fight COVID, the vaccines, they weren't developed by us, but they used our RNA inject methodology to create those vaccines that saved millions and millions and millions of lives. It's really cool stuff, but now to be on the healthcare side, where you're actually I don't interact with patients, but many people in the company do the clinicians, the actual physicians, nurses, and they deal with the pain of people going through this drug - is making me nauseous. I can't sleep. Whatever it is, that'll really be game changing, I think, in healthcare, way outside of what I do, that'll be really. Fascinating and very exciting times ahead. Thank you for sharing your knowledge. Yeah, absolutely. Thank you so much, Dave. Absolutely. Thanks for having me. I appreciate it. All right. Thank you, everyone. Home Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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“Healthcare now is all about empowering the patients to participate in their own care” Claus Jensen, Teladoc Health

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Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Venky: Venky: Claus: Venky: Claus: Claus: Claus: Claus: Claus: Claus: Venky: Claus: Claus: Claus: Claus: Claus: Claus: Venky: Venky: Claus: Claus: Claus: Claus: Venky: Claus: Claus: Claus: Venky: Venky: Claus: Claus: Venky: Claus: Claus: Claus: Venky: Claus: Venky: Venky: Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Pacesetters with Venky Ananth Home Episode 6 Read Transcript Hello, welcome to the next edition of Pacesetters. Today I have a very special guest, Claus Jensen, Chief Innovation Officer, Teladoc. First, let's talk about Teladoc. If you would ask anyone in the world to name one company the truly revolutionized virtual healthcare, that would be Teladoc. Teladoc is really a digitally native firm, basically founded on this very simple idea but a revolutionary idea that anyone in the world should

have access to healthcare on their terms in terms of the best healthcare available to them. In that context, today Teladoc really offers whole person healthcare that straddles primary care, mental health, chronic condition management and many more. And in this digital native firm, pushing the envelope and the boundary is somebody like Claus Jensen, the Chief Innovation Officer and a special guest today. Now I know Claus for over a decade now. He used to be a Chief Architect at CVS Aetna and then he moved on to Memorial Sloan Kettering as Chief Transformation Officer and now he is in this current role as Chief Innovation Officer at Teladoc. So welcome to Pacesetters, Claus. Thank you very much. Thanks for having me. Of course. So Claus, let's start with the basics. I really want to talk about what's happening in the healthcare industry from an overall trend perspective. From my perspective, if I look at health plans, health plans used to be just benefit administrators but they're now evolving into whole person health. And if I look at providers, providers of course used to be just focused on care management but now they're evolving into value -based care, sharing more risks, etc. And of course, CMS is doing their own things to drive better equity from a health perspective. Just want to get your take on how you see this trend and where Teladoc is playing in this. It's a good question. I mean, if you look at it, what you're calling out are sort of national level trends, sort of underlying societal trends in terms of how an industry thinks about itself. But I think it's triggered by something even more fundamental. I mean, there's a shift in people's perception as to what healthcare should be. You talked about what is our purpose as a company. It's to give people healthcare on their terms. The definition of what people's terms are is changing. I mean, you're seeing a bleed over from other industries. The whole notion of consumerism is quite real. And so the one thing I think is driving the change is that people just have different expectations as to what the experience should look like. Nobody has the patience for what's effectively an experience in a bricks -in -the -mortar setting that's not convenient. That's the one thing. The other thing is healthcare is expensive. We spend a lot of money in the U .S. on healthcare. We're not alone. We've spent a little bit more in the US than anywhere else in the world. But healthcare is expensive. It's one of the biggest expenses that people have is one of the biggest expenses that employers have. It's one of the biggest expenses that governments have. So, to focus on value is quite real as well. The third one is a little more elusive. The technology, the world's technology did change. If you think about wearables, you think about sensors, you think about old or smartness, you can think about artificial intelligence. So, the out of the possible went to a step change. If you go back 10 years and you think about what was normal 10 years ago, it went a very different place. So, the third trend I think is happening and still playing out is I'd called it Ambient Healthcare Solutions. Think about ambience as it's a solution that's just present in the environment around you. If you take those three together, it does drive some pretty fundamental change. And what I think we're seeing is different players in healthcare reacting to those three secular trends. So, now let's talk about Teladoc specifically and in that, within that context of the trend you spoke about. and you know one of your pet-peeves that I have heard from you is that you know still many people don't have a clear understanding of what Teladoc does they still think it's all about Telehealth. Tell me in your own words what Teladoc is all about. I think the one sentence would be; and I'm going quote

our CEO, you know Jason said, at one point in the not too far future people just say to tell it because we had to get care. Really what we're all about is eliminating this odd boundary between what the virtual and in-person. The answer is not one or the other. There's going to be things that are clearly superior in a virtual setting I'll give an example. If you're suffering with mental health challenges getting out of your home is hard, and for those kinds of scenarios having a virtual care setting is actually superior, to going into a you know, a psychologist office. There are other cases where if I need surgery, yes I have to go to bricks and mortar. If I need to have you know some kind of diagnostic done that requires some kind of lab specimen I have to go to brick and mortar setting. So we're really out to partner with the rest of the healthcare ecosystem in building a better whole person care model and then that's a little bit different than people think of as it's a place to call a doctor. I mean the name of the company Telephone a Doc, that was where it started 20 years ago. The company is 20 years old, but in this day and age it's all about giving people care when they need it as they need it in an integrated fashion. So let's talk about a key constituent in the healthcare ecosystem clause which is; the employer groups right and obviously healthcare costs are continuing to raise every year and to almost a point of being not being sustainable and, you know in a recent survey employers said that they're increasingly looking to virtual care to kind of reduce cost and I think more than half of employers are looking at health plans to incentivize virtual care. To me this is an interesting trend because this is really what Teladoc also is able to play into that trend so, how do you see this unfold from your perspective? There's a couple different ways of looking at I mean you're right, that there is a push towards cheaper modes of care. What we believe is cheaper does not mean lower quality this is really important we missed a lot in clinical quality we actually have you know very robust clinical quality programs. We run what you would expect in terms of quality councils both from our patient's perspective and from the clinician's right. We have a patient safety council so we're doing all the same things that you would do just as a normal healthcare provider. So I just want to start with cheaper does not mean lower quality, it does mean that you can leverage things and resources more if you think about it just making sure that you can match up providers that have time with patients that need a visit in an optimal fashion. Do that at a national scale that's the problem and we have built actually artificial intelligence technology that helps us understand and predict what that demand is to think that's done to the one part is that yes we need to drive costs down but not at the expense of quality. The other way of looking at it is to say that there's really two things you're pursuing you're pursuing clinical outcomes and you're pursuing financial outcomes one can't be at the expense of the other right. You can't just pursue clinical outcomes not think about the financials, you can't pursue financial outcomes and have a bad clinical outcome. The answer lies in the intersection between two, and that brings us to the crux of what modern healthcare is all about - is empowering the patient-health consumer to participate in their own care. The holy grail in healthcare is to get people to take an interest and take the right health actions to keep them on the right journey. That actually, by the way, requires a combination of different sciences that historically we have not been able to put together. Think about it. You need clinical science because it's got to work. You need technology science because, as we talked about, it's about reach and driving costs down. You also need logistics. I

gave you the example of matching up the demand for visits with the providers that exist across the country of the world. You need behavioural science, because behavioural science would allow you to drive a meaningful engagement with the health consumer and help them take the actions they have to and find the data science because there's a lot of data points that you can use to think through what are the best actions and not the least, which ones are going to resonate with the people you're having a conversation with. On my terms, it doesn't just mean I choose the channel and the time. It also means I make my choices as to what I'm willing to do in my life and what I'm not. That's a choice we all make. That's a great segue to the next point I wanted to really bring up, Claus, which is one is, of course, you're a digital native firm. Number two, AI is obviously front and centre of everything nowadays. Now, I have heard that Teladoc publicly stated that you have over 600 proprietary AI models to even drive the care continuum. And even a simple thing like what you just spoke about, which is matching the patient to the right provider. You have some 16 models that you use to drive that to ensure superior outcomes that you mentioned, apart from productivity, cost, etc. Please unpack this for us. What are we talking about? What are these models? How do they actually help drive all the things that we talk about in healthcare, quality, access to care, and of course, cost? So all the rage right now is about Generative AI. That is important, we can talk about that in a little bit but the more traditional modes of AI which would be predictive, prescriptive and then it's the interactive in terms of chatbot type solutions etc. But let's just talk about the first two, if you can accurately predict the logistical aspect of providing care, if you can accurately predict what are the messages that may entice people to take the right action, we talked about healthy actions and my responsibility as a health consumer for my own health. If you can prescribe this is the care journey that is meaningful in the context of the dialogue you add with, between yourself and your clinician, these are all things that are meaningful in terms of operating healthcare at a national scale, so as you mentioned we got, I think the number now is about 90 different models that live in those different dimensions - from logistics to behavioural health to just engagement. We all get blasted by email all the time. How I do actually know which emails are relevant to send to someone and which are not? That's a problem that has been plaguing us like forever and AI models help because they're just very good at inferring non-obvious facts from lots of data, when you have 90 million members and that's actually the number. So we serve that many Americans, you have a lot of data, we have billions of data points that we can throw machine learning algorithms after and it actually does matter in the end. The objective here is not to replace the existing system, it's to power up all the good forces in healthcare to deliver a better experience, and sometimes I talk about this notion of solving the village doctor paradox. What is that? I was going to ask you that. It's a fascinating question. It's an attempt to put words to the following conflict, I want specialized sophisticated healthcare. Look I worked for two years for one of the premier cancer centres in the world, and I know how good they are. If I ever get cancer, I'm going to go to that kind of institution. I want that. But I also want all the people that help take care of me act like a single village doctor. Like we had in the late 1800s, I just had to go to my village doctor and he or she would take care of me. And for a century, we accepted that I couldn't have both. Because the specialization of healthcare that gave

us the academic medical centres also splintered the experience, the medical record and everything else. That's right. What if that's no longer a conflict? What if you can actually put the pieces back together better? What if by taking all these five sciences I talked about, clinical science, technology science, logistics, behavioural science and data science, what if we could actually put the pieces back together in a way where it feels like a village doctor experience, but I still have access to modern healthcare? To me, that's what it means to get care on my terms. Because I don't want to give up the quality or the sophistication, but I do want the experience that the village doctors gave me. That's the paradox. Fascinating. Fascinating. I really want to dig deeper on this, but with a different lens, mental health. Now, obviously mental health is a major problem in the country. And if I think about a firm like Teladoc, it's not, and mental health is not just about convenience is important, but more importantly, matching the right therapist to the patient can dramatically have an impact on the outcomes that just clinical or cancer can deliver. So how are you looking at mental health and overlaying AI and the proprietary models you spoke about that help you match in the context of mental health? That's a fascinating problem. What you can't do is not give people choice. Think about it. You can't actually disenfranchise the person that's looking for help from making a choice. So going all the way to a model where an AI algorithm decides this is your doctor is not the right solution. Okay. On the other hand, when you're running a large virtual care practice, you also can't show 200, 300, 400, you know, different clinicians that you might choose. So what you need instead is the right amount of pattern matching. If you can get people to say a little bit about themselves, a little bit about what matters to them, maybe even know from some of the information that's just contextual, like age, demographics, those kinds of things. We know something about you. We know what kinds of providers that you would normally might have a preference for because we can see what the results are. And we'll present you with choice, but it will be a choice that's filtered from the perspective of what we know about you. And you can match that up with the logistical side, which is we also know which providers have time. Because for a given mental health professional, there aren't so many patients taken. So our ability to track what's the capacity, the idea for what do they have time to take on more? Do they have availability in the near future? If I'm a new patient, and that's what we're talking about, you want to, if you have someone that works, you just keep scheduling with the same provider. But when you're looking when you're a new patient, there's a timeliness to it. When you're struggling with mental health conditions, you can't wait a month or two or three. I mean, that's just not where you're in the moment, you're willing to make a commitment and schedule an appointment. So the last component to this is, and I need to be able to schedule an appointment now. Even if the appointment is three days out, four days out, five days out, a week out, the scheduling needs to happen now. So the ability to take that scheduling aspect, the understanding of who you are, and then the ability of, you know, which clinicians actually have the ability to take on new patients. That's the sweet spot in terms of how you still give people choice, but you give people choice that's tailored to where they're at in their life and in their needs for care. Wonderful. Now let's switch gears, you know, and you did mention about Gen-AI briefly, and you did make a public announcement recently where you said that you're going to bet big on that with a primary goal of automating all clinical

documentation, improving medical data, improving patient convenience, and of course, make sure that providers are liberated to focus on the patient rather than all these, you know, administrative tasks. So tell us more about it. What's coming up and how are you orchestrating this whole thing so that the whole experience is dramatically better, and hopefully, you know, it'll feel like a village doctor that you spoke out about. So it's a fascinating problem, because the notion of having an automated scribe for a clinician is not new. I mean, if you look through the history of healthcare, you had assistants that were the scribes, right, then you went to electronic medical record systems and, you know, they were intended to help. You have different AI types of solutions. What makes generative AI a little bit unique in that space is exactly that it's generative. So it doesn't just take bits and pieces of something that other people wrote. You can actually analyse lots amounts of data and synthesize. This is the condensed version of what was said. We have had solutions like for years that could take a dictate and turn into texts, feeds to texts. That problem has been solved. What it doesn't solve is, are you condense a 10 minute, 15 minute conversation to these are the things that matter? So what makes generative AI unique is, you can ask it to create a condensate of the conversation and combined with other types of AI models, it can start providing guidance on which aspects of the conversation are most important. So to us, that's a step change in what you can do. Just scribing isn't actually objective. The objective is to get to the meaningful synthesis of what was discussed, because that's what you need to keep in the record. So that's coming up in the future? That's coming up in the future. There's no question in my mind that that is coming and now we are still early days. We just have to remember that generative AI is a new class of AI models. Still learning how to do it. It came out of the large language model space, that's a technical term, but that's what it is. Large language model is, take a whole bunch of stuff, of different kinds, audio, video, text, et cetera, bundle it together and let a machine learning algorithm learn from it. We never had the computational power before to make large language model. It's insanely computationally intensive. But still learning how to use it. Okay, okay. Now let me switch gears, Claus. I want to talk about your business expansion. From an international perspective, you've been focused on it. You had some good success in the UK, Canada, and these are fairly large, complex, nationalized healthcare systems. How are you thinking about it in terms of tailoring your solutions that meets the needs of these kind of, you know, very unique needs of some of these large national healthcare systems? So there's the obvious, the somewhat obvious, and the not so obvious, mate, there's three parts. The obvious is language, regionalization. There are just different ways that you have to present the experience. So that's the obvious part. I mean you build technology that can speak multiple languages. We know how to do that. The somewhat obvious is the payment models are different. So things like claims, billing, you know, how do you tie into the payment system? You actually have to do work to tie into whatever, you know, national scheme exists for that. The not so obvious is not every country has the same view on what constitutes standard care. They don't have the same view as to what lab tests should you get for routine exam. They don't have the same view on, you know, what might constitute the, you know, threshold levels of certain test values before this becomes a problem. So when you're doing real care and when clinical quality matters, you actually have to tie into the backbone, the clinical

backbone and make sure that not only do you integrate with, you know, the lab infrastructure, your prescriptions, et cetera, that has to get done, but you also have to be sensitive to the fact that the medical practice is subtly but importantly different from country to country. So we're very careful in our international expansion to make sure that we roll out services where we know we understand not just the intrinsic clinical quality, but if you also understand how that measures up to the national standard for what good care looks like. And now do you see regulatory constraints of a unique by the country? There are. Yeah. You know, every country has its own privacy legislation. Every country has different provisions around how you treat PHI. And by the way, every country has different regulatory constraints in terms of what type of provider can do what type of service.. In the US we have the notion of registered nurses, APPs and full -fledged physicians and there are rules actually state by state, not even nationally- state by state in terms of what you need to do. Multiply that at a sort of worldwide level and you just get lots of different regulatory constraints in terms of which type of provider. So that's a logistical problem right there. All right. Thank you very much Claus. I appreciate the very comprehensive presentation around trends on where you see from a healthcare perspective. You spoke about AI and how you are leveraging AI to drive better clinical outcomes and you spoke about Gen-AI, how we are trying to use Gen-AI to really automate clinical documentation and then synthesize that information to be available to the provider at the point of care. Then you spoke about international expansion and the very successful expansion that you're focused on the tricky piece in that in terms of the challenges that you have logistically but then how you're conquering them and driving global expansion. So good luck on that and thank you for doing this today. Thank you my pleasure. Thanks for the invitation. Absolutely. Home =====

"Our End Goal is Patient Safety", Akshay Patel, CIO of CAP

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anxiously waiting for the results is actually high quality results, right? And there are a whole lot of other things that we do- an ECG, EEG, etc., a whole set of devices out there. Who ensures that standards are set, accreditations are given to these devices or the pathology labs etc. out there? So, this is really where a firm called CAP, which is College of American Pathologists shine. And to know more about CAP and where they play this unique role in the healthcare ecosystem... so in this edition of Pacesetters, I have Akshay Patel, the Chief Information Officer of CAP. I have known Akshay for about more than five years now. He's a great friend, a big client of ours. And, I'm very excited to have him in this edition of Pacesetters. Welcome to Pacesetters, Akshay. Well, thank you, Venky. Again, my introduction. Akshay Patel, Vice President and Chief Information Officer at CAP. Thank you for taking the time. I'm looking forward to our conversation, and talk about what we are doing at CAP to enable our pathologists and laboratories to continue to improve the patient safety and things we do at CAP. So, thank you for taking the time. Let's start with CAP itself- a deeper introduction. Like I said, it plays a very unique role in the healthcare continuum, Akshay. So, help us understand the history of CAP and how things have evolved over the years. And what do you do from a primary role perspective in terms of offering pathology services? Yeah, Venky, you know, we've been like over 75 years old. We started the company, like in 1946, I believe. And, our main goal is to, like you said in your introduction, like, you know, the main goal is to make sure how do we improve the patient safety. And our practice and the pathology, make sure we bring all the excellence, to improve the patient safety. Our main goal is to help laboratories to achieve the highest standard..what they are working on. We are also making sure...well, we have two flagship products: Our accreditation program which kind of provides all the tools and processes and services to improve the quality, reducing the risk of a proficiency testing program, and kind of ensure all the testing has been done consistently across all the disciplines. And between those two programs, we really make sure that laboratories have all the tools and processes and our services to enable what they are doing and at the end help the patient safety. And we are, like I say, 75 years old. We started a long time before. We are also... people don't know we have more than 112 countries worldwide. So we are not international but we are kind of, more than 100 countries. There are many countries that we want to expand our reach, to make sure we continue to provide our quality service to those countries and making sure that those standards are also elevated. Right. So more than 75 years old, more than 100 plus countries in terms of presence. Amazing. Yeah, and, of course, U.S and Canada is our primary demographics. But, we've been in Asia, we've been in South America. We've been... yeah, over a hundred countries. So Akshay, you lead the charge for technology at CAP, you know, spaces like proficiency testing services, really core to your business... How do you see technology contributing to advancing what CAP does, right, from a core service offering perspective? And how do you see new technologies like AI and machine learning to actually take this to the next level? How do you, how do you see this unravel as we move forward into the future with some exciting new technology developments? Sure, Venky. You know, our mission is to make sure the excellence of practice of pathology that we apply in all the laboratories and improve what they are doing. Our role as a technology area and as a CIO, our focus is to how we can enable our members who are the pathologists

and our customers who are the laboratories to achieve the best standard. Now they have tools and services available to do what they are doing and at the end, improve the patient safety. And I'm going to say that multiple times because that's what we do. Our end goal is to make sure that patient safety is on the forefront. That's what we are all about. In terms of your question.. artificial intelligence and machine learning... yeah, it's been, at least last couple of years, as you know, it's been a lot going on in the healthcare industry. We actually recently had a AI committee that our board of governors approved just for that reason-to make sure that we are also in forefront. You know, things we should be doing for our members and customers that we are doing, right? So, I think there are plenty of opportunities that AI and ML can bring to the healthcare: Improving overall efficiency, accuracy of the results, you know, doing the analysis workflow, you know, all the workflow they go through in the hospital and there's a tremendous amount of efficiency can be gained. And at the end, all the data analysis, there's so much data out there, right? You know, and the decision making, if you look at it, analyzing the data, using the data in the best way to figure it out. What is that's wrong with the patient and and how we can use AI to complement? I think it's more complementing what pathologist-our member-does, right? At the end of the day, can we apply AI for a good cause, to make sure we have all the tools and services in front of us to do what we are doing and at the end even improve patient safety more. So we are looking at a number of things in AI and, and machine learning. We have, as you can imagine...we have discussed quite a few use cases that we think our member and customer would benefit from. I mean, there are all kinds of use cases available for our operations, you know, for our help desk or contact center and gaining some efficiency with that. But our main focus is what we can do for our members and customers. And there are several use cases we are looking at that will really enhance our reach and really help them to do what they are doing and improve patient safety. Right. Now, Akshay, you spoke about lab results. You spoke about analysis of that data. You spoke about patient safety, which you said you are gonna repeat multiple times given that's the essence of what you care about from a business perspective. Now, how do you see, you know, tech like cloud computing and, you know, data analytics which are, in my mind, critical prerequisite to even get into before you dive into the world of AI and machine learning, right? How are you preparing CAP for, you know, advancing, you know, cloud computing and data-led AI, right? What's your perspective on that? Could you share some of those with us? Yeah, sure. I think if you look at all the hospitals, and they are doing a number of things to make sure that they are leveraging the cloud computing and data analytics and AI, and we are no different. At CAP we are very particular about our investment in technology. And you being our partner, you know that- you know how particular we are to make sure we are not falling behind. The investment we are making in our technology is super-important for what we do. And and we are continuing to do that. You know, cloud computing, going back to your question...you know, if you look at the landscape, you know, all the digitization happening, you know, from glass slide to digital slide, you know, and the amount of computing, cloud computing you need to store those images, share that with other people, collaborate to make sure you are talking with each other. It's not only educational, but kind of looking at this from multiple angles. So, the cloud

computing is getting super important. We are also investing into our cloud footprint. All our applications are eventually going to be on the cloud. Half of them are already there that your team is supporting. But, but I think it's going to even accelerate more to really enable members and customer to do things in the ecosystem. As you can imagine, you know, the LIS- the laboratory information system that most of the hospitals, all the hospitals use....we are also integrating with them, seamlessly getting the data out of their LIS system to our system and really kind of simplifying the workflow for the hospital. AI, data analytics and data hub and data lake...we are looking into can we create a data lake? We have tremendous amount of data, you know, because of what we do- accreditation and proficiency testing. And having the data lake, applying some of the....well, if you don't have good data, AI is not going to work. You got to have good data for AI to be effective. So we are looking into data lake, making sure how we can leverage the data we have for a good cause. Some of the things we are looking, you know, some of the use cases we are looking into is really doing the peer comparison that we do. You know as part of proficiency testing, we kind of compare how you are doing versus your peers in labs. And I think the AI and having the data lake and some of those things are super important. So, we are looking into a number of use cases to expand, and how we can leverage AI at CAP. Wonderful. I'm going to change tack now, Akshay. You had a phenomenal career. 20 plus years at CAP alone. What is your..you know, share with us your journey, how it's been so far. And more importantly, you know, like I said, you are the lead in charge for the technology for the future for CAP. So, what is your vision as a CIO for CAP into the future? You did give us a semblance of it in terms of how you are leveraging some of these technologies that we spoke about around cloud and AI, interoperability with hospitals, etcetera. But what is your broader vision for CAP? Well, thank you. You know, there... let me talk about working at the CAP. You will see that a lot of people have been here for a long time. And in terms of my story, I think it's a cause that you work for, right? You know, and it's a good cause- which is everything we do improve patient safety. I mean..that's a good cause to work for. And I think that gets me going for a long time. And I know that get other people going for a long time. And I think many times, people don't know what we do. We've been, in your introduction, you know...we are in forefront helping out our laboratories and members to improve patient safety and other things. But I think the cause is the one that I'm after. I mean, I'm also fortunate to be at CAP leading the information technology function. We have been very particular about our investment in technology and making sure we are in the forefront. In terms of my vision, I think it's simple. I want to make sure how... what role technology can play... to do what we are doing today- even accelerate that more. You know, we are all about how we can bring more accuracy, how we can simplify our workflow, how we can seamlessly integrate with other hospitals and our laboratories and other state agencies, and how we can integrate the data and other things. So my vision is to make sure all those things will really accelerate what we do as CAP, provide the tools and services to make sure it's easy to do business with our customers. But we are also providing other things to accelerate the science. It's complex, Venky, you know, if you look at the laboratory science, it has evolved over the last 20 years. There are a lot of things happening, different kinds of testing and and technology is going to play a key role in terms of how do we

look at the data, how do we transmit the data, how we simplify some, how we apply AI. So my vision is to really prepare CAP, to make sure that we have tools and services to do what we are doing and expand our reach. We are in more than 100 countries. We are going to grow more in other areas and hopefully, some of the technologies that we are implementing will help with that. You know, our expand, our reach into some areas that we may not think it's easy to get there. So, those are some of the things I'm looking forward to. Awesome. One last question I have, Akshay, is around learning and continuous education. And this is really central to the ethos of CAP. The very first letter in CAP is College of American Pathologists. Can you share with us how you actually spread the word around learning and continuous education, educating, you know, customers, and it's very integral to your business and is core to your business. Anything that you would like to share? Sure, you know, I think... let me take a stab at it. I know our education vice president can better answer that. But we have education department, Venky, here and that's the... we are very particular about the College of American Pathologists. We have education department. We provide all kinds of education to our members and customers. But you know, if you look at our portfolio of education, it includes all kinds of, you know, not only laboratory science-what we do-but also informatics. We are now adding more education for AI and other things, how it can help you, how it can complement what you are doing. So, our education is a kind of one of the flagship products that people look forward to. So when you.. when you do the accreditation and proficiency testing with CAP, education comes with it, you know, and every year I know I've been part of many discussions with the informatics community. They are very particular about what new education courses we should add, how we are making sure that our members are educated, our customers are educated with what's happening in the ecosystem. So, yeah, that's super important- having the education and make sure that appropriate education classes are available for the people. Wonderful. Thank you so much, Akshay. You know, it's fascinating if you think about it... You really spoke about the history of CAP. 75 years. A hundred and ten plus countries present, how you are trying to drive proficiency testing through and advancing it. You know, essentially the process itself, the testing itself and how you're driving it through technology. You spoke about AI and machine learning. You spoke about your vision for CAP. You spoke about how you are trying to leverage cloud and data to actually connect into the hospital systems, the lab systems, exchange information, ensure patient safety is continuously reviewed. And, you also spoke about your own background. You know, 20 plus years at CAP and how you're kind of grown through the ranks, and now starting to look at the future and your vision for CAP into the future. And of course, at the end you spoke about how education is integral to your own firm and how you are kind of advancing it even from a technology perspective to make sure that everybody's consistently learning and on the edge in terms of knowing what's the latest and greatest so that you can actually maximize what you offer to your customers. So, thank you so much for sharing that. Truly appreciate it. And, enjoyed the conversation. Our role as a technologist is to enable our members and customer to do what they're doing. You know, I think a company like yours to help us in that journey....innovation, continue to innovate and make sure that how the innovation can help with what we are doing. So that's an important part of my vision also- to work with a company like yours and and others to

continue to innovate and apply that new things happening to make things even better. Thank you. Thank you for that. And we have had a phenomenal partnership with CAP. And, so thanks for the opportunity and look forward to continue to drive that innovation engine for CAP powered by Infosys. So, thank you so much. Thank you very much. Home Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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“We need to drive down costs while improving patient experience”: Prof Mohanbir Sawhney in candid conversation with Venky Ananth

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experience for all the patients and members, if you will. And then we have players like Google and Apple and Amazon trying to come at it from a technology perspective, trying to drive that change to make it better. But then reality is that the patient or the consumer is never really having that kind of a true consumer experience that we all have got used to with an Apple or an Amazon kind of an experience. It's still glitchy, it's fragmented, it's frustrating, especially at a time when we are vulnerable. When you're seeking access to healthcare, it's the most frustrating part. And so how do you see this all come together? Because enough has been talked about it. But the pace of change seems to be slow. And while technology exists and seems to exist all around us, it seems to be elusive when we need it the most. So I just want to hear from you Dr. Sawhney. What do you think about it? I think healthcare is not only the most important industry just from a GDP percentage of GDP standpoint, just a lot of money spent. But it to me is unique in that the returns that we are getting as patients, as providers doesn't match the investments that are being put in. So something's missing between the enormous amount of money being spent by the government and by patients and by employers versus the outcomes that we're getting from a customer experience standpoint. And I really think that this stack that you talked about the patient really is the last leg of this stack and it's almost an afterthought. And I'm truly, as a customer, beginning to appreciate why it's called a patient. Because you have to be very patient to be able to get access to, even to even do primary care. So I think that the customer experience, if you can call it that, is truly broken. Transparency is also missing. We don't know how costs are ultimately reflected and passed on to employers and to customers. So that's the kind of unique challenge of the healthcare industry that on the one hand, it is so important. Every one of us is a customer. It's most needed when we are in crisis. And there is a huge promise of technology because ultimately, healthcare, you look at the industry, it is data, it's information, it's workflow, its processes. So theoretically, we should be able to automate and streamline and drive productivity like we've done in other industries. But the institutional complexity, the regulatory complexity, the relationship complex relationships between payers and providers and patients and employers, plus the need for privacy and HIPAA and so on when you put all of this together and add to the fact that the systems that the health care providers and payers have had in place are archaic or monolithic or brutal all this is conspiring to create a very unsatisfactory state of affairs. So that's sort of the glass half empty part of the argument. The glass half full is this tremendous opportunity to innovate, to reimagine what health care delivery could look like, what that experience could look like, to create a truly patient, patient centered outcome. But it's going to take a lot of hard work and heavy lifting and you can't really nibble away at this problem at the edges, which a lot of players have tried to do. So you can solve bits and pieces of this problem, but you really, truly need to take an integrated approach. And that requires a lot of deep domain expertise in working through some of the hard problems of infrastructure in order to fix this. It's like rewiring an entire industry. And that takes time, it takes effort, it takes patience, it takes money, and it takes a lot of experience in the industry to do it right. So that's a great segue to my next question. Technology platforms, a topic that's very passionate. I've seen you our videos, how you talk about the power of network effects and how you can bring together multiple ecosystems to come together and unlock value.

Personally, from my perspective, I'm very passionate about platforms. In fact, at Infosys, we are building our own platform for Infosys Helix, for the healthcare industry to essentially drive this network effect, build composable business capabilities that we just spoke about, hard problems to solve, boring problems of the legacy that you need to conquer to actually deliver that experience and effect that we all seek. So I just want to hear from you where you see the applicability of platforms and do you think that's going to accelerate the journey that we are in to see a far better experience in the healthcare industry? From a patient perspective, if you think. About technology businesses, they tend to be platform businesses. If you look at some of the major players, whether it's Google or Microsoft or a Facebook or an Apple, there are all platform companies. And the interesting thing about platforms is that platforms and ecosystems are joined at the hip because the reason that a platform exists is because it provides a way to orchestrate multiple ecosystem players, multiple parties on a common workflow, common data, common rules of engagement, contracting standards, and so on. So I think we do need to take a systemic approach to solving the healthcare industry's problem. And a systemic approach means it has to be an ecosystem level approach, means it has to bring all of the parties and stakeholders involved in a unified way. And that requires platform thinking. That really requires sort of a common infrastructure, common workflows, common data models so that we can all sort of plug in and hook up. And we've seen the power of these platforms in the context of, say, ERP, enterprise software, where creating a single version of the truth, creating a kind of a common enterprise architecture, allowed the Sips and Oracles of the world to really build a lot of sort of efficiency at scale. But now these platforms need to be reimaged at the industry level because we've talked talk about platforms as horizontals, we've talked about them as sort of capabilities that cut across industries. But now I think customers are saying, listen, I can't eat platforms for lunch. I need a solution to my industry problem. So I see a very big movement on the verticalization of platforms, on building industry specific platforms. And that is something that traditionally the platform technology companies have not been good, I have not been interested in. They say we are arms dealers. We build the basic components, and then you do what you want with them. But I think that the customers are demanding more. So you really need to now build industry logic, industry workflows, and domain expertise, and to build industry specific platforms like transportation industry. Would you categorize that the Uber experience that we've all got used to would be a vertical industry platform that's kind. Of yeah, I think that starts to get there because they didn't look at transportation in general with the ride sharing experience, and they built a platform around that. They're attempting to do the same thing now in transporting goods with Uber freight, where again, you're bringing shippers and the providers or LTL companies together. So, yeah, I think at the end of the day, what you're trying to do is you're trying to craft an ecosystem. You're trying to build an ecosystem. I think Tesla has been able to do the same thing in the context of electric vehicles. They are really part of the problem systemically between the charging infrastructure, the battery, and all of the elements that need to come together. Because without that, you can have a great electric car, but if you don't know where to go charge it, if you don't know where to get it serviced, and if it doesn't go more than 100 miles, then you've got a problem. So that's the approach we

need to take. We need to take a systemic approach and we really need to think about the industry workflows in a lot of depth. And I think very few organizations have that depth of industry knowledge and have, you know, I like to say that a lot of people can do brainstorming, but Body Storming is a whole different deal, right? Which means you have not only thought about the pain, but you've experienced the pain. So I think that in that context, emphasis has an edge because you've been working with healthcare payers and providers for a long time. They trust you. They have the relationships where the bodies are buried, you know, where the challenges are, what are the nuances and the complexity. Because as they say, that in theory, there's no difference between theory and practice. But in practice there is. That is where the rubber meets the road. And that reimagination will require a strong understanding of legacy, but also an innovative point of view about the future. Yeah, I mean, that's the capability that we are leaning on, because now we are abstracting all the learnings because the legacy still has a lot of business rules and processes. So you need to abstract them, but then build them as composable business objects. Then you can start putting them together and reimaging how you would want it to be, which is really what you were talking about. Fantastic. Let me shift gears. Let me talk about we recently announced between Kellogg and Emphasis, a very interesting program, about uplifting about 600 talent from an AI perspective in the context of business. So what's the vision of the program and what do we aim to achieve? And do you think this is something that is scalable? And also we can democratize the power of AI in the context of businesses globally. So if you see what is happening in the world of AI, which is a transformative technology, I personally feel that the technology leads or is ahead of the business and organizations. So the gating factor today is not algorithms, it is not computational capacity. It is the ability of large established organizations to change and to really kind of harness the power of this technology. As Einstein said, intellect is a great horse to ride, but somewhere so you're going to have to find the so I think that I created a program about three years ago where the whole intent was AI for business leaders, right? So I'm not going to teach you algorithms. I hope you understand that. But I'm going to speak to business leaders who are asking so what? And now what? How do we actually harness the potential of AI to drive business value, to drive change and to actually drive results? And that requires putting on your strategic hat, that requires understanding the business case for AI and it requires you to understand how to do change management, build the capabilities and so on. So that was a course I designed as well, AI for business leaders. Now this is cross industry and we sort of market the course to people who come from different industries, different countries. But then I was approached by Infosys and they wanted they saw value in upskilling their consultants who are going to be in clients facing functions to get a deeper understanding of the business conversation they needed to have and just the technical conversation. However, they wanted a specific spin on it. They wanted some customization to the Infosys contracts. So we came up with a hybrid model where the Cohorts from Infosys go through the general program where they are in touch with other participants from other industries. But we layer on top of that a capstone project that is specific to emphasis which I personally guide the Cohorts through those through live sessions. So it's a combination of asynchronous content, live sessions with the general Cohort, but live sessions with me

where we do Sprints and we do Infosys specific clients, specific problems. So now this is scalable because a significant percentage of that content or the experience is still asynchronous and it's video content and so on. So that can scale but at the same time get the benefit of being sort of one on one and live interaction. So I believe that this is in some ways the future of executive education where we're getting the best of both worlds, the sort of exposure to the best practices, but then also the industry overlay. And in a funny way it's like the platform conversation we were having because what we have in the general program is the general platform but then we're building the industry specific verticalization, in fact in this company specific verticalization. So I'm pretty excited about this partnership and I think that it can be scaled together. It's exciting and like I said, there seems to be the future of education, especially executive education, which education for all of us is a journey, right? It's never that you're done with it. And this seems to be the future. In terms of exactly. Because learning is now a lifelong endeavour. Exactly. And also I think there are two additional things that people are asking for. They're asking for more convenience on demand because I'm working and I can't take two years off and go to an MBA. And also the price points need to be more affordable. So by improving accessibility, by improving convenience, by providing education on demand, by using a combination of the digital and the in person or physical. I think this is an innovative new model, and this is the learning that we took from the pandemic right? And where we were forced to go virtual. So now we're trying to take the best of both worlds and put it together in a way that creates the best learning experience. Wonderful. Thank you so much for your thoughts. Clearly, Dr. Sawhney is setting the pace for change, and as in paid sectors, the team is how do you push down, how do you drive innovation, how do you make it real, and how do you get it to the grassroots level so that you drive change at scale? So thank you so much for sharing your thoughts today, and I truly appreciate you coming down here to meet us. My pleasure. Look forward to continuing the conversation and the journey together. Thank you. Thank you very much. You. Home Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

"Healthcare Transformation Requires Bold, Holistic Change", Lisa Davis

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of Pacesetters, I have Lisa Davis. She's the Chief Information Officer of Blue Shield of California. For me, somebody like Lisa epitomizes the spirit of Pacesetters because she's always set the agenda for change, embraces change, and thrives on change. She started her career as the CIO of Counterintelligence and US Marshals in the Department of Defense, then she moved on to Georgetown University, as a CIO again there. And then she switched gears on to a completely different industry- high tech industry, Intel, driving PNL. And then again in 2020, she again moves on to healthcare industry, a completely different industry, to become the CIO of Blue Shield of California. Today, I'm very excited to have her here and understand the kind of change that she's heading in Blue Shield. Welcome to Pacesetters. Thank you, Venky. Happy to be here. Let's dive in, Lisa, you know, let's talk about your career. I did give a pitch about you. But I want to hear from your own words. How did you start your career? I know that you actually started as a high school student, as an intern in the Department of Defense. So, tell us about your career journey and how you have gone through it, before we talk about Blue Shield. Yeah, happy to. I did start as a high school senior. The government had a junior fellowship program that they were trying to recruit engineers to come work for the government. And I was a computer engineering undergrad at Syracuse University. So I started as a high school senior. Every summer break, spring break, never went to the Bahamas. Came home and worked at Lakehurst Naval Air Engineering Center. And then when you graduate, they offer an accelerated program through the GS grade scale, graduating with your undergrad GS seven, nine and eleven. But, you know, of course, what I did is when I graduated, I said, why would I want to work for the government? I wanted to work for a big tech company, which is why ultimately I went to Intel. That was part of my personal goals. But eventually came back to the government after marrying a Navy guy. And, kind of brought me back to the government when our first duty station was Guantanamo Bay, Cuba. So after Guantanamo Bay for five years, I continued my career in Department of Defense. Really doing every job within an IT organization, from help desk to infrastructure to mission application systems to becoming a deputy CIO, to getting my certified information security professional, obviously. Working in DoD with classified networks, that was critical from a cybersecurity standpoint, until I became a CIO in the counterintelligence field activity and then completing my career with the Department of Justice as the CIO for the U.S. Marshals Service. Fascinating, fascinating. And tell me what made you switch from Intel into healthcare? I mean, obviously, Intel is one of the iconic firms that one can work for. Then you shifted into healthcare. Any personal insights there? Yes. I was running the enterprise and government PNL for Data Center Group. So I had the opportunity to work with healthcare companies, pharma companies, and in that work certainly knew that the health sector was the sector that needed the most digital transformation. So when it comes to impact, and I must be a glutton for punishment is why I go from government to academia to high tech and then to healthcare, I'm always searching for those opportunities to have an impact, to drive change. You said I thrive on change. Maybe I do thrive on change, but certainly those are the roles that interest me. And to be able to come into Blue Shield of California, where their mission was to create a health care system worthy of our family and friends and to transform the system today. Healthcare's personal, having my own personal healthcare, my parents', my grandparents', knowing that the

healthcare industry really needed transformational change is what brought me to Blue Shield of California. For our audience, why don't you share with us what Blue Shield is all about. Obviously, it's one of the largest Blues in the country. But I would like to hear from your own words what Blue Shield stands for. What is the mission? The vision behind Blue Shield. Blue Shield of California is a nonprofit, based here in California. We serve just over 5 million members here in California; we have about \$23 billion in revenue every year. But we cap our profits at 2% to invest back into the communities that we serve. Coming to Blue Shield of California, Venky, took me full circle, in to mission orientation. I grew up coming out of high school, through college, focused on the mission in Department of Defense of supporting the war-fighter, right? Coming through academia, high tech, very much focused on revenue and the bottom line, coming back into health care with Blue Shield of California took me back to my mission roots, of what was most important. So we believe at Blue Shield of California, that the health care system is broke. Incremental change won't get us there. It will take too long. It requires transformational change. And to create this system that is worthy of our friends and our family. And when we say that mission statement, until you really internalize it, to say, well, what does that mean? That means if I was admitted into the hospital, a family member, a dear friend, Venky, you, you can expect the same quality of care, right, that I would receive or anyone receives when I enter into the health care system. Right. So let's let's dive in, Lisa and you know, I was just reflecting on the last 4 odd years. We were talking about it yesterday over dinner, the number of transformations that, you know, Blue Shield has done is staggering. And, we could speak all day, but I just picked up 3 or 4 big tickets. But let's start with healthcare transformation. You spoke about the reason why you wanted to move from a firm like Intel into healthcare industry was to actually drive the transformation that you just spoke about. And, one of the big, next-generation healthcare strategies that Blue Shield has is what you call Health Reimagined. Now, I know Health Reimagined stands on the three H, as they call it, you know, holistic health, hyper personalized care and then high tech, high touch care, right? Now tell us a little more about it. Where is the reimagination coming in, and how does it actually, you know, touch the members you spoke about, right? So, give us some color on that. Yeah. You called out those key attributes of how do we reimagine healthcare. First of all, today we don't have a system that's personalized, cater to the needs that I have, my own health needs. Nor do we cater necessarily on wellness. We wind up going to the doctor when we're already sick, right? So, creating a system that is personalized to you or I, that is holistic and looking at all the social determinants of health, not just my clinical care. Where do I live? What is my nutrition? What is my fitness? What are my genetics? All of these data parameters that come together, that make me who I am and you who you are. That's holistic when I look at that completely on the individual. And then the pieces that have been missing in healthcare is around this high tech piece. Moving to digital, but not only high tech, but high touch in terms of what our customers, consumers, their same expectations that they have today, going and doing banking are the same expectations that they should have when they enter a health care facility, right? So that's the foundation of how we think about our transformation. And part of that starts, to get that experience with data. And data has to be the heart of the strategy. So in order to enable the business transformation in healthcare from a technology

lens, we needed our first transformation to be about the foundation. And that was moving to a cloud-first environment, moving our data to the cloud. Because the key piece of that is real time data access, right? And that is what has plagued our health care system-data interoperability, data sharing. So that I have the data that I need. And I can share that between the provider, the payer and us as the member to create that holistic, personalized care. And we believe when that data is shared, not only are you making decisions on your health, we're putting you in charge of your health. We know that it improves health outcomes, and ultimately it reduces the cost of health care in this country. So data is at the core. So we've been driving over the last several years this cloud first transformation, moving from an on-premise environment into the cloud. And really the data is at the heart of our strategy. And part of the work that we've been doing with that data is what we call an Experience Cube. That's our data platform that's sitting in Microsoft Azure. And the differentiator from other data warehouses is we believe we can create a data platform that is able to be transparent and share that data between member, provider and the payer, right? That starts with a foundation of trust, but it also starts with the ability to share data with one another, so that we can create the best member experience and improve the experience that our providers are having, certainly, after coming out of the pandemic. Experience Cube, experience for the provider, member, payer, everybody. Yes, everyone. That's why we call it the Experience Cube. Now I want to talk about another idea that, you know, your CEO and you also have been pushing- big, bold idea called Real Time Enterprise. Real time claims, real time enrolment, and real time authorizations, right? And, it's such a bold idea because, the central theme being you want to drive retail-like experience in a healthcare setting, right? And I walk into Best Buy to buy my favorite TV. I know what I'm going to pay. I pay there, get done with it and come home. No surprises. So I know this is a big vision, a bold vision. How are you doing that? And where are you in that journey and how do you see the future on real time enterprise in healthcare? Yeah. it is a bold move, but it's such a needed move because that ties back to creating that personalized, real time experience for members and providers. It also dramatically reduces the cost of health care in this country today. Imagine the overhead of processing claims, all the various departments, all the overhead. So you gave an example of a retail-like experience. Imagine that experience where I walk into the hospital, I walk into my doctor's office, I have a procedure done, I know exactly what it costs. I know exactly what I'm going to pay based on my deductible. And then I make a payment. The provider gets paid, I make the transaction, I walk out the door. It's near real time, and I create that retail-like experience. And we have proven through the workflow with previous partners that we can do that under 10 seconds. Now, we need to do that at scale. So we're working with partners today like Oracle in terms of auto-coding all of those clinical codes. But it also requires us to look at all the core functions through a health plan because that's what payers do. We pay claims, right? So it requires transformation whether it's network, whether it's on the clinical side, whether it's on the contract side around standardization. So we simplify, digitize and automate how we do business in order to auto-code in real time to create that experience. So it's a multi-year journey. We're in year three. We're learning a ton. We're continuing to reduce the complexity of our codes. We're testing and leveraging technology to do that. And we

believe we can get to that real time enterprise over the next several years. Fascinating. And do I call it setting the pace for change, you know, you are really setting the pace there. Good luck on that. And, I know, it's only as successful when the entire ecosystem plays along, right? All right, let's shift gears, Lisa. I want to talk about Care Connect. This is a transformation program that's won industry accolades, and you spoke about the Experience Cube, and that seems to be powering the entire view, a 360 degree view of the member, right? The clinical data, the claims data, the pharmacy data. You are bringing it all together to drive what is known as care management, right. Interventions at the right time, at the right place, at the right cost for the members so that they can get the required care. And I also know that, you know, I believe you have a billion plus data points in terms of clinical data points to drive that care to the member. And you have also driven successfully a thousand plus care gaps during the care management process. Talk to us about it, why has this won industry accolades. What is the beauty of Care Connect. How does it dovetail into your health reimagined larger transformation vision that Blue Shield has? This was such, and you said it so well in terms of all the key points. That's exactly right. This was incredible work by the Blue Shield team, technology and our business partners. We had technology debt. We had almost ten different systems that were providing care management for our members. That whole, we recognized, needed to be modernized as we talked about, digitized and simplified in terms of the processes, in terms of getting to that real time data. That's why the Experience Cube is in there as well. And we were a definitional partner, with Salesforce. Right. And we defined what we believed care management needed to be in the future, not how it was necessary to do today, but thinking strategically as we think about this real time data enterprise, what does care management need to be? And using agile methodologies, which I'm also very proud of. We, from an IT perspective, we implemented agile mindset, agile methodologies. We've been on our agile journey. If we did not have agile, we would not have been able to deliver this capability in nine months to meet a government mandate. So it had to go live at the top of the year. And the team delivered on that. So, phenomenal work. And what the platform is doing, and you called it out- it allows us to close critical care gaps for our most ill members in real time. So we have closed now almost 1700 plus care gaps and are able to do that in real time for our members. That creates that personalized experience. When I can have caregivers into the system understanding where the care gaps are and then working with our members to close them to make sure that their health care is front and center. That is what it's all about at the end of the day- of creating a foundation for a real time enterprise. Team did incredible work to pull that off. Congratulations on that. You know, the next big ticket I want to talk about, Lisa, is Pharmacy Reimagined. Pharmacy, as you know, is literally at a national level a very controversial topic, if you will, because drug prices are very close to everybody's heart. You have been bold to publicly go and say that we are going to reimagine this space, and you kind of are bringing together multiple players. You're bringing in Amazon for the last mile delivery, you're bringing in Mark Cuban Cost Plus from a RX perspective to drive competitive pricing on the drug itself. You're bringing in players like Prime Therapeutics to kind of negotiate on behalf of you for better pricing for the members. And you are bringing in even players like CVS Caremark for specialty health. So it's like literally bringing together a

village to reimagine pharmacy and make the difference. Just curious to know more details about this. How are you doing this and what's the game in this in terms of essentially driving the outcome that you're seeking from a pharmacy reimagination. Yeah. The the ultimate outcome is to reduce drug prices for our members. Because, as you mentioned, drug prices continue to escalate. So we've created a model where we can significantly lower the cost of drugs by the business model that we have created, and that is with all of those partners. So, essentially disintermediating the pharmacy benefit manager-it's kind of in the middle of the workflow and the process- bringing that internally into Blue Shield, and that helps us with the negotiation with these business partners to ultimately drive the cost of drugs down. Now that, from a technology perspective, it's probably one of the most complex initiatives that we're driving from a transformational standpoint. It's the integration of eight different systems, right? The data integrations between these systems, how that comes into our Experience Cube, so that we're doing that once again, creating that real time personalized experience for our members. So we're looking to kick this off. Time is of the essence. 1/ 25, right? So the team is working hard. Is that when you are going to go live? That's when we're going to go live, right. 1/25, and the teams are working really hard, again in agile, to meet the date and to deliver this transformative model for our members. Awesome. Good luck on that. I know this is a big, big deal. Look, healthcare reimaged, you spoke about. You spoke about Experience Cube. You spoke about real time enterprise. You talk about pharmacy reimagination, care connect, the ability to bring together teams, to stitch together multiple systems to kind of essentially deliver that benefit to the member. So you're truly setting the pace with change, at the risk of sounding repetitive, but I'm absolutely inspired. One last question before we wrap up, Lisa. You know, you are a woman leader in the healthcare industry, literally, you know, showing the way, and how it is done. Any messages for young women out there on how did you get where you are? I have two daughters and, you know, every day, this is like a conversation that we have at the dining table every day. But I want to hear from you, your message to all the women leaders out there on how to get there. I think my immediate message would be, we need a call to action. You know, I grew up in Department of Defense, academia, high tech. And for the majority of my time, I was the only woman in the room. So I grew up being the only woman in the room. And in that experience, I had to learn how to build confidence, how to build my thought leadership, to become really good at what I did, in order to be recognized and to get and take my seat at the table. And notice I said, take my seat at the table as well. And that teaches you to persevere, you know. How did I get here? It's a matter of grit, continued perseverance with setbacks, understanding what my goals were, looking long term and taking a step forward whenever I felt that I wasn't, I was having a setback or I couldn't get where I needed to do because of barriers or obstacles that were in my way. So you have to have a mindset of determination, of grit that I will persevere. I will persevere. And today, unfortunately, after the pandemic, we lost four times as many women in the workplace as we did men. One of the core issues is childcare. We need to fix childcare in this country so that women can continue to stay in the workplace. And we have a pipeline problem. We know we lose our women when they want to start a family because it's very difficult with childcare situations to manage both, and it's very costly. We also know that we lose

our young girls in eighth grade when peer pressure becomes front and center and then they don't major in math and the sciences, and they're not prepared when they come to college to take an engineering role. Right. So it really requires, I think, from a women's leadership standpoint, we need more role models. We need more role models, of our younger girls seeing women in technology leadership roles. I have a friend and we talk about, you know, what Grey's Anatomy did for women doctors. We need a TV show that markets strong technology women in leadership roles to show our young girls that they too can be this and aspire to be this. And we need to make technology more accessible to our young girls. They don't necessarily want to build robots. Yeah, they want to change the world. So how do we help them change the world? And how do we show them that being in technology allows them to do that and pursue their goals and dreams of what they want to do? You spoke about grit and attitude at the workplace. We are in 2024. Do you think things have changed? What's your sense? Well, I think the good news is in health care, I'm so pleased that I've seen more women in my career than I've ever seen before. Really proud of Blue Shield of California. We have a female board chair. We have 50% diversity at executive leadership, 50% diversity in our board. Fantastic in terms of equal pay and representing women and diversity at our leadership level. And do I think it's getting better? No, I don't, actually. I think there is much, much work to do. We need women as executive leaders to pull other women forward. We need to understand where women are getting stuck in our workplaces. We need to solve the childcare problem in this country so that women can continue to pursue their careers and their goals. And all of that requires an incredible support system, right? I mean, the reality is, I get the question from women all the time, you know, can you have it all? Can you have a career and can you have a family? I said, yes, of course you can. Requires ruthless prioritization and you need a support network. And I've been blessed with an incredible husband. We are partners. He has a career. I have a career. We raise our children together. We share responsibilities in order for both of us to pursue our goals. So those support networks, whether it's your spouse, your partner, a family member, friends, a support network around women for them to continue and pursue their goals. Wonderful. Thank you for that message, Lisa. Truly enjoyed this conversation and thanks for the insights that you shared with us. Thank you. Thank you. Home Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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People should focus on understanding how they're going to use cloud and making sure they're getting the right fit - Marvin Richardson in conversation with Venky Ananth

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Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Venky Ananth Marvin Richardson Venky Ananth Marvin Richardson Marvin Richardson Marvin Richardson Venky Ananth Marvin Richardson Marvin Richardson Venky Ananth Marvin Richardson Venky Ananth Marvin Richardson Marvin Richardson Venky Ananth Marvin Richardson Marvin Richardson Marvin Richardson Marvin Richardson Marvin Richardson Marvin Richardson Venky Ananth Marvin Richardson Marvin Richardson Marvin Richardson Marvin Richardson Marvin Richardson Marvin Richardson Venky Ananth Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Pacesetters with Venky Ananth Home Episode 2 Read Transcript Welcome to PaceSetters. I'm absolutely excited and honored to have Marv Richardson join us today. Marv is a veteran technology professional. He's a seasoned industry player, has deep experience in health care, and in fact, multiple verticals across insurance, banking, capital markets. And he is actually a big proponent of being digital, and I'm absolutely excited to have him here. He was a CIO of HCSC till recently, and before that, worked with Alliance Chase and Royal Bank of Canada. Welcome to PaceSetters, Marv. Thank you. I'm honored to be here. Awesome. First off, I want to really cover digital, and you are being a big proponent of being digital. And if I look at the kind of time that you spent in the last few years, particularly you spend a lot of time conceptualizing, actually delivering digital. You reimaged customer journeys for a fairly large health plan. You kind of looked at how to deliver improvement on Net Promoter Score, customer satisfaction. How do you bring in kind of a digital first kind of paradigm in every member interactions with the enterprise. So share with us some real world wisdom. What are the gotchas out there? What are the strategic, operational and execution challenges that one faces in the field, and how do you actually overcome them? Any nuggets of wisdom would be great. Great. Okay, well, that's a tall order, but I'm happy to tackle it. I know that being digital or digital transformation, I think we constantly see it on the list of CEO's top priorities. So it's still there at the top of that list. And it's kind of interesting that it's still there because being digital isn't new. I always like to tell people, and I brought a prop with me just to show it is. This particular book, Being Digital by Nicholas Negroponte, who is the

chair of the MIT Media Lab, wrote this book, wonderful book that really talks about what it's like to be digital from a society and from a systems point of view. It was written in 1995. That's the same year I got married. My wife reminds me that's 27 years ago. And so that's a long time for this same topic to fit at the top of any agenda. And so what does it mean today versus what Nicholas Negroponte wrote 27 years ago, versus what we just generally think about as digital? So from a CEO perspective, I think the best way to figure out what CEOs want, or for anyone listening, what their CEOs want is what's the outcome they're striving for. And the first thing they're looking for is highly satisfied customers. The second thing they're looking for is highly responsive and predictive products and services that are delivered to those customers. And they want all of that on top of a value chain that's highly adaptive and efficient. And so those are the three things. When a CEO says they want digital transformation, they're going after those things. They don't really care about the word digital, the word transformation in their minds, it's been locked in that that's a way that they can deliver on that promise. So what does that mean for us technologists? Does it mean that we digitize all the processes that are out there? Well, I think we did that with ERP probably as long ago as this book was written. So it is that, but it's much more so is it connecting to the customer digitally? So, yes, but we've done that. We've connected to the customer on the Web for 20 years. We've done it on mobile platforms over the last decade. So we've got that. So it's that, but it's more. And that gets a little bit now to the kind of Net Promoter Score thing that you mentioned. What do you do that takes that digital process, or digital value chain, takes that digital connection with the customer and then really, injects learnings from that into the rest of your ecosystem, I'd call that a digital nervous system. So a digital nervous system is taking that feedback from a Net promoter score and really understanding it, analysing it, figuring out what you can do to improve it, structuring those into work that your teams can take on whether it's work on the actual customer interface or whether it's work deeper in your value chain and then quickly doing that work, measuring it again. It's that cycle that changes your company from something that's kind of efficient because you've got a lot of digital stuff into something that's adaptive, flexible, and really tailors itself to what customers care about. Now, you spoke about the digital nervous system, and honestly, in my opinion, data covers that digital nervous system, but data is everywhere. It's of no use by itself. But when you move that from a data to a value continuum, then you start to begin getting insights, then drive next best action. And so in your world, and I know, for that matter, you in your recent past drove a massive data migration program onto an Azure platform. And then from there, you actually drove programs like price transparency. You drove care management. How do you drive customer 360 degree view out of that data asset that you built and essentially drove that data to value program? What's been your experience and what is your advice on how you tackle such complex programs? And again, what are the execution challenges one faces, and what do you look out for? How do you get ahead of them and be successful with it? Right. Yeah, if I can tackle that kind of I'll talk about it broadly, but give you some specifics. Thank you, too. So I want to be sure that I'm representing my own personal experience, but also I spend a lot of time with other CIOs of healthcare payers, and we've all wrestled with some of these same challenges. So some of the lessons that I have maybe to share come from that whole set of colleagues. The first

challenge is when you're trying to get your data organized and you want to get it to be more accessible, the cloud can be a great solution for it. The cloud is something though, that often your CFOs might think, hey, that's a place I'm going to save some money because it's a kind of a popular notion that the cloud is cheaper. But in general, if you're just loading up stuff and storing it there forever or and you have regular processes that just run every day, kind of same load, the cloud is probably not that much cheaper, if at all. And from what we're seeing from people, the big tech companies like Google and Microsoft, Amazon, ETC. Is that they're having higher financial demands placed on them by their shareholders and they're probably not going to be in a place where they are having price reductions at the same way that maybe we've seen in the past. So you need to be really sure of why you're putting your data there and what you're going to do with it. So it's not primarily a cost led thing, with one really big exception that's really important for turning data to value. When you have analytic models, you want to run whether it's big machine learning models or et cetera, and you want to run those periodically, you want to surge to a huge amount of capacity, run them quickly, and then come back down in that kind of a mode, then getting your data in the Cloud is the path to value, because there's no way that you can afford to do that yourself. And so I really recommend that people and what I've seen other companies do, people really focus on understanding how they're going to use it and making sure they're getting that great fit. Fantastic. Yeah. Now I couldn't agree more with you. Sorry, I was going to add on to something because one of the returns we talk about a lot in healthcare is Next Best action, which is a very general concept where what's the next best thing for a patient to do for a person in a contact center talking to a patient to do? For a doctor to do? I mean, there's a lot of places you can use this. All those places are well informed by this kind of approach where you take the data and you do two things with it. One, you analyze your historic data and see what kinds of next actions in any of those kind of use cases were most effective. And then you train based on that information and then you suggest those actions in the mode. So you're telling your contact center person who's talking to a member that you should suggest also getting your dental appointment or whatever the next action is. But then you track that and you inject that back into the data. Again, the same thing I was talking about with being digital, if you just calculate your next best action and do it without measuring it and measuring how effective it is, trying it in different ways, A/B testing and seeing what's more effective. And injecting that back, if you just do it one time, you're not really being digital, you're getting data to value and then it stops. If you want to get the kind of exponential value from data, then you've got to be improving it along the journey. Makes sense. Mark, just on that, I have a question. You speak about using feedback loops to kind of feed that back into the teams so that they can kind of build on that. But the question is, do the teams really have time to take those feedback loops? Because there's already a huge backlog of user stories to build. Everybody's racing against time. How do you really kind of balance feedback loops and the information that you're getting from customer feedback acts and consumer feedback back into the user stories that you're building and grooming? Plus you have a whole lot of backlogs that you have to deliver on. So how do you do that balancing act? Yeah, that is a really insightful question because it's spot on. One of the biggest issues. Almost every product team I know has more to do than they can do, and they

generally get a lot of that feedback from inside their own company. You've got business users, customer representatives, all kinds of people who have great new ideas for what they want, whatever the product is, to what they want it to tackle next. So just take it as a given. There's going to always be 200% more work than you can do. But if you don't prioritize the customer feedback, then you're building to the wrong North Star. The customer feedback is the North Star and so you've got to reserve. And this takes organizational discipline, which is in sometimes, depending on the company, can be advancingly short supply. But organizational discipline to say, I am always going to reserve at least 20% of my capacity to address customer feedback issues and test them and then get more feedback and keep making those changes and keep that loop going. 20% is a minimum, should never drop below that. And in cases where in a market where perhaps your customer feedback is your customer sat, is lagging your competitors, you should be a lot higher than 20%, but you should never drop below that because you will fall behind your competition. The digital world evolves quickly and it is not the kind of thing where you can set it and forget it and think that customers are going to be as happy a year from now as they are today. They will not be. Thank you. That's a great nugget of wisdom from the trenches. I can see that. Thank you. Shifting gears. Marv, one of the most or the least talked about is what I call a tech debt, right? And most large enterprises, fortune 500 firms have this massive challenge of how do you balance business priorities, driving business value, and at the same breadth, how do you maintain the health of your product portfolio? Right? Most of enterprises have shifted to a product paradigm and how do you continuously ensure that you're driving refactoring and ensuring that technology and technical debt is reduced and refactoring is a continuous programmatic strategy. From a technology perspective, how do you balance these two? And you've done that again with a lot of success. Anything that you would like to share on how you manage to do that balancing act? Yeah, definitely. I think it's a great question and a hot topic as well. A lot of boards, I've had a lot of board involvement and a lot of boards talk about tech debt. Kind of amazing that nontechnical people are talking about it. So that concept has really landed in the Csuite and at the board. Importantly, you have to measure it. That's the fundamental starting point. So you need to devise a way to measure tech debt. So, for example, you can look at your portfolio of applications, of systems, of all the pieces that you've got as part of your technology ecosystem, say which ones are on your kind of your future state, which ones are not in your future state, and then measure what it would cost estimate what it would cost to move those into the future state. And that could be your tech debt. That's one example. There's other techniques you could use to create a measurement, but if you don't measure it, then all these people who are talking about it, the board, the C suite, then you're going to lose them. You got to be able to show that you're making progress over time. At the same time, more tech debt kind of accumulates each year. It's like maintaining the streets. You might fix all the potholes, but next year there's still some potholes, right? So you've got to go and fix those as well. So thing one, measure item two. If you're in an organization that has not done a lot with tech debt in the past, then you probably have a backlog that's pretty substantial. And once you can measure and talk about the financial cost of it and talk about the impact to being digital and connecting directly with your customers, then you need to work with your Csuite and

your board to get some investment for it. I really think that that's the only way to attack all a big backlog is to make an investment and start burning down that tech debt. But there's one other way to go after it. If you've done that already, you need to slow down the pace of new tech debt accumulating. And so this is where your architecture team is really important. The architecture team needs to be connected with all the different products that are being developed and helping to ensure that some of the choices that are getting made are going in the future direction. And maybe not as much in the old direction, because all the stuff that you keep investing in, that's not in your future state, you're just building that debt up for later. So I think the AR team is really foundational, maybe even to measuring, but certainly to addressing. Fantastic. Let me shift to a topic that I know is very close to your heart, which is really around talent. Talent enablement. I know you and our relationship has progressed really from a professional to a true, friendly relationship. And you also founded Driving Forward, helping students, graduating out of colleges and moving into the corporate world. What is your view on how enablement of talent for the next generation of challenges that we have, especially with AI becoming mainstream? What are your views on how can this culture of innovation and digital first? How do we sustain that? How do we ensure that the next generation of talent actually gets skilled and stay relevant in the worlds that we live in? Yeah, this is a great question, very near and dear to my heart. Driving Forward is a nonprofit that I co-founded a couple of years ago during the Pandemic to help. At the time, college students who were impacted by COVID lost their internships to give them a way to get experience in that path to the workforce. Over time, we focused it on first generation college students. So people who don't have a network where they can easily contact somebody who happens to be a product manager at a company because they don't know someone like that. So how do we help trying to create that sort of network for people, The benefit of that kind of approach is that it helps inject talent into the let's focus on the technology area, into the technology field. And often, especially in healthcare, I find that the workforce has been aging over time. And we talk about wanting to be digital. We talk about wanting to be cloud native. Digital native. Well, you know who's kind of cloud native and digital native today's? College students. They're already there. And so it's really important for organizations when they have they need to increase their workforce, not to just get into this kind of round robin game where you post for five year, ten year, 15 year experienced folks. You try to hire them from your competition, and then they try to hire them from you, and then eventually you're just all swapping the same people. You need to be bringing up that fresh talent, not only because it helps you get these kind of cloud native, digital native folks, but we also talk a lot about equity. We talk a lot about diversity. The college graduating cohort is more diverse, is more equity than the current workforce. So if you just go after the college market and bring that college market in, then you are going to increase your equity and diversity in your workforce, which has additional benefits besides just digital native and cloud Native, of course. Awesome. Thank you so much, Marv. Truly appreciate that wide range of topics that you covered. Thoroughly enjoyed it and hopefully you enjoyed it. And this tradition of PaceSetters with Marv, we kind of covered digital, we covered data to value, we covered technical debt and we covered talent enablement. So it's been a wide range of topics, real world experience, audiences from Marv. Appreciate it and

Achieving optimal care for all in the best setting is our ultimate goal - Professor Raymond Falci

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established. Having, again, followed this industry for 30 years now, I've seen probably several iterations of risk shifting from insurers to providers of care. And candidly, until the last five or ten years ago, those examples have not gone well. And really the single data point that I would point or the single reason is, providers historically have not been equipped with the tools to understand risk. You know, they're trained as clinicians, as physicians, nurses to treat patients and to do the best possible care, which is what I would want if I was a patient. But they're not really trained to understand all the parameters of sort of population health and managing, you know, full populations and all the things that are the tenets of value based care. What's exciting for me is we're seeing today innovation at all stages, but arguably at some of the smaller companies really creating some pretty interesting capabilities to fundamentally change the ability of providers to understand how and the best ways to treat patients, how to manage them, how to assess that risk. And these are all disciplines that they were pretty poorly equipped to manage in the past. Which really brings me to the question, should they actually be? Is this a distraction at all for them, too? Because the fundamental job of the physician is to really care for the patient and for driving outcomes. So is this a distraction, in your opinion, or you think it's a necessary evil if you want to advance, you know, focus on outcomes rather than fee for service kind of a model? That's a great, great question. You know, it's funny. I think physicians are truly focused on optimal outcomes, and the engineer in me has always felt like every physician individually is only as good as their own personal experience, for the most part, particularly in the olden days before we had good clinical decision support and things like that. And so I think the good things about value based care is they're creating the tools for physicians to do the right thing, which is what they went to medical school for in the first place, giving them all the tools. But they're also deserve to be compensated for it. And, you know, one of the other, you know, principles of value based care that I am fully aligned with is I've always had trouble with insurers making the kind of margins they make for many sort of administrative and sort of classic middleman type functions that they provide to the health care system. They provide many other values, and there's certainly a role. But I think providers can be incentivized properly but can still do the right thing clinically. So, you know, if my mother, who's a patient someday needs help, I can feel good that she's still going to get the right, you know, attention. Wonderful. You play at the intersection of healthcare and technology. So I want to get your opinion on let's compare health tech and fintech, right? FinTech is so much more advanced. As consumers we are, experience level is far more richer when we interact with the financial world. When are we going to get there from a health tech perspective? What are your perspectives, especially with Wall Street being very near? What's your view on that? No, it's a great question and it's a great comparison. I can't tell you how many times in my 30 years I've seen business plans from, you know, successful entrepreneurs who built really great businesses in fintech to automate, you know, something in the credit card processing industry or something like that. Who said, I did it in fintech, so I'm going to do it in health care. It's going to be just as easy. And nine times out of ten, they found out it's not as easy. And I think, you know, in terms of the comparisons, in my view, until very recently, health care had many unique attributes that fintech didn't. Lack of standards of data across all the different data silos that exist in health care. FinTech has been really

good at having central processing entities and clearing entities and other banking regulatory bodies that kept everybody on the same page in terms of how they, you know, track data on consumers and so on. Whereas in health care, we can't even get sometimes one epic system at hospital A to talk to an epic system at hospital B and it's the same vendor. So that's point number one, I think identity of patients or you know, of patients or of consumers. Again, the financial services industry, I can use my ATM card anywhere in the world. I can get off a plane in China tomorrow and mature \$50 for my banking account and there's no, it's seamless. Health care - If I go across the street, you know, they may not even know who I am. There's no mechanism. You know, we're starting to have things like health information exchanges in Q hands and some of the other things that are just starting to gain some traction. But again, that's something health care has dramatically lagged. And then, you know, thirdly, I think a lot of the incentives have been misaligned with some of the goals that the banking industry has had about having everybody on the same page, whether it's at the provider system level, at the insurer level, there's been a lot of incentives to not share, to keep all of your information. You know, sort of in house, to build your own models, to build your own capabilities. And again, a lot of those things very recently, the 21st Century Cures Act, among other things, have been, you know, getting broken down some of those barriers. So that's why I'm excited for where we're going to go. Then let me ask you an adjacent point, Big Tech in health care, right? You know, they have the muscle, they have the deep pockets, Amazon, Google, Apple. Now, I think they're now called the Magnificent Seven, as Wall Street calls them. But the point is that we've had several false starts. What's your opinion? Where do you think, you think you know, you're going to have Amazon finally get it, you know, or, you know, I just want to, I'm just curious about your opinion on this. You know, it's a great question. And sort of picking up on some of the points, the earlier points that I made. I think five or ten years ago, I would have been less, less optimistic that Amazon and some of these other companies are going to be successful because of the lack of standards. And I've seen many of them come into health care, as you noted, with some limited success. And they've all come away saying health care is so different than consumer, than fintech, than other parts of our economy that it's just not worth my time and investment. I think the health care industry has grown up now to the point to make itself more open to these solutions. The other big, big changes we as consumers, you know, have also become much more open to managing our own health, aware of our health. I feel like my generation and certainly my kids generation don't sort of just blindly follow what our physicians tell us to do. You know, we grew up being able to Google everything or Web M.D., everything, and it makes us all feel more, now ChatGPT. Yeah, exactly. Yeah. And I think I think that changes the whole mindset. And I think that opens the door for some of these big tech models. They still need to understand, you know, that they need to fit within workflow, within existing regulatory and other operating models, which are very different in health care compared to. But the other final point I'll make there is that the big tech companies are being much smarter about hiring a lot of health care talent to augment their tech expertise, which is helping to bridge that gap. So we speak about big tech. Let's talk small tech, which is really the start-ups. Sure. You're a venture partner in early stage healthcare technology firms. What are you seeing out there? Because it's a super crowded space.

Everybody thinks that, you know, like you rightly said, it's just going to come and change because you have the right technology. The next generation AI is available, so I'm going to change the world. But then when you land, you realize that it's far more complex. What are you seeing there? And we're also seen many actually go belly up in the last 24 months. Yes. Funding is becoming far more challenging, interest rates are high. Where do you see the future for start-ups in healthcare? Yeah, so I think, you know, what we're having is what I would call a healthy correction in that market. We had, you know, the investment in digital health that just exploded over the last decade, most of it coming out of the high tech act, which was passed, I think in 2010 or 2011 and really stimulated all this investment. And in hindsight, you could see maybe it got a little ahead of itself. And, you know, there was a lot of money, I would say, from a lot of investors outside of health care who didn't appreciate some of the challenges, who just saw, you know, an interesting looking business plan and put a lot of money into it. Now, I think we have a healthy correction going on where all the companies I'm speaking to and all the companies in our portfolio, you know, we're very fixated, like most venture investors, on profitability. You know, we don't have the patience to wait three years to continue this, you know, invest in ideas that may or may not fit within the health care ecosystem. So it forces the entrepreneurs of these businesses to be more disciplined about market fit, good go to market strategies, how to integrate and create interoperability more effectively. They don't have the luxury of two or three years or five years like their predecessors did, which again, I think is healthy for the industry. It's going to be painful as we go through the cycle. And as you said, many companies have gone bankrupt in the last couple of years, including I think we're up to two or three IPOs of the last four years. So I want to shift gears Ray. I want to talk about equity. Healthcare has always been local, but then, you know, healthcare equities, obviously much more fundamental. How do you see this, especially with the advent of new technologies that are out there? How do we drive better equity in the healthcare system? Yeah, I think there's so many ways data can be used to help better understand the healthcare needs of a community. And you know, there's been studies that have shown that your zip code is the single biggest predictor of your health. Then more so than even your family history or other dynamics and understanding your zip code. Do you have access to good, healthy food sources? Do you have good access to good, healthy water or other things? And housing is a big predictor of what your ultimate health status is going to be. And so if you're whoever is responsible for your health care, your insurance company, if they know these things in a better way, they can create programs to provide better support for you versus what the old model used to be. That's point number one. And point number two, I'd say is we've also seen tons of data that show that the best outcomes on, you know, complex procedures are done by the physicians who do that operation most frequently. And so we're seeing a lot of a lot of activity in creating these centres of excellence and channels where we can we can sort of move patients to the best sites of care for their particular ailments, either for more, you know, sort of complex kinds of things, but it ultimately gets the best care to the to all people in the best setting, which is, you know, should be a goal. Sure. So you speak about leveraging data to drive better health equity in the system. I want to talk about an adjacent or a corollary problem. We know that the health care constituents, especially the payers and

providers, are sitting in absolute truckload of data, right? I mean, on an average we generate about 50 petabytes of data from a hospital, right? So how do we, but then 97% of it is unused, only 3% is really used. So how do we kind of leverage this information and data that is out there to actually drive better outcomes, better care for patients and members? Well, what's your sense on it? It's a, it's a heavy lift is the short answer. It's not it's not easily accomplished. But, you know, I've sat on the boards and I sit on the board now of one very large provider organization. I've worked with many big payers and I've been hearing, you know, people say this for years, I've got all this untapped value, how do I figure it out? And I really think the average the advent of large language models and some of the recent advances in AI are starting to help us untap that value. But to get more specific, I think you need to be targeted in your in your use cases. So you can't just say I've got this huge, you know, 50 terabytes of data and help me figure out, you know, how to treat patients better. Then in my mind, the more, more constructive approach is to say, let's look at patients of a certain clinical, you know, diagnosis group, maybe even a certain racial group. You know, let's let's look at four or five parameters and then let's really zero in on all the all the elements that we can understand for those patients and what works and what doesn't work and ultimately start to build models and then obviously continually retrain those models. But it's you can't boil the ocean. And I think people have conceptually thought about it more as a boil the ocean exercise, and it needs to be targeted, I think. But then the related problem really is really around interoperability, right? The ability for hospital systems, providers, you know, independent physician practises, payers, pharmaceutical firms, PBM's, to talk to each other. Right. I'm just sitting through the case competition that, you know, we just had earlier in the day. Fascinating. A number of ideas that came up in terms of things that can be done, A, just to make it interoperable. What's your view on interoperability, where we are? You know, the regulation has been now on for more than almost a decade now. So what's your sense on where we are and how do we advance this interoperability to truly put patient at the centre of it all? It's I still think it's the most underestimated challenge by particularly the start-up or early stage companies that I encounter. And I will tell you in my class that I teach, it's usually slide five of class one is just one word interoperability. And I think it's so important to not underestimate that. So I think we've had tons of legislative advances to help sort of force this and make some of the big vendors of some of the key systems more open to, you know, creating APIs and better access to their platforms. We've had some of the, you know, operating models of providers and payers also begin to get opened. But it still is not anywhere near where it needs to be to be as sort of seamless and ubiquitous as it should be. And again, in an ideal world, I think about, you know, I'm Ray Falci, I live in New York. If I'm in California, you should be able to just look up everything you need to know about my health history. If I, you know, have some health incident in California. And today we're still so far from that. So I think it still is one of the challenges that still, you know, has a lot more work to be done on it despite all the support that's been, you know, passed to it. Awesome. Thank you so much. I think we've covered quite a bit today. Value based care, FinTech, Health Tech, Big Tech, Small Tech, Health Equity, Interoperability, quite a bit. So thank you so much for sharing your perspective. I agree with you that the future definitely looks great. There is so much of regulation that's come in,

so much of standards that's come in. There is a lot more of awareness. It is a consumer grade experience from every patient, and the future most definitely looks exciting and hopefully you find it interesting and hopefully you'll enjoy it as much as I enjoyed this conversation. Thank you so much and thank you. Thank you Ray. Thank you. Thank you. Home Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Enhance the Digital Fabric of our Society

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In Conversation with Antonio Neri, President & CEO - HPE & Salil Parekh, CEO - Infosys

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AMD transforms accounts payable process with artificial intelligence

----- Article source ----- <https://www.infosys.com/industries/high-technology/case-studies/accounts-payable-process.html> ----- Key Challenges The Impact The Solution Ready for Disruption? Reference design factory boosts growth Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings boosted every key performance metric AI simplifies AP Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY Advanced Micro Devices, Inc. (AMD) manufactures microprocessors, chipsets, embedded processors, and graphics processing units for computing devices, including gaming consoles, mobile devices and super computers. AMD wanted to automate the workflow for invoice processing to - enhance the experience of the accounts payable team, the executives approving invoices, and global suppliers enable approval of invoices via mobile devices avoid delay in invoice approval through a reminder mechanism 80% time reduction invoice approval time Frees up ~ 5,000 person hours every year Saves approximately US\$ 250,000 annually "Executives at AMD are empowered by the ability to view and approve / reject invoices via email on their mobile devices. We appreciate the excellent and consistent effort of the Infosys team on this project". - Matthew Zahorik,

Senior IT Manager / Director, AMD Infosys NIA automation platform
Looking for a breakthrough solution? We deployed the Infosys NIA automation platform to optimize the invoice approval process at AMD. Our Artificial Intelligence (AI) solution boosted every key performance metric – speed, efficiency, accuracy, and productivity. Significantly, automation minimized AP overheads by several thousand dollars. Our sophisticated system eliminated the need for network connectivity to AMD’s SAP enterprise network. Our solution accelerates the turnaround time for approval of invoices, which helps AMD process a huge volume of invoices effortlessly. In addition, an automated notification system ensures timely release of payments to suppliers. Automated workflow We configured the workflow for prompt routing of invoices and automatic generation of email alerts to person(s) responsible for approving invoices. When an invoice is received, the AMD SAP FICO enterprise system triggers an email to the approver, based on pre-defined date range and approval limits. The response (approval / rejection) and the email id of the respondent is automatically routed to an Infosys NIA shared mailbox. An ‘intelligent’ robot in the Infosys NIA system extracts and analyzes data in the invoice mail box at intervals of five minutes. It ‘reads’ messages and captures relevant information such as the email id, workflow details, invoice number, action, and comments. Infosys NIA validates the user id and workflow-user mapping. Subsequently, it updates the invoice status as approved or rejected in the SAP system. Infosys NIA then receives a success / failure reply from the SAP Remote Function Call (RFC) interface system and transmits a confirmation email of the action (invoice approved / rejected) to the approver. Finally, Infosys NIA moves the approval mail from the inbox to the archive folder in the NIA mail box. On-the-go access The AMD team is empowered to approve invoices using mobile devices. Business users need not log into the SAP portal or connect to the enterprise VPN network for accessing and approving invoices. A soft copy of the invoice is made available in the notification email, which ensures instant access to relevant data for informed decision making. The system also sends a periodical reminder email to approvers for each pending invoice. The Infosys AI solution boosts productivity by aggregating data and eliminating the need to navigate between screens to extract information for taking appropriate action. In addition, our solution offers a consistent experience to AMD’s AP team and executives, across mobile devices. Agile development Infosys adopted the agile methodology to maximize value of the AI solution. Our approach enabled both our IT teams and AMD’s stakeholders to refine business requirements, identify process / workflow improvements, and assimilate feedback from users. During the pilot, the solution was rolled out to a small group from the AP team who approved invoices. It helped the Infosys team identify issues in real time and fix them by either improving the functionality or adding new features. We undertook concurrent development and testing until all business requirements were addressed and the solution reached a stable state. Consequently, it was rolled out to global users. Press Release Infosys Recognized as a Microsoft Azure Expert Managed Services Provider Infosys partners with Microsoft to establish a global Azure Migration Factory. Read more Next Case Study Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Analytical framework predicts order margins

----- Article source ----- <https://www.infosys.com/industries/high-technology/case-studies/analytical-framework.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A global distributor of electronic components, technology solutions and embedded solutions. Key Challenges The distribution company required a predictive analytics tool to determine profitability of orders. Ready to experience? Infosys developed an analytical model to provide visibility into order margins, streamline order fulfillment, and rationalize costs. Our framework uses a step-by-step method to predict order margin. Compile Select orders for a given period, filter completed orders, and store comprehensive order history in a data lake / cloud-hosted repository. Analyze Apply the margin determination model and a logistic regression model to assess the margin for every new order. Visualize Leverage a customized dashboard to guide order fulfillment and undertake financial reporting. Our predictive analytics model predicts order margins with 68% accuracy. Predictive insights enable the electronics distributor to better manage supplier credit as well as customer discount. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

HfS Research features Avnet's cognitive assistant developed by Infosys

----- Article source ----- <https://www.infosys.com/industries/high-technology/case-studies/avnet-cognitive-assistant-platform.html> ----- Business results Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us How the Ask Avnet Cognitive Assistant Became a Critical Part of the Customer Life Cycle: HfS Research report 'Ask Avnet,' a cognitive assistant platform developed by Infosys, is a compelling example of digital technology breaking down silos to improve the customer experience, according to the HfS Research 'Defining Future Business Operations' report. Avnet, a high-technology distributor, wanted to provide concierge-like customer service across its ecosystem of online brands covering six million products. Infosys developed a cognitive assistant that offers product

information, recommends complementary or related products, and provides order status updates. 'Ask Avnet' helps customers find relevant parts, recommends alternatives, shares detailed product information and toolkits, and connects with a customer support representative via chat. The chatbot uses machine learning to mine past interactions with customers for troubleshooting and recommending product upgrade(s). The HfS Research report highlights how the Infosys chatbot solution benefited Avnet: Register to read the report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Content and services integration platform enhances user experience

----- Article source ----- <https://www.infosys.com/industries/high-technology/case-studies/content-services-integration.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study One of the largest manufacturers of semiconductor chipsets, microchips and microprocessors. Key Challenges The manufacturer sought to enhance the user experience on mobile devices to drive revenue for retailers, online content service providers, hardware designers, and original equipment manufacturers. Ready to experience? Infosys deployed a white label software and service building block solution facilitating customized content delivery on Android tablets. The intuitive user interface enables mobile users to access content easily and purchase apps. The platform helps retailers enhance the content / services portfolio with frugal engineering. Significantly, it reduces the cost as well as lead time for launching content products and services on tablets. Personalized content services and parental control settings enhance the user experience Direct marketing platform accelerates time-to-market for retail and online content enterprises Shared marketing investment rationalizes service cost for hardware partners Deeper user engagement and seamless distribution help content and service providers attract and retain customers Personalized content services and parental control settings enhance the user experience Direct marketing platform accelerates time-to-market for retail and online content enterprises Shared marketing investment rationalizes service cost for hardware partners Deeper user engagement and seamless distribution help content and service providers attract and retain customers Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Digital marketing ecosystem boosts chipset sales as well as user experience

----- Article source ----- <https://www.infosys.com/industries/high-technology/case-studies/digital-marketing-ecosystem.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A multinational semiconductor chip manufacturing company Key Challenges The manufacturer sought to boost sales and marketing by streamlining content publishing and improving usability as well as website performance. The semiconductor enterprise required a unified web interface to provide a consistent experience to global customers, resellers and other users. Ready to experience? The Infosys team identified issues in the existing system: legacy on-premise infrastructure supported only static content, complex systems hampered process workflows, and multiple architectures and control tools diluted content management. We implemented a state-of-the-art technology infrastructure for end-to-end marketing services, including budgeting, planning, communications, and content management. We built a scalable and modular platform for dynamic content delivery. It was integrated with diverse systems for better collaboration between internal stakeholders and external creative agencies. Our experts migrated data from legacy systems to a cloud-hosted Adobe Experience Manager (AEM) content management solution. We leveraged standardized Simple Knowledge Organization System (SKOS) ontology and data model for site taxonomy and reuse of artifacts such as the portal template. We combined automation tools, agile methodology and advanced search tools to ensure a responsive digital marketing ecosystem. Advanced online platform ensured consistent, personalized user experience across channels and devices Best practices-based web tools implementation reduced call volume and contact center costs Superior support for customer acquisition and retention strategies increased online sales Reliable systems and high availability improved customer satisfaction score by 25% Rapid infrastructure provisioning accelerated development timeline by ~40% Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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e-Commerce solution streamlines electronics product and inventory management

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Infosys IoT gateway facilitates edge analytics

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Capabilities Digital Operating Model Empowering Talent Transformations
Tales of Transformation Industries Services Platforms Infosys Knowledge
Institute About Us CASE STUDY A design engineering, manufacturing and
supply chain services electronics enterprise. Key Challenges The
manufacturing services company sought to streamline operations through
real-time integration of people, processes, machines, and systems. Ready to
experience? Infosys leveraged an Industrial Internet of Things (IIoT)
ecosystem to transform manufacturing. Our next-gen Manufacturing
Operations Management (MOM) system integrates diverse applications and
business systems, including Enterprise Resource Planning (ERP), Supply
Chain Management (SCM), Product Lifecycle Management (PLM), and asset
management. The Infosys IoT gateway captures unstructured data, ensures
smooth flow of resources as well as information, and supports edge
analytics. Seamless data flow and real-time enterprise visibility prevent
bottlenecks and enhance performance across processes Contextualization of
sensor / machine data accelerates actionable insights Enterprise mobility,
Microsoft Azure IoT platform, and robust Application Programming
Interface (APIs) modernize manufacturing operations Integration of people,
machines and business systems boosts quality management Automation and
a self-regulated production line minimize incidents via real-time alerts
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Automated quoting tool accelerates sales cycle at electronic components distribution company

----- Article source ----- <https://www.infosys.com/industries/high-technology/case-studies/electronic-components-distribution.html> ----- The Solution
Benefits Experience Insight Innovate Accelerate Assure Application
Development and Maintenance Business Process Management Consulting
Services Incubating Emerging Offerings Being Resilient. That's Live
Enterprise. Digital Core Capabilities Digital Operating Model Empowering
Talent Transformations Tales of Transformation Industries Services
Platforms Infosys Knowledge Institute About Us case study One of the
largest distributors of electronic components, technology solutions and
embedded technology Key Challenges The distributor required a common
rules application to apply customer-specific pricing rules and better manage
sales quotes. In the absence of digital tools, the sales team spent significant
time and effort to understand how each product was coded in the system
and determine its price as well as availability to generate quotations. Ready
to experience? Infosys implemented a digital system for order management
- Quoting tool: automates quote generation and delivery, and processes up
to 10,000 lines per quote. It helps sales and product teams handle small as
well as large quotes in a single application. In addition, the tool enables
reuse of quotes across sales orders, and supports offline processing of

quotes for large sales orders. Rules engine: manages pricing rules and analyzes ~ 6 million items across customer, supplier and enterprise part numbers to offer the best price to each customer. Standardized infrastructure: uses Service-oriented Architecture (SOA) to seamlessly integrate the quoting tool with enterprise systems. It facilitates order fulfillment as well as financial reporting. Analytical model: predicts order margins accurately, which helps the enterprise better negotiate terms such as supplier credit and customer discount. In-memory computing: boosts performance of the application via real-time integration with SAP systems for pricing, product and order management. Our automated quote delivery process enables the electronic components distribution company to manage more than 10 million customer quotes every year. The digital system helps sales teams to generate quotes for small orders with up to five line items in less than three seconds. Significantly, it increased productivity and improved quote-to-order conversion rate by 5%. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Reference design factory boosts growth

----- Article source ----- <https://www.infosys.com/industries/high-technology/case-studies/factory-boosts-growth.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY A global company manufacturing semiconductors, integrated circuits and embedded processors. Key Challenges The manufacturer wanted to adopt a factory model reference design repository to grow revenue while helping customers make informed purchase decisions. Ready to experience? Infosys implemented a reference design factory supporting various designs formats across the complex product portfolio of the manufacturer. The reference design repository helps electronics designers and device manufacturers understand circuit capabilities and analyze features while placing orders for the ready-to-integrate designs. We optimized processes to enhance reference designs. It enables the electronics manufacturer to offer alternative designs to customers based on functional requirements of their design tools and applications. Moreover, the factory model enables electronics design engineers to connect schematic diagrams, which increases usage of the manufacturer's web-based design tool suite. The reference design factory model empowers electronics designers and equipment manufacturers to integrate advanced designs with Industrial Internet of Things (IIoT) systems, embedded applications and devices for diverse industries. In addition, it facilitates import of design into CAD tools and electronic design automation software for printed circuit board, including Cadsoft EAGLE, Altium Designer and Cadence Allegro. Ensures compliance with power simulations /

thermal calculations Maintains consistency in end reference design
Accelerates the reference design release cycle Enhances customer
satisfaction Augments sales Company Subsidiaries Programs Support
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Infosys used agile ways of working to implement global ERP solution: Thales

----- Article source ----- <https://www.infosys.com/industries/high-technology/case-studies/implements-global-erp-solution.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Gemalto, a leader in digital identity and security solutions, implemented a global enterprise resource processing (ERP) solution to respond to shifts in its business, specifically mergers and acquisitions. Aurelien Kribs, CIO, Thales DIS, discusses how Infosys helped Gemalto simplify its business by rolling out Oracle E-Business Suite (EBS) across 90+ entities in more than 40 countries for Gemalto, a Thales company. The global platform enables Thales to gain better visibility into procurement and sales, accelerate reconciliation of accounts, and reduce total cost of operations. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Jabil Partners with Infosys to accelerate their SAP S/4 HANA led Digital Transformation Journey

----- Article source ----- <https://www.infosys.com/industries/high-technology/case-studies/led-digital-transformation-journey.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Ravi Ravishankar, VP & Capabilities CIO - Enterprise IT, Jabil and Cynthia Kendall, Director of Jabil Pathfinder shared how Infosys has partnered with Jabil to transform their highly customized SAP ERP landscape. Infosys leveraged its “S4 Conversion factory” & “Safe Passage Conversion Methodology” to convert 70TB on-prem database to the cloud and helped Jabil move to a modern cloud hosted S/4 HANA system. The

overall Implementation has helped Jabil save both cost & time, as they were able to reuse the core integrations and processes while benefitting from the enhanced capabilities and performance of the new system. They also praised Infosys for their deep industry knowledge and consultative approach that ensured a smooth and successful deployment Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys designs cloud solution to manage software licensing

----- Article source ----- <https://www.infosys.com/industries/high-technology/case-studies/manage-software-licensing.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A global company that develops, licenses and supports computers, software and related services Key Challenges The enterprise IT group of the company sought support services of a technology partner for a next-generation licensing platform. The scope included development, testing, build engineering, and maintenance. Ready to experience? Infosys deployed data scientists, machine learning experts, and 'agile' coaches to implement the digital platform and guide 500+ team members globally. We leveraged a customized automation framework for unit and regression testing. Our team adopted feature flags to enable iterative development. Pattern-based engineering and the factory release model accelerated product launch. The Infosys team migrated 400+ servers to Microsoft Azure Infrastructure-as-a-Service (IaaS) platform, five portals to Microsoft Azure Platform-as-a-Service (PaaS) platform, and enterprise commerce data to a bespoke big data platform. Further, we developed a product recommendation engine to up-sell and cross-sell products. The greenfield solution helps the software company - avoid human intervention in order management eliminate deployment downtime reduce agreement activation time by 100% (12 hours to real time) decrease cost of product launch by 55% manage US\$ 2 billion licensing revenue from 70,000+ users Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Real-time demand-supply optimization drives sales

----- Article source ----- <https://www.infosys.com/industries/high-technology/case-studies/optimization-drives-sales.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating

Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A leading distributor of electronic components and computer products. Key Challenges Inorganic growth through acquisitions resulted in disparate business processes and IT systems across divisions of the distribution company. A unified business model was an imperative to optimize supply chain operations and better serve global customers. Ready to experience? Infosys deployed a new business model to consolidate operations across 50 countries, spanning 260 locations, 900 suppliers and 140,000+ original equipment manufacturers, contract manufacturers and customers. The new business model enables the distributor to implement 'buy anywhere, ship anywhere' service. The model delivers a consistent experience to customers and rationalizes resource utilization in warehouses. Significantly, it boosts productivity of the sales team. Number of orders booked by salespersons increased 5% year-on-year, while the average order value increased by 45%. Shared service centers for procurement, finance, master data management, and IT support boosted operational efficiency by more than 10% Ship-and-debit solution and price protection plugged revenue leakage and improved margins by ~ 3% Bespoke real-time supply and demand optimization engine increased On-Time Delivery (OTD) from 65% to 95%+ across 11 million Stock Keeping Units (SKUs) Visibility into global inventory reduced annual holding costs by US\$ 220 million Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Technology leader onboards chatbot to streamline HR

----- Article source ----- <https://www.infosys.com/industries/high-technology/case-studies/technology-leader-onboards-chatbot.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY A global technology company manufacturing, licensing and supporting computer software and consumer electronics. Key Challenges The Fortune 50 enterprise wanted to empower more than 130,000 employees with a self-service system to manage business travel. Ready to experience? A team of Infosys Artificial Intelligence (AI) experts created a chatbot using the Microsoft Language Understanding Intelligent Service (LUIS) framework. The chatbot extracts business travel-related documents from HR systems and addresses employee issues. Our AI-driven chatbot serves as a travel helpdesk agent by resolving queries in real time, while reducing effort for resolution by 60%. In addition, our machine learning algorithms incorporate a continuous learning loop to enhance performance. Company Subsidiaries

Agile 'value hack' method helps technology services enterprise identify business opportunities

----- Article source ----- <https://www.infosys.com/industries/high-technology/case-studies/value-hack.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us case study A multinational technology company that manufactures computer software and consumer electronics Key Challenges The sales and services company sought to accelerate turnaround times of business plans by addressing inter-dependencies between the IT architecture and extended systems. Ready to experience? Infosys combined the 'value hack' approach with an agile portfolio model to manage the iterative portfolio cycle of the technology company. Our method helps the enterprise – Drives sales Reduces selling costs Accelerates cash flow Ensures continuous improvement Improves customer satisfaction Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Accelerate digital transformation with cloud ERP

----- Article source ----- <https://www.infosys.com/industries/high-technology/industry-offerings/accelerate-digital-transformation-erp.html> ----- Overview Our platform incorporates data models, visualization tools and analytical dashboards that reduce quoting cycle time by 10%-20%. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your enterprise needs harmonized processes across lines of business to introduce new business models. You require a scalable and agile infrastructure to respond to shifts in business. You need a collaborative ecosystem to co-create solutions and go-to-market strategies with partners in the extended value chain. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Accelerate digital transformation with cloud ERP The Infosys Stratos is a holistic business capability platform that drives digital transformation and value realization from Oracle Cloud Enterprise Resource Planning (ERP)

business systems. Our Artificial Intelligence (AI) and Machine Learning (ML)-based modular platform amplifies your competitive advantage by enhancing enterprise capabilities, maximizing in-house manufacturing, and supporting strategic outsourcing and sub-contracting decisions. Our platform provides plug-and-play functionality for every sub-segment of the hi-tech industry, including original component manufacturers, fabless IP providers, semiconductor and original equipment manufacturers, integrated device manufacturers, component distributors, contract manufacturers, foundries, precision tooling companies, and materials suppliers. The Infosys Stratos platform provides 'Lego-ized' preconfigured solutions, pre-built connectors and process flows that address white spaces in Software-as-a-Service (SaaS) ERP systems while de-risking adoption and ensuring ~30%-40% reusability. Further, our managed services and subscription model significantly reduce total cost of ownership by allowing bundling of licenses and implementation services. The Infosys Stratos platform is powered by Infosys Cobalt, an ecosystem offering industry-specific assets and cloud solution blueprints for smooth migration of ERP applications to a multi-cloud environment. Our cloud integration includes adapters for legacy enterprise apps and ERP systems for label printing, order and trade management, and product lifecycle management; non-ERP cloud apps for taxation, pricing, HR, and expense management; and third-party systems of banks, logistics and supply chain partners, and customers. The industry-specific constituents of our platform boost performance and deliver at least 30% savings in time and effort for cloud ERP implementations. Strategic tools Automation Pre-built core ERP capabilities Innovation accelerators Digital brain' drives process synchronization, which facilitates smart bundling of products and services. Decommissioning of legacy ERP applications boosts agility by eliminating operational challenges such as sub-optimal output, multiple points of failure and inflexibility. Ready-to-deploy adapters for integration with cloud and on-premise systems of partners support co-development of business expansion plans. Insight Western Digital undertakes transformation initiative to integrate MES applications with Oracle ERP cloud Press Release GlobalFoundries partners with Infosys to transform manufacturing and corporate operations Success Story Infosys used agile ways of working to implement global ERP solution: Thales Insight Infosys enabled Multi-Pillar Cloud Transformation for Harmonic with Oracle Cloud Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Connect your manufacturing ecosystem using blockchain

----- Article source ----- <https://www.infosys.com/industries/high-technology/industry-offerings/blockchain-artificial-intelligence.html> ----- Overview Our design thinking-led assessment approach simplifies identification of blockchain / AI use cases. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should anonymize corporate data to safeguard

privacy and integrity. You need robust identity management systems to prevent theft and leakage of data. You require real-time access to quality data to capitalize on advancements in AI and ML. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Blockchain and Artificial Intelligence The Infosys High Tech practice helps manufacturers of semiconductors, microprocessors and system-on-chip products leverage synergies between Artificial Intelligence (AI) and blockchain technologies for operational excellence. Decentralized control and seamless data sharing between the enterprise, contract manufacturers, suppliers, distributors, resellers, and warehouses rationalizes costs, while improving traceability and accountability across the supply chain. Infosys offers blockchain incubation as a service for monetizing anonymized data, training AI-based data models, and maintaining the trail of AI and Machine Learning (ML) algorithms. Our pre-built blockchain platform mitigates business risks and enables rapid prototyping for specific use cases. Further, our ready-to-use reference architectures integrate data sources, applications and analytical tools. An integrated blockchain network provides real-time visibility into maintenance and repair history of assets, status of shipments, and payment records. Significantly, it provides enhanced visibility into the supply chain and identifies counterfeit parts / components / materials. Infosys Nia, our AI-powered automation platform, resolves business issues, ranging from prevention of fraudulent transactions to interpretation of user preferences. Our platform analyzes big data, identifies patterns in unstructured data, and makes decisions / recommends actions based on the context and / or business rules. It incorporates self-service analytical frameworks, visualization tools, and role / persona-based dashboards that empower high technology enterprises to optimize spend management, increase wafer chip yields, and boost performance. Our team of AI researchers, programmers and data scientists use Infosys Nia to address the challenges in collating data, defining ML models, and training and deploying AI / ML pipelines. We combine big data engines and frameworks for data engineering to build ML data models for specific business requirements, including IT service management, marketing optimization, and risk management. White paper: Blockchain, a standardized platform for carbon credit management The integration of suppliers, manufacturers and logistics service providers on a single network enables tracking of carbon emissions and sharing of carbon credit. Asset-agnostic Infosys Blockchain platform offers ready-to-onboard, permissioned networks. Infosys Blockchain Laboratory collaborates with cross-industry partners to develop capabilities and proof of concepts for AI applications. Rich experience in developing and maintaining blockchain-based data management systems for analytics and deep learning. Client Speak Infosys used agile ways of working to implement global ERP solution: Thales White Paper Integrating blockchain with ERP for a transparent supply chain Report Cloud Radar 2021 Boosting profits and enabling a competitive edge with cloud Insight Unpacking the possibilities of blockchain Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Migrate mission-critical business applications to the cloud

----- Article source ----- <https://www.infosys.com/industries/high-technology/industry-offerings/cloud-solutions.html> ----- Overview Our cloud solutions rationalize IT infrastructure investment while enabling parallel design workflows. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your design teams need anytime, anywhere access to software tools and computing hardware for accelerating chip design. You require scalable computing resources to run simulations and test functionality prior to mass production. You should have easy access to large datasets and cognitive technologies to enhance chip design and accelerate development. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Cloud Solutions The Infosys High Tech practice helps semiconductor Original Equipment Manufacturers (OEMs), Original Design Manufacturers (ODMs), integrated device manufacturers, fabless designers, and independent software vendors adopt cloud computing. We migrate resource-intensive applications and engineering workflows across research, design, development, and manufacturing to private, public and hybrid cloud environments. On-demand access to compute and storage resources empowers design and fabrication teams to manage large volumes of data and dynamic workloads while boosting productivity. It also enables multiple design teams to collaborate on exploration, compilation, synthesis, and place-and-route builds. Significantly, the cloud facilitates subscription-based consumption of CRM, ERP, product design, and artificial intelligence software. Cloud-hosted frameworks allow enterprises to apply generative design algorithms, emerging production systems such as 3D printing, and big data engines for machine learning and deep learning. In addition, it supports 'digital twinning' to identify bottlenecks, predict failures, and improve process efficiency. Further, cloud solutions allow data scientists to prepare data for building, training and deploying cognitive automation models, which is an imperative for a digital factory. Infosys cloud managed services span provisioning of Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS), Software-as-a-Service (SaaS), Enterprise-as-a-Service (EaaS), Database-as-a-Service (DBaaS), and Disaster Recovery-as-a-Service (DRaaS). Our data encryption methods, tools for secure transfer of chip layout design, industry-specific control mechanisms, and audit services address reliability as well as latency issues in cloud-based silicon design and development. We develop custom APIs for cloud to cloud migration and integration of as-a-service models of diverse cloud providers, including AWS Cloud, Microsoft Azure, and Google Cloud Platform. We combine DevOps automation tools and open source technologies, such as Spark, Hadoop and Hive, to simplify backend services, improve service quality, and maximize cloud architectures. Notably, our dashboards for real-time monitoring of cloud services eliminate over-provisioning of compute resources. Thought paper: Cloud native apps provide compelling benefits The integration of

suppliers, manufacturers and logistics service providers on a single network enables tracking of carbon emissions and sharing of carbon credit. Infosys CloudEndure solution streamlines infrastructure management and disaster recovery across physical and cloud-based systems. Infosys Migration Planning Suite automates remediation and enhances the reliability of cloud applications through a knowledge-based approach to workload migration. Infosys Legacy Modernization Suite facilitates workload transformation and application reengineering with a proven accelerate-renew-transform framework and non-intrusive knowledge curation tools. View point Technology Decision Making in the Cloud Era Brochure Infosys IMS Suite for cloud management transforms IT Client Speak Infosys used agile ways of working to implement global ERP solution: Thales Article Technology safeguards boundary-less enterprises Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Expedite autonomous operations

----- Article source ----- <https://www.infosys.com/industries/high-technology/industry-offerings/cognitive-automation.html> ----- Overview Our AI researchers, data scientists and IT programmers use knowledge tools and cognitive computing as catalysts for enterprise modernization. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You require advanced tools and techniques to accurately predict electrostatic and quantum behavior of nanometer chipsets. You should implement sophisticated fabrication systems to minimize contamination and damage during wafer processing. Your tools for root cause analysis should provide insights to reduce the effort and time required for design, engineering and testing. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Cognitive Automation The Infosys High Tech practice offers robotic and cognitive automation solutions to enhance design, assembly, testing, and distribution capabilities of printed circuit boards, integrated optics and electronic components manufacturers. We leverage Artificial Intelligence (AI), Robotic Process Automation (RPA), simulation, and virtual reality to augment Manufacturing Execution System (MES) and Manufacturing Operations Management (MOM) systems. We automate repetitive tasks as well as business processes. Our consultants identify candidate tasks / processes for automation and build proof of concepts based on a prioritization of business challenges and value. It enables chipmakers to address market demand for rugged, high-performance products, while rationalizing production costs. Notably, we adopt open source tools and standardized data protocols to enable advanced automation. Our cognitive algorithms discover requirements, establish correlations between unstructured / process / event / meta data, and undertake contextual analyses to automate actions, predict outcomes, and support business users in decision-making. Automation, modeling and

analysis help semiconductor enterprises achieve improvements in area scaling, material science, and transistor performance. Further, it accelerates design verification, improves wafer yield rates, and boosts productivity at nanometer fabs and assembly test factories. Infosys Nia, our knowledge-driven chatbot, searches technical manuals and digital content repositories to respond to queries spanning 'what, when, where, and how' questions. Associative memory learning and a natural human-machine interface make Infosys Nia a smart virtual assistant. Infosys Nia provides voice-based digital assistance for engineering analytics, customer service, asset maintenance and repair, and technical training. Success story: Online marketing platform grows global business State-of-the-art technology infrastructure for end-to-end marketing services improved customer satisfaction score by 25% at a semiconductor chip manufacturing company. Machine learning models predict routing congestion, which helps optimize place and route subsystems. Knowledge-driven automation techniques streamline design verification and minimize retest, while enhancing design and quality. Incremental learning enables automation systems to ingest new data and improve performance of cognitive models / behavior of chatbots. Case Study Technology leader onboards chatbot to streamline HR Insight Amplifying human potential with robotic automation Case Study AMD transforms accounts payable process with artificial intelligence Client Speak Infosys used agile ways of working to implement global ERP solution: Thales Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Align core functions with the manufacturing landscape

----- Article source ----- <https://www.infosys.com/industries/high-technology/industry-offerings/corporate-services.html> ----- Overview Our unified systems empower your workforce to share knowledge, and leverage a single source of truth. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Technology Human resources Finance Legal Your enterprise should not be constrained by spreadsheets and content tools with limited functionality or manual processes. You need to rationalize operating costs of critical functional applications while boosting performance. You require integrated platform solutions to achieve business goals across functions, business units and the enterprise. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Corporate Services The Infosys High Tech practice transforms legacy corporate service systems to boost the business of Original Equipment Manufacturers (OEMs), Original Design Manufacturers (ODMs), semiconductor manufacturers, and independent software vendors. We enhance the architecture, technology and functionality of transactional / ERP platforms for finance, HR, content management, and legal services. In addition, we create web portals and dashboards for self-

service by business users. A digital transformation improves the productivity of decision makers, while enabling teams to distill real-time business insights. Infosys transformation programs focus on business agility, be it to acquire blockchain, machine learning and Artificial Intelligence (AI)-driven capabilities or support mergers and acquisitions. Robotic automation minimizes effort and errors in time-consuming, high-volume, rules-based processes such as candidate-screening, payroll and benefits administration, and drafting and review of due diligence reports. Our analytical tools help enterprises predict diverse aspects – from staffing requirements across skill sets and attrition to working capital. Our AI-enabled recommendation engines suggest course of action and mitigation strategies based on contextual data analysis. Recommendations range from streamlining of payment processes for enhanced visibility into cash flow to personalized learning modules for succession planning. We amplify digital experiences via platforms that support virtual / augmented reality, cognitive assistants and gamification. Digital tools help new recruits understand the company culture or features of internal control and audit programs. Infosys Nia, our AI-driven chatbot, complements a mature technology stack by processing queries in natural language. Infosys Nia enhances employee engagement by supporting onboarding, IT and HR helpdesk services, and contracts management. White paper: Cloud native apps provide compelling benefits Applications built on cloud native technologies are auto-scalable. Moreover, they can be easily deployed, adapted and upgraded. Infosys AssistEdge, a robotic process automation platform, reduces turnaround time for high-touch, repetitive tasks. Rich experience in designing digital work environments to promote stakeholder engagement, collaboration and innovation. Expertise in reengineering legacy applications, workflows and databases to address limitations of functionality, interoperability and scalability. Case Study AMD transforms accounts payable process with artificial intelligence Insight Unpacking the possibilities offered by blockchain Case Study Content and services integration platform enhances user experience Case Study Technology leader onboards chatbot to streamline HR Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Seize opportunities to engage deeply with partners

----- Article source ----- <https://www.infosys.com/industries/high-technology/industry-offerings/customer-engagement.html> ----- Overview Our digital engagement approach addresses customer requirements across touch points and stages of journey. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to focus on products, account management and aftermarket service to attract and retain customers. You require a team of social anthropologists and ethnographers to align product strategy with user experience. You should deliver value to customers at every touchpoint. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital

Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer Engagement The Infosys High Tech practice partners with manufacturers of consumer electronics and silicon-enabled products as well as independent software vendors to cultivate B2C and B2B relationships. Our digital solutions deepen the engagement with customers and business partners, including product designers, dealers, distributors, and resellers. Our plug-and-play models boost customer retention and sales through social Customer Relationship Management (CRM), content localization, and digital marketing. Infosys experts leverage Industry 4.0-driven tools to manage customer / partner engagement across touch points, channels, functions, products, business units, and regions. We combine Artificial Intelligence (AI), immersive technologies, and predictive analytics to engage customers and business partners – from product exploration, purchase assistance, and after sales service to warranty management. Our AI platforms aggregate customer data from online and offline systems, such as click-through behavior, downloads from reference design repositories, and order history, to detect patterns in intent and predict purchase volume / frequency. Subsequently, it makes recommendations for seamless sales and support services. Significantly, predictive insights help manufacturers mitigate risks, while accelerating deal closure. AI technologies facilitate purposeful customer interactions with minimal human intervention. Infosys Nia, our chatbot, can be integrated with digital commerce and mobile-based service applications to respond to queries in natural language, based on granular information extracted from diverse systems, documents and collaboration platforms. Our track and trace solutions and real-time alert mechanisms enhance the customer experience by enabling prompt product / batch recall in the event of a malfunction. Success story: Leading distributor offers real-time visibility into product catalogs A digital transformation helps an electronic components distributor manage ~ 6.5 million products with complex pricing rules. Data-driven ecosystem ensures superior experiences across the customer lifecycle. Analytical tools use data from connected products to understand customer interactions and expectations. Digital solutions connect manufacturers, customers and business partners for deeper engagement. Case Study Digital marketing ecosystem boosts chipset sales as well as user experience White Paper Does your operations model manage customer expectations? Case Study Content and services integration platform enhances user experience White Paper Manufacturing ecosystems use Industry 4.0 for a quantum leap Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Boost efficiency as well as throughput

----- Article source ----- <https://www.infosys.com/industries/high-technology/industry-offerings/data-predictive-analytics.html> ----- Overview IT-OT integration, rich data visualization, and advanced analytics help design and manufacturing teams identify and resolve issues quickly. Challenges &

Solutions Resource Center Experience Insight Innovate Accelerate Assure
Application Development and Maintenance Business Process Management
Consulting Services Incubating Emerging Offerings You need to enhance the
capacity of processor chips, while addressing short production runs and
shrinking margins. You need to analyze data from integrated manufacturing
systems to minimize process variations and boost output as well as quality.
You should make sense of data to modify process parameters for maximizing
wafer fabrication yields. Being Resilient. That's Live Enterprise. Digital Core
Capabilities Digital Operating Model Empowering Talent Transformations
Tales of Transformation Industries Services Platforms Infosys Knowledge
Institute About Us Data and Predictive Analytics The Infosys High Tech
practice leverages a suite of analytical and modeling tools to capture data,
understand the context from a connected manufacturing ecosystem, and
distill predictive insights for operational excellence. Our web-based
solutions allow manufacturers of industrial controllers, embedded industrial
and consumer end devices, and on-chip products to convert product and
enterprise data into predictive insights. We combine Artificial Intelligence
(AI) with Industry 4.0 principles to create a smart factory environment for
manufacturing electronic components and devices. Automated processes
accelerate design cycles, ensure steady material flow, and rationalize asset
maintenance. In addition, it provides flexibility to configure customized
testing modules for superior quality control. Significantly, it supports
advanced recipe control and management methodologies for mass
production. Our data frameworks integrate diverse formats and sources to
create a unified database that can be accessed by analytical tools, machine
learning models and mobile devices. We adopt traditional industrial
automation protocols and open source tools for secure data transfer
between operations, supply chain, and third-party systems. Our experts have
rich experience across web services standards and communications
protocols for automation technology, including, Modbus, PROFIBUS and
OPC Unified Architecture (UA). The Infosys digital ecosystem ensures
compliance with standards of the Semiconductor Equipment and Materials
International (SEMI) consortium for seamless communication between
applications, inspection tools, and process systems for Run-to-Run (R2R)
control, Fault Detection and Classification (FDC), fault prediction, and
process control. Further, our data science-driven predictive diagnostics tools
facilitate root cause analysis of engineering systems to streamline tool
startup and commissioning. Success story: Online marketing platform grows
global business State-of-the-art technology infrastructure for end-to-end
marketing services improved customer satisfaction score by 25% at a
semiconductor chip manufacturing company. Near real-time data visibility
helps control process parameters and predict variability to eliminate
deviations in the amount of deposit on each wafer, thereby ensuring
consistent wafer surface. AI-driven analytical techniques apply learning
from historical operations and wafer scrap data to better manage recipe
settings and processes. Model-based control enables root cause analysis of
operational issues to eliminate bottlenecks, and improve fab throughput as
well as tool utilization. Case Study Analytical framework predicts order
margins White Paper Manufacturing ecosystems use Industry 4.0 for a
quantum leap Case Study Infosys IoT gateway facilitates edge analytics
Insight Manufacturing goes several notches up on the cloud Company

Automate development and testing of embedded systems

----- Article source ----- <https://www.infosys.com/industries/high-technology/industry-offerings/embedded-software-development.html> ----- Overview We use responsive design, agile software development models, and automated test environments to enhance embedded solutions Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should adopt design thinking to address the blurring of boundaries between hardware and software. Your embedded solutions need to integrate robust hardware, seamless connectivity, intuitive interfaces, and rich functionality. You need to focus on product performance, safety, usability, and regulatory compliance while reducing time-to-market. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Embedded Software Development The Infosys High Tech practice offers embedded software development services for industrial and home automation applications, consumer electronics products, embedded silicon, and GPS-based systems. We partner with Independent Software Vendors (ISVs), semiconductor manufacturers, and embedded components / devices / equipment manufacturers to accelerate the R&D cycle and drive new product development. Our services portfolio includes system architecture as well as design, implementation and support of hardware, firmware and software. Infosys enhances embedded products with a data-driven ecosystem to capitalize on automation, machine-to-machine communication, Internet of Things, artificial intelligence, and machine learning. Our approach rationalizes resources and costs while enabling B2B and B2C enterprises to consume embedded software solutions and leverage real-time data. Our cryptography key management solutions help embed hardware security modules during manufacturing. Further, we create reference design repositories to streamline documentation and version control of embedded products. Our team of embedded software professionals has rich experience across microcontroller, single processor, multi-processor, and Digital Signal Processor (DSP)-based control applications. Our skills span embedded systems for telemetric data services, in-vehicle infotainment, avionics, remote asset management, and healthcare. We ensure smooth product rollout by mitigating business risks, incorporating best practices to safeguard IP, and complying with global embedded software standards. We undertake feasibility studies for new embedded solutions, and ensure product viability through performance tuning as well as enhancements across the product lifecycle. Our automation platforms reduce cycle time to enrich features of existing embedded systems. Significantly, our AI-driven root cause analysis tools and predictive analytics solutions offer contextual insights to address gaps in functional

requirements, including safety and quality. Success story: Online marketing platform grows global business State-of-the-art technology infrastructure for end-to-end marketing services improved customer satisfaction score by 25% at a semiconductor chip manufacturing company. Infosys EdgeVerve toolsets enhance embedded solutions with automation and artificial intelligence. Domain expertise spans interfaces and protocols for stand alone, networked, real time, and mobile embedded services as well as application layer messaging. Rich experience across hardware platforms, wireless communications protocol stacks, operating systems, and distributed architectures for embedded technologies. Insight Amplifying human potential with robotic automation Does your operations model manage customer expectations? Case Study Infosys IoT gateway facilitates edge analytics White Paper Manufacturing ecosystems use Industry 4.0 for a quantum leap Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Minimize wafer contamination while boosting quality and yield

----- Article source ----- <https://www.infosys.com/industries/high-technology/industry-offerings/environment-health-safety.html> ----- Overview Our learning modules prevent environment, health and safety incidents by sharing knowledge about hazards, risks and preventive measures. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Environment protection Industrial Hygiene Product Movement You should adopt advanced chip processing technologies to improve throughput, while mitigating risks. You need to avoid contamination and damage to wafer lots during tool loading, unloading and intra-bay transportation throughout the fabrication process. You require real-time monitoring systems to ensure compliance with standards for airborne particles in fab clean rooms and wafer storage environments. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Environment, Health and Safety The Infosys High Tech practice helps manufacturers of microprocessors, Very Large Scale Integration (VLSI) circuits and semiconductor devices achieve sustainability goals. Our Environment, Health and Safety (EHS) management solutions minimize the carbon footprint, while boosting quality and throughput. We assess risks associated with emissions, usage of chemicals, energy consumption, and safety across the value chain, including design, manufacturing, use, and disposal of products. In addition, we undertake root cause analysis to identify safety, compliance and yield issues. Infosys implements automated systems for inter-bay and intra-bay material movement. It minimizes the risk of wafer micro-contamination due to the presence of operators in clean rooms and damage due to mishandling at the foundry. We reconfigure process bays and floor layouts to eliminate contamination. In addition, we integrate automated material handling

solutions with fabrication control systems, which maximizes process tool utilization and ensures operator safety. Further, safe passage of open as well as sealed wafer lots rationalizes inventory and inter-process storage costs. Infosys experts align sustainability programs with regulations for the protection of semiconductor fabrication facilities and the workforce. We ensure compliance with guidelines and standards of the World Semiconductor Council (WSC) and Semiconductor Equipment and Materials International (SEMI) for electrical and production equipment, process liquid heating systems, exhaust ventilation, emergency shutdown, and hazard warnings, among other safety considerations. Our analytical solutions improve energy efficiency by predicting changes in operating conditions and equipment maintenance requirements. Significantly, our knowledge management systems enable 'green' chemistry and promote recycling initiatives. White paper: Blockchain, a standardized platform for carbon credit management The integration of suppliers, manufacturers and logistics service providers on a single network enables tracking of carbon emissions and sharing of carbon credit. IIoT manufacturing environment supports next-gen process equipment and discrete fabrication processes to maximize energy efficiency. Sustainability solutions adopt the Global Reporting Initiative's Sustainability Reporting Framework to enable reporting across social, economic, and environmental dimensions. Inter-bay routing optimization and scheduling systems eliminate redundant pathways and expedite wafer lot movement between process bays. White Paper Manufacturing ecosystems use Industry 4.0 for a quantum leap Case Study e-Commerce solution streamlines electronics product and inventory management Case Study Agile 'value hack' method helps technology services enterprise identify business opportunities Does your operations model manage customer expectations? Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Transform legacy systems with DevOps and microservices

----- Article source ----- <https://www.infosys.com/industries/high-technology/industry-offerings/erp-core-systems.html> ----- Overview Our team has rich experience in re-architecting legacy applications, COTS integration, and application lifecycle management. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to enhance the responsiveness of IT infrastructure, while ensuring business continuity. You should mitigate risks and adopt cost-effective tools when implementing technologies that boost enterprise capabilities. Your IT modernization plans should maximize legacy investment while focusing on performance, quality and sustainability. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us ERP & Core Systems The Infosys High Tech practice consolidates Enterprise

Resource Planning (ERP) and core systems to address the challenges of organic as well as inorganic business growth in the semiconductor industry. A digital transformation converts original equipment manufacturers, fabless enterprises, contract manufacturers, distributors, and resellers into software-defined enterprises. Digital enterprises are empowered to create new revenue streams through big data analytics and predictive insights. Further, modernized core IT infrastructure, networks and applications improve performance by supporting cognitive techniques. Our team adopts an incremental technology consolidation strategy after evaluating workloads, business processes, non-functional requirements, license costs, and risks as well as compatibility issues during systems integration. We create a roadmap to realize business value from new technologies, process standardization and portfolio consolidation. Our modernization solutions boost agility, enabling faster response to demands across product design, fabrication, logistics, and marketing content management. Our domain experts and IT services team combine vendor-agnostic development platforms, automation tools and reusable frameworks to rationalize capital as well as operating costs of a digital transformation. We implement a unified architecture and design to ensure a consistent user experience across channels, while our bespoke components address region-specific functional requirements. We adopt DevOps tools to accelerate IT modernization. Collaboration between analysts, application developers, project managers, and business users ensures alignment of IT effort with future business vision. Success story: Electronics distributor implements 'buy anywhere, ship anywhere' business model Infosys deployed a bespoke real-time supply and demand optimization engine to manage ~ 11 million stock keeping units. Continuous Integration-Continuous Delivery (CI-CD) landscape and integrated development environment boost productivity. Agile software development methodologies and DevOps practices align application development and testing with business priorities. Cross-platform integration simplifies application development and maintenance in multi-vendor hardware and programming environments. Case Study Infosys designs cloud solution to manage software licensing Case Study Content and services integration platform enhances user experience Does your operations model manage customer expectations? Case Study Agile 'value hack' method helps technology services enterprise identify business opportunities Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Design a 'green' product portfolio

----- Article source ----- <https://www.infosys.com/industries/high-technology/industry-offerings/integrated-product-design.html> ----- Overview Our simulation tools boost design efficiency while eliminating over-engineering. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Design engineering Design optimization Development support Data management You should integrate technical and commercial aspects in the product design process to ensure sustainability. You need to adopt design

technologies that adapt to dynamic market demand, product contexts, and regulations for energy efficiency. You require cost-effective engineering tools to address the challenges in designing components for high-precision, 'connected' products. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Integrated Product Design The Infosys High Tech practice offers integrated product design services for mass produced consumer electronic devices as well as advanced industrial systems. We partner with Original Equipment Manufacturers (OEMs), Original Design Manufacturers (ODMs), semiconductor manufacturers, and independent software vendors to design new products and co-create proof of concepts for validating innovative designs. Our integrated design approach ensures focus on critical aspects across product development, including functionality, form, aesthetics, usability, viability, and environmental footprint. Automation simplifies the design of Very Large Scale Integrated (VLSI) circuits, Application Specific Integrated Circuit (ASIC), and mixed signal ICs. Further, it facilitates simulation as well as feature-based design to enhance the value of products and conserve resources, while rationalizing costs. We leverage Knowledge-Based Engineering (KBE) systems to capture and integrate user requirements and product characteristics into design / engineering specifications. Our KBE databases enable reuse of designs, while ensuring ready access to digital designs for fabrication and assembly. Further, it helps optimize the physical / structural design, layout arrangement, and routing strategy. Infosys consultants are experienced across the DFX cycle (DFA, DFM, DFS, DFT, and DFV) as well as the CAx systems (CAD, CAE and CAM). Our product designers and design engineers explore alternative designs and materials to extend the lifespan of products. Success story: Digital order management ecosystem enables offline processing of quotes Automated quote delivery process enables an electronic components distribution company improve quote-to-order conversion rate by 5%. Multidisciplinary teams with expertise spanning the High Tech product lifecycle ensure industrial as well as commercial feasibility of innovative product designs. Design thinking culture complements technical know-how to rationalize product costs as well as accelerate development time. Iterative design process helps select technology and materials to improve product efficacy while minimizing variation and waste. Case Study Reference design factory boosts growth Case Study Agile 'value hack' method helps technology services enterprise identify business opportunities Does your operations model manage customer expectations? Case Study Content and services integration platform enhances user experience Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Engage customers in an omni-channel environment

----- Article source ----- <https://www.infosys.com/industries/high-technology/industry-offerings/omni-channel-commerce.html> ----- Overview Our omni-channel commerce solutions boost customer experience and sales by focusing on collaboration as well as content. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to ensure real-time visibility into product data and sales content to maximize marketing spend. Your online destinations should provide a consistent user experience across digital channels and mobile devices to influence purchase. You require analytical tools that measure digital presence and provide feedback to enhance communication and interactions. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Omni-channel Commerce The Infosys High Tech practice helps designers, manufacturers, distributors, and resellers of electronic components, embedded products and computing technology solutions attract and retain customers via omni-channel commerce. We create digital media properties to engage buyers and accelerate the path to purchase. Content-driven commerce helps cultivate buyers and influencers to grow the business. We build microsites to promote marquee brands, monetize strategic accounts, and manage sales campaigns. We integrate social media widgets to initiate social conversations and facilitate content sharing. Compliance with data standards and formats for data transmissions and Internet protocols for file transfer ensure a seamless user experience across mobile and web channels. Our content repositories simplify search for design specifications, product catalogues, silicon wafer maps, and procedures for asset retirement. We optimize the architecture to provide users with a consistent experience. Intuitive navigation enables design and product engineers to download content reference architectures, order samples, or interact with your specialists. We integrate cloud-hosted omni-channel platforms with ERP and supply chain management systems to drive dynamic pricing and fulfillment. Our robust payment gateways facilitate secure e-Commerce. Compliance with regulations for data privacy and security mitigates intellectual property, licensing and financial risks. Significantly, our big data analytical solutions offer insights to enhance omni-channel strategies. Success story: Electronics distributor implements 'buy anywhere, ship anywhere' business model Infosys deployed a bespoke real-time supply and demand optimization engine to manage ~ 11 million stock keeping units. Machine learning algorithms accurately predict leads that are likely to convert into customers, which enables sales teams to accelerate the process. Data science-driven recommendation engines harness contextual insights from visitor interactions to propose electronic components based on capabilities, characteristics, properties, application, etc. Role-based sales and pricing modules help customize customer, product and industry segment-specific business strategy across marketing channels. Case Study e-Commerce solution streamlines electronics product and

inventory management Case Study Digital marketing ecosystem boosts
chipset sales as well as user experience White Paper Integrating blockchain
with ERP for a transparent supply chain Case Study Analytical framework
predicts order margins Company Subsidiaries Programs Support Connect
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Adopt pricing analytics to maximize margins

----- Article source ----- <https://www.infosys.com/industries/high-technology/industry-offerings/product-costing-quoting.html> ----- Overview We simplify the sales process for operational excellence. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to align product and customer applications with back end Enterprise Resource Planning (ERP) systems for prompt processing of quotes. Your quote management solutions should support B2B and B2C markets, complex product catalogs, and multiple marketing channels. You need analytics dashboards for price execution, promotion and discount management. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Product Costing & Quoting The Infosys High Tech practice helps manufacturers of consumer electronics, semiconductors and integrated circuits address the challenges in product costing and quoting. We automate processes for business logic and configuration rules to consume real-time data from Enterprise Resource Planning (ERP) applications. The seamless interface between product, inventory, customer, materials planning, manufacturing, order fulfillment, and financial systems helps sales teams configure prices for products with several components or complex product bundles. Automated processing and approval accelerates time to quote for large deals. In addition, automated alerts for contract renewals and visibility into deal flow facilitate deal closure, reduce amendments to deals, and streamline auditing. Our quoting tools eliminate duplication of data and business logic. Further, it calibrates price discounting based on contract volume / deal size. We build a global repository of quotes for easy availability of prices across catalog parts. Besides, it ensures consistent pricing across customer segments and distribution channels, while supporting preferential / dynamic product pricing in an omni-channel landscape. We leverage simulation modeling to accurately predict the cost of parts and subassemblies as well as order margins prior to fabrication / fulfillment. Our models evaluate the cost of tooling, bill of materials and overheads to guide quoting for new products and contracts. We implement blockchain technology for smart contract lifecycle management, and artificial intelligence-driven capabilities to monetize up-sell and cross-sell opportunities. Significantly, our digital ecosystem boosts the productivity of sales teams while reducing sales cycle times. Success story: Digital order management ecosystem enables offline

processing of quotes Automated quote delivery process enables an electronic components distribution company improve quote-to-order conversion rate by 5%. Process harmonization and integration minimize deal generation and approval times by connecting sales, production, supply chain, marketing, finance, and legal teams. Visibility into landed product cost during the pre-production phase enables informed decisions regarding design, sourcing, logistics, product strategy, and account management. Optimal product and price mix boosts the relationship between original equipment manufacturers and channel partners, distributors, dealers, and resellers. Case Study Reference design factory boosts growth Case Study Real-time demand-supply optimization drives sales Case Study Analytical framework predicts order margins Client Speak Infosys used agile ways of working to implement global ERP solution: Thales Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Use modeling and simulation tools for better designing

----- Article source ----- <https://www.infosys.com/industries/high-technology/industry-offerings/product-engineering-testing.html> ----- Overview Our domain and technology experts leverage real-time simulation and optimization tools to assess design alternatives. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings R&D Design Assembly Testing You need to evaluate demand, production capacity, and product features, including size, weight, and material composition, while designing products. You should review the tools, process flow, and production volumes during conceptualization to ensure a smooth product launch. You should adopt digital tools and automation frameworks to streamline development of complex control systems and embedded applications. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Product Engineering & Testing The Infosys High Tech practice offers product engineering and testing services for semiconductor foundries as well as fabless enterprises. We delineate product requirements, benchmark products, and define the roadmap for maintenance of legacy products as well as assembly of complex microelectronic packages. We redefine the product architecture and streamline workflows to accelerate the operations cycle for low-volume automatic controller products as well as standardized processors, integrated circuits and electronic assemblies. Our digital ecosystem integrates design, engineering, production, and validation. It helps quickly identify and eliminate conceptual-level errors and orient the design as well as layout of circuits for diverse techniques such as Design for Assembly (DFA), Design for Manufacturability (DFM), Design for Testability (DFT), and Design for Security (DFS). Our approach ensures product serviceability, while enabling engineering change management and product

portfolio management. We combine built-in reference methodologies, knowledge databases, and rich test and certification engineering experience to enhance the performance and safety of existing hardware systems, enhance embedded applications, and upgrade technology. We undertake verification testing (white box testing) and validation testing (black box testing). Our experts collaborate with various certification agencies to certify compliance with product standards and regulations. Significantly, our software-based testing methods rationalize costs. Success story: Digital order management ecosystem enables offline processing of quotes Automated quote delivery process enables an electronic components distribution company improve quote-to-order conversion rate by 5%. Multidimensional analysis and simulation enhance product design and address functional requirements, while minimizing iterations as well as costs. Model-based engineering simplifies systems integration, facilitates dynamic analysis, and enables reuse of test suites. Model-based design enhances product quality as well as the efficiency of product design, development and testing. Case Study Infosys IoT gateway facilitates edge analytics Case Study Reference design factory boosts growth Case Study Agile 'value hack' method helps technology services enterprise identify business opportunities Insight Amplifying human potential with robotic automation Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Prevent revenue leakage

----- Article source ----- <https://www.infosys.com/industries/high-technology/industry-offerings/revenue-management.html> ----- Overview Our agile 'value hack' method systematically identifies opportunities for realizing value. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to navigate short customer order lead times and long production cycles to capitalize on demand. You require flexible enterprise systems to adapt fabrication volumes based on global demand forecasts and inventory levels. You should mitigate product obsolescence risk to maximize return on capital investment. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Revenue Management The Infosys High Tech practice helps semiconductor, electronic devices and original equipment manufacturers as well as Independent Software Vendors (ISVs) gain visibility into revenue to grow the business. Our revenue management solutions accelerate revenue recognition and realization. Robotic Process Automation (RPA) of accounts payable, accounts receivable, payroll, and general book keeping streamlines reconciliation, financial reporting, audit, and statutory compliance in distributed work environments. Infosys defines the future state architecture for business functions and replaces legacy applications with customized ERP packages. We migrate procurement and spend management apps to the cloud. It helps enterprises adopt voice / image recognition techniques, messenger apps, and chatbots for self-

service. Notably, our systems integration approach focuses on interoperability, which enhances the effectiveness of sales and account management. Our forecasting models aggregate demand across short, mid and long-term horizons. The insights enable account / product / country-specific pricing policies, while rationalizing investment in production equipment. Further, it guides discounting practices as well as negotiations with suppliers. Accurate forecasting supports planning across revenue, supply, capacity, and production to meet demand projections. Significantly, it mitigates revenue loss due to overpayment, unused capacity, and imbalanced product portfolio. We apply data science and cognitive analytics to drive smart product substitution for demand fulfillment. Our product recommendations engines and substitution tools empower manufacturers and dealers to manage business cycles, while ensuring smart allocation of working capital. Further, our machine learning models drive continuous improvement of process parameters, product recipes and spend analytics to rationalize costs. Success story: Online marketing platform grows global business State-of-the-art technology infrastructure for end-to-end marketing services improved customer satisfaction score by 25% at a semiconductor chip manufacturing company. What-if scenario analysis and simulation tools enable modifications to foundry settings, production volumes, sourcing strategies, raw materials, and marketing plans to maximize revenue. Sales force automation and mobile-enabled sales kits facilitate lead management, contract negotiations, demand planning, and reporting. Automation of quote-to-cash and record-to-report processes enable prompt billing, revenue recognition and realization. Case Study AMD transforms accounts payable process with artificial intelligence Case Study Infosys designs cloud solution to manage software licensing Case Study Automated quoting tool accelerates sales cycle at electronic components distribution company Case Study Agile 'value hack' method helps technology services enterprise identify business opportunities Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Automate VLSI design and layout verification

----- Article source ----- <https://www.infosys.com/industries/high-technology/industry-offerings/silicon-vlsi-engineering.html> ----- Overview Infosys VLSI Services Unit undertakes verification of CPUs for high end servers. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You require automated tools for functional verification of hardware designs, and schematic design / layout of analog electronic circuits. You should validate accuracy of the structural design to accelerate synthesis as well as place and route times. You need to adopt Register Transfer Level (RTL) verification strategies and simulation tools suitable for hardware and software components. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations

Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Silicon and VLSI Engineering The Infosys High Tech practice offers silicon-to-systems services spanning board design to management of Application Specific Integrated Circuit (ASIC), Application Specific Standard Product (ASSP) and Field Programmable Gate Array (FPGA) devices. Our silicon and Very Large Scale Integration (VLSI) engineering services address challenges in design and layout verification for microchips in automotives, communications and computing systems, medical instrumentation, and wireless electronic devices. Our expertise in product engineering and silicon technology ensures excellence across the VLSI product lifecycle. We adopt the GDS II standard for seamless transfer of IC data between design tools, and sharing of IC layout artwork with silicon foundries and semiconductor fabrication plants. We undertake board-level as well as system-level thermal analysis and signal integrity analysis for analog, digital and mixed signal circuits. We evaluate the electromagnetic profile of printed circuit boards and identify hotspots to better manage emissions from radiation. Our experts recommend decoupling schemes based on comprehensive power integrity analysis that includes voltage drop and noise analysis. Infosys data analytics solutions ensure 'first time right' for high capacity chipsets. The analysis of simulation results and silicon failure reports provides insights to apply automation and streamline testing and quality processes. Our approach improves yields, accelerates time-to-market, and enhances the efficiency of silicon wafers. Our VLSI engineers optimize physical designs to achieve target power and performance for a given board area. Success story: Leading distributor offers real-time visibility into product catalogs A digital transformation helps an electronic components distributor manage ~ 6.5 million products with complex pricing rules. Team of VLSI experts creates high-level representations of digital circuit designs using hardware description languages such as Verilog and VHDL. Rich experience across tools for compilation, simulation, virtual prototyping, and Electronic Design Automation (EDA). Expertise in debugging test environments and eliminating syntax errors from design code for integrated circuits and printed circuit boards. Case Study Infosys IoT gateway facilitates edge analytics Case Study Reference design factory boosts growth Does your operations model manage customer expectations? Case Study Technology leader onboards chatbot to streamline HR Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Improve quality with in-process control tools

----- Article source ----- <https://www.infosys.com/industries/high-technology/industry-offerings/smart-manufacturing-operations.html> ----- Overview We customize MES and MOM products / packages to address functionality specific requirements. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to align production planning with product

design and manufacturing processes to maximize resource utilization. You should use modeling and 3D visualization tools to accelerate prototype tooling and production molds and dies. You should connect the dots between design and fabrication to plan sourcing of materials, parts and subassemblies. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Smart Manufacturing Operations The Infosys High Tech practice streamlines manufacturing, fabrication and assembly processes using Manufacturing Operations Management (MOM) and Manufacturing Execution systems (MES) based on Industry 4.0 principles. We help manufacturers of semiconductors and communications, networking and electronic equipment synchronize manufacturing processes in real time. It simplifies tooling operations as well as assembly planning, and helps manage production at scale. An Industry 4.0 ecosystem optimizes routing / assembly sequence processes and sub-processes. Further, it facilitates additive manufacturing and assembly by robotic arms. Infosys automates silicon wafer processing, which minimizes waste as well as asset idle time. In addition, we integrate product design processes with MES and MOM platforms. It helps evaluate CAD data to resolve component and system-level issues during manufacturing. Pre-validation of designs, material composition, properties, and behavior minimizes lead time, costs and risks. Digital MES systems improve throughput as well as productivity through lean manufacturing. It enables manufacturers to respond quickly to design changes, while mitigating loss due to retooling at foundries. Significantly, it reduces variations in a large product configuration. Further, smart factories are better equipped to capitalize on artificial intelligence-based predictive analytics to refine processes, manage resources, and accelerate production. Our global visibility and collaboration solutions ensure seamless flow of real-time data within and beyond the enterprise. We implement hybrid cloud solutions to create a 'connected' enterprise. It enables manufacturers to track orders and inventory, trace product lots, and better manage component suppliers and contract manufacturers. It also enhances manufacturing diagnostics, reporting and analytical capabilities. Besides, it facilitates exception-based root cause analysis of quality issues to ensure safety as well as regulatory compliance. Success story: Electronics distributor implements 'buy anywhere, ship anywhere' business model Infosys deployed a bespoke real-time supply and demand optimization engine to manage ~ 11 million stock keeping units. Digital factories / virtual environment simulate real world manufacturing to address production constraints. 'Right first time' approach and planning / scheduling tools minimize cost overruns. Proven processes for sustainable manufacturing support pilot and multi-plant deployments. Insight Amplifying human potential with robotic automation Case Study e-Commerce solution streamlines electronics product and inventory management Case Study AMD transforms accounts payable process with artificial intelligence White Paper Manufacturing ecosystems use Industry 4.0 for a quantum leap Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Uphold the integrity of embedded software

----- Article source ----- <https://www.infosys.com/industries/high-technology/industry-offerings/software-lifecycle-services.html> ----- Overview Our maintenance services span software quality tools, firmware diagnostics and debugging tools, and media libraries. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need a robust security monitoring mechanism to manage incidents in real time. You require a secure IT infrastructure and software development cycle to prevent data loss. You should offer tools for IT self-service to boost enterprise productivity. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Software Lifecycle Services The Infosys High Tech practice helps semiconductor companies, integrated device manufacturers and Independent Software Vendors (ISVs) sustain the functionality of embedded software. We adopt Agile development tools and DevOps practices to align development with product requirements and accelerate the software lifecycle. Continuous feedback minimizes retesting for verification and validation. Significantly, our iterative approach and short sprints enable ISVs to launch rich gaming software platforms. We combine design thinking with experience across embedded platforms, operating systems and simulators, including Wind River Simics, to maintain intelligent connected systems. We use knowledge-based engineering techniques for maintenance planning, technical support services, and testing of microprocessors, microcontrollers, Field Programmable Gate Array (FPGA), and Digital Signal Processing (DSP)-based control solutions. Our tools facilitate engineering application management, troubleshooting and decommissioning. Our turnkey services include business-IT alignment, infrastructure transformation, package evaluation, license configuration, and cloud migration. We design, develop, validate, and maintain flashing, download and upgrade tools for firmware in embedded products. In addition, we liaison with hardware and software suppliers to address maintenance issues. Our services empower enterprises to reinvent core capabilities and capitalize on software-defined technology. Our IT experts customize off-the-shelf configurators for specific business processes and engineering applications. We also develop user interfaces for embedded devices, and integrate heterogeneous system components based on standard protocols to enable interoperability. Our web-based dashboards for continuous monitoring and service failure analysis ensure high availability while reducing the volume of IT tickets. Success story: Leading distributor offers real-time visibility into product catalogs A digital transformation helps an electronic components distributor manage ~ 6.5 million products with complex pricing rules. Automated platform for configuration, bulk uploads, update, password reset, and user unlock. L1/L2/L3 IT support and managed services for cloud-hosted systems and applications. Automation of IT utilities, including configuration, user provisioning, archival, and GUI

scripting. Case Study Agile 'value hack' method helps technology services enterprise identify business opportunities Case Study Infosys designs cloud solution to manage software licensing Case Study Content and services integration platform enhances user experience Case Study AMD transforms accounts payable process with artificial intelligence Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Simplify materials planning and inventory tracking

----- Article source ----- <https://www.infosys.com/industries/high-technology/industry-offerings/supply-chain-operations.html> ----- Overview Our blockchain solutions offer a secure mechanism to evaluate shipping documents and pre-approve consignments. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You require collaborative supply chain management solutions to respond to changing market dynamics. You need to automate data and workflow to ensure smooth movement of materials across the supply chain. You should minimize work-in-progress and supply costs while ensuring customer-oriented operations. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Supply Chain Operations The Infosys High Tech practice helps electronic equipment manufacturers and chipmakers align customer demand with shop floor capacity. Our supply chain solutions enable informed decisions for planning, scheduling, monitoring, and managing inbound and outbound logistics. Our Industry 4.0-driven digital platforms facilitate real-time information sharing between manufacturers and partners, including subcontractors, distributors, resellers, and customers. It reduces the lead time to configure localized product variants and recall batches in the event of quality / compliance issues. We modernize the ERP backbone to boost supply chain visibility through cross-functional integration of processes. Modernization helps enterprises capitalize on Artificial Intelligence (AI), predictive analytics, and mobile technology for warehouse, fleet, warranty, and inventory management. A digital ecosystem provides easy access to supply chain metrics, such as delivery lead time, inventory turnover, gross margins, and supplier performance. In addition, it helps mitigate risks by predicting issues and identifying counterfeit parts. Cloud-hosted databases and robotic process automation minimize stock-out and enable on-demand inventory reconciliation. Further, it enables analysis of consumption and inventory trends for predictive insights. Our AI-based solutions improve service levels and rationalize inventory across product portfolios - high-volume standardized components or bespoke integrated circuits. Infosys Nia, our ready-to-deploy conversational bot, enhances self-service in e-procurement and supplier portals with diverse cognitive elements. Our virtual assistant responds to queries pertaining to delivery schedules, stock levels, and

product returns, among others. Success story: Electronics distributor implements 'buy anywhere, ship anywhere' business model Infosys deployed a bespoke real-time supply and demand optimization engine to manage ~ 11 million stock keeping units. Rich experience in micro-level tracking technologies such as sensors, Radio Frequency Identification (RFID), Geographic Information System (GIS), Internet of Things (IoT), and blockchain. Visual and image analytics solutions extract label information from products and pallets, and automatically populate backend information systems / portals for tracking movement. Smart supply chain services synchronize processes to ensure compliance with regulations for transportation of wafer lots, hazardous inputs, scrap, returns, and e-waste. White Paper Integrating blockchain with ERP for a transparent supply chain Case Study Analytical framework predicts order margins Client Speak Infosys used agile ways of working to implement global ERP solution: Thales Case Study e-Commerce solution streamlines electronics product and inventory management Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Achieve competitiveness and sustainability

----- Article source ----- <https://www.infosys.com/industries/high-technology/industry-offerings/value-engineering-services.html> ----- Overview Our modular solutions track application-specific key performance indicators, ensuring the success of improvement plans. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to capitalize on the growing demand for high performance on-chip products. You should adopt proven methods for continuous improvement of processes – from design, bring-up and post-silicon validation to rollout. Your team requires a nuanced understanding of board, system and enterprise cost dynamics to maximize value. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Value Engineering Services The Infosys High Tech practice offers value engineering services to ensure sustainability of electronic products as well as fabless / manufacturing enterprises. Our proprietary value engineering framework helps semiconductor Original Equipment Manufacturers (OEMs) and designers analyze products / features vis-à-vis cost drivers to increase idea-to-product conversion rate, reduce energy consumption, reuse materials, improve waste management, and minimize radiated as well as conducted emissions. Infosys applies data analytics, automation, simulation, and machine learning to minimize iterations in chip design, accelerate prototype development, and improve the accuracy of failure analysis. Our analytical solutions consume near real-time enterprise, process, machine, and product data to present multi-dimensional correlations. The insights help streamline pre-silicon as well as post-silicon

activities and business processes to boost productivity and rationalize costs. We undertake product benchmarking to enhance value. Our product cost analysis tools classify costs, which enables targeted strategies such as process re-engineering, material substitution or de-featuring. Our learning modules and knowledge management tools train stakeholders on the use of technology to enhance quality, interoperability and reusability of components. Infosys value engineering techniques, automation frameworks, and reference models are refined through engagements with Fortune 500 enterprises and OEMs. We combine customer-centric product strategies with a collaborative approach to execution. It helps harmonize processes, identify bottlenecks, and eliminate non-value adding tasks to deliver world-class products. Success story: Electronics distributor implements 'buy anywhere, ship anywhere' business model Infosys deployed a bespoke real-time supply and demand optimization engine to manage ~ 11 million stock keeping units. Infosys Value Realization Method™ (VRM™) enables metrics-based value audit, which supports informed decision-making. Rich experience in leveraging open source embedded operating systems, platforms and tools to enhance 'connected' products. Tools for value stream mapping and analysis accelerate processes by eliminating redundancy and boosting efficiency. Case Study Agile 'value hack' method helps technology services enterprise identify business opportunities Case Study Infosys IoT gateway facilitates edge analytics Case Study Infosys designs cloud solution to manage software licensing Insight Amplifying human potential with robotic automation Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Insights

----- Article source ----- <https://www.infosys.com/industries/high-technology/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings From Strategy to Success: Transforming Business with Industry Powerhouses | Infosys Solution Keynote at Oracle CloudWorld 2024 Infosys positioned as a Leader and Star Performer in the Everest Group Salesforce Services PEAK Matrix® Assessment 2024 The Convergence of Connectivity and AI Exploring AI's Cross-Industry Impact: Insights from Mobile World Congress 2024 Infosys Consulting's Olu Adegoke on Monetizing AI Investments at Scale XpertiseNow's Sundi Balu on Using Generative AI to Create Value in the Enterprise RISC-V: Redefining computing and semiconductors The transformative impact of AssistEdge RPA through the lens of Hussmann Corporation One New Zealand wins the SAP Best Run Award - Australia and New Zealand How technology solutions provider Avnet stays ahead of the curve, with help from Infosys Fireside Chat: Opportunities for Adoption of 5G and EDGE in Telecom Industry with Singtel Redesigning the High Technology Value Chain for Sustainability Define and time-bound your ERP transformation: HFS on Thales business transformation IDC Perspective: How Infosys helped Broadcom pivot to software services Field Service Optimization in 2021 'Diversity and inclusion are imperative for today's workplace' The Transformation Story of Western Digital Reinvigorating

community platform assets to true revenue-generating assets Resilience for Tomorrow's World - A Perspective Impact of digital transformation of supply chain on service Customer Experience - The Starting Point of B2B Commerce The Cloud Imperative for High Technology Manufacturers How as-a-service can become a sustainable revenue stream for the semiconductor industry Infosys ADOPT framework - A catalyst for IT operations transformation Being Resilient: What Should Hi-Tech Do Now? Bold Telcos Will Leap Ahead in 2020 Infosys Selected as the Digital Transformation Partner for GLOBALFOUNDRIES' Digital Leadership Program Rationalizing Cloud Costs For Maximum Effectiveness Evolution of the semiconductor industry in a 5G world Infosys Digital Radar: Accelerators in the High-Tech Industry Empower end users to improve asset efficiency Reengineering the carbon supply chain with blockchain technology Amplifying human potential with robotic automation Unpacking the possibilities offered by blockchain Manufacturing goes several notches up on the cloud Does your operations model manage customer expectations? Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Podcast Analyst recognition Video Video Video Video White Paper Insights Recognition Insights Video View point Perspective Perspective White Paper Video Report White Paper Point of View Point of View White Paper White Paper White Paper White Paper Point of View Article Press Release Point of View White Paper White Paper White Paper White Paper Blog Blog Blog White Paper Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

IDC Perspective: How Infosys helped Broadcom pivot to software services

----- Article source ----- <https://www.infosys.com/industries/high-technology/insights/broadcoms-digital-transformation-journey.html> ----- Seamless integration Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The disruption caused by Covid-19 demonstrates that one business model alone cannot future-proof high-tech manufacturers. In 'IDC Perspective: Broadcom's Digital Transformation Journey through M&A Excellence and Partners', analyst Reid Paquin says, 'Transformation needs to occur to future-proof their business model. The key to success moving forward will be to become more market driven and customer focused.' High-tech manufacturing highlights the 'commoditization that has occurred and the shift into software to drive differentiation'. A case in point: Broadcom, a global supplier of semiconductor and infrastructure software products. Broadcom diversified

into new markets through software services via acquisitions. Infosys helped the company navigate integration challenges and enhance its SAP solutions. Broadcom partnered with Infosys for the seamless integration of CA Technologies in 2018 and Symantec in 2019. About the CA Technologies acquisition, Mr Paquin adds, 'Finding a partner with strong SAP implementation and testing capabilities became a top priority, as Broadcom wanted to co-develop testing tools... This resulted in an agreement between Broadcom and Infosys to co-develop and market these testing solutions to the industry, but also selling these products directly into the Infosys customer base.' For the Symantec acquisition of Symantec, Infosys streamlined the quote-to-cash process to better manage contracts and fulfill customer orders. The report highlights that such a partnership helps companies achieve their business transformation goals. Mr Paquin concludes: 'While integrating new acquisitions can be a challenging endeavor for many, the type of approach Broadcom takes leads to the smoothest process, as highlighted by their record high cash flow even during Covid-19.' Read the IDC Perspective Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Define and time-bound your ERP transformation: HFS on Thales business transformation

----- Article source ----- <https://www.infosys.com/industries/high-technology/insights/define-time-bound-erp-transformation.html> ----- Key highlights Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Thales Digital Identity and Security (Thales DIS) wanted to transform from a product-oriented to a service-driven company and deliver end-to-end security services. In 2019, Thales acquired Gemalto, a global digital security company, that partnered with Infosys to migrate ERP systems from disparate systems to Oracle Global Single Instance (GSI) or E-Business Suite. Infosys implemented a single Oracle ERP system for a global sales, supply chain and finance hub, which integrated supply chain and manufacturing operations. Infosys enabled IT and finance simplification, automation, and shared service center implementation, allowing improved visibility for better financial negotiation with vendors. Analyze this “Gemalto looked at several traditional Oracle system integrators (Sis)—but what convinced them of Infosys’ capability was the early engagement of the people responsible for implementation on the ground, and their honesty in identifying up front the potential pain points and challenges based on experience from similar engagements. There was transparency from the start that it would be hard — but Infosys would set its sights on reaching the objective — under a gainshare ‘skin-in-the-game’ pricing model — and not

focusing on the contract alone.” – HFS report Client speak “Infosys helped with the tempo of the project and in reassuring management across each go-live stage with workaround solutions and an overall sense of urgency to make the transition. We knew our partnership would meet the project’s challenges. This was the first time many of us [in Gemalto/Thales DIS] had seen ERP deployed in an agile manner; at each step there was improvement which in turn gave confidence to the leadership — reassuring it of the next step.” – Aurelien Kribs, CIO, Thales Digital Identity and Security Infosys implements global ERP solution at Gemalto Download the report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

'Diversity and inclusion are imperative for today's workplace'

----- Article source ----- <https://www.infosys.com/industries/high-technology/insights/diversity-inclusion-imperative-workplace.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Political and social change have encouraged companies to make their diversity and inclusion policies more equitable. In a fireside chat, Manju Jalali, Vice President and Chief Information Officer, GlobalFoundries and Komal Jain, VP & High Tech Industry Lead, Infosys discuss how an egalitarian work environment diversifies the talent pool. Diversity and inclusion are very important for GlobalFoundries, says Ms Jalali. The company drives diversity organization-wide and creates an inclusive environment, across all levels. At the leadership level, she leads by example, and believes that when you encourage ideas to flourish, bring in new perspectives and views, you encourage innovation and creativity, which are a must for an IT organization to be relevant. Infosys launched its ESG Vision 2030, in which diversity and inclusion are focus areas. These principles have always been an integral part of the company since it was founded, says Komal Jain. The company has people from diverse backgrounds working closely together. Women constitute a large part of the company’s talent pool, and are well-represented at the board level. Infosys believes that diversity translates into new ideas and thinking, leading to better solutions. On a personal level, Mr Jain supports institutions for the underprivileged to provide them opportunities to succeed. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

The Transformation Story of Western Digital

----- Article source ----- <https://www.infosys.com/industries/high-technology/insights/western-digital-transformation-story.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The transformation of Western Digital to a Live Enterprise Modernization of legacy enterprise resource planning (ERP) applications provides an opportunity for a technical upgrade as well as a transformation of the core business, according to IDC. In a report on ERP modernization, the global market intelligence firm highlights how Western Digital enhanced flexibility, scale and innovation capabilities by embarking on a strategic application modernization journey. Transcending application modernization Western Digital, one of the largest hard disk drive manufacturers and data storage companies in the world, partnered with Infosys to modernize core business operations with a cloud ERP solution that provided seamless upgrades and out-of-the-box functionalities. Infosys deployed Oracle ERP Cloud and leveraged Infosys Cobalt, an ecosystem of cloud services, solutions and platforms, to effect a business transformation. Delivering benefits beyond the enterprise The Infosys solution helped Western Digital respond to dynamic shifts in business and become a sentient enterprise. The holistic solution provided the global high technology manufacturer with a single source of truth enabled by master data governance, achieve faster time-to-market through workflow-driven new product introduction (NPI), reduced logistics costs, and empowered decision makers with global supply chain visibility and centralized costing. Download the IDC perspective Published with permission of IDC Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Enhancing the Digital Fabric of our Society

----- Article source ----- <https://www.infosys.com/industries/high-technology/overview.html> ----- Deliver new experiences and redefine value for your stakeholders. Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Agile Digital Services Architecture: High Tech Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The technology industry is the digital fabric of our society, creating incredible value for increasingly digital-native customers. Amid

unprecedented disruption, increasing complexity of processes, systems and partnerships, your organization must continue to evolve to deliver value and opportunity to all the societies you serve. This means fulfilling exponential demand from the electronics that power everything from laptops to data centers and the cloud. It means fulfilling the same demand from application software that drives all parts of society - from business to gaming and entertainment. But that's just the beginning. Breaking down barriers is about increasing choice for customers, in the face of new challenges, to surpass their expectations and create incredible new products, services and experiences. To stand apart from the competition, you must harness the value of your digital transformations, overcome complexity, and generate new capabilities to drive growth at scale. With an ever-evolving network of people, processes, systems, and partnerships to manage, it's essential to find a deeply experienced ecosystem integrator to help connect everything. The Infosys Difference With a track record of delivering sustainable success at scale, we are a trusted partner for many clients who are creating the digital fabric of society. Working in harmony with your existing digital landscape, we'll help connect and augment your capabilities for a powerful, future-fit ecosystem. Infosys has the solutions, services, and experience to support your priorities across four key areas: Go lean Optimize for operational efficiency Transform people, processes, and partnerships to create a future-ready digital platform for success. Go digital Enhancing agility and CX Infosys elevates the value of existing assets to help delight your customers with world-class experiences. Go growth Expand, scale, and realize your vision Drive growth by leveraging the deep digital transformation expertise of Infosys to create new opportunities. Go purpose Delivering responsible success Infosys helps you create a better world as you focus on growth and achieve your vision sustainably. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigating your next in Industrial Manufacturing

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing.html> ----- Insights What's New Success Stories Our Offerings Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings BPM Services Industry 4.0 IT Services Operational Excellence Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Report Infosys CMO Radar 2024 press release Infosys and Polestar Enter Strategic Collaboration by opening Technology Hub in Bengaluru, India Press Release Launched Infosys Aster: The AI-amplified Marketing Suite Case Study Toyota Motor Europe and Infosys: Accelerating Progress in the Automotive Industry with AI Video Infosys and KONE - Amplifying Human Potential with a Shared Vision The COVID-19 pandemic has deeply impacted manufacturers globally, from demand declines and supply

disruption to employee health and safety risks. But it has also thrown light on key areas of digitization, automation, employee welfare and commercial models that can be built upon to create more resilient manufacturing systems in future. Agile Digital Services Architecture:Industrial Manufacturing Agile Digital Services Architecture:Industrial Manufacturing Our experts share perspectives on sustainable manufacturing Infosys Positioned as a Leader in IDC MarketScape: Worldwide Manufacturing SLM SI/BPO 2022-2023 Vendor Assessment Navigate Your Next in Manufacturing read more MES 4.0: Navigating to Smarter, Leaner & Agile Manufacturing with Sustainability read more AI-driven Manufacturing: An Enterprise Approach to Discover Possibilities read more Infosys Smart Manufacturing read more ADT and Infosys- Making Smart Homes Smarter read more Infosys and KONE - Amplifying Human Potential with a Shared Vision READ MORE Global enterprises and analysts recognize Infosys' digital capabilities Insights Johnson Controls Partners with Infosys to Expand Global Reach of Enhanced, Mobile-First Solution Navigator Platform White Paper Supply Chain Resiliency to Meet Objectives and Beat Challenges White Paper AI, Digital Twins, and Metaverse: Three Is Company in the Future of the Future Viewpoint Using Knowledge Graphs for Smart Supply Chain Operations Video The Transformative Power of AI and Generative AI in Manufacturing- Fireside Chat with Sobha Mulukutla, JCI Article Six Ways to Unleash the Power of AI in Manufacturing Press Release Infosys and TK Elevator Extend Strategic Collaboration insight Infosys at the AutomotiveIT Kongress 2023 Our digital solutions are catalysts for growth Client Speak Wesco and Infosys- Digitally Fortifying the Supply Chain Case Study Siemens Adopts Generative AI Model to Summarize and Classify Social Conversations Testimonial AGCO and Infosys: Driving Customer Experience Transformation Journey Case Study Cummins Powers its Next with Infosys Infosys offers advanced solutions to address industry-specific challenges Explore Solutions Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Success Stories

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Cracking the Code on Scope 3 Emissions: Schneider Electric's Zero Carbon Project ADT and Infosys - Making Smart Homes Smarter Siemens Adopts Generative AI Model to Summarize and Classify Social Conversations Wesco and Infosys - Digitally Fortifying the Supply Chain Kone: Impacting people's daily lives with the Cloud The Infosys and Lanxess - M365 Transformation Journey Cummins Powers its Next with Infosys Siemens Gamesa: Tech-Powered Change that Navigates to Next. One that Fits the Future. Johnson Controls: A Step Toward Success KONE: Leveling Up With the Cloud How Siemens Harnessed Infosys Wingspan to Upskill their Workforce Accelerating the Enterprise: USG Boral SAP S/4HANA Migration Case Study Aerospace manufacturer transforms manufacturing with a smart factory ecosystem Remote inspection and quality control for automobile company Digital

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----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/agile-business-reporting.html> ----- The Solution

Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Delivered solution for automated generation of 20+ business reports Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A global machinery and engines manufacturer was challenged by a heterogeneous IT landscape, which provided limited visibility into current and emerging business needs. Moreover, the disparate IT infrastructure was characterized by complex applications that resulted in high manual intervention for business reporting. Infosys adopted the Agile model to streamline the IT infrastructure, simplify applications, and automate business reporting. Our solution approach aligned people, processes and technology to automate report generation across the enterprise. Key Challenges Ready to experience? Automated business reporting boosts productivity across the enterprise Infosys implemented a digital transformation strategy to integrate disparate systems, simplify complex applications, and facilitate custom reporting for business users. Our team comprising two Scrum Masters leading teams and one Agile coach located onsite as well as offshore adopted the Agile methodology to accelerate application development and reporting. It resulted in enhanced collaboration between product management and development teams leading to clear articulation of business needs, solution definition, and faster deployment. Our team adopted the Agile methodology to manage several moving parts, ensure alignment between developers and testers, and incorporate automation into business reporting Our solution replaced the existing application to generate on-demand reports based on requirements while accelerating product releases Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Global ERP solution on cloud drives operational excellence

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The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Multiplier effect of blending ERP with SaaS solution on the cloud Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A global wind power solutions provider wanted to streamline processes and accelerate time to market, post a merger. Further, to support its expanding business and future development, the company wanted to re-architect its entire IT landscape. Infosys designed end-to-end processes, initiated hybrid cloud transformation, rolled out software-defined network and set up intelligent service desks and digital workplace services. In addition, we implemented a

greenfield SAP S/4HANA solution on Microsoft Azure. Key Challenges After a merger, dual processes and IT landscapes contributed to increased operational complexity. The business faced several challenges, including: Ready to experience? A globally harmonized ERP system Infosys rationalized the IT landscape by using single instance infrastructure. Our team simplified data structures and created a single source of truth architecture. We orchestrated the transition in parallel programs and managed inter-dependencies across functions by ensuring strong integration. Some of the programs involved indirect procurement on Ariba, CRM on Salesforce and HR transformation on Workday. Infosys implemented SAP S4/HANA across 10 countries using the Industrialized Rollout Methodology with zero downtime. Amidst the COVID-19 pandemic, the roll-out, technical cutover and business cutover at seven countries were managed remotely. Its digital transformation enabled the organization to become agile, with enhanced digital capabilities and competitive positioning. Standardized implementations By leveraging Infosys Cobalt, a set of tools, solutions, and platforms that help businesses redesign the enterprise, Infosys achieved standardized implementations across multiple roll outs. Compliant processes The Infosys team deployed the leading Panaya test management solution that ensures process compliance in the deployment phase across countries. In addition, Panaya helped optimize the total cost of quality, by cutting down the effort involved in testing and delivering risk-free go-live. Cultural shift The company's digital transformation journey sparked a cultural shift, as process owners across business units worked in tandem to embrace an agile, cloud-based approach. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Migration of SAP applications using Infosys Cobalt for a global leader in mining and construction equipment manufacturing

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/construction-equipment-manufacturer.html> -----
The Solution Benefits Experience Insight Innovate Accelerate Assure
Application Development and Maintenance Business Process Management
Consulting Services Incubating Emerging Offerings Organization-wide
digital transformation Being Resilient. That's Live Enterprise. Digital Core
Capabilities Digital Operating Model Empowering Talent Transformations
Tales of Transformation Industries Services Platforms Infosys Knowledge
Institute About Us Case Study The client is a global mining and construction
equipment manufacturing major. Headquartered in Japan, the company
operates across Americas, EMEA and APAC. When Infosys took over the
organization's infrastructure support, we realized that they faced
operational and business challenges in their infrastructure ecosystem, which
had to be modernized. As a trusted System Integrator, Infosys offered varied

services, including application implementation, IT support, and infrastructure support. Key Challenges The company was facing several challenges across its IT landscape, including: Ready to experience? Infosys Cobalt-powered SAP application and infrastructure transformation on the cloud The Infosys team understood the client's requirements when we took over the infrastructure support. We charted out a robust strategy to catalyze the transition to more economical, flexible, scalable and reliable cloud infrastructure. Further, we laid the foundation for best-in-class infrastructure operations. Infosys also redesigned the organizational model and established a common operating model across business entities. Infosys leveraged Cobalt-based infrastructure management and support to take over the platform managed services of the entire SAP stack of applications across four sub-groups of the company. Our team migrated SAP applications to Microsoft Azure and also managed infrastructure support. Cloud migration We moved applications to Azure using Infosys Cobalt tools and accelerators. This was achieved by remediating the issues related to availability, performance, stability. We not only elevated user experience but also recorded significant reduction in Total Cost of Ownership (TCO) through cloud migration. Next-gen AMS Infosys implemented best-in-class infrastructure and application management practices, leveraging our proven runbooks and operating procedures. Further, we introduced preventive maintenance and troubleshooting as part of infrastructure support. Standardized operating model We standardized the company's operating model across multiple operating entities. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Cracking the Code on Scope 3 Emissions: Schneider Electric's Zero Carbon Project

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/cracking-code-scope3-emissions.html> -----
Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Decarbonizing a global supply chain is no easy feat. Scope 3 emissions, those generated throughout the value chain beyond a company's direct operations, pose a significant challenge. But it is a pressing issue that manufacturers must overcome. Schneider Electric's The Zero Carbon Project tackles this head-on, by engaging their worldwide suppliers in a collaborative decarbonization journey. In this video, Christophe Quiquempoix, VP, Sustainable Procurement, Schneider Electric, discusses the sustainability imperative for manufacturers and takes us through this ambitious, one-of-its-kind program. Thomas Falz, Corporate Vice President, Industrials, Henkel, offers a valuable supplier's perspective

and how Henkel, as a leader in its own decarbonization efforts, is helping co-create a collaborative ecosystem that empowers other suppliers taking their first steps. Part of the Economist Impact's Value Chain Navigator project in association with Infosys, this film explores how collaboration unlocks supplier success in achieving net-zero. Watch the video on Economist Impact [here](#). Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Data Lake Distills Business Insights across Lifecycle of Equipment

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/data-lake-business-insights.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Inventory tracking improves replenishment by dealers Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A global agricultural equipment manufacturer providing after-sales warranty for agricultural equipment sought to modernize its data ecosystem for data analysis and monetization. Infosys partnered with the company and its dealer network across the US to harvest data for advanced analytics. Key Challenges Ready to experience? Business users access relevant data for an objective assessment of risks to generate comprehensive warranty policies Infosys expanded the sources of data to gain visibility into the equipment lifecycle. The existing system tracked data only during the warranty period. Infosys extracted more than 75 million records from equipment data during warranty and extended coverage as well as maintenance / service records of dealers. Our team leveraged Spring XD and Python for data transfer and batch processing of exported data. We used Informatica ETL products and IBM Netezza data warehouse appliance to optimize the data system. Several software frameworks ingested and processed the volume of data, including Hadoop Distributed File System (HDFS), Apache Crunch, Hadoop MapReduce, Apache Hive, Sqoop, and the Oozie workflow scheduler system. Java DOM Parser, XSLT, and XSD were used to manage and store documents. The technology stack created a scalable big data system for real-time data capture, ingestion, and analytics. It integrated product, warranty, telematics, customer, and dealer data. Live data from the ecosystem flows into the Hadoop data lake and data mart environment that stores historical records. Infosys' system processes an average of 400,000+ records every day, including post-warranty repair / maintenance orders and over-the-counter sales of spare parts. Our big data solution provides real-time visibility across inventory and powers concurrent analytical processes. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Wesco and Infosys - Digitally Fortifying the Supply Chain

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/digitally-fortifying-supply-chain.html> -----

Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Wesco is a world leader in electrical, communications and utility distribution and supply chain services. In this video featured on Wall Street Journal, Akash Khurana, Executive Vice President, Chief Information Officer and Chief Digital Officer, Wesco and Vijay Narayan, Senior Vice President and Industry Head of Americas, Manufacturing, Infosys discuss how Infosys is helping Wesco digitally transform and fortify their supply chain to become resilient in an uncertain industry landscape. "Digital transformation is a very complex agenda for any company to undertake and it is very important for us to have an ecosystem of partners who have gone through a similar journey, who have a perspective that they can bring in. That's where Infosys has been a key partner with us throughout this journey." - Akash Khurana, EVP, CIO and CDO, Wesco "If you look at the post-pandemic era, the supply chain is disrupted and for a distributor, challenges are magnified. Data backbone for companies like Wesco is critical because there are so many data sets. Infosys has decades of experience in digital experience, supply chain, and building data points. Infosys is helping Wesco in multiple areas, and it goes across the entirety of their stack." - Vijay Narayan, SVP and Industry Head of Manufacturing, Americas, Infosys Watch the video here. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Enabling Smart Manufacturing for Honda Car India

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/digital-partnership.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Honda Car India selected Infosys as the technology partner for its digital transformation journey Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Digital thread drives operational excellence at manufacturing company

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/digital-thread-drives-operational-excellence.html>

----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Integrated manufacturing ecosystem simplifies ordering process Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A global technology company serving the utility, industry, transportation, and infrastructure industries wanted to establish a digital thread to enhance its manufacturing capabilities and increase automation. The company faced hurdles due to delays in receiving validation requirements from engineering teams of clients for proposed configurations. In addition, lack of automation resulted in up to 20% errors in manufacturing orders. Infosys integrated sales, engineering and manufacturing with smart automation, and reduced order to delivery times of products from 12 weeks to less than eight days. Key Challenges Ready to experience? Digital thread accelerates configure-to-order time from 12 weeks to eight days Infosys established a digital thread to integrate manufacturing across the motor unit of the company. The objective: improve configure-to-order lead time from 12 weeks to eight days, and reduce manufacturing errors due to human intervention. Our team evaluated the existing system, identified components to be automated, and developed a systems architecture to link multiple systems and streamline data. Infosys collaborated with technology partners to integrate a product lifecycle management (PLM) solution, and a configuration platform to align the product from engineering and sales to manufacturing and service, with the downstream SAP ERP system. Our team also integrated an industrial IoT solutions platform with upstream SAP and downstream CNC machines. Our digital solution enabled the company to reduce overall motor order processing time by automating the order process, which now eliminates design validation by the engineering team. The new solution simplifies the customer experience, allowing product customization and configuration based on the field application. It also translates client inputs for motor features and functions in the configurator platform to engineering specifications in the CAD and PLM systems. The company now generates machine NC codes automatically, which are directly entered into the machining systems for manufacturing. Our solution drives production planning based on demand, shop floor execution, quality check and delivery. Expedited delivery Reduced delivery time from 12 weeks to eight days Automation Introduced 40%+ automation in the process Fewer errors Reduced manufacturing errors Enhanced collaboration Enabled systematic collaboration between the R&D and sales teams Configure-to-order improvements Improved the configure-to-order (CTO) system from 50% to

Digital Transformation Journey at AGCO

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/digital-transition-strategy.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Rob Smith, Senior Vice President and GM, AGCO Corporation, in conversation with Jasmeet Singh, Executive Vice President, Manufacturing, Infosys, talks about the digital transformation journey of AGCO and its mission to provide high-tech solutions to farmers who are feeding the world. He further explains how the company's digital transition strategy is aligned to ensure a win for the farmers, a win for the distribution partners, and a win for AGCO. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infrastructure-as-a-service Ecosystem Boosts Business

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middleware from multiple partners. Our solution consolidated several SAP instances into a single global instance and delivered a robust SAP platform. Our as-a-service infrastructure model enabled the enterprise to use only the requisite computing power and capacity for its business needs. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Cloud Platform for Faster and Informed Business Decisions

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/faster-informed-business-decisions.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings A cloud platform spanning data storage, processing, and visualization Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study An industrial manufacturing enterprise of agricultural, construction, and forestry machinery sought a cloud-hosted platform to manage a huge volume of structured as well as unstructured data for better visibility and informed decision making. Infosys migrated on-premise processes and data on the cloud for real-time access to telematics data, faster rollout of projects, and self-service capabilities to users. Key Challenges Ready to experience? Cloud platform enables users to distill business insights for faster and more informed decisions Infosys designed a platform hosted on the cloud with a scalable architecture. Our team migrated on-premise processes and data to the Amazon Web Services cloud for superior performance. Infosys devised a road map to deploy the solution across multiple phases. Our team undertook the cloud migration in multiple hops. We migrated data processing from Informatica to EMR and ensured data transformation for real-time data streaming and consumption. We adopted a schema-independent data lift-and-shift approach for migration of datasets to Redshift for holistic reporting using Tableau on the cloud. Our cloud solution allowed users to distill business insights from machine data in real time. Our cloud platform enabled users to access and make sense of a huge volume of data anytime, anywhere. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Automation of Invoice Imaging Process for Suppliers

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Services Incubating Emerging Offerings Automated invoice matching and processing on the cloud Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A Fortune 500 manufacturing enterprise offering power generation solutions wanted to replace its accounts payable invoice imaging application with a system that integrated with its financial ERP module. The existing system involved scanning invoices, storing the invoice image in a third-party system, and entering the image data into an ERP system for invoice matching and supplier payments. The process required intensive human intervention and was managed by a third party at an offshore location. Infosys designed a cloud solution to store the invoice images, match and process invoices, and approve payment to suppliers. Key Challenges Ready to experience? Automated end-to-end invoice imaging process of matching, processing, and approval of payments to suppliers Infosys implemented an invoice imaging solution that automated invoice matching and processing to accelerate payments for suppliers. Our team rolled out the end-to-end solution in multiple phases. In phase 1, we replaced the legacy system with Oracle Financials to store invoice images and created a payables application for supplier invoices. In the next phase, invoice data captured in Oracle SaaS applications was integrated with 12.1.3 Oracle Financials for invoice processing and payments. Infosys implemented a comprehensive payables functionality that integrated with the invoice imaging solution on the cloud. Our automated solution enhanced the efficiency of invoice processing by 45%. Our automated invoice processing application reduced operational expenditure by 70%. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

ADT and Infosys - Making Smart Homes Smarter

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Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us ADT is a leading home and business security provider in the United States. In this video featured on Wall Street Journal, Sam Jaddi, Chief Information Officer, ADT and Vijay Narayan, SVP and Industry Head of Americas, Manufacturing, Infosys discuss how Infosys is helping ADT transition into an agile, digital-native company with a focus on creating unique customer experiences. "As I've shifted my role from going from digital evangelist to digital orchestrator, Infosys is a key to drive that orchestration of the utilization of our data, our architecture, our strategic thought process, in terms of how we go to market. (We are) leveraging their best-in-class understanding of the home ecosystem, the manufacturing side,

as well as the managed services. Infosys is a key contributor to the overall strategic objective of delivering and owning the home ecosystem that ADT is looking to do.” - Sam Jaddi, Chief Information Officer, ADT “ADT is a very important and strategic client for Infosys. As part of our relationship, we are helping ADT in multiple areas. One critical area is helping them build the data backbone, so that they can harness the power of data that comes in from multiple sources and is fed back into their business processes. We are also helping them in terms of the IT governance and providing the right metrics that are relevant to business. Finally, we are also a big part of helping IT align with the business values and business-centric values, so that IT actually becomes a technology enabler for business.” - Vijay Narayan, SVP and Industry Head of Manufacturing, Americas, Infosys Watch the video on WSJ: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

MDM System Enhances Visibility into Operations

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HFS Case Study - An agricultural equipment manufacturer partners with Infosys to ensure farmers have the tools and capabilities they need to feed the world

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/partners-agricultural-equipment-manufacturer.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The impact B2B2C can make on key business metrics is significant especially with respect to flow of information. Digital customer experience program at an American agricultural machinery manufacturer has been a successful case study for Infosys where we have helped the client transform from a B2B to a B2B2C business model. Leading analyst firm HFS Research has selected and published this case study. It is good reference on how can manufacturers better adopt ideas and innovation not just limited to their industry. The digital customer experience project was designed to bring all business stakeholders closer together—from distribution partners through to farmers as the end consumers of the firm's products—all linked in a digital platform. According to executives at the client, the approach has also enabled the company to focus on agile models that enable the firm to react to customer feedback in real time and ensure its products and services meet demands. Infosys proved to be right partner and provided the fresh perspective and best practices along with its robust delivery capabilities. Download the case study to know more Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

PIM System Supports E-Commerce

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/pim-system-supports-ecommerce.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Data of 2 million products, single version of the truth Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A heavy equipment manufacturer wanted to

consolidate data of 2 million products from 30 legacy systems in a master data repository. It needed a single version of the truth to launch a global e-commerce portal. Infosys implemented a Product Information Management (PIM) system to support business users and dealers with a golden record of product and pricing data. In addition, our team leveraged Informatica to integrate and cleanse historical data, and automated processes to source and maintain new data. Key Challenges Ready to experience? Sourced data from disparate systems and aggregated it in a product information management system Infosys implemented a PIM system to integrate data of more than 2 million products and components from legacy systems into a master data repository. Our team developed a robust data modeling and integration architecture for seamless data ingestion. Our data integration framework automated data cleansing and onboarding into the PIM system. Infosys developed a robust master data repository for an e-commerce portal. Our team automated processes to update, maintain, and publish product data on the portal. We used attribute inheritance taxonomy to minimize the cost of data maintenance. The portal offered a robust search functionality supported by detailed information of product attributes. Our solution cleansed data to ensure up to 95% of data was accurate and reliable. Our system improved time-to-market of new products and components by 15x. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Platform Modernization on an Industrial Scale

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/platform-modernization.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Platforms and tools were migrated to cloud from on-premise environment Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A global agricultural equipment manufacturer partnered with Infosys for upgrade and migration of platforms used by thousands of professionals. Infosys helped the company embark on a business transformation journey involving platform upgrades and migrations while managing dynamic business needs. Key Challenges Ready to experience? A business transformation journey beginning with enterprise platform support and modernization culminating with cloud migration Infosys helped the industrial manufacturing enterprise embark on a business transformation with an automation approach to support enterprise platforms and tools. Our team adopted the Agile methodology and leveraged automation 'lift and shift' techniques to manage a smooth transition and mitigate risks. It rationalized the number of tickets raised while ensuring continuous improvements. Infosys' multi-disciplinary team of IT professionals, with rich experience in data analytics and IT modernization, support heterogeneous platforms and toolsets. Automation in

hosting leveraging GitHub delivered annual savings of US\$ 8.8 million. In addition, our approach automated 13% volume of work. Our approach ensured a significant reduction in the human effort while ensuring maximum savings Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Virtual platform facilitates seamless dealer engagement for material handling solutions company

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/platform-simulates-showroom-experience.html>
----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Virtual platform ensured 2x participation compared to a physical dealer meeting Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A global material handling solutions provider wanted to adopt a phygital approach to engage with consumers and dealers in North America. The company sought to demo products including forklifts, pallet jacks, and fleet management services at a virtual showroom for product launches as well as dealer engagement. During the COVID-19 lockdown, the company provided customers and dealers with an immersive, virtual experience by leveraging the Infosys Meridian platform. A cloud-first workplace platform, it helps enterprises conduct virtual events and deliver intuitive experiences to engage with constituents. Meridian enabled the company to provide a virtual sales experience, including product display and launch, as well as organize dealer summits. Key Challenges Ready to experience? Virtual platform offers a near-real world and immersive experience of products Infosys Meridian platform enabled the company to replace the shuttered brick-and-mortar showroom network with a phygital store. Meridian, a Live Enterprise workplace platform, helped the company simulate the showroom experience with a virtual demo of material handling products. Significantly, Meridian enabled the company to host its annual North America dealer summit virtually, and launch new products. The Infosys telemetry command center allowed a remote product showcase and operation of machine features. Infosys Wingspan, our mobile-first learning solution, delivered personalized communication and set up micro-engagements. Infosys Event Management platform organized the event by orchestrating and scheduling sessions and demos. Virtual conference The company hosted its annual dealer summit on the Infosys Meridian platform Real-world simulation Meridian created a real-world experience for participants with multiple sessions, breakout meetings, and product showcases Hyper-personalized experience Telemetry solutions provided dealers with an immersive

Data Platform Offers Real-Time Business Insights

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/real-time-business-insights.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Robust data platform with 99.8% availability Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A global agricultural equipment manufacturer wanted enhanced visibility across its enterprise network since manufacturing plants functioned as standalone entities. Infosys designed a centralized data platform for managers to access real-time insights across manufacturing operations. The scale, volume, and granularity of business insights enabled the enterprise to streamline operations and reduce inventory. Key Challenges Ready to experience? Platform delivers real-time data with analytics and visualization capabilities across the supply chain Infosys designed a robust platform offering managers prompt access to enterprise data and business insights across the manufacturing process. Our solution, powered by SAP HANA, offered real-time business insights across the supply chain, material flow, production planning, and material engineering. Significantly, the platform empowered managers with predictive analytics and intuitive visualization capabilities to make timely and informed decisions. Our platform offers comprehensive data access and reporting capabilities across the supply chain and operations Our solution offers timely business insights allowing managers to undertake better planning and execution while reducing inventory significantly Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Blockchain application provides real-time visibility into global supply chain

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/real-time-visibility.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Application allows easy configurability and customization Being Resilient. That's Live Enterprise.

Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A global manufacturer of agricultural, manufacturing, and forestry machinery and equipment sought to maximize supply chain visibility. The company wanted real-time monitoring of products, from the manufacturing plant till distributor network to align demand with supply, prevent counterfeiting, and enable warranty recall. Infosys designed and implemented a blockchain-powered distributed supply chain application for end-to-end traceability of all OEM and spare parts. Key Challenges The company faced several supply chain challenges: Ready to experience? Supply chain application leverages blockchain to provide transparency for real-time shipment tracking Infosys designed a supply chain distributed application to track multiple assets across the global supply chain. It provides stakeholders with a single source of information and documentation in real time. It is powered by a blockchain network to enable real-time shipment tracking and approvals, a tamper-proof chain of custody for each component across the network, and a real-time visualization dashboard. Our solution unifies the ecosystem with robust track-and-trace capabilities across the value chain. We automated parts tracking using 15 bots to retrieve all tracking numbers from the SAP system and monitor the shipment status based on data received from UPS and LogicFlow. Shipment tracking Using robotic process automation, our solution enabled traceability of each component across the supply chain Dashboard Our visualization dashboard provides users with real-time updates Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Redefining Digital in Manufacturing for ABB

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/reimagine-digital-transformation.html> ----- Success Stories Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys was selected as a technology partner for ABB to implement a Digital Product DNA solution at a global level that connects engineering, manufacturing and sales process at ABB. From providing a standardized view on configuring products to ensuring zero manufacturing errors, Infosys helped ABB reimagine their digital transformation journey. This also resulted in better collaboration, greater efficiency, and increased revenue for the client. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Enhanced Event Experience for Toyota Material Handling Powered by Infosys Meridian

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/reimagines-dealer-engagement-platform.html>
----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Toyota Material Handling (TMH), a North American leader in material handling innovation, is delivering an immersive experience to its dealer ecosystem on the Infosys Meridian platform. Delivering hyper-personalized experiences to dealers from across North America, the company disseminated information on the latest products and innovations in its forklifts and advanced logistics solutions. Infosys Meridian's observability and AI virtual assistant capabilities helped Toyota Material Handling to engage with dealers seamlessly through highly captivating and experiential virtual events. In this video, Jasmeet Singh, EVP and Global Head of Manufacturing, Infosys, speaks to Steve Tadd, Director of Marketing and IT, Toyota Material Handling Inc., on some of the innovations that TMH adopted during the pandemic to deliver superior client and partner experiences. Read the press release here. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Cummins Powers its Next with Infosys

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/reinventing-approach-achieve-critical-outcomes.html>
----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Cummins, a global power technology leader, is a corporation of complementary business segments that design, manufacture, distribute and service a broad portfolio of power solutions. In this video featured on Wall Street Journal, Earl Newsome, Chief Information Officer, Cummins and Vijay Narayan, Senior Vice President and Regional Head of Manufacturing, Infosys, discuss how Cummins is reinventing its approach to IT and helping reinvigorate local communities with Infosys, its trusted partner. "Infosys has been a partner with us for over 20 years. They've helped us deliver many amazing

technological advances, many projects, and interesting innovations. As Cummins, we're helping remodel the city. As IT, we're going to bring some capabilities to help remodel the city. As we decide to move forward as a technology company, we've partnered with Infosys to do these things." -- Earl Newsome, Chief Information Officer, Cummins "Digital transformation is affecting manufacturers like Cummins in all dimensions. Manufacturing organizations are becoming increasingly smart. Automation in plants and smart manufacturing are becoming very important. Another aspect is supply chain visibility and predictability. And companies that fail to adapt to these will get left behind." -- Vijay Narayan, SVP and Industry Head, Infosys Watch the video here. Company Subsidiaries Programs Support Connect with us
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Remote inspection and quality control for automobile company

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/remote-inspection-quality-control.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Scalable device-agnostic system can be implemented across production plants Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A global automobile manufacturer, operating manufacturing plants in North America, sought a remote vehicle inspection solution at the assembly line. The automobile enterprise wanted to enhance quality assurance across plant-level operations while reducing line density at the assembly line. Infosys developed a quality control solution enabling remote inspection using a system of IP (Internet protocol) cameras. Key Challenges Ready to experience? IP-based camera network system for remote vehicle inspection at assembly line Infosys developed a smart solution incorporating a network of IP digital video cameras at the assembly line. The cameras transmit live video of vehicles during production. The footage is transmitted via an IP network to desktop PCs allows QC inspectors to undertake quality assurance remotely. Significantly, cameras record parts of the vehicle that are difficult to access physically. Our solution provides a user-specific system to authenticate and authorize team members. A database access service offers an interface to fetch and save the data in the database. It incorporates business layers to handle simple, medium, and complex business rules using the Windows Communication Foundation (WCF) interface based on C#. Remote inspection Vehicle inspection solution enables quality control inspectors to view images of vehicle at the assembly line remotely User-friendly Images of vehicles displayed simultaneously on a screen boost productivity of QC inspectors, and reduce vehicle inspection time Scalable System can be implemented across a plant's production lines, as well as other plants Company Subsidiaries Programs Support Connect with us
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Aerospace manufacturer transforms manufacturing with a smart factory ecosystem

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/smart-factory-ecosystem.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings A global solution for smart factory operations Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study The client designs, manufactures, and services state-of-the-art aircraft engines and auxiliary power systems for civilian and military aircraft. Key Challenges Success in aerospace and defense demands operational excellence that combines world-class quality with high velocity manufacturing of aircraft parts and engine components. In addition, the enterprise needs to comply with stringent quality assurance guidelines and industrial safety standards. The client's teams across the manufacturing value chain faced several challenges in daily operations: Ready to experience? A smart factory underlined by machine connectivity Infosys undertook a digital transformation of the company's global manufacturing facilities, connecting machines in factories, offering end-to-end visibility across production, and providing constituents with a macro view of the shop floor. The Infosys team inspected the client's workshops and plants to review sensor and wireless capabilities of machinery, and their maturity. We developed a machine connectivity solution and incorporated smart equipment into machines to provide managers with real-time visibility into machine performance. Infosys implemented the smart factory solution at three of the company's maintenance, repair, and overhaul (MRO) facilities in Singapore, connecting more than 100 machines. In the United States, we undertook a digital transformation of eight OEM factories, connecting more than 400 machines. Our smart factory solution improved operational equipment effectiveness by 20%. Our smart factory ecosystem solution harmonized processes on the shop floor, offered real-time visibility into operations, and accelerated production while reducing turnaround time. Our proactive approach allows early intervention to inspect engines and replace parts while matching demand for spare parts with inventory. Infosys established a smart factory ecosystem to drive just-in-time manufacturing and optimize production capacity. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Smart Factory Solution Ensures Sustainable MRO Operations

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/sustainable-mro-operations.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Modernized MRO facility boosts KPIs Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A global leader in heating, air conditioning and refrigeration solutions sought to modernize the Maintenance, Repair and Overhaul (MRO) facility. Infosys combined manufacturing applications of Dassault Systèmes to implement a smart factory solution. Integrated MRO processes improved enterprise performance, including Overall Equipment Effectiveness (OEE). Key Challenges Ready to experience? Better visibility into MRO operations enhances business capabilities and save costs Infosys implemented a wireless shop floor solution leveraging Dassault Apriso Manufacturing Execution System (MES) solution for production execution and quality monitoring, and DELMIA Ortems Production Scheduler for intelligent scheduling and shift planning. We identified process bottlenecks, and evaluated sensors as well as the wireless network to recommend a roadmap for the smart factory solution. We installed sensors for condition monitoring, and power meters for tracking solid and liquid waste. In addition, we migrated the waste management system to Apriso MES for real-time correlation with production. Provides visibility into demand for MRO services across assets including legacy machines without connectivity Drives sustainable MRO operations by improving efficiency and quality while reducing effort Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

RPA Validates Trademark Status and Validity

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/trademark-status-validity.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Automation reduces human intervention in confirming trademark status and validity Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A leading industrial technology company wanted to streamline and transform a manual Trademark Document Status Retrieval (TDSR) process. Infosys adopted Robotic Process Automation (RPA) to minimize human intervention

across the process. Our team automated the end-to-end process to manage a backlog of 5 years and handle 40 TSDR requests daily. Key Challenges Ready to experience? Robotic process automation converted a manual trademark status document retrieval process into a near-zero touch function Infosys leveraged RPA to automate the TSDR process while standardizing it, using existing trademark artifacts. Our team designed a bot to capture trademark data from AS/400, ETA, and TIRA applications using API calls. It created a package worksheet with details and updated the worksheet with information to 'Add' and 'Delete' relevant details. Further, the bot formatted details recognized by the catalog system and synced user updated package details for uploading. Our RPA solution significantly reduced human intervention, ensuring 33% zero touch processing of requests Our approach ensured a 58% reduction in human effort while resulting in annual savings of US\$ 500,000 Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

How Siemens Harnessed Infosys Wingspan to Upskill their Workforce

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/upskill-workforce.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us A Bespoke Approach to Digital Learning and Development: How Siemens Harnessed Infosys Wingspan to Upskill their Workforce With a rich history spanning over 175 years, Siemens is a German multinational conglomerate and one of the largest engineering companies in the world. For a business of such a scale and tradition, employee training and development is incredibly tough, but also extremely vital. Partnering with Infosys and leveraging Infosys Wingspan, a digital learning and talent transformation platform, Siemens reimaged their approach to upskilling and learning, stepping firmly into the digital age. This is a crucial part of training their talent of today, to be ready for tomorrow. Daniela Proust, SVP and Head of Global Learning and Growth at Siemens, in conversation with Jasmeet Singh, EVP and Global Head of Manufacturing, Infosys, discusses how Siemens and Infosys are fostering a culture of lifelong learning together. Watch the video on Financial Times here. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Product Order Code Information System Offers Visibility into Pricing

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/case-studies/visibility-pricing.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Single view of product and pricing data Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A global agricultural equipment manufacturer wanted to empower its sales managers by providing them with accurate product and pricing data. Infosys designed a centralized system to display reliable data while accounting for product as well as pricing variations across regions. Key Challenges Ready to experience? Pricing managers gain access to reliable product and pricing data Infosys designed a centralized product order code information system offering data about products and components and their pricing. Our solution simplified the process of publishing product and pricing data by interfacing with legacy systems. Significantly, pricing files can be exported and uploaded directly without processing data. The new system offers managers with a single version of the truth since it accounts for product as well as pricing variations across diverse regions. Our system publishes prices of products within 20 minutes, compared to 1.5 weeks by the legacy system. Our solution allows uploading of pricing files directly into the new system, which minimizes the effort to process and migrate files Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopt artificial intelligence to maximize asset performance

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/asset-performance.html> ----- Overview Our AI-powered asset management solutions ensure industrial safety by automating actions such as automatic shutoff and device reset to retain pressure at safe levels. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should resolve asset maintenance issues promptly for sustainable operations. You need a robust system to track and analyze equipment data. You should adopt tools that minimize maintenance and repair expenditure. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge

Institute About Us Asset Performance The Infosys Industrial Manufacturing practice leverages an Artificial Intelligence (AI) ecosystem, spanning sensors, analytics, automation, predictive modeling, and machine learning, to maximize asset performance. Near real-time visibility into the condition of each industrial asset enables maintenance teams to minimize downtime. Condition-based maintenance boosts reliability across asset classes – from heavy engineering, farming and mining equipment to automated teller machines and power generators. Infosys Asset Genome framework provides descriptive as well as prescriptive analytics by extracting relevant data from millions of records spanning maintenance and inspection logs, parts recall / repair / replacement history, warranty and field service records, and machine failure reports. Our framework uncovers the cause(s) of equipment malfunction, be it dysfunctional operations, subpar maintenance, or faulty supplies. Business insights maximize the lifespan as well as return on assets by avoiding common / repeated failures via reevaluation of design, modification of procurement specifications, targeted training, and preventive maintenance. Further, it eliminates time and resources spent on unscheduled maintenance. Our tools for estimating the lifetime of equipment, components and spare parts help prioritize procurement and plan for alternative assets / suppliers. Further, the insights shape pricing strategies for maintenance service and warranty plans. The Infosys Asset Efficiency Testbed, developed in collaboration with the Industrial Internet Consortium (IIC), maximizes uptime of industrial assets. Significantly, it rationalizes costs across the asset lifecycle by boosting efficiency of operations, maintenance and service. White paper: Infosys framework accelerates servitization Our readiness framework empowers manufacturers to identify and adopt digital technologies that maximize value of servitization programs. Accurate prediction of components / asset failure prevents downtime, while boosting productivity. Data analytics solutions provide visibility into the equipment lifecycle and facilitate contextual analysis. Automation reduces the mean time-to-repair, optimizes field services and scheduling, and rationalizes spare parts inventory as well as maintenance costs. Feature Infosys develops asset efficiency testbed in partnership with Industrial Internet Consortium Case Study Data lake distills business insights across lifecycle of equipment Case Study Smart factory solution ensures sustainable MRO operations Blog Minimize failure and maintenance effort with digital capabilities Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Reimagining Manufacturing: AWS Cloud-led Innovation for Manufacturing Enterprises

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/aws-cloud-led-innovation.html> -----
Overview Enabling Industrial Manufacturers Harness Cloud Technologies
Challenges & Solutions Resource Center Experience Insight Innovate

Accelerate Assure Application Development and Maintenance Business
Process Management Consulting Services Incubating Emerging Offerings
The Infosys + AWS advantage Infosys Solutions for Manufacturing Revisit
business models and build differentiated capabilities powered by Industry
4.0. Ensure organizational resilience and seamless manufacturing
operations. Enable talent reskilling and upskilling at scale. Being Resilient.
That's Live Enterprise. Digital Core Capabilities Digital Operating Model
Empowering Talent Transformations Tales of Transformation Industries
Services Platforms Infosys Knowledge Institute About Us AWS Cloud-led
Innovation for Manufacturing Enterprises Infosys and AWS have partnered
to accelerate digital transformation in the manufacturing industry. We have
co-developed several solutions, including Connected Operations on Cloud -
an Industrial IoT platform, Equinox - a headless B2B and B2B2C e-
Commerce platform, and an Industry 4.0 assessment framework. In addition,
Infosys is an AWS launch partner for two flagship initiatives: AWS Industrial
Data Fabric and Amazon Bedrock. As a launch partner for AWS Industrial
Data Fabric, Infosys is collaborating with AWS to develop a comprehensive
data management and analytics solution that helps industrial manufacturers
harvest data effectively, gain actionable insights, and make informed
decisions. As a launch partner for Amazon Bedrock, Infosys builds industrial
applications for generative AI-powered transformation journeys. Infosys and
AWS are jointly building a GenAI-based solution to boost performance at
manufacturing, automotive, heavy equipment, and aerospace enterprises.
The solution uses Amazon Bedrock and Amazon Titan as foundational
models for efficient text generation and summarization. Infosys Cobalt, our
comprehensive set of services, solutions, and platforms, complements the
AWS suite of cloud services. Our solutions encompass the value chain and
empower industrial manufacturers to adapt to a dynamic business
environment. Further, it enables enterprises to harness cloud technologies
and enhance business resilience, identify new revenue streams, streamline
processes, and achieve operational excellence. Significantly, Infosys
expertise in AWS industrial services transforms manufacturing operations
through: Viewpoint: Infosys Industry 4.0 Digital Maturity Assessment
Whitepaper: Raising the Bar of Sourcing Excellence for Automakers
Perspective: Knowledge Based Engineering (KBE) Applications in Aircraft
Structural Repair Infosys charts a roadmap for Industry 4.0-based additive
manufacturing, servitization, condition-based maintenance, and real-time
production planning. Infosys unifies data sources, which supports causal
analysis and predictive analytics to boost capacity utilization and mitigate
risks. Our holistic learning tools create a digital workforce by facilitating
knowledge sharing and reskilling. Case Study Toyota migrates vehicle data
warehouse to AWS Cloud Insights KONE enhances service delivery and the
customer experience Feature Infosys Achieves Amazon Web Services
Automotive Competency Client Testimonial Kone: Impacting people's daily
lives with the Cloud Company Subsidiaries Programs Support Connect with
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Morph into a cognitive enterprise

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/cognitive-computing.html> ----- Overview Our cognitive platform solutions provide access to business insights via conversational interfaces to mission-critical applications. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should explore ways to use data from diverse sources to gain a sustainable advantage. You need to continuously improve business metrics, product reliability, quality, and safety. You require advanced support systems to boost productivity and reduce costs. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Cognitive Computing The Infosys Industrial Manufacturing practice transforms enterprise operations by capitalizing on cognitive computing. Cognitive algorithms provide a control loop to sense, learn, reason, and respond, thereby, driving autonomous processes. The agility of experience-based learning and learning-based reasoning systems adds tangible value to products and enhances the product experience. Infosys' cognitive technology platforms blend image recognition, natural language comprehension, and perspective development capabilities. Our Artificial Intelligence (AI)-driven solutions enable self-diagnostics to reduce process lead times, and improve planning as well as real-time operations. Significantly, our solutions troubleshoot the shop floor and supply chain to prevent disruptions. Our AI computing frameworks automate data labeling as well as model generation and training. Reinforcement learning enhances the quality of inferences and recommendations of machine learning algorithms and quantitative / statistical models. Further, it enhances the accuracy of automated processes such as risk assessment, quality control, bid evaluation, and technical documentation. Infosys develops cognitive algorithms and mapping systems to correlate parameters and interdisciplinary variables across processes and workflows for unearthing potential issues, their root causes, and recommended course of action. Notably, we realize cognitive manufacturing by building a foundation of knowledge management, automation and analytics. Our next-generation knowledge management systems offer contextual responses via natural text and speech. White paper: Collaboration is a business imperative in the service economy Our experts discuss how connectivity and collaboration empower enterprises to deliver manufacturing-as-a-service. Deep learning networks use data residing across equipment, systems and processes for smarter operations. Connected ecosystem ensures focus on key performance indicators across the manufacturing value chain. Cognitive systems combine automation and computer vision for first-time resolution across quality inspection, repair and field services, among other tasks. Blog Manufacturing goes several notches up on the cloud Case Study Automation of invoice imaging process for suppliers Blog Amplifying human potential with robotic automation Case Study RPA validates trademark status and validity Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Grow revenue by delivering personalized customer service

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/customer-engagement.html> ----- Overview

Our focus on quality of customer experience enables original equipment manufacturers with a homogenized product portfolio to deliver personalized service. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need a structured methodology to engage with global customers. You should capitalize on opportunities to convert potential buyers into customers. You need to attract and retain customers to generate revenue by servicing products. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer Engagement The Infosys Industrial Manufacturing practice transforms the customer experience across B2B, B2C and B2B2C business models. Our Artificial Intelligence (AI) solutions offer a 360-degree customer view for meaningful interactions across the product lifecycle. Further, we establish a digital thread to connect industrial output, financial products, orders, maintenance / warranty service plans, sales promotions, and customers. It helps an industrial manufacturing enterprise deliver a unified customer experience as well as on-demand services. Significantly, superior customer experience drives servitization. The Infosys Customer e-Connect solution enables industrial manufacturing enterprises to develop a business case for advanced digitization and prioritize customer engagement strategies. We use an IP framework to assess digital readiness across customer touch points. Subsequently, we craft a migration-cum-change management plan for an original equipment manufacturer serving customers through a network of dealers to become a 'digital visionary.' A visionary enterprise cultivates loyal customers by applying AI techniques beyond the purchase cycle - from initial search to sales and delivery, aftermarket, and post-warranty phase. Our approach opens long-term, low-risk revenue streams, while encouraging repeat purchases as well as facilitating social commerce. Moreover, immersive experiences across sales and service processes enhance the effectiveness of cross-selling and up-selling. Infosys Nia, our AI-powered chatbot, supports lead management and resolves service requests by managing customer queries about products, services and related documentation. Success story: Hilti empowers customers with self-service Infosys developed a mobile application for construction and maintenance professionals to search Hilti's product portfolio, make a selection based on technical criteria, and order or save it for later. Proprietary frameworks define the customer journey and digital tools deliver personalized service across touch points. Infosys Consumer Genome offers actionable insights to address contextual requirements, be it a purchase recommendation, self-help information about a product, or a customized warranty plan. IIoT ecosystem opens new sources of revenue while offering compelling product value to customers via prompt technical support, training, financial services, prompt

reconditioning / upgrade / repair, and preventive maintenance. Case Study
Cummins partners with Infosys to revamp online presence White Paper
Digital technologies shape the servitization business model Article Digital
Configure, Price, Quote (CPQ) systems grow revenue Insights Infosys
Product Configurator Solution Company Subsidiaries Programs Support
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Nurture a data ecosystem for advanced analytics

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/data-analytics-modeling.html> ----- Overview
Our data ecosystem approach and bespoke automation solutions are enriched by our partnerships with data platform providers. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You require reliable, high-quality product, customer and enterprise data for accurate analysis. You need a robust metadata management system to search, understand and analyze varied datasets. You need a team of experienced big data consultants to unearth value from enterprise data. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Data Analytics & Modeling The Infosys Industrial Manufacturing practice undertakes data analytics and predictive modeling for smart factory operations. We create data lakes to capture live data across the ecosystem, and a data mart environment to store, process and use data in real time. Our digital backbone integrates product, warranty, telematics, customer, and third-party data to address local as well as global business requirements – from inventory, warranty and financial management to risk mitigation, production planning and statutory compliance. Infosys combines data science with engineering domain expertise to modernize data management. Our data governance framework incorporates templates and best practices to minimize the time and effort required to convert multi-dimensional data into actionable insights, while ensuring data traceability. Our data governance programs, built on platforms such as Collibra and Informatica, establish performance metrics and data ownership for disaster planning, risk mitigation and security management. Our approach helps create reusable datasets and attributes for building sophisticated analytical models. Infosys develops, trains and tests machine learning models to predict business events, risks and outcomes. Our machine learning models and analytical tools identify the root cause(s) of issues, and classify and prioritize business / functional issues. Our pre-fabricated gene pool of analytical attributes supports decision-making across the enterprise. For instance, it helps design and engineering teams reengineer processes, enables production managers to optimize maintenance schedules and avoid unplanned downtime, allows maintenance engineers to estimate the lifetime

of parts/components, and empowers sales professionals to forecast volumes. White paper: Interdisciplinary collaboration accelerates product enhancement A structured knowledge-based engineering methodology distills experiential skills and enables concurrent development. Holistic data quality services spanning assessment, rule identification, cleansing, issue management, and remediation ensure data sanctity. Metadata management solution facilitates navigation via modular components for data element identification, data glossary catalog creation, and data lineage management. Team of data scientists and consultants with rich experience across browsers, web servers, operating systems, and databases, including IBM WCC/WPC, Oracle UCM, Oracle PIM, Informatica MDM, SAP MDM, and TIBCO CIM. Case Study Data lake distills business insights across lifecycle of equipment White Paper Data analytics approach to warranty management Case Study Smart factory solution ensures sustainable MRO operations Article Digital ecosystem drives continuous learning Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Make your business increasingly responsive and agile

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/enterprise-mobility.html> ----- Overview Our mobile device management solutions ensure security of device as well as business data. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to acquire a global footprint while rationalizing cost of operations. Your functional teams should be able to manage the business from anywhere, at any time. You need to accelerate processes to maximize production and reduce service cycle times. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Enterprise Mobility The Infosys Industrial Manufacturing practice implements mobility solutions to create a connected enterprise. The replacement of resource-intensive desktop systems with mobile applications improves business agility. Significantly, enterprise mobility is an imperative for smart operations via robotic automation, Industrial Internet of Things (IIoT), GPS asset / employee tracking, machine-to-machine communication, servitization, and m-Commerce. Infosys empowers employees of an industrial manufacturing enterprise to adopt mobile devices for accessing mission-critical enterprise systems, including Enterprise Resource Planning (ERP), asset management, field services, customer relationship, and supply chain management. Our integrated enterprise mobility solutions enhance responsiveness and improve business reporting. Moreover, mobile applications enable real-time notifications, alerts and reminders to better manage the shop floor, plant safety, warehouse operations, fleet, inventory, sales, pricing, and fulfillment. Role-based remote access to enterprise functions enables the staff to update

asset data, upload photos, share status reports, consult manuals, undertake learning, and collaborate on-the-go. It boosts productivity and minimizes errors, while strengthening the relationship dynamic between stakeholders – customers, employees and suppliers. Our experts have rich experience across the enterprise mobility landscape – applications, interfaces, wireless technologies, distribution platforms, device virtualization, and mobile communication and network optimization standards. Success story: Hilti empowers customers with self-service Infosys developed a mobile application for construction and maintenance professionals to search Hilti's product portfolio, make a selection based on technical criteria, and order or save it for later. Team of consultants charts the roadmap for adopting mobility as a strategic tool for global manufacturing. Advanced ecosystem for secure, real-time collaboration between decision makers boosts productivity and performance. Process-specific applications accessible via diverse mobile devices address end-to-end requirements of industrial manufacturing. Case Study PIM system supports e-commerce Article Digital Configure, Price, Quote (CPQ) systems grow revenue White Paper Digital technologies shape the servitization business model Case Study Cummins partners with Infosys to revamp online presence Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys Cobalt for Manufacturing

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/infosys-cobalt-manufacturing.html> -----
Next to the Power of Cloud Infosys Cobalt accelerates the digital future across the manufacturing enterprise Challenges & Solutions Resource center Our Offerings Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Capitalizing on innovation opportunities, with cloud as the foundation of digital transformation Delivering enhanced experiences to customers and other stakeholders Driving collaboration across the value chain, while standardizing business processes across geographies Energize the Core Smart Manufacturing Connected Products Servitization B2B2C Transformation Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Cobalt for Manufacturing Sentient shop floors. Predictive field service. Virtual showrooms. Whatever next normal you imagine across the five manufacturing focus areas, there's one catalyst that delivers the outcomes as exponents rather than increments: the cloud. And when harnessed as a set of solutions, services and platforms, the journey from now to next is frictionless. Infosys Cobalt is built to deliver that exponential future now. From connected products to smart manufacturing, from Servitization to B2B2C transformation, from energizing the core to transforming the workforce, Cobalt enables every next to the power of cloud. Shaping a live enterprise that is ready for a digital future. Cobalt enables manufacturing sentience with the ability to rapidly sense, respond

and adapt in a dynamic environment. From remote factory diagnostics to supply chain traceability, Cobalt fuels the ability to energize the core and enable smart manufacturing. Cobalt delivers the vision of B2B2C models and connected products with the ability to deepen digital engagement and create new experiences that are immersive, intuitive, and innovative. Virtual showrooms, smarter vehicles, warranty analytics: Cobalt orchestrates it all. Cobalt drives a new collaborative ecosystem by driving digitization from field service to sales aftermarkets to supply chains. Whether it's transparency, visibility or efficiency, Cobalt has all the capabilities needed to seamlessly bridge the extended manufacturing enterprise. Transforming supply chain traceability for an agricultural equipment provider Infosys Transforms User Experience with a High-Performance Warranty Management Platform for JCI read more Innovating remote engagement for a material equipment leader read more Infosys Collaborates with Siemens Gamesa Renewable Energy to Implement SAP S/4HANA in 50+ Countries read more Cloud Radar 2021 read more Re-Imagining Manufacturing: Cloud-Led Innovation for the Enterprise read more Made in the Cloud: Manufacturing's Next Digital Acceleration read more Offerings Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Safeguard the integrity of networked systems

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/infrastructure-security-management.html>
----- Overview We undertake regular upgrades of IT systems to safeguard the integrity of data, enterprise and manufacturing systems, and the network. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need agile IT systems to respond to business challenges in real time. You should allow employees to access enterprise applications on mobile devices to boost productivity. You should integrate the digital and physical environments to capitalize on data analytics, machine learning and emerging technologies. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infrastructure & Security Management The Infosys Industrial Manufacturing practice offers robust IT infrastructure and security management solutions for an Industry 4.0 ecosystem. We create a smart manufacturing environment underlined by a digital thread to facilitate secure, real-time communication and interaction between people, devices, equipment, processes, applications, and industrial control systems. A digital backbone supports sophisticated controllers, sensors, actuators, and systems including Programmable Logic Controller (PLC), Distributed Control Systems (DCS), Remote Terminal Unit (RTU), and Supervisory Control and Data Acquisition (SCADA). A smart IT network empowers industrial manufacturing enterprises with autonomous and self-organizing

functionality. We use a hierarchical architecture for computing and communication systems, which facilitates general purpose protocols at higher layers, and special protocols at lower layers to accelerate response times of heterogeneous systems, devices and networks. Infosys retrofits brownfield industrial manufacturing systems and centralized Computer Integrated Manufacturing (CIM) models with advanced security systems. Our consultants integrate cyber security as a foundational layer in a decentralized networked control system. It simplifies security management and prevents breaches in a connected manufacturing enterprise. Further, our training programs improve preparedness for passive and active security attacks, create awareness about security standards and regulatory compliance, and share mechanisms for resumption of a secure operating state in the event of an incident. Our experts undertake infrastructure security assessment, security and compliance audit, and Black Box and White Box testing. Our repository of prevention and diagnostic tools and methodologies detect faults, threats and anomalies in near real time. Significantly, our advanced security solutions combine symmetric encryption algorithms, hybrid encryption schemes, public key infrastructure, role-based access control, and multi-factor authentication. White paper: Collaboration is a business imperative in the service economy Our experts discuss how connectivity and collaboration empower enterprises to deliver manufacturing-as-a-service. Cloud infrastructure provides the scalability for global manufacturing as well as customer and supply chain management. Digital transformation programs rationalize fixed workstations to minimize capital as well as operating infrastructure costs. Industrial Internet of Things (IIoT)-driven integration of manufacturing systems facilitates innovation across the value chain. Case Study Infrastructure-as-a-service ecosystem boosts business Case Study Cloud platform for faster and informed business decisions White Paper Smart work spaces conserve resources Article A holistic systems approach maximizes Industry 4.0 Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Ensure seamless information flow across the extended enterprise

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/integrated-application-architecture.html>
----- Overview Our team of certified consultants adopts design thinking and 'lean' principles to navigate the Agile and DevOps delivery cycle. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to share information within and beyond the enterprise to address the dynamics of digital commerce. You should eliminate data silos to avoid errors, duplication, inconsistency, and latency. You should replace monolithic architectures with flexible structures that accelerate application development. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations

Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Integrated Application Architecture The Infosys Industrial Manufacturing practice implements integrated application architecture to connect computational resources, datasets, discrete processes, and third-party systems in a secure environment. The integrated architecture ingests enterprise, operational and transactional data, and supports batch, event and stream data processing. Further, a collaborative ecosystem of multidisciplinary industrial applications improves integrated business planning, portfolio management, and application management. Our integration programs are designed to achieve simplicity, scalability, modularity, and interoperability of the network architecture to drive fluid digital operations. Our comprehensive Agile and DevOps governance framework enables maturity assessment to identify specific business requirements and challenges. It incorporates a library of tools, accelerators and templates for industrial manufacturing enterprises to accelerate rollout. The Infosys framework spans the Agile delivery cycle - continuous integration, delivery, deployment, testing, and release on demand. Infosys leverages web-based APIs and microservices for seamless application integration. In addition, it rationalizes costs by minimizing point-to-point integrations for legacy systems. Our team defines the taxonomy, structure and components, and maps interrelationships between components in the integrated architecture. Significantly, strategic collaboration with technology suppliers and certification bodies enrich our customized solutions. An integrated architecture helps industrial manufacturing enterprises gain better control of applications for design, engineering, production, installation, field services, maintenance, and supply chain operations. Moreover, enterprise portals for integrated data access allow heterogeneous users and cross-functional teams to share knowledge and capitalize on business opportunities. White paper: Infosys framework accelerates servitization Our readiness framework empowers manufacturers to identify and adopt digital technologies that maximize value of servitization programs. Fluid data systems and IT-driven processes automate real-time data transfer between devices, applications, processes, and systems. Integrated architecture provides a consolidated view of structured, unstructured and streaming data, and enables in-memory data aggregation as well as real-time analytics based on a single version of truth. Virtualization, cloud deployment and software componentization enable aggregation and reusability across applications. Case Study Agile model accelerates business reporting Blog Manufacturing goes several notches up on the cloud Blog Amplifying human potential with robotic automation Article A holistic systems approach maximizes Industry 4.0 Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Replace data silos with a connected network

----- Article source ----- <https://www.infosys.com/industries/industrial-manufacturing/industry-offerings/internet-of-things.html> ----- Overview Our

security solutions authenticate in-plant and on-field IoT devices and machinery, and encrypt communications between them to safeguard data integrity and privacy. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need a robust system to manage the lifecycle of data generated by IoT devices. You require plant-specific architecture to enrich and use IoT data. You should eliminate IoT data fragmentation to enable analytics and visualization. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Internet of Things The Infosys Industrial Manufacturing practice creates an Internet of Things (IoT) ecosystem for 'connected' business operations. Our IoT services span the sensor-to-insights spectrum, enabling automated monitoring, remote diagnostics, and real-time factory visibility. In addition, our repository of use cases improves efficiency of the supply chain as well as enterprise assets and services. Significantly, our IoT ecosystem rationalizes per capita energy consumption, minimizes EHS incidents, and enables statutory compliance. Infosys IoT Gateway Framework creates 'smart' enterprises by connecting digital devices, legacy systems, and business processes. It provides an interface to automate workflow via seamless interoperability between devices and controllers, including robotic systems and augmented / virtual reality platforms. We develop data lakes and data grids to process and manage voluminous IoT data. Our data governance approach eliminates data duplication while maintaining data integrity and addressing data transfer requirements (streaming and batch). We define objectives for each layer of the IoT architecture, including data ingress, transfer, storage, and edge devices. Our data egress mechanism ensures seamless connectivity while rationalizing costs. We align data solutions with analytical requirements of the manufacturing enterprise. It helps us identify data storage parameters for gateways as well as plant-specific and enterprise data lakes. We create an encapsulation layer to unify data sources and applications. Infosys partners with academia, startups, and industrial consortia to boost Industry 4.0 and Internet of Things. We have developed several testbeds and use cases (asset efficiency, industrial digital thread, and smart and water energy management) in collaboration with the Industrial Internet Consortium (IIC). Infosys is a founding partner of the consortium that developed the acatech Industrie 4.0 Maturity Index to help industrial manufacturers realize the benefits of IoT. We collaborate with the Institute for Industrial Management (FIR) at the RWTH Aachen University, Germany, for multidimensional assessment of Industry 4.0 capabilities at industrial manufacturing enterprises. White paper: Infosys framework accelerates servitization Our readiness framework empowers manufacturers to identify and adopt digital technologies that maximize value of servitization programs. Networking technologies and data tools ensure reliable IoT data services in brownfield as well as greenfield installations. IoT Gateway Framework manages data from factory-level instruments, sensors and edge devices. Data convergence points across the connected infrastructure facilitate real-time analytics and exploratory analysis using existing dashboards. Case Study Platform modernization on an industrial scale White Paper Industry 4.0 maturity index: A primer Case Study Smart factory solution ensures sustainable MRO

operations Article Infosys develops asset efficiency testbed in partnership
with Industrial Internet Consortium Company Subsidiaries Programs
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Infosys cited as a Leader in the European life sciences ITO 2014 PEAK Matrix™

----- Article source ----- <https://www.infosys.com/industries/life-sciences/features-opinions/ito-peak-matrix-2014.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The healthcare industry is witnessing an unprecedented churn and transformation, leading to a surge in IT and business process outsourcing adoption. Driven by regulatory reforms, tenets of customization, market consolidation, and emergence of next-generation digital avenues, outsourcing has accelerated in this space. Infosys has been rated as a Leader in Everest Group's first European life sciences IT outsourcing 2014 PEAK Matrix™. The report recognized Infosys, among other 14 ITO service providers, for its market success and overall capabilities in the life sciences ITO. The service providers were evaluated across two key dimensions: Infosys cited as Leader and Star Performer in the life sciences ITO 2014 PEAK Matrix™ Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys cited as Leader and Star Performer in the life sciences ITO 2014 PEAK Matrix™

----- Article source ----- <https://www.infosys.com/industries/life-sciences/features-opinions/it-outsourcing-leader-star-performer.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been rated as a Leader and a Star Performer in the life sciences IT outsourcing 2014 PEAK Matrix™ by the Everest Group. The report recognized Infosys, among others, for its delivery capabilities and success in the market place. The life sciences industry is facing many challenges such as stifling R&D efficiency, changing portfolio

mix, and increasing M&A / restructuring. Service providers are adopting real-world, evidence-based personalized medicine, and outcomes-based methods, to tackle these challenges. This calls for increased implementation of analytics and infrastructure outsourcing tenets. Everest Group's healthcare outsourcing research program analyzes the outsourcing trends and service provider capabilities specific to ITO in the life sciences vertical. In the 2014 Life Sciences ITO PEAK Matrix™, Everest Group evaluated capabilities of 18 leading ITO service providers. The services providers were assessed on their annuity-based AO and IO services with total client relationship value greater than US\$25 million and contract duration greater or equal to three years. The capabilities and forward-looking strategy of Infosys helped it gain the leadership position in the assessment. Infosys has transitioned from Major Contender to Leader position due to its robust life sciences ITO revenue growth, balanced geographic buyer base, and investments in proprietary solutions. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys Remains Leader in IDC MarketScape Reports on Life Sciences Consulting & ITO

----- Article source ----- <https://www.infosys.com/industries/life-sciences/features-opinions/ito-vendor-assessment.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys is a 'Leader' in the IDC MarketScape: Worldwide Life Science Manufacturing and Supply Chain Strategic Consulting 2015 Vendor Assessment, as well as the IDC MarketScape: Worldwide Life Science Manufacturing and Supply Chain ITO 2015 Vendor Assessment for the 2nd consecutive year - receiving high marks for our technical skills and project management capabilities as compared to other vendors. Infosys Life Sciences leaders join SAP and IDC on VoiceAmerica™ radio show Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys Life Sciences leaders join SAP and HfS on Voice America™ radio show

----- Article source ----- <https://www.infosys.com/industries/life-sciences/features-opinions/make-for-me-healthcare.html> ----- Experience Insight

Innovate Accelerate Assure Application Development and Maintenance
Business Process Management Consulting Services Incubating Emerging
Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities
Digital Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us In this episode of 'Coffee Break with Game-Changers', three senior
industry experts – Barbra McGann, Managing Director – Research, HfS;
Shubhro Mallik, Associate Vice President and Head – Life Sciences,
Americas and Europe, Infosys; and Emanuel Ziegler , SAP, come together to
share their thoughts and insights on the latest buzz in the life sciences
industry – 'Make-for-me healthcare'. In the world of medicine, one-size-fits-
all treatments have helped save countless lives cost-efficiently. But for
complicated illnesses like cancer, a standardized approach may not be the
best solution. Personalized medicine – tailored to a specific patient profile –
may be the answer. It sounds promising, but will individualized therapies
really work, be affordable, and be appropriate for every patient and illness?
Listen to this episode as the three experts explore and answer these timely,
compelling, and difficult topics. Company Subsidiaries Programs Support
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Personalizing medicine with 'intelligent data' in the as-a- service economy

----- Article source ----- <https://www.infosys.com/industries/life-sciences/features-opinions/personalizing-medicine-intelligent.html> ----- Experience
Insight Innovate Accelerate Assure Application Development and
Maintenance Business Process Management Consulting Services Incubating
Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core
Capabilities Digital Operating Model Empowering Talent Transformations
Tales of Transformation Industries Services Platforms Infosys Knowledge
Institute About Us For healthcare and pharmaceutical companies, it is both
a challenge and an opportunity to harness data. HfS Research believes that
the strategic use of sourcing partners can boost efficiency. Personalized
healthcare and medicine may not be too far off in the future if we bring
together the right ecosystem of partners. A number of sourcing service
providers are exploring ways to partner with their clients and provide
industry-specific services to help realize this vision. Infosys, for example, is
applying a more intelligent approach with a pharmaceutical client, working
to identify and implement new ways to approach clinical trials—from how
patients are identified, how data gathered from one study can be repurposed
for another, and the role of interventions. In this insightful conversation,
Subhro Mallik, Associate Vice President and Head – Life Sciences, Americas
and Europe for Infosys; Emanuel Ziegler, Lead Architect – SAP Healthcare
and Life Sciences, and the host of Coffee Break with Game-changers; along
with HfS Research discuss the business opportunities and hurdles in using
genomic data for personalized medicines. For the complete HfS soundbite,

From sensing outbreaks to innovative cures, do more with AI

----- Article source ----- <https://www.infosys.com/industries/life-sciences/features-opinions/pharmaceuticals-ai-perspective.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The pharmaceuticals and life sciences sector is in the throes of change. The rise of specialty drugs catering to smaller patient populations has complicated both clinical trials and regulatory approvals. As already long research and development timelines extend further, it will stretch the capacity of pharmaceuticals companies to launch new drugs. Amidst tough conditions, the search for efficiency, agility and efficacy in bringing products to market is assuming greater urgency. That quest is driving adoption of Artificial Intelligence (AI) and automation in the industry. The decision to deploy AI is driven equally by the need to acquire competitive advantage and a push from the executive leadership. But there are ethical issues to tackle as well. Download our exclusive report to find out how the pharmaceuticals and life sciences industry is getting ready with the AI advantage. Download Report Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Pharma and preventive medicine: Future or failure?

----- Article source ----- <https://www.infosys.com/industries/life-sciences/features-opinions/pharma-preventive-medicine.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us At the VoiceAmerica radio talk show "Coffee Break with Game Changers," participants discussed how 'prevention is better than cure' and how Life Science companies are making a paradigm shift as they leverage genomics and personalized medicine to make this a reality. Participants who took part in this engaging and insightful episode were: In the discussion, Subhro observed that employers are currently keen to reduce costs of care to employees. As the 'pay for outcomes' paradigm becomes increasingly

recognized, people who eat healthy, and adopt healthy lifestyles, access attractive incentives for doing so. Payers are still grappling on how to do this real-time. He further goes on to explain that genomics is rapidly developing and the Life Sciences industry needs to make preventive medicine their core competency. Subhro also enlightens why Life Sciences is moving towards techniques that facilitate early detection – as this enables them to locate diseases that people are susceptible to. Preventive medicine and preventive measures will ensure that diseases are addressed in the early stages and this in turn reduces the cost of healthcare. He says - this is the key reason why many pharma companies are investing heavily on vaccines, and preventive medicine is going to be the area where the pharma industry is going to capitalize in the future. Listen to the radio show Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Strategic Imperatives of the Life Sciences Industry

----- Article source ----- <https://www.infosys.com/industries/life-sciences/features-opinions/strategic-imperatives.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Delivering consistent Business performance while balancing patent expiry, expediting new drug launch, continuously evolving regulatory landscape along with pricing pressure to address the unmet needs for their patients are driving biopharma towards a large scale digital adoption across value chain. Demand for outcomes at minimum cost and for patient safety are driving organizations to leverage technology. These technologies and capabilities – like big data and analytics, artificial intelligence (AI), digital, cloud and mobility technologies – are re-defining the way organizations conduct their business. Mobile app and Wearables based virtual interactions and monitoring, and cloud based services with enhanced algorithms for behavioral analytics to keep them engaged are now a reality. Such disruptive digital solutions go a long way in enhancing patient experience. Infosys Life Sciences Practice enables organizations in this industry to maximize returns on technology investments and to help them achieve the "Patient First" paradigm. How we do this: We map the patient perspective to technology capabilities by bringing together design thinking, deep industry knowledge and host of next generation platforms that can help constantly innovate and invent new business models Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

'Connected care: Can wearable tech improve your health?' - An interesting discussion on the VoiceAmerica Radio show

----- Article source ----- <https://www.infosys.com/industries/life-sciences/features-opinions/wearable-tech-improve.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us At the VoiceAmerica Radio talk show - 'The future of the future with Game-Changers Radio, presented by SAP - participants discussed 'Connected care: Can wearable tech improve your health?' Participants sharing their perspective, and commenting on recent trends in wearable technology and connected care were: Some of the questions debated on this radio episode: Speaking on the VoiceAmerica Radio talk show, Manish Tandon comments that, 'our medical grid devices such as insulin pumps, pacemakers, have the power of connectivity and can help reduce healthcare costs. For example, one of the major causes of readmission is because patients do not comply are not complying with their medication. With connected devices, it is easy to send warnings, or messages, and improve patient adherence to medication - which will help to bring down the costs of healthcare'. He also spoke on 'how connected care can bring in newer technologies such as telemedicine. For medical guidance a patient does not have to visit a hospital, instead can dial a doctor, and get some quick advice right away. Telemedicine can provide a better experience to patients and reduce hospital admissions'. In addition, Manish states - 'information is being tracked from the various wearables feeds into the realm of personalized medicine. Current medical prescriptions are averages of averages and yet we know that each human being is different. Personalized medicine has significant benefits and it allows customized therapy for each individual'. Learn more about how wearable tech can improve health - listen to the full talk show Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

AI Led Automation for Life Sciences

----- Article source ----- <https://www.infosys.com/industries/life-sciences/industry-offerings/ai-led-automation.html> ----- Overview AI Journey: Transformation of Operations towards Software + People Model Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management

Consulting Services Incubating Emerging Offerings Drug approval is a lengthy (~10 years) and costly (~2B) process, allowing only a few years of patent exclusivity. Billions are spent over the lifecycle of a drug and documentation accounts for 25% of it Increase in medication adherence poses the risk of increase in patient drop-out rates in clinical trials. Top pharma companies together pay a lot of money per year for under-reporting of adverse events. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us AI Led Automation for Life Sciences Complex drug discovery and computational modeling powered by AI, can help gain early insights into the working of drugs that improve hit rates and downstream development effort. Infosys Nia, the next generation purposeful AI platform, collects and aggregates data from people, processes and legacy systems into a self-learning knowledge base and automates repetitive business and IT processes. This enables businesses to use information without human intervention. Self-service of key decision support required, through planning and conduct of clinical trial. Data integration of in-flight and past trials to build learning capabilities and predictive modelling. Integrated AI based auto-generation, collaborative review, automated quality review, and associated workflow/task management. Cognitive “disease-based assistants” to improve adherence, education and emergency management. IOT-based real-time data capture to improve patient monitoring and engagement Automate case capture (suspected) and qualification from secondary sources - social media, patient communities, EMR and claims datasets etc. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Application Portfolio Rationalization Services

----- Article source ----- <https://www.infosys.com/industries/life-sciences/industry-offerings/application-portfolio-rationalization.html> ----- Overview Simplify your IT landscape and save on Application Support and Maintenance (ASM) costs Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Multiple data sources Lack of rationalization logic Absence of Proliferation control Redundancies in the value chain Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Application Portfolio Rationalization Services Infosys Application Portfolio Rationalization services enable identification of redundant, under-utilized applications in your IT portfolio, thereby enabling simplification of the IT landscape, ASM cost savings and increased business agility. Financial pressures imply that adoption of new technologies and digital enablement of IT portfolios must be achieved within the existing budget and resources. To overcome these constraints, companies need to optimize their existing

portfolios before adding new applications. Obtain a single version of truth by eliminating redundancies. Consolidate, rationalize, and retire applications based on financial value delivered by each application Monitor and control application proliferation by creating and institutionalizing an application council Identify redundancies through pre-defined pharma value-chain process maps for level-three sub-processes Article The Healthcare Industry Is In A State Of Digital Well-being Article Life Sciences Companies Make Digital Their Lifeline Article Digital in Life Sciences: Are You Future-Ready? Capturing a Paradigm Shift in the Life Sciences Industry Article AI-Driven Automation in Life Sciences Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Risk-Based Clinical Trial Monitoring solution

----- Article source ----- <https://www.infosys.com/industries/life-sciences/industry-offerings/clinical-trial-monitoring-solution.html> ----- Overview Predictive Analytics of Risk Management Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Risk prediction Need for a consolidated data view across sites Absence of risk reporting Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Risk-Based Clinical Trial Monitoring solution Infosys RBM process solutions helps organizations focus on key trial study parameters. It's predictive analytical capabilities, statistical modelling and machine learning techniques to provide early insights into risks. Perform an early risk diagnosis during design, conduct clinical interventional studies Pull in data and metrics from trial management systems, CDM systems, and safety management systems, for a 360-degree view of risks Report risks during trial conduct (study site, patient levels) to help recalibrate the risk profile of a site; Develop a predictive analytics engine to support clinical trial risk management Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Cloud-based CRM Solution

----- Article source ----- <https://www.infosys.com/industries/life-sciences/industry-offerings/cloud-based-crm.html> ----- Overview CRM solution minimizes IT costs by eliminating licensing and infrastructure costs Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Difficult to upgrade, integrate or render mobility Minimal integration / collaboration resulting in delayed decision-making Lack of intuitive and

user-friendly interfaces in generic CRMs Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Cloud-based CRM Solution Infosys' Cloud-based Customer Relationship Management (CRM) solution follows Veeva's approach and minimizes IT costs by eliminating licensing and infrastructure costs. Infosys Cloud-based CRM solution enables you to: Ensure faster review process of promotional content through a pre-validated system Roll out CRM for sales and marketing processes within 6-10 months with 90 percent out-of-the-box processes Seamless integration of data from upstream and downstream systems in accordance with the target ecosystem needs Improve productivity of your sales team by engaging customers in interactive discussions, capturing customer feedback in real time, and managing campaigns Article The Healthcare Industry Is In A State Of Digital Well-being Article Life Sciences Companies Make Digital Their Lifeline Article Digital in Life Sciences: Are You Future-Ready? Capturing a Paradigm Shift in the Life Sciences Industry Article AI-Driven Automation in Life Sciences Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Life Sciences Commercial Insights Platform

----- Article source ----- <https://www.infosys.com/industries/life-sciences/industry-offerings/commercial-insights-platform.html> ----- Overview Persona-based modular solutions to drive business outcome Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings High onboarding time and high cost of change for new product launches Higher cost on external data onboarding process Lack of business insights to measure field sales performance on various KPIs Lack of visibility on patient outcome for rare diseases drugs Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Life Sciences Commercial Insights Platform Infosys Life Sciences Commercial Insights Platform brings a combination of deep domain, advanced analytics, real-world data, and technology expertise to drive commercial transformation and help commercial teams do “more with less” and drive agility, innovation, and real-world data focus to improve patient outcomes. Infosys Commercial Insights Platform will provide “one version of truth” which would be faster to insights, adaptable to client needs, and scalable across the portfolio of offerings for a pharma enterprise. It will allow commercial teams to enable precision and provide ability to unlock new frontiers for revenue and cost plays. Infosys Commercial Insights Platform enables the enterprises' sales and marketing digital transformation by bringing Cloud Platform, Data & Insights capabilities together. The solution provides a comprehensive suite of persona-based modular solutions to drive business outcome. The cloud foundation along

with AI helps deliver connected ecosystems that drive richer real-world patient outcomes, commercial spend optimization, patient experience, forecasting, and field force effectiveness. We partnered with cloud service providers to offer “Infosys Commercial Insight Platform” as a fully managed services solution to help pharma customers navigate the complexity of persona-based KPIs and cost of ownership. This platform provides a flexible subscription-based pricing model for the core platform. Our integrated metadata-driven, cloud-agnostic insight solution has mix of standard/custom analytics to drive actionable insights and value for various brand personas. Solution also drives agility and outcomes in a dynamically changing commercial environment such as competing in an omni-channel environment, advent of digital biomarkers, use of connected health, etc. Infosys Commercial Insights Platform will drive optimal returns on investments in data assets by leveraging advanced analytics to enable smart actions in the market by the sales reps The platform will have a mix of standard/custom analytics to drive actionable insights and value for various brand personas Infosys’ solution has delivered a discovery insight platform with multi-channel marketing capabilities to improve sales across channels and track persona-based KPIs for sales Case Study Infosys Commercial Platform helped a top pharma company with optimal returns on commercial Investments Brochure Life Sciences Commercial Insights Platform Article Being Resilient: Change the Setting to Keep Drug Trials Running Podcast Navigating the Road to the Future in Life Sciences Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys Life Sciences CRM offering

----- Article source ----- <https://www.infosys.com/industries/life-sciences/industry-offerings/crm-offering.html> ----- Overview Advanced CRM solutions that drive sales force automation (SFA) and sales force effectiveness (SFE) Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Escalating cost Lack of flexibility Need for a holistic view Lack of analytics support Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Life Sciences CRM offering Success in the life sciences industry is governed by personalized and timely service delivery. This requires holistic customer relationship management (CRM) solutions that scale intuitively and on-board new customers quickly. Organizations can tailor the solution by selecting the required modules, thereby reducing licensing cost and enabling customization Provide offline support through native applications for iOS as well as Android Integrate data from heterogeneous systems into single source applications for iOS as well as Android Leverage the Infosys Information Platform (IIP) – a proprietary data management and analytics platform – and provide diagnostic, predictive and prescriptive analytics. Company Subsidiaries Programs Support Connect

CTSM Add-on Suite - Consulting

----- Article source ----- <https://www.infosys.com/industries/life-sciences/industry-offerings/ctsm-add-on-suite.html> ----- Overview CTSM add-on Suite has been implemented at leading pharmaceutical companies. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Forecasting challenges Sourcing, manufacturing and packing challenges Warehouse, management and distribution issues Quality, batch and shelf life management challenges Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Life Sciences must focus on their R&D Productivity to create new drugs for real world outcomes. Unlock your clinical supply potential as efficient supply chains are the key to success. Every new drug signals hope to millions of patients. However, its journey to the market is not easy as it goes through rigorous clinical trials that may span years. It also involves a significant financial outlay. Therefore, life sciences organizations need to focus on attaining productivity and curbing costs during the research and development cycle of drugs. Infosys Consulting presents the Clinical Trial Supply Chain Management Add-on Suite® — a complete set of tools and industry best practices for the end-to-end management of the Clinical Trials supply chain. Designed as an extension of SAP's powerful enterprise resource planning (ERP) solutions, the Clinical Trials Supply Chain Management Add-on Suite® leverages the existing core of supply chain management capabilities of SAP and enhances it to accommodate the intricacies, business processes, and unique requirements of clinical trials in life sciences organizations. Expiry date based planning (EDBP) - new automatic planning solution reducing averages and avoiding a potential out-of-drug situation Expiry date based planning (EDBP) - new automatic planning solution reducing averages and avoiding a potential out-of-drug situation Manage packaging time by making patient-centric 'on-demand' models, thus increasing flexibility and reducing costs, in comparison to the replenish-to-stock model. Manage packaging time by making patient-centric 'on-demand' models, thus increasing flexibility and reducing costs, in comparison to the replenish-to-stock model. Enhanced serial number and order management coupled with Automated warehouse picking with radio frequency devices integrated with CTMS and IVRS systems. Enhanced serial number and order management coupled with Automated warehouse picking with radio frequency devices integrated with CTMS and IVRS systems. Batch allocation cockpit, supporting use-by-date calculation scenarios Batch allocation cockpit, supporting use-by-date calculation scenarios Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Data Management - A Critical constituent for IDMP compliance

----- Article source ----- <https://www.infosys.com/industries/life-sciences/industry-offerings/data-management-idmp.html> ----- Overview Strategic services to address IDMP data management Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Increased scale of compliance needs Data collaboration across business units Ensuring data consistency Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us In their constant endeavor for safer medications and patient safety, regulatory authorities are moving towards the implementation of Identification of Medicinal Products(IDMP); Infosys IDMP services can help achieve compliance. Analyze the application landscape and assess readiness, identify and map source data, and assess data quality Analyze the application landscape and assess readiness, identify and map source data, and assess data quality Collect data from unstructured sources, classify sources and frame a set of extraction rules. Collect data from unstructured sources, classify sources and frame a set of extraction rules. Review data management requirements and governance Review data management requirements and governance Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys Digital Health Platform

----- Article source ----- <https://www.infosys.com/industries/life-sciences/industry-offerings/digital-health-platform.html> ----- Overview Modular, Compliant and Personalized - Accelerate connected health and SaMD programs Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Miscalculated drug dosage or nutrition intake Adherence to self-care regimen is largely patient behavior dependent Reactive approach to illness increases the risk of emergency hospital visits Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us AI-Based Digital Health Platform | Infosys Patient-centricity and patient engagement are core to the Life Sciences companies' strategy to innovate and deliver medicinal products and services. Most of our clients are already working aggressively in this direction to go beyond patient education and companion applications into patient self-management and digital biomarkers-based solutions. We at Infosys are providing an AI-based SaMD compliant, Digital Health Platform designed to simplify self-managing chronic conditions. Our next-generation

software platform is built to power connected health and thereby transform the patient experience. Our platform delivers personalized, meaningful, and actionable insights to engage the patient proactively in self-managing chronic conditions. Timely and data-driven insights improve the patient's self-efficacy and give back control of their health condition. Infosys Digital Health Platform delivers actionable and predictive insights on-demand to simplify the everyday decision-making process of self-management of chronic medical conditions for the patients. Our cloud native, microservices-based, and multi-channel enabled platform empowers patients with personalized and proactive alerts to reduce the risk of emergency hospital visits. Real-time monitoring of nutrition, wellness indicators, and physical activity simplifies adherence to a healthy regime. Infosys Digital Health Platform is designed to support Class I, II, and III medical devices. Our analytics and AI-based platform is compliant with FDA and EMA requirements. Infosys Digital Health Platform ingesting data and signals from any device and in any format to calculate and adjust meal and medicine intake. These contextual insights keep decision-making simple and data driven. Being mindful of patient preferences, Infosys Digital Health platform alerts patients with push notifications and scheduled reminders. We empower the platform users to stay motivated and proactive in self-management. Real-time monitoring and interventional functionality of our platform help prevent life-threatening situations. With predictive insights delivered to end-user applications and devices, Infosys Digital Health Platform reduces the risk of emergency hospitalizations White Paper Improving Cardiovascular Disease Outcomes with Digital Health Platforms White Paper Simplifying Diabetes Care Using Digital Health Platforms Brochure Infosys Digital Health Platform Flyer Infosys Digital Health Platform, powering connected health Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Infosys Digital for Life Sciences

----- Article source ----- <https://www.infosys.com/industries/life-sciences/industry-offerings/digital-life-sciences.html> ----- Overview Centralized end-to-end digital solutions for Pharma Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Explosion of data Rising customer expectations Need for scalable, centralized platform Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys Digital combines expertise in healthcare IT, analytics, and consumer engagement with domain knowledge to offer best in class solutions. Implement insight driven information, and access management solutions, using search and analytic tools including critical drug discovery applications. Implement insight driven information, and access management solutions, using search and analytic tools including critical drug discovery applications. Create and manage omni channel digital experiences for customer interactions. Create and manage omni channel

digital experiences for customer interactions. Develop more scalable, reliable, maintainable platforms across global instances. Develop more scalable, reliable, maintainable platforms across global instances. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Identification of Medical Products(IDMP) compliance made simple

----- Article source ----- <https://www.infosys.com/industries/life-sciences/industry-offerings/identification-medical-products.html> ----- Overview Preconfigured data model and business rules relevant to IDMP can be deployed out of the box minimizing implementation time and cost. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Key challenge for IDMP Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us EU legislation requires pharmaceutical companies to submit their product information in conformance with a set of ISO standards - IDMP. Regulatory organizations are enabling this for effective pharmacovigilance and patient safety. Compliance requires a corporate wide, cross functional effort alignment on the standards, identification of source systems and data, master data management and data governance, and associated interfaces with electronic gate. Infosys 4 fold solution Processes, Systems, Reporting and Data - Upgradation of processes, enhancement of existing systems, tools to assemble data in required formats, data quality checks. Compliance requires a corporate wide, cross functional effort alignment on the standards, identification of source systems and data, master data management and data governance, and associated interfaces with electronic gate. Infosys 4 fold solution Processes, Systems, Reporting and Data - Upgradation of processes, enhancement of existing systems, tools to assemble data in required formats, data quality checks. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Life Sciences Platforms on AWS

----- Article source ----- <https://www.infosys.com/industries/life-sciences/industry-offerings/life-sciences-solutions.html> ----- Overview Enabling a secure and risk-free transition to Amazon Web Services (AWS) - from planning and execution to managed services Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys DHP - Lack of adherence to

health regimens by patients in the absence of real time monitoring and proactive engagement with HCPs Infosys CIP – Outdated and irrelevant master data & need for single version of truth for HCO/HCP and Affiliation complex hierarchy. Infosys SW – Scientific Writing is complex, costly and time-consuming. The current process is manual and prone to error. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us As enterprises accelerate their digital transformation, the cloud is proving to be an integral part of that roadmap to achieve scale and agility. Infosys offers a platform centric approach for solutions across the value chain for Pharmaceutical and Medical Devices customers. Infosys Life Science Offerings on AWS offerings include: All Life Sciences Solutions use Industry Leading AWS Cloud Native Technologies which provides Business Critical Outcomes for Pharmaceutical and Medical Device organizations. Infosys Digital Health Platform is designated to power Connected Health. Many facets of Life Sciences including chronic conditions are benefiting from this through adherence. Infosys Commercial Insights Platform enables the enterprises' sales and marketing digital transformation by bringing Cloud Platform, Data & Insights capabilities together. Infosys Scientific Writing Platform provides an Automated process for Intelligent Search, Article Recommendation, Content Summarization and Authoring Workbench which helps improving the Scientific Writing Process. Flyer Infosys Digital Health Platform Case Study Simplifying Diabetes Care Using Digital Health Platforms Case Study Life Sciences Commercial Insights Platform Brochure Being Resilient: Change The Setting To Keep Drug Trials Running Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Our Life Sciences Discovery, Clinical Development Safety and Regulatory Offerings

----- Article source ----- <https://www.infosys.com/industries/life-sciences/industry-offerings/ls-research-development-solutions.html> ----- Overview Looking for a breakthrough solution for your discovery, compliance and regulatory needs? Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Our solutions include: Lack of intelligence from current systems Patient engagement challenges Supply Chain issues Regulatory documentation issues Patient safety concerns Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Research and Development Services for Life Sciences | Infosys Infosys R&D services team strives to continuously innovate advanced life sciences services and platforms, by consolidating its design thinking principles, extreme automation and deep

industry knowledge. Research Clinical Development Regulation Safety
Leverage our research analytics platform to drive translational medicine
Leverage our research analytics platform to drive translational medicine
Digitize clinical trials for better patient engagement and outcomes
Digitize clinical trials for better patient engagement and outcomes
Apply predictive strategies to drive quality across clinical operations and
supplies Apply predictive strategies to drive quality across clinical
operations and supplies Enable faster and compliant
global regulatory submissions Enable faster and compliant
global regulatory submissions Increase adherence in R&D life sciences and
improve patient safety Comprehensive safety monitoring using primary and
secondary channels like social, EMR/EHR, claims and registries Increase
adherence in R&D life sciences and improve patient safety
Comprehensive safety monitoring using primary and secondary channels
like social, EMR/EHR, claims and registries Article The Healthcare Industry
Is In A State Of Digital Well-being Article Life Sciences Companies Make
Digital Their Lifeline Article Digital in Life Sciences: Are You Future-Ready?
Capturing a Paradigm Shift in the Life Sciences Industry Article AI-Driven
Automation in Life Sciences Company Subsidiaries Programs Support
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Medical Device Connectivity

----- Article source ----- <https://www.infosys.com/industries/life-sciences/industry-offerings/medical-device-connectivity.html> ----- Overview
Uninterrupted data flow between devices and information systems by
acquiring, transforming, and uploading device data in standard formats
Challenges & Solutions Resource Center Experience Insight Innovate
Accelerate Assure Application Development and Maintenance Business
Process Management Consulting Services Incubating Emerging Offerings
Interruption of data flow between devices Need for standardization of device
data Lack of support for multiple devices Lack of analytics support Being
Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating
Model Empowering Talent Transformations Tales of Transformation
Industries Services Platforms Infosys Knowledge Institute About Us Medical
Device Connectivity Electronic Medical Records (EMRs) and integration of
medical data with Hospital Information Systems (HIS) have become critical
requirements for healthcare providers. Hospitals and small practices want
manufacturers to ensure inter-operability through product design, or by
providing substitute connectivity solutions along with their products.
Implement wired and wireless connectivity with computers and mobile
devices supporting communication over Wi-Fi, Bluetooth, ZigBee, USB,
Ethernet, RS232, and web interfaces>Provide support for clinical and
personal medical devices with HIS>Make use of Integrating Healthcare
Enterprise (IHE) and IEEE11073 (Continua-compliant) standards>Secure
access to patient data with HIPAA compliance> Provide offline support
through native applications for iOS as well as Android Implement data
integration and uninterrupted data flow between devices and information
systems by acquiring, transforming, and uploading device data in standard

formats Develop device manager plug-ins for legacy devices>Provide support for health level seven (HL7), digital imaging, and communication in medicine (DICOM)>Follow standard communication protocol for computer-assisted electrocardiography (SCF-ECG Follow standard communication protocol for computer-assisted electrocardiography (SCF-ECG Article The Healthcare Industry Is In A State Of Digital Well-being Article Life Sciences Companies Make Digital Their Lifeline Article Digital in Life Sciences: Are You Future-Ready? Capturing a Paradigm Shift in the Life Sciences Industry Article AI-Driven Automation in Life Sciences Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys CRM services for IQVIA Orchestrated Customer Engagement (OCE) Platform

----- Article source ----- <https://www.infosys.com/industries/life-sciences/industry-offerings/orchestrated-customer-engagement-platform.html> -----
Overview Robust and Collaborative Molecule to Market Modular Cloud CRM Offering Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Rigid One-size fits-all approach resulting in Dissatisfied CRM customers Lack of coordination across multiple teams resulting in duplication of messaging /efforts. Non intuitive and inconvenient UI across roles. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us IQVIA's Orchestrated Customer Engagement Platform | Infosys Infosys' Cloud-based CRM services using IQVIA OCE product helps improves customer experience and optimizes IT costs by eliminating infrastructure & platform support costs Fast track the Digital adoption journey of enabling sales force to work from anywhere leveraging all the functionalities of CRM plus Closed-Loop Marketing (CLM), unmatched mobile access and advanced intelligence (ADA) to provide "Next Best Action" IQVIA OCE is a strong contender for the Leader position in Pharma CRM with Intuitive UI experience using SFDC lightning coupled with Embedded Intelligence and Seamless connectivity with standard 3rd Party apps used in the Pharma CRM ecosystem (Concur, Org Manager etc) and Data (MDM/Onekey). This Best in Class Platform is coupled with proven service capability and global scale of Infosys professionals allowing clients to have quick time to market with very high predictability on successful roll outs IQVIA Pharma solutions are built on single unified SFDC platform and hence are easy to customize and integrate. IQVIA OCE Unifies and coordinate sales, marketing and medical functions and deploy role specific features for different field personas. IQVIA OCE is built using SFDC Lightning components and hence has industry leading User experience Report The healthcare industry is in a state of digital well being Report Life Sciences companies making digital

their Lifeline Flyer Digital in Life Sciences: Are you future ready? Capturing a Paradigm shift in the life sciences industry. Flyer AI-Driven automation in Life Sciences Company Subsidiaries Programs Support Connect with us
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Platform for Regulated Document Management

----- Article source ----- <https://www.infosys.com/industries/life-sciences/industry-offerings/regulated-document-management-platform.html> -----
Overview Get unparalleled advantage with Infosys Regulated Document Submission Platform Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Planning and creation Tracking and submission Lack of extensible compliant solutions Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Regulatory functions hinge on high-cost contributors across a variety of regulatory content. A cloud-based offering like Infosys Regulated Document Management platform is the perfect solution to this problem. Externalization, collaborative authoring and editing Externalization, collaborative authoring and editing Simplify governance, processes, and implement consumption-based commercial model; provide support for audit trails Simplify governance, processes, and implement consumption-based commercial model; provide support for audit trails Create custom workflows, and provide support for versioning; implement a proven solution with 99.95% guaranteed uptime in production Create custom workflows, and provide support for versioning; implement a proven solution with 99.95% guaranteed uptime in production Article The Healthcare Industry Is In A State Of Digital Well-being Article Life Sciences Companies Make Digital Their Lifeline Article Digital in Life Sciences: Are You Future-Ready? Capturing a Paradigm Shift in the Life Sciences Industry Article AI-Driven Automation in Life Sciences Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Safety Data Management

----- Article source ----- <https://www.infosys.com/industries/life-sciences/industry-offerings/safety-data-management.html> ----- Overview Robust customer specific compliance enabling scalable Pharmacovigilance solution Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Increased scrutiny by the regulatory agencies Drug safety issues e-Evaluate systems and processes for timely reporting Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering

Talent Transformations Tales of Transformation Industries Services
Platforms Infosys Knowledge Institute About Us Safety Data Management
Infosys offers a comprehensive suite of pharmacovigilance solutions under a
single umbrella of Safety Data Management solutions targeting drug safety
issues. Features Benefits: Enables compliance with 21 CFR part 11, GCP,
and worldwide regulations on safety data management Enables compliance
with 21 CFR part 11, GCP, and worldwide regulations on safety data
management Offers a document-control solution for electronic capture of all
source and submission documents related to drug safety. Offers a document-
control solution for electronic capture of all source and submission
documents related to drug safety. Enables early detection of ad hoc and
hazardous signals. Enables early detection of ad hoc and hazardous signals.
Article The Healthcare Industry Is In A State Of Digital Well-being Article
Life Sciences Companies Make Digital Their Lifeline Article Digital in Life
Sciences: Are You Future-Ready? Capturing a Paradigm Shift in the Life
Sciences Industry Article AI-Driven Automation in Life Sciences Company
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Pistoia Alliance drives cutting-edge R&D on the cloud

----- Article source ----- <https://www.infosys.com/industries/life-sciences/innovation-pharmaceutical-technology.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys is a founding member of the Pistoia Alliance that streamlines drug discovery through common data standards and reusable components. In a discussion about innovations in pharmaceutical technology (IPT), R. Arun Kumar – Board Member of Pistoia Alliance, and Vice President and Global Head, Life Sciences practice, Infosys, explains the objective of the alliance. The Pistoia Alliance has more than 45 life science companies, informatics providers, service providers, academic groups, and publishers. It drives innovation through collaboration and harmonized research workflows. Proprietary and public databases of gene / sequence information hosted on the cloud reduce operational and infrastructure management costs, in addition to helping companies address challenges in gene data management. Infosys helps member companies assess their R&D structure, conduct comparative analysis and undertake transformation programs to rebuild the drug pipeline. We also help them articulate value for short- and long-term investments. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Insights

----- Article source ----- <https://www.infosys.com/industries/life-sciences/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings LitGenie: Leveraging AI NLP in Pharmacovigilance Literature Search & Review Clinical Trial Data Management Conquering the Chaos of Compliance with Infosys Global Regulatory Control Framework Harnessing Data for Stronger Patient-Physician Relationships Embracing the Digital - Giving Life Sciences a New Lease of Life and Direction, ET HealthWorld Stories of Breakthroughs Driving Patient-centric Access Strategies Unlocking Clinical Labelling: Challenges, Solutions, and the Infosys Advantage A breakthrough for Alex Orchestrating Success: A Human-centered Approach to End-to-end IT Management in Pharmaceutical Research Labs From Lab to Patients: Understanding Clinical Trial Supply Chain and its Comparison with Commercial Supply Chain Establishing Cybersecurity Controls into Medical Devices Relevance of Google Analytics for Digital Marketing campaigns Forging a Robust Cloud-based Disaster Recovery Strategy Infosys Life Sciences Breakthroughs for Life Natural Language Generation's Contribution in Life-Science Industry Use of Analytical Solutions for Adverse Event Reporting Improving Patient Recruitment for Clinical Trials: An Analytical Approach Digital Dialogues: The Next Stage of Pharma's Digital Revolution The Power of RWE In HEOR For Healthcare Optimization Aspirations for the Future of Healthcare - From Ideas to Actions Regulatory Approvals in Times of Covid Data Readiness for AI Initiatives UK Oncology Secondary Care Market Assessment at Trust Level Impact of Social Determinants of Health on Healthcare & Life Sciences Industry IDMP in Europe - The Journey So Far Effective ways of handling EU IDMP submissions AI Use Cases in the Clinical Trial Value Chain Computer Software Assurance (CSA) - Embracing the New Approach to Computer System Validation (CSV) Transforming Psoriasis Treatment with Digital Health Platforms DRONE Technology - Future of Supply Chain: Quality & Compliance While Delivering Medicines Through "Drones" The Technology Behind Self-Management of Chronic Diseases Connecting Clinical Data for Comprehensive & Intelligent Use Life Science Compliance in Cloud Real World Evidence: Analytical Opportunities and Future Scope Modelling Diffusion of Innovation Seven Analytics Imperatives for Medical Affairs A Risk-based Control Assessment Maturity Model Is Your Product Portfolio Ready to Tackle the New EU MDR Requirements? (Part II) Cloud Validation in GXP Environment Serialization in the Context of Digital Supply Chain Digital Health Platforms for the Effective Management of Chronic Diseases Enhancing Spinal Care through Insights from Digital Health Platforms Chronic Pain Management: Digital Tools for Support Simplifying Diabetes Care Using Digital Health Platforms Improving Cardiovascular Disease Outcomes with Digital Health Platforms Social Media: Transforming Insights for Pharma Companies Embracing Agile Practices in Medical Device Software Development Infosys and Top Pharma Bring Digital Transformation to Drug Manufacturing Data The Way Forward for Clinical Trials: Decentralized and Hybrid Is Your Product Portfolio Ready to Tackle the New EU MDR Requirements? (Part 1) Agile Data Migration in Patient Safety

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Being Resilient. That's Live Enterprise: New Opportunities and Challenges in the Pharma Industry

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Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities
Digital Operating Model Empowering Talent Transformations Tales of
Transformation Industries Services Platforms Infosys Knowledge Institute
About Us The COVID-19 pandemic has changed the world beyond
imagination. For the pharma industry, the last few months have been
nothing but a roller coaster ride. As the industry is undergoing a profound
transformation, the need for a new approach becomes imperative. In our
latest edition of Perspectives, which was the first-ever LinkedIn Live Session
hosted by Infosys on New Opportunities and Challenges in the Pharma
Industry , our esteemed speakers Subhro Mallik, Senior Vice President and
Global Head, Life Sciences, Infosys and Saurabh Gupta, Chief Research
Officer, HFS share their perspectives about the long-term impact of
COVID-19 on the global pharma industry, how to bring more resilience into
the system and what lies ahead. Company Subsidiaries Programs Support
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The Future of Pharma: Accelerating the Big Shift towards Digital

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About Us In this video, Roshan Shetty, VP & Head - Life Sciences &
Healthcare for EMEA at Infosys Limited and Kim Nylund, VP - Future 2025
Transformation Program at Orion Corporation, discuss how pharma
companies are moving in the dynamic life sciences landscape, remodeling
their operations, enhancing employee satisfaction, and building a robust
supply chain and resilient businesses that are future ready, while also
discussing in detail the power of SAP backed by intelligent S/4HANA ERP
and SAP IBP planning platforms. Company Subsidiaries Programs Support
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Webinar: Commercial Insights Platform - Leveraging AI and Cloud-Based Platforms

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COVID-19 Impact and Opportunities: A Life Sciences Industry Perspective

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Infosys and Top Pharma Bring Digital Transformation to Drug Manufacturing Data

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The Changing Face of Medical Devices Industry

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delve into consumerization, and how medical devices industry can leverage the startup ecosystem and emerging technologies. They also talk about the key challenges to overcome like data quality and the need for partnerships to thrive in future. Download Transcript Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Navigating the Road to the Future in Life Sciences

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Being Resilient. That's Live Enterprise: Next Generation of Personalized Pharma - Driven by CRM

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About Us In this webinar, Kai Makela, CEO Fluidio, Arielle Trzcinski, Senior
Analyst serving application development & delivery professionals, Forrester
and Ravinder Singh, Senior Industry Principal, Infosys Life Sciences speak
about changing patient roles and in their journeys and how personalized
pharma is right approach to evolving patient relationships. The focus is also
on how CRM can enable this new transformation and help with new business
models that focus on patient. Company Subsidiaries Programs Support
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Digital Health: Platform Centric Approach to Patient Care

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Institute About Us Subhro Malik, Senior Vice President & Head Life
Sciences, Infosys; Pratik Agrawal, Director, Data Sciences & Informatics
Innovation, Medtronic and Saurabh Gupta, President, Research & Business
Operations, HFS Research came together to discuss perspective on Digital
Health: Platform Centric approach to patient care. The event started with
Saurabh setting up the context with an overview of connected health
emphasizing on Triple Aim (Care, Health and Cost) at the core of digital
health. Pratik took it further to highlight patient centric approach to
transform diabetes care and how AI and digital health platforms are serving
patients, caregivers, physicians and payers across channels. Extending the
discussion, Subhro introduced Infosys Digital Platform to the audience. He
showcased the key features of the platform: its plug and play architecture,
cloud native and vendor agnostic, right size compliance, pre-integrated and
validated platform, etc. and concluded by explaining how Infosys Digital
Health Platform can transform patient care across several therapeutic areas.
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Panel Discussion: Post Pandemic Healthcare Challenges - The New Normal and Evolving Scenarios in Healthcare

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The Technology Behind Self-Management of Chronic Diseases

----- Article source ----- <https://www.infosys.com/industries/life-sciences/insights/technology-behind-self-management.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The American Diabetes Association estimates that 11.3 per cent of the US population, around 37.3 million people, live with diabetes. It has no cure for now, but there are several mechanisms to manage it. However, monitoring insulin blood levels requires a lot of time, attention, and accuracy. This mini documentary set in San Diego, California investigates what diabetes is and what living with it means for a patient, the technology that Medtronic and Infosys are developing to improve patients' lives, and the importance of this technology in the healthcare industry. Watch Ali Dianaty, SVP - Product Innovation & Operations, Medtronic and Subhro Mallik, SVP & Head of Life Sciences, Infosys highlight how digital tools powered by next-gen technologies can help patients self-manage chronic diseases. By

bringing the right information at the right time, it can ease the burden they face in their day-to-day lives, eventually ensuring healthier and better lives while reducing costs. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Life Sciences

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Challenge Solution Lack of on-demand infrastructure, provisioning, orchestration, and self-serve capabilities Infrastructure on Demand (IoD) service to deliver fully-automated hosting services Lack of single source of truth due to fragmented regulatory submissions application landscape An end-to-end integrated cloud-based platform for planning and managing regulatory submissions Fragmented and distributed solutions to connect and collaborate with the patients, providers and payers Scalable digital platform solutions to improve collaboration and ensure adherence Lack of an efficient integrated clinical drug supply environment to enhance productivity and costs Cloud-based Clinical Trial Supply Management (CTSM) solution that facilitates agility, transparency, and cost enhancement Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigating the next for Logistics and Distribution

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Implements Dynamic Pricing Press Release Driving Hybrid Cloud-powered
Innovation for Australia's Express Logistics Business, Team Global Express
Press Release Empowering Logistics: Infosys and PIL Spearhead Digital
Revolution Press Release Launched Infosys Aster: The AI-amplified
Marketing Suite Logistics is fraught with risk, disruption, and loss. A smooth
freight journey demands a digital ecosystem for granular real-time visibility.
Capitalize on AI to sense and respond to anomalies. Implement blockchain to
monitor freight and authenticate contracts. Manage the moving parts of
logistics with Infosys and become more resilient. Agile Digital Services
Architecture:Logistics Agile Digital Services Architecture:Logistics Posti,
along with Infosys, is on a journey to modernize IT applications and
infrastructure. As the transformation continues, the focus will be on
improving the customer experience, expanding the parcel locker network,
improve sorting efficiencies, digitizing the whole business, and growing the
sorting and distribution capacity. Finnish Postal Service reinvents itself with
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how Infosys ensured all their applications were made to reach the security
maturity level as expected by customers and implemented the project with
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Success Stories

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4PL logistics ecosystem enables JIT procurement

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eliminated warehousing costs, enabled procurement from the most competitive suppliers, and identified the appropriate transportation provider by leveraging the 4PL network Scalability: The platform can manage spikes in demand and meet requirements of other federal agencies. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Food services enterprise modernizes business intelligence ecosystem

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analytical requirements. The orchestration was restructured from a traditional control and scheduler to AWS data pipeline, which uses Lambda functions for triggering data loads from the source to target. AWS Glacier simplified backup and restoration. Distinct layers for data collection, job submission and data load were introduced for data ingestion and orchestration. We configured checkpoints and enabled failure notifications through Amazon SNS alerts. In addition, we ensured data synchronization between Amazon Redshift and S3. Our solution for cloud-based event triggering, workflow and orchestration addressed downstream data requirements. Self-service The Infosys team reengineered the reporting layer to facilitate ready access to the data layer, and provide business users with one version of the truth. The system allows for a high degree of self-service data capabilities as well as collaboration among users across the enterprise. Business users can now access data within one hour as opposed to the earlier six hour time window, enabling faster decision-making and accelerated turnaround time. Our cloud solution collapsed business silos, enabled systems to talk with one another, and aggregated data of more than 15 business-critical enterprise applications on one platform. The IT ecosystem helps C-level executives distill business intelligence and make informed decisions. In addition, it enables approximately 7,500 business users to access 9,000 scheduled reports and 3,000+ ad hoc reports. Increased parallel data execution from 20 to 150 jobs Improved system performance by 3x Reduced day close execution time by ~ 40% Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Finnish Postal Service reinvents itself with digital technologies

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/case-studies/finnish-postal-service.html> ----- Testimonial Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Source: forbes.com The Finnish Postal Service (Posti Group) wanted to pivot to digital operations after a steep fall in the traditional postal and letter business, and an increase in parcel volumes. Forbes magazine reports how Posti undertook a business transformation by leveraging Infosys Living Labs, the innovation-as-a-service offering, and Infosys Cobalt, a suite of cloud services, solutions, and platforms. Boosting productivity Infosys replaced Posti's legacy systems with robotic process automation (RPA) to reduce repetitive manual tasks. It enabled employees to perform customer-centric functions. In addition, automation of the purchase invoice handling process reduced the workload of the accounts payable team. Retaining employees Posti's delivery workforce dispatched door-to-door mail in extreme weather conditions, which challenged employee retention. Posti implemented the Infosys Enterprise Gamification Platform to

reward employees and reduce attrition. Infosys developed Route Map, a mobile app, for delivery workers, to reward employees for performance. Future-proofing micro-sorting service centers Posti implemented the Infosys Listening Post-as-a-Service to assess startups for revamping sorting systems. The company shortlisted nine companies and four startups based on price, turnaround time, quality of service, technical qualifications, and market position. Read the article Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Hackathons shape next-gen digital freight marketplace

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/case-studies/next-gen-digital-freight.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Improvement in load profitability Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us CASE STUDY A logistics company with an integrated network of assets across 1,500+ locations to manage billions of inventory units every day. Key Challenges The transportation and logistics services provider wanted to build a unified digital freight platform to address: The logistics enterprise selected Infosys for end-to-end services, spanning conceptualization and business case presentation to roll out of the platform. Ready to experience? Automated, self-learning, cloud-based digital freight marketplace. Infosys developed an automated, self-learning, cloud-based digital freight marketplace to connect customers and carriers. The platform integrates multiple modes of transportation, and provides shippers with secure access to carrier capacity and freight movement. It empowers carriers with single-login visibility into load availability across modes in real time, enabling them to identify opportunities for time and cost savings while assigning loads. The Infosys solution combines advanced technology approaches. Hackathons Infosys designed the workflow to automatically select and execute the most appropriate mode of transport for every customer order. The complex business requirements were broken down into parts to facilitate modular development. Problem statements were shared as use cases in hackathons conducted at Infosys. The outcomes were incorporated into the multi-modal platform. Responsive design The Infosys User Experience (UX) team invested in user research, focus group interactions, and stakeholder reviews to create the intuitive platform. We leveraged microservices to accelerate onboarding of lines of business, integrate multiple systems, and support diverse devices. Responsive web design delivers a rich experience to users, whether searching for capacity or tracking movement. Product-based delivery A large, integrated team comprising product, engineering, DevOps, and testing experts, architects, Business Intelligence (BI) specialists, and UX designers from USA, Europe

and India executed the program. Agile / DevOps methodology enabled rapid prototyping. In addition, it facilitated frequent usability testing for continuous feedback from the core user group. We adopted the product-based delivery model instead of the traditional project-based strategy for faster execution. Smart connectivity The digital platform incorporates BI to provide customers and shippers with actionable insights. Real-time visibility into fluctuations in capacity, spot rates, and location-specific load availability enables informed purchase decisions for freight transportation. Significantly, our solution supports advanced analytics and blockchain technology to boost supply chain operations. MVP roll out Infosys adopted the Minimum Viable Product (MVP) development technique to mitigate risks. Its scope included critical features, story catalog and implementation. The MVP was built and released to a pilot set of users in the Brokerage Business Unit in four months. Subsequently, the beta release was extended to select customers and carriers of other business units, including Managed Transport and Last Mile. We implemented an adoption insights framework to measure usage and adoption by customers and carriers prior to the global launch of the digital marketplace to 25,000 carriers and 70 customers. 20% improvement in load profitability 15% increase in annual revenue Maximizes returns on existing TMS investments Facilitates customer acquisition – five new clients acquired within three months Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

===== Article source ----- <https://www.infosys.com/industries/logistics-distribution/case-studies/posten-norge-service.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Discover how Posten Norge, Norway's historic postal service, transformed its IT service management using Infosys and GuideVision's expertise. Faced with the challenge of unifying multiple IT service vendors, Posten Norge sought to enhance its service integration and management (SIAM) model. GuideVision, known for its deep grasp of ServiceNow and Nordic business practices, proved the ideal partner. The Infosys ServiceNow suite, integrated with "out-of-the-box" features, formed the core of this transformation. Notably, these features streamlined the IT service desk and introduced a user-friendly self-service portal, reducing inbound calls and emails significantly. The results were impressive: a 20% decrease in service desk workload, a 400% increase in agent chats, a 30% reduction in outbound calls, and a 42% drop in service desk emails. Witness how this agile integration and transformation redefined IT service management in the postal industry. Know more Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited ===== Article source ----- <https://www.infosys.com/industries/logistics-distribution/case-studies/smooth-post-testing-service.html> ----- The Solution Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Data on-demand service by integrating enterprise data Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries

Services Platforms Infosys Knowledge Institute About Us CASE STUDY
Cloud-based testing service ensures smooth post-M&A data integration A
global courier services company that merged with a global leader in the
transportation and logistics industry. Key Challenges The enterprise
undertook programs to integrate the businesses, as part of the acquisition
plan: Ready to experience? The unified platform Infosys addressed the
challenges, impact of the merger, and stringent timelines of the project.
Cloud platform Infosys implemented a Microsoft Azure platform solution to
integrate certified data and unify data governance. Our cloud architecture
enabled data on-demand service by integrating enterprise data from 61
countries. We collated region-specific data and masked it using the Delphix
test data virtualization and masking tool. It helped us protect sensitive data
and comply with EU GDPR norms restricting the use of production (real)
data. The unified platform manages customer, transactional, operational,
and analytical data. Our integration approach ensured Business As Usual
(BAU), while avoiding data duplication between parallel systems and
preventing loss of information in transit. Robust testing We demarcated
production and non-production zones in the cloud-based TDM solution. We
undertook environment sanity testing to ensure functionality prior to system
testing, cloud data migration testing for data retention, and data directional
testing to validate BAU processes. The Infosys team leveraged in-house
automation tools and automated data validation techniques for joint E2E
integration testing of real-time production scenarios. It accelerated
validation of visualization / analytical systems and 2,000+ database objects,
and execution of 8,000+ test cases. Exhaustive testing eliminated data
anomalies and slippages. Our cloud-based testing strategy enabled
comprehensive data security and compliance validation during a security
breach due to a 'Petya' malware attack. Agile methodology Infosys split the
entire program into various sprints: customer, sales and operations
integration. We defined specific points for near real-time data
synchronization between the merged companies. Early sprint testing
eliminated gaps in data flow. Further, retrospective analysis at the end of
each sprint cycle improved quality by detecting defects that were not
identified earlier. 50% reduction in infrastructure costs due to virtualization
50% effort reduction because of faster production refresh and virtual
database provisioning 20% savings in maintenance costs through cloud
migration 90% savings in data storage costs due to data virtualization €
300,000+ saved via cloud TDM solution Company Subsidiaries Programs
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Enhance responsiveness and reliability of service

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/industry-offerings/3pl-service-providers.html> ----- Overview Our experts revamp e-Commerce portals to maximize return on marketing spend. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business

Process Management Consulting Services Incubating Emerging Offerings
Order Transportation Storage You need to function as the in-house logistics partner of shippers to grow your business. You require a state-of-the-art IT backbone to capitalize on automation, optimization engines, data analytics, and Industry 4.0 Your team should be updated about national and international shipping regulations for accurate documentation. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us 3PL Service Providers The Infosys Logistics practice offers digital solutions that empower third-party logistics (3PL) service providers to better manage the lifecycle of orders and shipments. Our consolidated systems streamline planning and execution of domestic and international shipments. Granular visibility across the enterprise helps aggregate orders, maximize capacity utilization, and negotiate freight rates with carriers. Infosys automates freight management, enabling auto-matching of freight bills with payments by shippers. We implement a blockchain network to share real-time supply chain data with stakeholders. It ensures a singular path of information, which enables accurate and consistent exchange of shipment data. The blockchain eliminates delays and errors, fosters standardization, and minimizes fraud. The auditable trail of surcharges, discounts and payments simplifies reporting. Significantly, it provides a transparent mechanism for dispute resolution and accelerates claims settlement. Our digital learning modules span global banking practices, domestic customs rules for export and import, international shipping regulations, and universal usage in trade contracts such as the International Commercial Terms (Incoterms). Our tools encourage logistics professionals to track metrics, and take proactive action. White paper : Blend convenience and flexibility with interaction to engage shoppers Retailers should reengineer the purchase journey of millennial shoppers with bespoke technologies to close deals faster and cultivate loyal customers. Digital ecosystem for safe deliveries as well as cost-effective services. Rich experience in logistics, inventory and supply chain management solutions for industries, including agriculture, automotive, retail, food distribution, and oil and gas. Knowledge repositories address documentation requirements of local and global sales contracts as well as compliance reporting. Case Study 4PL logistics ecosystem enables JIT procurement Case Study Predictive analytics enhances ocean freight operations Case Study Cloud-based testing service ensures smooth M&A data integration Blog Make money from supply chain data Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopt digital technologies for clockwork precision in courier services

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/industry-offerings/courier-parcel-express.html> ----- Overview We

develop portals as a one-stop resource for domestic and international shipping information. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should allow customers to open a shipping account for personalized service. Your customers should be able to estimate shipping charges and transit times across domestic and international services. You need to share local and global news and events on your website and push alert notifications on shipping-related information. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Courier & Parcel Express The Infosys Logistics practice offers digital solutions to streamline shipping for courier and parcel express service providers. Our applications span account, data, payment, logistics, fleet management, and documentation. Ready access to harmonized codes, safety regulations, and customs tariff classification enables individual shippers, medium-sized businesses and enterprises to select the most appropriate postal / courier service. Our data-first ecosystem supports new business models to maximize return on logistics assets despite the decline in snail-mail services. Our web-based routing and delivery planning solutions drive revenue growth through last mile services for retail, food services, and other B2C enterprises. Infosys Nia transforms contact center operations using an artificial intelligence-driven digital assistant. It resolves queries related to document preparation and tracking, pickup and delivery, and packaging and labeling. It complements automated mobile / email delivery notification systems by providing actionable information about shipments, bills and return packages. Infosys addressed the challenges, stringent integration timelines, and impact of the merger of a global courier services company with a pioneer in the transportation and logistics industry. Self-service tools help customers find solutions and select the most suitable postal / parcel service. Online tools provide a quote, including duties and taxes, and the expected delivery time for shipment. Purpose-built software solutions meet specific requirements, drive smarter operations, and minimize risks. Blog Capitalize on big data and AI to renew logistics Blog Make money from supply chain data Blog CMA CGM's business transformation journey Case Study Global logistics company saves US\$ 10 million through mainframe modernization Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Use machine learning for customized service

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/industry-offerings/customer-service.html> ----- Overview Our omnichannel customer experience strategy drives repeat business. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings

You need to provide a convenient experience across freight orders, be it apparel from a retail store, spare parts for an automobile manufacturer, oil and gas for a trader, or gifts. Your customers should be able to check shipping status anytime, anywhere, on any device. Your customers expect updates from pickup till delivery. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Customer Service The Infosys Logistics practice leverages automation, Artificial Intelligence (AI) and predictive analytics to deliver an omnichannel customer experience. We partner with domestic and international logistics services providers and postal operators to serve individuals, small and medium-sized businesses, and global enterprises. Infosys creates portals to facilitate self-service and track parcels and cargo shipments booked via air, rail, road, or sea. We integrate supply chain, customer information, and order management systems, enabling automated freight order status notifications. Further, it streamlines reporting, claims management and resource planning. We adopt responsive design principles and Web Content Accessibility Guidelines (WCAG) to enhance the functionality of websites, while ensuring compliance with data security and email communication standards. Digital channels help consolidate feedback and boost productivity, while driving personalized service. In addition, it helps logistics enterprises provide customer support via social media. Infosys Nia , our AI-powered chatbot, 'understands' the context and intent of customer interactions and responds to queries regarding specific orders as well as frequently asked questions on booking, pickup scheduling, packaging, payment, taxes, transit time, and delivery. Infosys Nia integrates seamlessly with existing communication / contact center infrastructure to make customer self-service more reliable. Success story: Digital marketplace helps freight company expand customer base within a quarter An automated, self-learning, cloud-based digital freight platform connects customers and carriers, and provides shippers with secure access to carrier capacity and freight movement. Infosys AssistEdge, our automation platform, incorporates a self-care engine with interactive text, visual and video troubleshooting mechanisms that empower customers to resolve issues. Digital tools ensure transparency while providing flexibility to modify order terms / shipping instructions, including pickup time and delivery address. Robotic process automation enables auto-update of order status - from order generation, pickup and dispatch to delivery confirmation. Case Study Food distributor modernizes business intelligence ecosystem for self-service Blog Capitalize on big data and AI to renew logistics Report Cloud Radar 2021 Boosting profits and enabling a competitive edge with cloud Blog Make money from supply chain data Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Transform the business with digital capabilities

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/industry-offerings/digital-transformation.html> ----- Overview Our digital ecosystem approach connects the dots of a logistics enterprise. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should enhance fulfillment capabilities to address the challenges of dynamic truckloads, fluctuating fuel costs, and port / road congestion You require real-time visibility into the supply chain network to provide consignors with status updates. You need to strengthen relationships with stakeholders through collaboration and access to relevant data. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Digital Transformation The Infosys Logistics practice undertakes a digital transformation to enhance capabilities for rapid cargo delivery and organic revenue growth. Our digital solutions improve the distribution network, last mile service, customer experience, and supply chain execution. Our approach transforms logistics service providers into data-first enterprises capitalizing on Artificial Intelligence (AI) and advanced analytics. Our cloud-based data mining tools and analytics systems harvest and convert near real-time data into business insights for decision support and performance evaluation. Further, our simulation models and AI algorithms consume geospatial, customer, supply chain, and third-party data to recommend the next course of action, be it for customer interaction, supply chain planning, or yard management. Digital technologies enable standardization, ensuring accuracy as well as consistency in service. We integrate digital platforms, business processes, mobile applications, and enterprise services for cross-channel and cross-functional visibility. In addition, we embed Internet of Things (IoT) devices to develop self-monitoring transportation fleets. We also enhance fleets with autonomous vehicles, adaptive cruise control, and interactive navigation systems. Our blockchain solutions streamline data management and increase visibility into shipments. The decentralized public ledger provides ready access to relevant information – stakeholders, product, origin, destination, current location, date, order rate, and shipping instructions. The ecosystem ensures accountability and data security, while rationalizing costs and eliminating data latency. Point of View: Machine learning drives seamless logistics Analytical tools help logistics providers aggregate global demand, while predictive maintenance of heavy equipment rationalizes warehousing and distribution costs. Digital ecosystem boosts flexibility and enables mode-agnostic operations through auto-selection of the most cost-effective transportation method for consignments. Blockchain technology enhances supply chain transparency, thereby mitigating risks. On-demand data access and chatbots minimize human intervention for a superior customer experience. Case Study Cloud-based testing service ensures smooth M&A data integration Blog CMA CGM's business transformation journey Case Study Hackathons shape next-gen digital

Rationalize the cost of fleet operations

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/industry-offerings/fleet-management.html> ----- Overview Our experts implement geo-fencing and geo-tagging solutions to monitor assets. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should monitor fleet and freight on the move to streamline loading, unloading and delivery. You require simple and efficient logging solutions to gauge performance of drivers as well as vehicles. You need a robust vehicle maintenance program to minimize cost of repair and eliminate breakdown. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Fleet Management The Infosys Logistics practice offers fleet management solutions spanning the purchase to retirement cycle. Our solutions support assets such as trailers, trucks, rail cars, and autonomous loading units / vehicles. Our fleet telematics systems rationalize the total cost of ownership while ensuring compliance with environment, health and safety regulations. A cloud framework provides a scalable infrastructure to manage data from electronic logging systems, vehicle sensors and communication devices. Real-time monitoring of vehicles, driver behavior, load, and traffic streamlines logistics while boosting asset utilization. Our preventive asset management solutions predict component failure and broadcast timely alerts as well as insights into maintenance issues. It enables fleet operators to prioritize Maintenance, Repair and Overhaul (MRO) activities. Infosys smart fleet solutions combine automation, artificial intelligence and analytics for improving performance, utilization as well as profitability. Our demand forecasting and route / capacity planning tools address market dynamics by identifying new business opportunities, right sizing the fleet, and reassigning the fleet across segments. Significantly, it helps optimize freight charges and make informed procurement decisions to replace aging vehicles. Our learning modules train drivers, thereby ensuring fuel economy and reducing insurance liabilities. An automated, self-learning, cloud-based digital freight platform connects customers and carriers, and provides shippers with secure access to carrier capacity and freight movement. Internet of Things (IoT) solutions capture vehicle diagnostic parameters to mitigate risks by undertaking trends analysis of asset usage, wear-and-tear and fuel consumption. What-if analyses optimize the network structure, fleet composition, routes, deployment on routes / segments, and staff strength. Expertise in real-time precision tracking technologies, including Radio Frequency Identification (RFID), Ultra-wideband (UWB), WiFi, Global Positioning Systems (GPS), and Bluetooth Low Energy (BLE).

Align demand, capacity and pricing

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/industry-offerings/intermodal-trucking.html> ----- Overview Our optimization engines align intermodal capacity with global demand and freight rates. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to track and trace each shipment to manage costs and risks. You require a suite of tools to align the movement of freight with the delivery time at centralized / transshipment hubs. You should capitalize on the data-rich operational landscape to improve performance. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Intermodal & Trucking The Infosys Logistics practice enables intermodal, multimodal, trucking, and drayage service providers to address growth in shipment volumes. We boost intermodal shipping performance by streamlining the management of trade contracts and improving interoperability of assets - containers, tank containers and chassis. It helps asset-based, asset-light, and non-asset operators bundle services by seamlessly linking railroad, truck, aircraft, inland waterway, and maritime shipping in freight contracts. Our digital tools recommend the most cost-effective combination of modes based on delivery / order terms, distance and commodity, among other criteria. Dashboards with drill-down capabilities enable intermodal dispatch teams to re-plan routes for industrial and commercial consignments and mitigate transportation / trade / contract risks. Further, data harvesting from diverse assets and systems drives predictive analytics and machine learning to improve reliability, ensure safety, and minimize the carbon footprint. Infosys implements blockchain technology solutions to capture and track data of individual loads and shipments, en-route events, and freight bills. It also serves as proof of delivery and payment. Secure documentation of the shipping process minimizes processing time and rationalizes administration costs, while supporting multi-tenant carriage contract management as well as trade compliance. Success story: Digital marketplace helps freight company expand customer base within a quarter An automated, self-learning, cloud-based digital freight platform connects customers and carriers, and provides shippers with secure access to carrier capacity and freight movement. Digital solutions and blockchain networks focus on granular visibility into intermodal / multimodal operations and trade. Visual display of cargo on GPS maps helps predict estimated time of arrival (ETA) and define a buffer

period for each carrier in a shipment. Big data analytics and artificial intelligence-driven models detect and plug revenue leakage, while maximizing the utilization of intermodal nodes. Case Study Predictive analytics enhances ocean freight operations Case Study Cloud-based testing service ensures smooth M&A data integration Blog Make money from supply chain data Case Study Food distributor modernizes business intelligence ecosystem for self-service Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Adopt digital technologies to navigate maritime trade

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/industry-offerings/ocean-transportation.html> ----- Overview Our logistics platforms support both Full Container Load (FCL) and Less Than Container Load (LCL) services. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to replace manual systems managing loading / unloading schedules in container yards and bulk cargo / oil / roll-on, roll-off terminals. You require robust communication systems to assign tasks and provide instructions to heavy equipment operators. You should track the location of each crane and container in the harbor to maximize throughput at busy ports. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Ocean Transportation The Infosys Logistics practice partners with ocean freight carriers and port terminal operators to address the challenges of maritime commerce. We replace labor-intensive processes with automation, wireless tracking, built-in monitoring, and artificial intelligence-driven planning. Further, we implement identity management systems for secure access to physical and IT infrastructure. Infosys develops digital solutions to trace the journey of each consignment from the depot to the shipping dock / bonded warehouse and delivery at the final destination by using the most appropriate tracking method - Internet of Things (IoT) and GPS technology when the location needs to be continuously monitored and Bluetooth / Near-field communication tags when asset detection is sufficient. Tracking ensures that cargo is loaded / offloaded correctly, and empty containers are returned for door-to-door shipments. Our web portals enable personnel to enter, extract and visualize data from integrated logistics management systems. It accelerates harbor operations, security inspection and customs clearance. In addition, it facilitates collaboration between stakeholders for stowage planning and optimization. Our data solutions enable real-time status update and data integrity. Accurate data for supply chain analytics improves logistics operations, reduces the carbon footprint, and rationalizes costs. Point of View: Machine learning drives seamless logistics Analytical tools help logistics providers aggregate global demand, while predictive maintenance of heavy equipment rationalizes

warehousing and distribution costs. Intranet portals enable real-time transfer of operational data to backend systems for superior logistics management. In-vehicle communication devices empower managers to monitor activities, notify changes in schedules, and monitor resources in the yard. Dashboards provide a consolidated view of heavy equipment drivers, crane operators, cargo, containers, and vessels, ensuring speedy dispatch of personnel and accurate loading / unloading. Case Study Predictive analytics enhances ocean freight operations Case Study Cloud-based testing service ensures smooth M&A data integration Case Study Hackathons shape next-gen digital freight marketplace Report Cloud Radar 2021 Boosting profits and enabling a competitive edge with cloud Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Sense and respond to shifting market dynamics

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/industry-offerings/predictive-analytics.html> ----- Overview We combine IP data analytics tools with rich experience in global supply chain management to streamline logistics operations. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need accurate insights into business challenges across the distribution network to provide reliable service. You should ensure safe transportation of cargo in all circumstances You require a flexible delivery infrastructure for smooth supply chain operations. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Predictive Analytics The Infosys Logistics practice adopts predictive analytics to streamline processes and rationalize costs. Our analytical solutions for hub-and-spoke networks, haulage companies, distributors, freight forwarders, and 3 / 4 PL operators span customer, network, demand-supply, and fleet analytics. Predictive insights into customer preferences, cargo condition, resource availability, and the logistics network enable informed decisions to enhance last mile transportation, customer service and resource utilization. Our algorithms collate, analyze and extrapolate historical data, delivery records, telemetry data from transport units / vehicles, and streaming data from Internet of Things (IoT) devices and sensors embedded in pallets / warehouses to anticipate variables across processes. It correlates events and stakeholders to resolve issues, recommend action, or trigger automated response. Constraints may range from driver performance, vehicle condition, weather, product, packaging, pickup and delivery timeframes, and traffic / port congestion to warehouse capacity. The output is leveraged by optimization engines for load planning, route optimization, vehicle maintenance scheduling, workforce allocation, and customer notification systems. Simulation models and predictive analytics enable logistics managers to

prevent downstream bottlenecks in the event of supply chain disruptions. Further, near real-time insights enable prompt action to mitigate risks. Significantly, it prevents under-utilization of resources even while accepting orders for less-than-truck / container load freight. Point of View: Machine learning drives seamless logistics Analytical tools help logistics providers aggregate global demand, while predictive maintenance of heavy equipment rationalizes warehousing and distribution costs. Big data solutions harvest a huge volume of data from diverse sources, an imperative for establishing correlations between datasets and understanding underlying business issues. Decision support systems combine historical data and real-time patterns, which helps adjust delivery schedules and mitigate risks due to disruptions. Accurate analysis and data visualization help devise supply chain strategies to respond to fluctuating demand. Case Study Predictive analytics enhances ocean freight operations Case Study 4PL logistics ecosystem enables JIT procurement Blog How food scanners, talking vegetables and blockchain can transform an industry Case Study Food distributor modernizes business intelligence ecosystem for self-service Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Ensure smooth freight movement across your railroad network

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/industry-offerings/railroads.html> ----- A shared ledger ensures the use of reliable data across your railroad logistics ecosystem. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your IT infrastructure should support surveillance cameras, on-board controllers, driver-machine interfaces, and emergency management systems. You require modular platforms and configurable systems to rationalize the cost of operations. Your data systems should collect, transmit, display, manage, and store data from diverse sources and applications. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Railroads The Infosys Logistics practice leverages Industrial Internet of Things (IIoT) to develop smart railroad networks. We integrate real-time data from IoT sensors embedded in components such as brakes, wheels, engines, wagons, and rail tracks, with train control systems, freight information systems, and driver performance reports to boost the performance of enterprise and station-level functions. An IIoT-enabled rail network rationalizes costs through predictive maintenance of assets, safe operations and energy efficiency. Our algorithms predict diverse variables, ranging from stress on rail tracks to wagon / tanker lifespan, to avoid interruptions caused by equipment breakdown, adverse weather conditions or non-availability of personnel. Further, predictive maintenance minimizes planned downtime while extending the life of rail infrastructure. Our cloud platforms support the

ingestion, processing and storage of data from IoT applications, enterprise systems and machine-to-machine communication devices for advanced analytics. Our analytical models and artificial intelligence-based systems consume enriched data for auto-correction of shipment schedules. Data visualization enables dynamic pricing of freight orders. Significantly, it aligns sales plans and network operations to ensure timely and damage-free shipment, even in extreme weather conditions. Analytical tools help logistics providers aggregate global demand, while predictive maintenance of heavy equipment rationalizes warehousing and distribution costs. Infrastructure modernization programs enhance enterprise applications, fleet monitoring systems, and railroad network management. Suite of plug-and-play solutions for asset, traffic, personnel, safety, and compliance management. Automation enhances centralized processing and management of electrical and mechanical systems, signaling systems stations, yards, and control centers. Report Cloud Radar 2021 Boosting profits and enabling a competitive edge with cloud Case Study Food distributor modernizes business intelligence ecosystem for self-service Case Study Cloud-based testing service ensures smooth M&A data integration Case Study Hackathons shape next-gen digital freight marketplace Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Safety first logistics begins with robust cybersecurity

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/industry-offerings/risk-management.html> ----- Overview Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Your investments in information technology should create a data-first ecosystem. Your managers should have access to dashboards that provide real-time visibility into risks. You should ensure seamless adoption of pallet sensors, smart glasses, drones, and digital security tools Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Risk Management The Infosys Logistics practice offers risk management solutions to mitigate risks, while ensuring business continuity. We distil experiential knowledge to address risks across transportation and logistics processes, business applications, and embedded software. Our digital solutions help shipping lines, terminal operators, rail / road carriers, and transportation service providers take data-based decisions to manage risks, be it investment in capacity, selecting the location for a warehouse, automation to improve operations, or wireless connectivity to ensure safety. Our digital tools enrich data, while our analytical models eliminate human bias in decision making. We combine data analytics and visualization to help logistics enterprises better understand the business context and apply data to prevent failures, service disruptions, and revenue loss. Our access management and

cybersecurity solutions are designed for secure data sharing. We implement smart contract management solutions that establish ownership, track cargo movement across the supply chain, provide an audit trail, and address risks due to damage and theft. Infosys leverages artificial intelligence-powered analytics to build responsive logistics enterprises. Our approach rationalizes insurance premium while ensuring adequate risk cover. Predictive insights help enterprises reallocate resources and devise strategies in the event of a disruption, thereby reducing damage, loss and claims. Success story: Cloud migration and data virtualization deliver substantial savings Infosys addressed the challenges, stringent integration timelines, and impact of the merger of a global courier services company with a pioneer in the transportation and logistics industry. Data solutions capitalize on big data for predictive analytics and artificial intelligence, and ensure compliance with data protection standards. Consultants focus on functionality as well as transparency of logistics networks to identify risks early and accelerate response. Supply chain risk management solutions address requirements across product categories, including automobiles, industrial equipment, oil and gas, consumer goods, perishables, and postal / courier packages. Blog Capitalize on big data and AI to renew logistics Case Study 4PL logistics ecosystem enables JIT procurement Case Study Hackathons shape next-gen digital freight marketplace Blog CMA CGM's business transformation journey Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Capitalize on real-time demand

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/industry-offerings/sales-marketing.html> ----- Our digital platforms establish a sales and marketing ecosystem. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should develop marketing strategies to respond to dynamic freight market conditions and customer requirements. Your sales and marketing teams should be empowered with real-time decision support tools for negotiating and closing deals. You need visibility into the performance and returns on marketing programs to better manage promotions. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Sales and Marketing The Infosys Logistics practice implements a digital sales and marketing ecosystem to enable seamless freight movement across transport modes, commodities, and shipment sizes. We partner with logistics enterprises, including last mile fulfillment centers, 3 / 4 PL service providers, carriers, and freight forwarders to simplify shipping via B2B and B2C digital marketplaces. Our apps enable self-service for procurement of freight services, while addressing new business models such as crowd-sourced shipping. Infosys AssistEdge, our next-generation platform, automates the cargo booking process. Infosys Nia, our artificial intelligence-powered chatbot, enhances customer interaction in brokerage and contract

management. Our digital platforms match cargo demand with supply of capacities on airlines, shipping vessels and rail / road transportation networks. Infosys leverages advanced forecasting tools to set performance goals for 'last mile' logistics. Intuitive dashboards enable business teams to collaborate with transshipment hubs, distribution centers, and warehouse professionals and analyze performance of programs. We integrate business insights with predictive models for carrier procurement pricing and cost estimation to enhance load, route and business planning. Success story: Digital marketplace helps freight company expand customer base within a quarter An automated, self-learning, cloud-based digital freight platform connects customers and carriers, and provides shippers with secure access to carrier capacity and freight movement. Mobile applications integrate logistics services and emerging technologies to meet demand for freight services. Digital campaigns nurture relationships with industry influencers while cultivating strategic accounts. Machine learning and big data solutions facilitate costing and bid management for 'last mile' delivery. Case Study Predictive analytics enhances ocean freight operations Blog CMA CGM's business transformation journey Case Study 4PL logistics ecosystem enables JIT procurement Report Cloud Radar 2021 Boosting profits and enabling a competitive edge with cloud Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Grow the business with a responsive supply chain

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/industry-offerings/supply-chain-operations.html> ----- Overview Our artificial intelligence solutions accelerate response to events across the supply chain. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should integrate pickup (first mile), transit and delivery (last mile) for seamless logistics. You need to maximize use of standardized loading units to reduce handling costs and support multimodal transportation. You should consolidate shipments at the origin and transshipment hubs to rationalize the cost of order fulfillment. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Supply Chain Operations The Infosys Logistics practice streamlines supply chain operations by leveraging advanced technologies and data analytics. Our cloud-hosted planning and scheduling solutions address pickup and delivery constraints in urban as well as remote locations. We design the logistics supply chain by taking into account the unbalanced volume in bi-directional freight movement. It reduces dead mileage, while enabling effective management of reusable packaging, containers and pallets. Our mobile solutions update order and shipment data in real time, which facilitates bundling, sorting and deliveries. Asset tracking solutions and image

processing eliminate errors in shipments. Further, it accelerates material handling and inventory reconciliation by automating entry of label data and matching of shipping documents. Infosys implements IoT applications to develop world-class cold chains. Our alert mechanism notifies stakeholders in the logistics ecosystem when the humidity, temperature, vibration, or other criteria of perishable or fragile goods breach threshold levels. Predictive analytics enable preventive action to minimize damage during transportation and storage. We ensure traceability across the supply chain by using blockchain technology. A distributed ledger enables shipping and logistics networks to share documentation securely, prior to delivery. It helps shippers, freight forwarders and agents initiate customs clearance formalities during transit. Accurate documentation expedites verification processes on arrival of cargo. Point of View: Machine learning drives seamless logistics Analytical tools help logistics providers aggregate global demand, while predictive maintenance of heavy equipment rationalizes warehousing and distribution costs. Rich experience in integrated supply chain solutions for diverse products, including liquid cargo, automobiles, project equipment, and perishable goods. Flexible supply chain framework adapts to specific customer and product requirements. Circular supply chain enhances customer service and drives sustainable operations. Blog Make money from supply chain data Case Study 4PL logistics ecosystem enables JIT procurement Case Study Predictive analytics enhances ocean freight operations Case Study Food distributor modernizes business intelligence ecosystem for self-service Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Build a sustainable logistics business

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/industry-offerings/sustainability.html> ----- Overview Infosys EHS solutions ensure sustainable logistics operations while enhancing emergency preparedness. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You require comprehensive occupational health and safety programs to prevent accidents, and safeguard assets as well as public property You should share sustainability reports with stakeholders for review and feedback. You need to cultivate social responsibility for customer loyalty and profitability. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Sustainability The Infosys Logistics practice helps rail / road companies, marine carriers, terminal operators, and multimodal service providers ensure sustainable operations. Our digital Environment, Health and Safety (EHS) solutions focus on social responsibility as well as regulatory compliance for logistics enterprises. We help logistics enterprises adopt safety standards and comply with environmental guidelines of

industry / accreditation bodies, including Occupational Health and Safety Assessment Series (OHSAS) and International Organization for Standardization (ISO). It ensures safe transportation of hazardous materials and safety at the workplace. Infosys EHS solutions incorporate best practices to mitigate health and safety risks. We assign responsibilities and accountability across roles in risk management and compliance programs, which supports performance monitoring and accident prevention. Our predictive analytics models offer insights to improve occupational health and safety, warehouse operations, and transit management. We offer e-learning solutions for employee training, community awareness, outreach services, and emergency planning. Our solutions encourage reuse of packaging materials and recycling, while developing workforce skills for 'green' logistics. Success story: Cloud migration and data virtualization deliver substantial savings Infosys addressed the challenges, stringent integration timelines, and impact of the merger of a global courier services company with a pioneer in the transportation and logistics industry. Automated data validation and review identify and fix root causes of incidents, hazards and risks, while enabling continuous improvement of control mechanisms. Dashboards and reporting tools provide real-time visibility into sustainability criteria such as energy / fuel consumption, carbon emissions, and waste. Digital tools drive zero-waste operations while boosting productivity. Blog Capitalize on big data and AI to renew logistics Case Study Hackathons shape next-gen digital freight marketplace Blog How food scanners, talking vegetables and blockchain can transform an industry Case Study Predictive analytics enhances ocean freight operations Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Adopt knowledge models to navigate cross-border trade

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/industry-offerings/trade-management.html> ----- Overview Our knowledge management tools enhance visibility into labor contracts, freight orders and trade agreements. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need seamless domestic and international supply chains to facilitate global trade. Your managers require on-demand access to labor agreements to manage contracts with port and warehouse unions You need a nuanced understanding of local as well as global regulations and trade agreements to cultivate relationships with global enterprises. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Trade Management The Infosys Logistics practice offers digital solutions for global trade management. We combine automation, Artificial Intelligence (AI), predictive analytics, and machine learning to manage long-term freight orders, warehouse lease agreements, and labor contracts. Automated trade

management processes help railroad networks, shipping lines and 3PL providers boost productivity as well as working capital utilization, while reducing unit handling and administration costs. Our AI-powered global trade management tools ensure accurate trade forecasting, and identification of trade risks. It replaces risk projections based on historical data with scenario simulation using near real-time data, which ensures effective responses. Infosys Nia, an AI-powered chatbot, extracts content from contracts and legal documents, and offers contextual responses to queries. Infosys leverages Optical Character Recognition (OCR), audio / video processing, and image / text analytics for statutory compliance and prevention of fraud. We consolidate freight orders to enable safe handling in multimodal transport while complying with guidelines for carriage equipment length, prohibitory orders or mode-specific regulations. Further, e-filing accelerates customs procedures. Success story: Digital marketplace helps freight company expand customer base within a quarter An automated, self-learning, cloud-based digital freight platform connects customers and carriers, and provides shippers with secure access to carrier capacity and freight movement. Supply chain experts reconfigure / reengineer processes for a holistic view of potential internal dysfunction and extraneous trade risks. Knowledge models curate legal contracts, labor rules, exceptions, and resolutions, and automatically update labor records and enterprise systems to manage contracts. Knowledge portals empower employees with ready access to world trade agreements, country-specific customs regulations, trade routes, and financial and physical trade barriers between countries. Blog Capitalize on big data and AI to renew logistics Case Study Predictive analytics enhances ocean freight operations Report Cloud Radar 2021 Boosting profits and enabling a competitive edge with cloud Case Study Food distributor modernizes business intelligence ecosystem for self-service Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Maximize space and asset utilization

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/industry-offerings/warehouse-cargo-management.html> ----- Overview Digital WMS facilitates prompt reconciliation of inventory and early identification of discrepancies. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should ensure error-free warehouse operations in a landscape of multimodal operations, high transaction volumes and stringent delivery deadlines You should minimize dependence on warehouse personnel for picking and restocking operations. Your warehouses should comply with regulations for working conditions and workplace safety Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge

Institute About Us Warehouse and Cargo Management The Infosys Logistics practice optimizes warehouse and cargo management for multimodal service providers, airlines, shipping lines, and port terminal operators. We reengineer legacy Warehouse Management Systems (WMS) of logistics enterprises to enhance visibility, ensuring seamless freight movement from the point of origin to destination. Our cloud solutions streamline loading / unloading and enable prompt reporting of loss or damage to consignments. Infosys focuses on productivity and efficiency in material handling, which rationalizes costs and reduces turnaround time at warehouses. We incorporate scheduling capabilities in WMS solutions for integrated logistics management. Our approach maximizes return on investment by boosting resource utilization, eliminating safety hazards, and increasing warehouse throughput. Automated scanning, voice integration, and tracking technologies enhance sorting, stacking and retrieval of pallets / containers. Our digital WMS solutions ensure compliance with regulations for product safety and warehouse hygiene. We use IoT sensors to monitor the temperature / humidity in warehouses and distribution hubs. Data is uploaded in real time to centralized enterprise systems. Any anomaly is automatically notified to warehouse personnel. The advanced system eliminates waste as well as liabilities due to improper handling or storage. Point of View: Machine learning drives seamless logistics Analytical tools help logistics providers aggregate global demand, while predictive maintenance of heavy equipment rationalizes warehousing and distribution costs. Digital processes and distributed ledgers eliminate paper-based documentation, ensuring data and shipment accuracy. Real-time inventory update improves customer service by accelerating process workflow. Customized warehouse management systems support RFID scanners, IoT sensors, robotic automation, and wearable devices. Case Study Predictive analytics enhances ocean freight operations Blog CMA CGM's business transformation journey Blog Capitalize on big data and AI to renew logistics Case Study 4PL logistics ecosystem enables JIT procurement Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Insights

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/insights.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Infosys drives hybrid cloud-powered innovation for Team Global Express Infosys Collaborates with Pacific International Lines to Drive Digital Transformation in Logistics Industry Consumer Spotlight: AI Examples in CPG and Retail Infosys Cloud Radar 2023 Report Infosys Consulting leading CSX's financial transformation program to help propel them into a new digital future Logistics Network Modeling: Tool for Adapting to Change The importance and benefits of logistics for businesses The last-mile delivery challenges and how to solve them 8 Success Factors to Transcend to an Agile, Digital-first Order Fulfilment Operation Posti Group X Infosys Fireside Chat Developing Resilient Supply Chains in an Era of Disruption A Practical Guide to Building

Resilient Supply Chains Social Selling – Key Considerations for the Seller
Infosys Solutions for Consumer, Retail, and Logistics on AWS Consumer
Spotlight: Quarterly Reflection - A Comprehensive Approach to Autonomous
Supply Chain Infosys On-Time, In-Full Solution Impact of Digital
Transformation of Supply Chain on Service Orchestration and Customer
Experience for CDIT OEMS Infosys Consumer, Retail & Logistics: We bring
you powerful advantages to navigate your digital transformation Digitization
future proofs global supply chains Migrate to Modernize on AWS with
Infosys Human-Centric Approach to Automation and AI in Logistics 100+
Global Enterprises Take Advantage of Infosys Living Labs to Accelerate their
Digital Innovation Agenda Consumer Spotlight: Adapting to new business
dynamics bpost adopts omnichannel approach for logistics 5G: Opportunity
for Retail, CPG, and Logistics Infosys Cloud Radar 2021 - CPG, Retail And
Logistics Securing The Ecosystem: Identifying The Weakest Link In Your
Supply Chain Consumer Spotlight: How future looks like for CPG, retail &
logistics companies How to Plan Your Supply Chain in the Age of Resilience?
Business Process Improvement Infosys and LivePerson Announce a New
360° Partnership to Drive Customer Experience Transformation Infosys and
FourKites forge supply chain alliance for logistics The Good, The Bad and
The Ugly for consumer industries in 2021 A Productized Approach for
Technology Modernization at Railroads Real Time Visibility for the Logistics
Industry COVID-19 paves the way for a new future in retail and logistics
Dramatic Changes in Retail and Logistics will pave the way to a new future
Reshaping Supply Chain and Logistics for Resilience Being Resilient:
Planning A Better Tomorrow Across CPG, Retail and Logistics Being
Resilient: CPG Firms – Returning to the 90% Economy Being Resilient:
Rethink, Redefine Retail 2020 Third-Party Logistics Study - The State of
Logistics Outsourcing Did We Lean Too Far? How Our Supply Chains Need
Rethinking Re-balancing Our Supply Chains Post the Pandemic Security by
Design Ben Ingram on Remote Employee Experience Kerry Taylor on Supply
Chain Resilience: Pandemic Preparation and Recovery Enabling Intelligent
Transportation & Logistics by leveraging Internet of Things (IoT)
Revolutionizing Logistics and Transportation through Blockchain Infosys
Partners with GEFCO to Support its Digital Transformation Infosys -
Enterprise Cloud Apps Consumer Packaged Goods, Retail and Logistics CMA
CGM's Journey from Digital Transformation to Business Transformation
Unlocking value with connected transportation How technology is steering
the logistics industry Capitalizing on Big Data With AI Models to Renew
Logistics Revolutionizing the food supply chain with IoT How sustainability
is disrupting today's supply chain Reengineering the carbon supply chain
with blockchain technology Being Resilient. That's Live Enterprise. Digital
Core Capabilities Digital Operating Model Empowering Talent
Transformations Tales of Transformation Industries Services Platforms
Infosys Knowledge Institute About Us Press Release Press Release Video
Report Video Brochure Insight Insight View point Video View point White
Paper View point Insights Video Video View point Insight Article Insight
White Paper Press Release Video Insight Point of View Report Point of View
Video Point of View Point of View Press Release Feature Article White Paper
White Paper Article Article Article Point of View Point of View Point of View
Report Article Article Point of View Podcast Podcast Video White Paper
Press Release Report Blog Blog Blog Blog Blog Insights White Paper

bpost adopts omnichannel approach for logistics

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/insights/bpost-adopts.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us bpost (Belgium Post Group) partnered with Infosys to implement omnichannel logistics. Forbes reports that bpost deployed advanced digital solutions to transform the customer and employee experience as well as drive operational excellence. bpost is focused on becoming a leading e-commerce logistics company by increasing digital engagement with a suite of applications. Customers bpost provides customers with a consistent experience across mobile device, online, and brick-and-mortar store. In addition, customers can avail of a convenient registered mail service. Infosys has digitalized a customer opt-in process that allows the postman to deliver mail at the recipient's mailbox or an alternative address rather than retrieve it from the bpost store. Employees bpost onboards and engages with employees with smart applications. The postman accesses real-time data about traffic jams and roadworks on a smartphone app for efficient delivery. The delivery staff gets customer feedback and performance rating vis-à-vis peers on the same app. The truck driver views the pick-up and delivery locations on the app for optimal route planning and scheduling. Employees at bpost stores and offices use the app for Covid-19 safety features and office or cubicle booking. A virtual assistant enables claims processing and travel bookings, and triggers alerts. Operations A fleet management application offers real-time status of delivery vehicles movement, deviation from optimal route, loading and arrival time. At the warehouse, a mobile sorting application measures the weight and dimension of packages and generates labels. Infosys automated package sorting with overhead projectors that scan barcodes using computer vision and artificial intelligence / machine learning. A beam of light points the package to a container that gets loaded onto the delivery vehicle. Infosys Living Labs incubated digital solutions implemented at bpost. Our ecosystem develops innovative logistical solutions and drives the digital journey of logistics companies. Read the article Learn how Infosys is transforming logistics at the Finnish Postal Service and Canadian Postal Service Company Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited ===== ----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/insights/digitization-future-proofs.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live

Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Adoption of new technologies and disruption of existing business models is the way forward, says Ambeshwar Nath, Infosys Senior Vice President - Consumer Goods, Retail and Logistics, EMEA. In an interview with Manufacturing Global Magazine, he explains how the supply chain industry has evolved, and how Infosys supports process innovation and digitization across the value chain. The pandemic is a wake-up call for the supply chain industry. As consumers go omnichannel, supply chains need to form collaborative supply chain networks across partners. Artificial intelligence will become mainstream, enabling near real-time insights and predictive capabilities. Another key trend: extreme automation with supply chain companies and their partners automating their networks. Edge computing and IoT adoption will become critical for digital manufacturing The supply chain industry has to fast-track its technology transformation road map from a five-year plan to 18-24 months. Leveraging advanced technologies will enhance agility and responsiveness. Read the article Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Reshaping Supply Chain and Logistics for Resilience

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/insights/reshaping-supply-chain-logistics-resilience.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The global logistics market is estimated to grow from \$2.7 billion in 2020 to \$3.2 billion by 2021 as per the predictions of a market researcher. The report identifies the major drivers of this market as an increased focus on the continued supply of essential commodities, the

creation of a supply-chain stabilization task force to fight COVID-19, and growing demand for personal protective equipment. Ambeshwar Nath, Senior Vice President and Regional Head for CPG, Retail, and Logistics (CRL), Europe, talks about how the logistics industry must prepare for this trend. They need to devise strategies that will meet short-term demand while studying changing patterns in global trade to get ready for potential shifts in channels. Click here to read more Source: Supply Chain Brain Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Infosys and FourKites forge supply chain alliance for logistics

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/insights/supply-chain-alliance.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Source: fourkites.com Infosys has announced a partnership with FourKites, the #1 real-time supply chain visibility platform, to deliver supply chain process innovations and technology solutions. FourKites pioneered real-time freight visibility and helps shippers, carriers, brokers, and 3PLs accelerate on-time delivery. After Covid-19 lockdown restrictions, FourKites' real-time visibility solutions help supply chain professionals effectively manage their operations and ensure timely delivery. The Infosys Logistics and Distribution practice will integrate the FourKites solution into the supply chain infrastructure of retailers, CPG, and logistics enterprises. Read the press release Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Navigate your next in Logistics

----- Article source ----- <https://www.infosys.com/industries/logistics-distribution/overview.html> ----- Overview Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Your logistics enterprise needs to operate with clockwork precision to ensure smooth and timely freight movement from the point of origin to destination. You need real-time visibility into capacity, demand, and the supply chain to manage freight orders, shipment, and resource allocation. Infosys offers advanced technology solutions to navigate the dynamics of freight transportation. Our digital tools automate processes for document processing and verification, planning and scheduling, and demand

matching and forecasting. Our ecosystem ensures smarter fleet maintenance, improves asset utilization, and drives sustainable operations. Our offerings for the logistics industry are based on three principles - Infosys modernizes legacy infrastructure and ERP systems at logistics enterprises, including courier and parcel express services, 3 / 4 PL service providers, railroad networks, marine carriers, terminal operators, and multimodal service providers. Experience Differentiate customer service with mobile-first portals, chatbots and voice interfaces. Insights Gain a real-time view of carrier capacity and global demand. Innovate Leverage blockchain-as-a-service to monitor the freight journey and manage multi-tenant trade contracts. Accelerate Create a digital marketplace to better manage capacity and resources. Assure Ensure cargo traceability, while safeguarding data privacy. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Enhance the Digital Fabric of our Society

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Business Value for Enterprise Clients Worldwide video Smart Axiata and Infosys: An open approach to innovation whitepaper Leo satellites: the next disruptor for global connectivity Case Study Global platform synchronizes revenue and royalty management at music company Recognition Infosys Wins 2020 Google Cloud Industry Solutions Partner of the Year- Media and Case study Searching for (and Finding) Improved Revenues Our digital solutions help media and entertainment enterprises grow the business Case Study Digital streaming service provider implements OTT platform Case Study Pay TV service provider implements OTT streaming platform Case Study Music publisher and distributor revamps IT portfolio Case Study Pay TV service provider becomes more responsive with workforce management solution We help media and entertainment enterprises navigate shifts in business and technology Explore Services Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Success Stories

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Multimedia company implements content mastering and delivery platform

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/case-studies/content-mastering-delivery-platform.html> -----
The Solution Content authoring, mastering, and delivery platform meeting industry standards Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A leading multimedia company in digital editing systems, management, and distribution services sought an advanced end-to-end digital content mastering and distribution platform. Key Challenges Ready to experience? Infosys delivered a content mastering and delivery platform for a US-based sports and media company Infosys developed content management platforms, which included video transcoders, a video editing and authoring tool, and re-multiplexer and ad splicer. Our team created an end-to-end content mastering and delivery system. It encompassed a workflow-driven platform, content acquisition, storage and playing capabilities, content mastering and search features, editing features, ad splicer and insertion features, and the capability to access and manage the DAM system. Platform for content acquisition workflow Platform for media asset management (MAM) / digital asset management (DAM) mastering services workflow Editorial workflows and platform Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Music company opens revenue streams from digital offerings

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/case-studies/digital-revenue-streams.html> ----- The Solution Artists engage with fans through digital channels Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A leading music publisher and distributor with a catalog of international artists sought to seize the first-mover advantage in digital music. Infosys helped realize the music company's vision of deepening artist-fan engagement through exclusive Web properties. The direct-to-consumer program opened new revenue streams by enabling

fans to interact with their favorite artists through digital channels. Key Challenges Ready to experience? The music company deepened fan engagement and monetized the artist-fan relationship Infosys developed more than 500 Web properties for artists and fan clubs over five years. Our team increased the stickiness quotient of artist websites by developing functionalities to deliver rich content: fetch photos for Instagram, Tumblr feed parser, and track tweets and Facebook 'likes.' Artists grow their fan following by sharing photos as well as videos, and communicate with fans via social media. Fans develop profiles, communicate on discussion boards, and interact with artists. Our team used Drupal to create templates for common features and functionalities across artist websites. The approach ensured rapid turnaround of new Web properties while ensuring consistency in performance. We adopted responsive Web design to provide a seamless experience across desktop, mobile devices, and tablets. Our team tested the Web offering across diverse form factors and resolutions to ensure optimal clarity and performance. Our team developed templates to deliver customized features for meeting specific requirements of artists. Existing features can be customized or dropped, while new features can be developed promptly. Solution reduced time-to-market across the company's artist portfolio. Solution accelerated the promotion of artist tours and increased revenue from concert tickets and merchandise. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Global platform synchronizes revenue and royalty management at music company

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/case-studies/global-platform-synchronizes.html> ----- The Solution Platform monetizes artists catalog by streamlining revenue and royalty management Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A diversified media and entertainment company operating in more than 50 countries with popular music artists and record labels faced challenges in royalty processing across systems. Infosys implemented a global platform to consolidate finance, revenue, and royalty processing, and monetize the artists catalog. Key Challenges Ready to experience? Integrated platform consolidates revenue and royalty management Infosys implemented a global platform to consolidate disparate legacy revenue, finance, and royalty systems. Our team deployed Vistex for global revenue processing and artist / copyright royalty processing, and SAP S/4HANA as the global financial system. We also built interfaces for SAP ERP Central Component (ECC) and SAP S/4HANA systems for all payments and finance transactions, and

master data interfaces and new royalty interfaces across systems. Infosys developed extract, transform, load (ETL) interfaces between SAP ECC and S/4HANA to streamline payment and financial transaction details. We replaced the sales processing system with Vistex, and enabled master data transmission through ETL interfaces. Project identifiers Global project identifiers replaced US and rest-of-the-world project identifiers Revenue management Consolidated platform replaced disparate revenue and royalty systems SAP platform SAP S/4HANA replaced multiple finance processing systems Company Subsidiaries Programs Support Connect with us
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Infosys Wins 2020 Google Cloud Industry Solutions Partner of the Year- Media and Entertainment

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/case-studies/infosys-wins-google-2020.html> ----- Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys has been awarded the 2020 Google Cloud industry solution partner of the year - Media & Entertainment. Our approach of proactively and collaborative working with Google Cloud and the “One Google” Media Ecosystem including YouTube, is resonating well in the market across studio, broadcast, sports, music and D2C segments. Salient aspects of our relationship with Google Cloud: Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Music company implements integrated royalty management

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/case-studies/integrated-royalty-management.html> ----- The Solution Integration of music ecosystem increased sales Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A global music publisher and distributor wanted to transform its royalty management process to better manage sales from music records as well as digital downloads. The company sought to streamline business processes to capitalize on royalties from digital music

revenue. Infosys transformed the company's royalty management capability. Our solution aligned the enterprise with workflows for seamless royalty management and financial accounting. We introduced new workflows to manage processes for master data entry, leveraged tools for accelerated data entry, and automated processing of monthly and quarterly data for income-expense analysis and reconciliation reports. Key Challenges Ready to experience? Infosys streamlined business processes and modernized legacy applications for superior royalty management from digital music revenue The Infosys approach focused on making a business impact across people, processes, and technology. Our team introduced automation into the royalty management business process to eliminate human intervention and redundancy. We simplified applications to make them more business-oriented and user-friendly. Infosys focused on business outcomes at the architectural and application level. We streamlined business processes before undertaking detailed analysis, planning, and mock runs. Our team incorporated data governance techniques for master data management and implemented sophisticated methodologies to manage a huge volume of sales data. Our solution improved turnaround time by 75% despite the company registering a 400%+ growth in the volume of sales data. The music company saved US\$ 3 million within three years through advanced sales management tools and business process automation. Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Film production house implements automated metadata supply chain management system

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/case-studies/metadata-supply-chain-management-system.html>
----- The Solution Automated scalable metadata supply chain orchestration solution accelerates time-to-market Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A leading film production house in North America wanted to accelerate time-to-market of its metadata delivery. The company's technicians received a huge volume of multi-platform content release schedule documents, which needed to be processed and distributed globally. Infosys transformed the manual process and automated the end-to-end metadata creation, update, and delivery process by leveraging the Infosys Media platform. Key Challenges Ready to experience? Infosys implemented an automated metadata supply chain delivery platform to enhance quality while accelerating time-to-market Infosys undertook a business impact analysis through proofs-of-concept. Our team implemented cloud-based automated workflows to extract data from legacy systems of the existing

software solution and integrate it with a streamlined process. The new process consumes data, identifies changes based on the type of content release schedule requests, and undertakes relevant processing. Time-based risk and early warning systems notify risks of delay in delivery of data. Our team designed a user-friendly user interface for technicians to monitor progress of diverse workflows and make changes for any exceptions. Automated solution reduced human effort by about 60% System enhanced scalability whereby a 250% increase in transaction volume required only a 50% increase in headcount Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Digital streaming service provider implements OTT platform

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/case-studies/ott-platform.html> ----- The Solution Multiscreen streaming platform offers 100+ prime channels Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A streaming television service in the United States offering subscribers content from cable channels wanted to implement a common platform for distribution of over-the-top (OTT) and entertainment services. Infosys developed an end-to-end entertainment streaming platform for distribution of 100+ prime channels and 25,000+ VOD on 10+ digital streaming / distribution platforms. Key Challenges Ready to experience? Infosys implemented a scalable multiscreen streaming platform offering a personalized viewing experience and flexible pricing models Infosys adopted the Scrum approach for solution definition and the Agile approach for delivery. Our team collaborated with the management, solution delivery, and engineering teams of the streaming service provider to develop the platform. Our end-to-end streaming platform offered features such as analytics, entitlement, pricing, subscription, payments, CRM, personalization, and recommendation service. Our scalable solution can support 100+ channels, 25,000 VOD on 10 platforms. It can support Web, iOS, Android, Apple TV, Amazon Fire TV Stick, Chromecast, and Google Cast for smart TVs. Personalized viewing experience based on audience profiling and analytics Flexible pricing and bundling Scalable solution ready to be deployed globally Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Pay TV service provider implements OTT streaming platform

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/case-studies/pay-tv-ott-streaming-platform.html> ----- The Solution Infrastructure and network scalability delivered DVR management on the cloud Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A leading satellite broadcasting service provider in the United States wanted to grow its subscriber base and enhance device performance with a digital video recorder (DVR) implementation on the cloud. Infosys undertook network and infrastructure assessment followed by a successful DVR capability implementation on the cloud allowing simultaneous recording of programs while watching live TV. Key Challenges Ready to experience? Infosys implemented a DVR recording, storage, and management system powered by the cloud Infosys developed an OTT streaming platform and delivered a DVR recording solution on the cloud. Our team undertook cloud infrastructure planning to maximize DVR performance throughput. We evaluated network capacity based on location and facilities at different sites. We ensured scalability based on projections of consumer demand and traffic. Accordingly, our team evaluated latency and migrated existing components to the cloud. Optimal network and infrastructure throughput without hardware changes Better control over content recording, storage, and retrieval Scalable solution supporting simultaneous recording Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Pay TV service provider becomes more responsive with workforce management solution

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/case-studies/pay-tv-service-provider.html> ----- The Solution Streamlined workflow of dispatch / workforce management ensures better customer support Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A

leading provider of pay TV services in North America wanted its field force to deliver superior customer service. The company technicians needed to respond promptly after receiving service requests. Infosys transformed the technology landscape and introduced automation to accelerate turnaround time for service requests. Our solution ensured better routing and scheduling by dispatchers, enhanced service delivery by technicians, and increased customer loyalty. Key Challenges Ready to experience? Infosys deployed an advanced workforce management solution serving multiple regions and user groups across different time zones Infosys implemented business-critical modules that helped the dispatcher center locate technicians in the field, schedule an appointment, and direct the nearest technician to a customer's address. The system updates the skills as well as the schedule of each technician to calibrate responses based on the complexity of the service request and availability of technicians. Infosys undertook a business impact analysis through proofs-of-concept and contingency planning. We adopted change management, and prepared the enterprise using checklist reviews and training. Infosys implemented an iterative testing strategy to address product and integration issues. The pay TV service provider generated cost savings of US\$ 20 million from automation and enhanced productivity over three years. Solution streamlined dispatch center operations ensuring better dispatcher-technician communication, smarter utilization of technicians, reduced truck rolls, and faster turnaround. It enhanced the user experience, registering an average 104% improvement across key performance indicators (KPIs). Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Music publisher and distributor revamps IT portfolio

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/case-studies/revamps-it-portfolio.html> ----- The Solution Streamlined processes to address dynamic business requirements Benefits Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Case Study A global music publishing and distribution company with operations in more than 50 countries sought to rationalize its IT investments. Infosys optimized business processes and coupled them with a portfolio of more than 90 applications and 70+ marketing as well as financial tools. Key Challenges Ready to experience? Infosys developed a new technology landscape to transform operations and onboard new revenue models, trading partners, and affiliates Infosys offered support and enhancement services across B2B and direct-to-consumer applications - physical and digital music distribution, order-to-cash system, sales and marketing services, digital asset management, sales and revenue processing, systems integration, financial accounting, royalty management,

and intranet-based business streams. We realigned the technology road map to integrate digital applications. Centers of excellence were established to develop emerging technologies and incubate research programs. We adopted the Agile development and delivery model to minimize licensing costs and mitigate risk due to obsolete platforms. Our team ensured a seamless implementation of a SAP-based financial accounting and reporting system. We developed a reusable framework to accelerate transaction processing, streamline financial book closure, and support audit, including Sarbanes-Oxley (SOX) compliance. Infosys implemented a digital media distribution solution for media encoding and asset archival. We transferred terabytes of encoded assets over secure channels. In addition, the digital and physical inventory of an international music label was integrated with the enterprise to comply with regulation. The new IT ecosystem reduced the cost of application services by more than 50% in five years and generated annual cost savings of US\$ 2 million+. The agile business and IT processes enabled the company to operate in digital distribution and product ecosystems. Company Subsidiaries Programs Support Connect with us
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Safeguard digital assets with algorithms

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/industry-offerings/asset-management.html> ----- Overview We reengineer asset management systems to address functionality and performance requirements of the digital media landscape. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need robust IT infrastructure to support diverse assets, formats and modes of consumption. You need to facilitate 'anytime, anywhere, any device' content consumption while monitoring usage. You should optimize core content services to maximize monetization. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Asset Management The Infosys Media and Entertainment practice incorporates automation, machine learning and Artificial Intelligence (AI) for multimedia asset management. Cloud-hosted workflows and process automation boost efficiency across lines of business including motion pictures, television and home entertainment. Our digital solutions improve asset traceability and quality control while simplifying version control of digital content. Significantly, AI technologies enable visual and voice activated search of content libraries. Our integrated Digital Asset Management (DAM) systems enable studios, broadcasters and entertainment networks to localize content, while engaging a global audience with compelling content. Our asset management solutions span backoffice services such as subtitling, captioning, translation, dubbing, metadata translation, and scene enhancement. Infosys offers managed services for end-to-end media supply chain operations, including post

production, editing, content mastering, and cataloging. Our ecosystem for real-time multimedia asset management facilitates on-demand content delivery across platforms and screens / devices. Moreover, it supports content and audience analytics to deliver personalized content, and align marketing programs with content repositories. Our platform transforms static sports assets into a dynamic, value-driven ecosystem to deepen fan engagement and grow revenue. Rich experience in redesigning technical architecture and revamping content processes to monetize assets via subscription, transaction, and advertising business models. Automated workflow integrates content sources, which streamlines ingestion and delivery. Digital transformation of content processes and enterprise systems supports physical as well as digital sales formats. Case Study Film production house implements automated metadata supply chain management system Case Study Multimedia company implements content mastering and delivery platform Article IP algorithms undertake digital rights management Brochure Use blockchain to navigate digital asset management Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Adopt predictive user profiling to delight your audience

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/industry-offerings/audience-experience.html> ----- Overview We evaluate metrics across print and digital campaigns to broadcast relevant marketing and programming content to users. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need visibility into viewership to customize content service. You require a nuanced understanding of customer expectations for content planning and execution. You should enable viewer participation to deliver immersive experiences. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Audience Experience The Infosys Media and Entertainment practice digitizes the content supply chain to provide a compelling audience experience. Our open source analytical platforms enable multidimensional data analysis and visualization for insights and real-time decision support. Moreover, our platforms correlate diverse data streams such as viewership, advertisement engagement, content metadata, demographics, and social interaction. It enables accurate forecasting of audience requirements across sources, forms and formats of entertainment. Infosys implements a robust digital infrastructure to track the customer journey and harness real-time data from interactive television, online and mobile touch points. A modular architecture reduces time-to-market for entertainment portals and asset-specific microsites. Significantly, it helps us apply patented techniques for uninterrupted consumption of multimedia content. Our Artificial Intelligence (AI) and deep learning solutions help consumers mine catalogs and identify

content that matches their interests and context. In addition, AI-powered analytics empowers content producers and distributors to re-format / re-purpose and curate / recommend content for customization. Our platform transforms static sports assets into a dynamic, value-driven ecosystem to deepen fan engagement and grow revenue. Non-intrusive tools track content consumption - what, when, how long, where, and on which screen / device. Analytical platforms ingest media, social and third-party data to provide granular insights into preferences of micro-segments. Patented technology encourages users of interactive television to initiate discussions and set preferences for entertainment. Article Infosys IP frameworks recommend content while streaming high quality VoD Case Study Pay TV service provider becomes more responsive with workforce management solution Blog Entertainment is all about experiences Brochure Engage consumers with immersive media Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Migrate to a cloud ecosystem

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/industry-offerings/cloud.html> ----- Overview Our experts have rich experience in managing Oracle, Google, Microsoft Azure, and Amazon Web Services cloud platforms. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You require a robust technology backbone that supports emerging content delivery models, video on demand services, and streaming of live events. You need to avoid upfront investments while capitalizing on advanced technology. You should ensure uninterrupted streaming of audio and video content to consumers. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Cloud The Infosys Media and Entertainment practice modernizes the IT infrastructure, and migrates enterprise workloads, systems and applications to the cloud. Our scalable cloud platform solutions provide film studios and producers with infinite processing power and capacity for a vast production pipeline. Cloud platforms streamline acquisition, storage, management, and delivery of the growing volume of syndicated and user generated content. Further, it manages spikes and surges in demand for digital content via global distribution. Infosys offers end-to-end managed services for public, private, hybrid, and multi-cloud deployments. Automated data flow enhances performance and responsiveness while facilitating real-time backup. Our cloud ecosystem supports agile methodology, DevOps practices and collaborative content creation. Significantly, it enables data analytics for content personalization, and enhances machine learning capabilities to deliver richer multimedia experiences. Our technology agnostic approach and standardized processes ensure a secure cloud environment. It simplifies management of mission-critical data as well as broadcasting models and platforms for digital distribution. We leverage advanced networking

technologies and encryption mechanisms to comply with data privacy and security requirements. Moreover, our cloud services boost digital marketing for content products. Infosys modernizes core enterprise functions and develops cloud native applications by leveraging strategic partnerships with Amazon Web Services (Premier Consulting Partner), Google Cloud (Managed Service Provider), Microsoft Azure (Global Managed Services Partner), Oracle Cloud (Platinum Partner, Cloud Elite), Salesforce, and SAP Cloud Platform. PoV: Virtual MVPD transforms broadcasting Virtual multichannel video programming distributors are changing the broadcasting landscape with the support of content providers. On-demand infrastructure addresses enterprise requirements - process and store big data, integrate diverse engagement models, and manage revenue streams. Bouquet of 'as-a-service' cloud solutions shift IT infrastructure costs from capex to opex model. Cloud-native tools and services minimize delays and downtime, while supporting diverse devices, operating systems and file formats. Case Study Pay TV service provider implements OTT streaming platform White Paper Consume any content, anytime, anywhere, on any device Blog Game, set and match...data Case Study Music publisher and distributor revamps IT portfolio Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Connected TV Experience

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/industry-offerings/connected-tv-experience.html> ----- Our solution offers an experiential approach to always-on TV. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to grow viewership by catering to traditional linear TV as well as connected and OTT TV audiences. You need to customize content across OTT services and connected user devices. You need to accelerate time-to-market while maximizing return on investment of OTT products. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Media and Entertainment practice offers an Over-The-Top (OTT) TV solution for a rich, connected TV experience. Our solution is a catalyst to navigate the OTT landscape and drive consumption of digital content across streaming and on-demand formats and connected devices. The Infosys OTT TV solution incorporates an adapter architecture and reusable TV application features, which accelerate rollout of OTT services. Our modular components enable content owners and Multichannel Video Programming Distributors (MVPDs) to offer high-quality OTT video streaming services on Apple TV, Roku, Android TV, Amazon Fire TV, iPhones, iPads, Android phones / tablets, and Chromecast devices. Infosys OTT TV solution offers a smarter experience by supporting re-branding and white labeling, dynamic orchestration from a console, and convenient device activation using a companion device or computer. A 'catchup TV' feature provides program schedules of preferred channels, while an advanced search feature allows viewers to filter movies

and TV shows based on genres, actors, and other criteria. Our solution provides a product information page to share details about a series, season and episode. Significantly, the video player functionality includes familiar user controls such as pause, resume, fast forward, and rewind. The Infosys Media and Entertainment practice offers an Over-The-Top (OTT) TV solution for a rich, connected TV experience. Our solution is a catalyst to navigate the OTT landscape and drive consumption of digital content across streaming and on-demand formats and connected devices. The Infosys OTT TV solution incorporates an adapter architecture and reusable TV application features, which accelerate rollout of OTT services. Our modular components enable content owners and Multichannel Video Programming Distributors (MVPDs) to offer high-quality OTT video streaming services on Apple TV, Roku, Android TV, Amazon Fire TV, iPhones, iPads, Android phones / tablets, and Chromecast devices. Infosys OTT TV solution offers a smarter experience by supporting re-branding and white labeling, dynamic orchestration from a console, and convenient device activation using a companion device or computer. A 'catchup TV' feature provides program schedules of preferred channels, while an advanced search feature allows viewers to filter movies and TV shows based on genres, actors, and other criteria. Our solution provides a product information page to share details about a series, season and episode. Significantly, the video player functionality includes familiar user controls such as pause, resume, fast forward, and rewind. Transform broadcast television with a mini guide to browse channels as well as an electronic program guide of linear TV. Customize the user experience based on specifications received from cloud-based Representational State Transfer (REST) APIs Reduce development and integration timelines by up to 50% with reusable reference structures, application frameworks and user interface widgets. Case Study Pay TV service provider grows subscriber base with OTT platform Case Study Digital streaming service provider launches OTT and entertainment services Insight Infosys patented techniques enrich the viewer experience Article Entertainment is all about experiences Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Rationalize bandwidth consumption while accelerating content delivery

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/industry-offerings/content-delivery-network.html> -----

Overview Our experts recommend CDN solutions based on an assessment of specific requirements such as bandwidth needs, location of viewers, content forms, and streaming capabilities. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You require a robust content distribution system to address the growing demand for online streaming and rich media services.

You need to prevent timeout during spikes in traffic and heavy network loads during global sporting events or launch of new shows. You should mitigate security threats on the content distribution network. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Content Delivery Network The Infosys Media and Entertainment practice offers Content Delivery Network (CDN) solutions to ensure uninterrupted streaming of on-demand and live content. Our patented content delivery frameworks address the constraints of network bandwidth in resource-intensive services such as video on demand. Our automation solutions dynamically optimize delivery to minimize load times and boost performance. Our hierarchical CDN approach enhances the audience experience through faster and more reliable delivery of rich multimedia content. Our analytical solutions detect the user environment (device, browser, bandwidth, latency, etc.), and optimize content delivery, minimizing buffering time. Further, we implement multifactor authentication techniques for secure content delivery anywhere, anytime, and on any device. Our cloud partner ecosystem for media services spans Amazon Web Services (Premier Consulting Partner), Google Cloud (Managed Service Provider), Microsoft Azure (Global Managed Services Partner), Oracle Cloud (Platinum Partner, Cloud Elite), Salesforce, and SAP Cloud Platform. Our managed services for the cloud infrastructure rationalize costs while improving the Quality of Service (QoS) for multimedia applications including audio, animation, video on demand, gaming, and live streaming media. Our cloud solutions support archiving and storage requirements to address the content workflows of global operations as well as the scalability required for seasonal traffic. PoV: Virtual MVPD transforms broadcasting Virtual multichannel video programming distributors are changing the broadcasting landscape with the support of content providers. Team of communication network services experts dynamically optimizes the core network and CDN services to manage traffic and boost performance across user devices. Cloud infrastructure ensures quality of service by enhancing capacity, bandwidth, responsiveness, and download speed. Robust authentication methods safeguard identity and ensure secure access, while conserving server resources by addressing cyber attacks. Article Infosys IP frameworks recommend content while streaming high quality VoD Case Study Multimedia company implements content mastering and delivery platform Case Study Pay TV service provider becomes more responsive with workforce management solution Clients Speak Infosys, a partner of choice for DIRECTV Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Deepen fan engagement with predictive analytics

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/industry-offerings/fan-engagement.html> ----- Overview Our analytics-driven ecosystem grows the fan base by encouraging participation inside and outside entertainment venues. Challenges & Solutions Resource

Center Experience Insight Innovate Accelerate Assure Application
Development and Maintenance Business Process Management Consulting
Services Incubating Emerging Offerings Your fans should be able to
consume high-quality entertainment from their seats at the arena, the
comfort of their home, or on any smart device. You need to help fans
navigate entertainment venues, be it seating, refreshment lounge or other
facilities. You should delight fans with 360-degree views, statistics and
reviews during events. Being Resilient. That's Live Enterprise. Digital Core
Capabilities Digital Operating Model Empowering Talent Transformations
Tales of Transformation Industries Services Platforms Infosys Knowledge
Institute About Us Fan Engagement The Infosys Media and Entertainment
practice partners with independent artists, music groups, sports persons /
teams and leagues, and global content enterprises to deepen fan
engagement via physical and digital channels. Our digital direct-to-
consumer solutions combine mobile technology, geo-targeting techniques
and social media feeds to achieve goals: cultivate artist-fan relationship,
generate interest and engage fans before events, deliver immersive live and
broadcast / streaming experience, and enable interaction at every touch
point. Infosys develops online destinations to grow fan clubs, promote
releases and tours, and sell artist merchandise. Our web properties boost
conversion ratio by facilitating rewards and incentives management for
fans / fan groups. Process standardization, templates, reusable features, and
responsive design accelerate turnaround and rationalize cost of
development. Moreover, the integration of disparate data silos enables
predictive analytics to deliver highlights / trailers and statistics based on
interests. Further, it drives online traffic as well as event attendance at
stadiums, music concerts, game shows, and movie theaters. Our fan-centric
ecosystem empowers enterprises to leverage Artificial Intelligence (AI) and
machine learning for accurate fan targeting inside and outside venues. Our
AI-driven solutions modernize stadiums to enrich the experience using
mixed reality, customized stadium advertising, and smart displays. It also
enables enterprises to collaborate with third-parties to enhance loyalty
programs and deepen fan engagement. Success story: Information
management system streamlines multi-lingual operations Infosys integrated
the data structure at a global consultancy practice. It improved data flow
and increased productivity by 5%. Digital ecosystem enables the audience to
enjoy interactive experiences anytime, anywhere. Robust networking
solutions connect elements in the value chain for interaction and support
services. Mobile applications and digital artifacts engage fans, while
growing the social footprint of entertainers / players, sponsors and
organizers. Article Augmented and virtual reality transform entertainment
Blog Gamification: Sharing meaningful experiences Blog Unlock the
monetization opportunity in online gaming Article Our patented
methodology maximizes usage of sports data Company Subsidiaries
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Breathe life into imagery

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/industry-offerings/immersive-entertainment.html> -----

Overview Our data scientists ensure that digital and physical elements in immersive content enhance human interaction. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to capitalize on the blurring boundaries between real and virtual worlds to create compelling content. You should adopt haptic and olfactory technologies to broaden horizons of interactive content. You should integrate interactive technologies and production techniques while focusing on entertainment. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Immersive Entertainment The Infosys Media and Entertainment practice partners with content producers to deliver immersive experiences. We incorporate Virtual Reality (VR), Augmented Reality (AR), mixed reality, and Artificial Intelligence (AI) for immersive entertainment. Our immersive content solutions address the needs of entertainment enterprises (film studios, television networks, music companies, and advertising agencies), publishers and sports leagues as well as industries that need to boost customer interaction for sales/operations (retail, automobile, tourism, fashion, and e-learning solutions). Our Media Experience Factory comprises an 'experience studio' and a 'digital factory' for mobile applications and user engagement. Our cloud platform leverages the convergence of content, gaming and interactive services to drive real-time consumption of digital media. It provides an immersive experience to users exploring new products and services (across industries) or locations (sports, travel and recreation), navigating price discovery (insurance) or packages (home décor), or unearthing content (manufacturing procedures, repair manuals and storage literature). We superimpose, replace, replicate, recreate, and / or simulate physical settings and virtual elements to deliver immersive experiences via smart devices, interactive screens, game consoles, and wearables such as headsets and smart gloves. Our approach enhances location-based content services while deepening real-time personalized engagement in sporting events. Infosys uses patented technology to enhance the quality of content delivery services. Our systems provide immersive experiences across applications, be it videoconferencing, ultra high definition music, or a virtual tour of a theme park. Our platform transforms static sports assets into a dynamic, value-driven ecosystem to deepen fan engagement and grow revenue. Advanced computer-aided techniques dynamically recalibrate content into immersive digital formats to deliver unique experiences. < Responsive artificial intelligence optimizes human factors in spatial computing systems to boost sensory stimulation and make content more engaging. Cloud-based analytical solutions capture and analyze technological, social, ethnographic, and psychological factors driving user-oriented immersive systems. Article Augmented and virtual reality transform entertainment Blog Mission to Mars: New frontiers for media and entertainment Blog Delight sports enthusiasts with smart stadium

Maximize the effectiveness of marketing campaigns

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/industry-offerings/marketing.html> ----- Overview We align digital marketing solutions with the content distribution strategy to drive consumption of video and audio content on connected devices. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to localize sales artifacts and marketing effort based on the product, target audience and launch territory. You should correlate demand and revenue across content genres for targeted marketing. You require actionable insights to maximize returns on marketing investment. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Marketing The Infosys Media and Entertainment practice navigates the multi-screen landscape via digital marketing. Our data-first solutions combine machine learning, artificial intelligence and predictive analysis for personalized marketing. Multi-dimensional analysis improves marketing effectiveness by providing actionable insights into the audience - what they view, when, where, on which device, and with whom they share the experience. Our big data analytics tools offer a nuanced understanding of the audience by classifying customers based on behavior, demographics, gender, viewership, and income, among other criteria. Our visualization dashboards provide ready access to social data (followers, likes, interests, and sentiment), online activity (first and repeat purchases, conversion, and bounce rate) and external attributes such as the credit score. Visibility into the preferences of the global audience as well as social media trends helps advertisers and content creators craft storylines to reach a wider audience while recommending content to each viewer. In addition, predictive insights help sanitize the content supply chain, and create multi-screen / device-friendly branding artifacts / content catalogs. Our cloud-based marketing solutions facilitate acquisition and retention of customers by guiding interaction and engagement. Our template-driven campaign management ensures a single source of truth while accelerating design, development and execution for PCs, tablets, smart phones, gaming consoles, and smart TV. Moreover, standardization empowers digital marketers and online sales teams with self-service tools to manage campaigns across e-mail, web, mobile, and social platforms. Infosys content marketing and recommendation management services include taxonomy definition, metadata capture, tagging, cataloging, content repurposing, and data validation. Our platform transforms static sports assets into a dynamic, value-driven ecosystem to deepen fan engagement and grow revenue. Asset metadata management

and data enrichment solutions simplify localization of assets, marketing strategies and content distribution. Micro-segmentation of the audience and granular content mapping enable cost-effective omni-channel distribution to a global audience. Contextual insights into the audience and tools to measure the effectiveness of campaigns improve the relevance as well as effectiveness of branding /campaigns. Case Study Music company opens revenue streams from digital offerings Blog Unlock the monetization opportunity in online gaming Blog Sense, analyze, engage: How to monetize your fans Article Our patented methodology maximizes usage of sports data Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Mitigate risks of hardware obsolescence

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/industry-offerings/media-function-virtualization.html> -----
Overview Our suite of IP automation tools and accelerators drive faster roll out and adoption of virtualization services. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should replace customized hardware for specialized functionality with flexible and cost-effective alternatives. You need to boost the agility and programmability of content networks. You require a robust system for bandwidth management. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Media Function Virtualization The Infosys Media and Entertainment practice leverages media function virtualization to boost operational efficiency of broadcasters and content distributors. Virtualization eliminates the need for function-specific hardware, while modernizing the broadcast distribution infrastructure. Our software platforms deliver diverse functionalities, including processing, transmission, media network monitoring, and signal processing. Our reference architecture for Software-Defined Networking (SDN) uses open source platforms and tools for uninterrupted delivery of software. Further, it enables mission-critical functions such as content calibration and video transcoding to be hosted as edge computing services, which facilitates network bandwidth and traffic management. Significantly, the use of edge computing resources enhances real-time broadcast and streaming capabilities and delivers immersive viewing experiences while rationalizing costs. A robust broadcast infrastructure and IP-based virtualized services help media companies address high bandwidth entertainment services such as video on demand and live streaming. Moreover, an integrated media function virtualization and SDN ecosystem maximizes IP networks, ensuring low latency in the production and delivery of live content such as sports and news. PoV: Virtual MVPD transforms broadcasting Virtual multichannel video programming distributors are changing the broadcasting landscape with the support of content providers.

Virtualization software defines the functionality of high-tech equipment, while software can be updated / upgraded / modified to change the functionality of equipment. DevOps / NetOps tools facilitate seamless migration of legacy network and bespoke broadcast equipment to IP-based models and Software-Defined Networking (SDN) environment. Edge computing and application programming interfaces dynamically optimize bandwidth utilization. Case Study Transforming entertainment through DevOps Clients Speak Infosys, a partner of choice for DIRECTV Case Study Music company opens revenue streams from digital offerings Brochure Infosys Nia automates contracts analysis Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Infosys Media Platform

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/industry-offerings/media-platform.html> ----- Metadata Management & Workflow Orchestration across Media Supply Chain Providing AI/ML-based, scalable, and cost-efficient media services and solutions Capabilities Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings Lack of cohesion between business units Monetizing archived content globally Localization scale and cost Lack of real-time personalization Scalability and infrastructure costs Highly manual processes with a long time to market Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Infosys media platform capitalizes on current & innovative technologies to facilitate creative collaboration, enable a production on an industrial scale, and monetize customer relationships. The unifying framework integrates the various ecosystems and provides a common platform to deliver services and technology solutions for the media content value chain. The intelligently woven media and metadata management framework uses smart workflows and incorporates machine learning and artificial intelligence to create, manage, moderate content metadata, and orchestrate workflows across different business functions. Additionally, the platform delivers the benefits of productivity, scale, and agility via the cloud and streamlines collaboration between the plethora of partners and technology solutions across the supply chain. The Platform consists of various modules to serve different business functions. The Curation Module provides the master workflow and ingests content from internal archives and multiple sources and includes functions like automated QC, Editing, Review, and Approval, and censor editing. The Archive Digitization module uses AI/ML to create a composite index of frame level, time-coded metadata of recognized elements such as celebrities/known personalities, objects, brands, text, and images along with enabling intelligent Ad spot identification. The Custom AI modeling capability ensures that newly introduced elements such as celebrities, brands, etc. can be continuously trained and recognized. The Localization Module enables

Automatic generation of close captions and subtitles in multiple languages while enabling collaboration across multiple locations and vendors present around the globe. The Platform's Digital Distribution Module has standard workflow models and a state-of-the-art dashboard to enable global distribution to digital platforms at scale. Content Enrichment Leveraging AI models to process video files to generate time coded metadata for post-production and distribution processes. Infosys Media Platform can recognize multiple metadata attributes like celebrities, brands, music, shot changes, text visible on screen and any other objects visible in the video frames. Once the metadata is enriched, this can be used for compliance checks, censor editing or in providing real time metadata driven contextual and dynamic ad-placements. Infosys Media Platform comes with capability to process the audio (dialogs from a video, lyrics from a song, speech from a podcast) and convert the same into closed captions and subtitles. The platform also has built in capabilities to recognize the language on its own and further translate it on demand into 30+ languages without taking any additional processing time. This will help a content provider to distribute content globally with a significant reduction in time to market. Using the video content and speech detection capabilities, Infosys Media Platform can recognize presence of mature content (profanity, violence, gore etc.). The information is provided at the shot level which enables a censor editor to easily review and clip content. Alternately the same information can be used by video players to jump content at run time to provide "demography appropriate" viewing experience. Similar to the capabilities on Video/Music content, Infosys Media Platform has ability to identify various attributes of an image file. A number of image attribute driven actions can be performed using ability to recognize celebrities, brands, emotions, objects and context from a file. A good example could be automated advertising quality review process for publishing ads on an online platform. Or using OCR based text recognition to perform text analytics. Infosys Media Platform comes with capability to manage end to end supply chain of digital metadata creation, updates, packaging and distribution. Driven by smart workflows, the platform can interface with any systems to collect, compare or update metadata; perform automated quality checks and package it in the format requested by third party content consumers. Using natural language processing capabilities of the platform, you can review any string of text (dialogs, lyrics, conversations) to determine the context of the conversation as well as the sentiment. This in turn helps in digital content consumption analytics by adding the dimension of sentiment further improving the personalization and recommendation capabilities.

Benefits:

- Unified media workflows - Connecting various parties in the supply chain for seamless exchange of information and automated update and delivery of metadata
- AI-based metadata generation - To create metadata automatically at scale reducing human intervention and monetize archived content
- Multi-language translations & subtitling - Creating closed captions and converting the same into multiple languages providing localization at scale globally
- 1. Time coded metadata attributes - Generating metadata at a shot level enabling real-time personalized actions and content moderation
- 2. Custom AI models - Providing the ability to train your own AI models for custom object detection catering to business-specific metadata requirements of the customers
- 1. Time coded metadata attributes - Generating metadata at a shot level enabling real-time personalized actions and content moderation
- 2.

Custom AI models – Providing the ability to train your own AI models for custom object detection catering to business-specific metadata requirements of the customers Open source, cloud-based, modular & elastic offering – Bringing operational scalability, functional portability and cost flexibility to the customers Fully automated processes bringing down cost and reducing manual intervention Article Being Resilient: Squeezing More From Media Article How Content Publishers Can Succeed in a Digital-First World Press Release Infosys Recognized as a Leader in IDC MarketScape: Worldwide Automation Services 2019 Vendor Assessment Report NelsonHall Recognizes Infosys as a Leader in Cognitive and Self-Healing IT Infrastructure Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Create user personas to monetize customer data

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/industry-offerings/monetization.html> ----- Overview We implement robotic process automation for subscription, account and order management, which improves accuracy and prevents revenue leakage. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need open new revenue streams by extending the reach of your product portfolio. You require cost-effective fan engagement strategies to maximize revenue generation. You should capture granular customer data and analyze it for brand advocacy and content monetization. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Monetization The Infosys Media and Entertainment practice maximizes content monetization through direct-to-consumer operations and digital platform solutions for Video on Demand (VOD), advertising-based VOD, transactional VOD, and subscription VOD business models. We grow revenue by supplementing subscriptions with advertising, merchandise sales, sponsorship, ticketing, and e-Commerce. Our digital fan engagement solutions minimize dependence on streaming partners for revenue growth by connecting artists, studios, sports personnel, and music labels with fans. Our artificial intelligence-powered analytical solutions combine data from first-party (subscription), second-party (partners) and third-party (social) sources to extract subscriber information and create granular customer profiles. The personas and user profiles are used to repurpose content based on the potential for monetization. In addition, it helps redesign editorial processes for developing personalized content and programmatic advertising. We analyze the revenue of media producers and broadcasters based on diverse parameters including territory, content formats, timeframes, and ratings. Correlation of attributes such as genres, cast, language, and region with revenue facilitates informed decisions to optimize content distribution strategies. Our sophisticated content management platforms and content

syndication frameworks incorporate advanced features, mobile interfaces and responsive design to engage subscribers and drive revenue. Our metric-driven framework measures audience engagement and minimizes customer churn by identifying opportunities for cross-promotions, incentives, discounts, and rewards; personalized content and advertisement delivery; and integration of programmatic ad models. Our platform transforms static sports assets into a dynamic, value-driven ecosystem to deepen fan engagement and grow revenue. Digital fan engagement applications customize the fan experience to grow the audience and find viewers in new regions. Online tools for advocacy management and community development rationalize costs while deepening fan engagement. Infosys Consumer Genome solution creates unique customer profiles across artists, locations, channels, devices, and content genres, enabling precision targeting and monetization through retail, web, mobile, and social channels. Case Study Music company opens revenue streams from digital offerings Blog Sense, analyze, engage: How to monetize your fans Blog Unlock the monetization opportunity in online gaming Brochure Infosys Nia automates contracts analysis Company Subsidiaries Programs Support Connect with us
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Help artists cultivate a fan base

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/industry-offerings/music-media-entertainment.html> -----

Overview Our dashboards simplify reconciliation of revenue and expenditure across content streams and distribution systems. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should maximize touch points to cultivate the artist-fan relationship. You need a digital footprint to grow revenue from concerts and album sales. You require integrated order-to-cash processes and scalable supply chain platforms for global distribution. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us The Infosys Media and Entertainment practice partners with artists, record labels and music companies to track sales in physical and digital formats, and manage contracts, deals, royalty, live shows, and subscriptions. Our data management approach simplifies search based on diverse criteria, and supports on-demand streaming. In addition, it enables users to create and share playlists, and consume content on multiple devices. Infosys adopts a 'site factory' model to create bespoke digital destinations for artists and events. It ensures effective promotion of album releases and music content in movies, TV shows and live performances. We incorporate augmented / virtual reality to promote merchandise, and integrate gamification techniques to attract and engage users. Our approach grows fan clubs, fosters user discussions, and enables content moderation on forums. Our cloud-hosted applications and automated processes enable bundling of music, tours and ticketing, and merchandise. We develop APIs to share catalogs and ensure inventory visibility across artist websites, B2B

stores, tour portals, and partner sites. Integrated processes ensure transparency in sales transactions, licensing agreements and royalty payments, while facilitating timely order fulfillment. We align digital asset management systems with the lifecycle of audio / video content. Significantly, we prevent piracy by using metadata, fingerprinting, blockchain, and <> <>. Our platform transforms static sports assets into a dynamic, value-driven ecosystem to deepen fan engagement and grow revenue. Direct-to-consumer solutions allow artists to connect with fans, engage with a global fan base, and deliver novel experiences. Feature-rich websites, microsites, and online stores attract traffic, and boost sales of labels, concert tickets and merchandise. Robotic automation of sales processes and integration with distribution, inventory and financial systems facilitate shared service models for cost-effective global operations. Case Study Music company implements integrated royalty management Case Study Music publisher and distributor revamps IT portfolio Case Study Music company opens revenue streams from digital offerings Case Study Sense, analyze, engage: How to monetize your fans Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Tap into the global talent pool of content creators

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/industry-offerings/over-the-top.html> ----- Overview Our AI-driven data solutions help OTT enterprises enhance at-home and on-the-go experiences. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should provide viewers with a broader spectrum of video content services compared to over-the-air broadcast TV entertainment networks. You need to produce engaging content that matches the standards of commercial studios and production houses. You should customize entertainment by sensing audience preferences across content, formats and devices. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Over-The-Top The Infosys Media and Entertainment practice partners with Over-The-Top (OTT) service providers to distribute on-demand content. Our services span the video content value chain across genres, delivery platforms and forms - long-form content (movies and TV shows), live (sports and travel), short-form (advertisements and features), and original OTT content. Our solutions cater to the demand for streaming content by eliminating constraints in content generation and distribution, while ensuring quality of service. We support diverse business models including Video on Demand (VOD), advertising-based VOD, transactional VOD, and subscription VOD. We integrate core video platforms such as Ooyala with multiple content sources and create multi-platform TVE apps for end-to-end OTT service. Infosys leverages digital technologies to connect

content owners, creators and consumers. It helps OTT service providers make and market high-quality, compelling content, and grow market share from linear programming. Digital tools optimize the price of live and on-demand services, while enabling free access to user-generated content by offsetting costs through immersive advertising. Our approach reaches out to audiences with content produced by professional as well as amateur creators. Significantly, our IP digital rights management systems control access to exclusive content. Our data scientists incorporate artificial intelligence into the OTT ecosystem of incumbents as well as start-ups to enhance content creation, distribution, monetization, and consumption. Insights into what viewers expect, how they interact with content, and when and where they view it enable personalized programming wherein viewers recommend actors for specific characters or navigate the plot. Our platform transforms static sports assets into a dynamic, value-driven ecosystem to deepen fan engagement and grow revenue. Digital technology stack ensures seamless delivery over-the-top of traditional distribution channels while supporting flexible content, customer and pricing strategies. Collaborative content ecosystem enables co-creation of exclusive OTT content with professional contributors and communities on social platforms. Artificial intelligence (AI)-powered analytical systems provide insights into user expectations and also drive recommendation services. Case Study Digital streaming service provider implements OTT platform Article Infosys IP frameworks recommend content while streaming high quality VoD Blog 5G networks boost media services Blog Entertainment is all about experiences Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Ensure accurate and timely royalty payment

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/industry-offerings/royalty-management.html> ----- Overview Our solutions for tracking and analyzing usage, payment and relevant data mitigate risks in royalty management. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need visibility into royalty to manage collections. You require a robust financial system to prevent revenue leakage. You should closely monitor trademarks, rights and licenses for efficient royalty management. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Royalty Management The Infosys Media and Entertainment practice enforces royalty management for artistic, literary and musical assets. We combine emerging technologies to address the challenges in managing trademarks, copyrights and usage in accordance with license, sublicense, contract and trade arrangements to produce / publish, reproduce and distribute multimedia assets. We apply patented systems to embed digital rights and protect products from unauthorized use

and distribution. Infosys implements a blockchain network to connect the asset owner and supply chain partners. The blockchain tracks ownership while ensuring transparency in order processing and royalty accounting. Further, it streamlines royalty administration by enabling granular reporting and prompt reconciliation of accruals. In addition, smart contracts help record labels, movie studios, distributors, and artists improve digital rights management across content consumption models. Our royalty management programs support large transaction volumes from diverse channels. We ensure visibility into production, advertising and distribution costs, which enhances the accuracy of royalty statements and settlements. Significantly, our approach maximizes utilization of assets and simplifies revenue sharing. PoV: Virtual MVPD transforms broadcasting Virtual multichannel video programming distributors are changing the broadcasting landscape with the support of content providers. Centralized digital repository simplifies identification, verification and audit of royalty revenue. Robotic process automation ensures accurate accounting and reporting of royalties, be it on percentage of gross sales, a fixed amount per sale, or a portion of net sales. Automation of the contract-to-cash process enables compliance with payment terms, deductions, penalties, and indemnity clauses, thereby, minimizing disputes and litigation. Case Study Music company implements integrated royalty management Brochure Infosys Nia automates contracts analysis Blog Unlock the monetization opportunity in online gaming Clients Speak Infosys, a partner of choice for DIRECTV Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited
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Offer a seamless multi-screen experience

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/industry-offerings/screen-convergence.html> ----- Overview Our multi-screen content approach delivers immersive entertainment to wired consumers as well as cord-cutters and cord-nevers. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You should transcend traditional content strategies to address the convergence of technology, entertainment and user generated media. You should encourage the deployment of second screens and 'companion' devices. You should leverage high speed connectivity and low latency of mobile networks to boost reliability of media and entertainment services. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Screen Convergence The Infosys Media and Entertainment practice partners with content creators and distributors to explore opportunities for screen convergence. We enable 'TV Everywhere (TVE)' and on-demand entertainment by ensuring uninterrupted streaming to connected spaces - homes, stadium, conference rooms, vehicles, things, and devices. Infosys integrates data from

telecommunication / internet protocol networks and devices with digital product catalogs and content inventories. It ensures instantaneous access to live and recorded audio-visual content anytime, anywhere, on any device, including desktop computers, laptops, tablets, smartphones, games consoles, and television. Our platform-agnostic ecosystem supports content personalization and monetization of multimedia offerings. We focus on interoperability of systems to boost quality of service and deliver immersive experiences across devices and platforms. Further, seamless integration enables simultaneous media consumption on diverse devices. For example, a viewer watching a live tennis match on TV can enhance the experience by watching a replay from a vantage camera angle on a virtual reality headset. Our bouquet of patented systems enhance the viewing experience of multimedia applications by simplifying content discovery and access. Our IP tools evaluate network conditions, the media format, and the mobile device prior to streaming a broadcast or interactive content. Our platform transforms static sports assets into a dynamic, value-driven ecosystem to deepen fan engagement and grow revenue. Automation and digital processes support conventional media, over-the-air, over-the-top, and social sharing platforms for content production and distribution. Analytical solutions provide insights into media consumption for informed decisions to improve multi-screen distribution. Artificial intelligence and machine learning-based solutions optimize bandwidth and resource utilization, and enhance content delivery. Blog 5G networks boost media services White Paper Consume any content, anytime, anywhere, on any device Feature Infosys powers Barclays ATP tennis experience on PlayStation®VR Blog Mission to Mars: New frontiers for media and entertainment Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Use algorithms to manage datasets

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/industry-offerings/sports.html> ----- Overview Our patented data solution manages dynamic data across player and viewer touch points. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You need to sustain interest in sports beyond specific sporting events. You require a robust system to manage and interpret historical and real-time data. You should maximize interaction between sports persons and viewers to cultivate loyalty among fans. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Sports The Infosys Media and Entertainment practice combines big data analytics, Artificial Intelligence (AI), and mixed reality to deliver a superior experience for fans, players, professional bodies, authorities, event partners, and the media. Digital integration connects stakeholders, which enriches the sports ecosystem to

tap into new audiences and deepen fan and sponsor engagement. Our data solutions unify player, sport and customer data residing in disparate databases, such as scoreboards, ticket and merchandise sales, loyalty programs, and social media interactions, into a single version of the truth. It facilitates geographic, demographic and psychographic micro-segmentation of the audience, and performance-based ranking of players. AI-powered analytical tools consume data to provide actionable insights that drive dynamic pricing for sports franchises, advertising strategies, contracts and sponsorship fee structures, and stadium and television rights. Further, it correlates data points such as media coverage and promotional effectiveness of premier sports leagues. Infosys develops mobile applications, and integrates digital tools and social media widgets into websites for real-time access to live games, streaming of related content, and expansion of social footprint via updates, highlights, polls, and conversations. Our apps enhance visibility of players and sports associations. In addition, it enables players to plan participation, organize travel and non-game day events, and connect with fans and teammates. We use augmented and virtual reality to enhance the in-stadia experience and simulate the experience on mobile devices. Our AI-powered data ecosystem provides fans with nuanced insights into different games and professional sports, thereby increasing the appeal of events and players. Simultaneously, statistical analysis, video analytics and predictive insights help sportspersons prepare for matches and improve performance. Our platform transforms static sports assets into a dynamic, value-driven ecosystem to deepen fan engagement and grow revenue. Holistic approach replaces cyclical interest during professional leagues with a long-term framework to better manage contracts and budgets. Data analytics solutions harvest and analyze large volumes of data and present predictive insights via interactive dashboards and mobile apps. Open source platforms keep players, teams, coaches, sponsors, organizers, and fans connected, thereby increasing the fan base and opening new revenue streams. Article Our patented methodology maximizes usage of sports data Blog Game, set and match...data Feature Infosys powers Barclays ATP tennis experience on PlayStation®VR Blog Delight sports enthusiasts with smart stadium technology Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited =====

Create content for mobile, digital and social media

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/industry-offerings/studios.html> ----- Overview Infosys Nia, our artificial intelligence platform, enhances the user experience with voice-based digital assistance. Challenges & Solutions Resource Center Experience Insight Innovate Accelerate Assure Application Development and Maintenance Business Process Management Consulting Services Incubating Emerging Offerings You require advanced workstations to address rich media requirements - from pre-production to post production. You need to produce content that can be consumed anywhere, anytime, on any device. You should leverage the ubiquity of smart devices and high-speed mobile

networks to grow the business. Being Resilient. That's Live Enterprise. Digital Core Capabilities Digital Operating Model Empowering Talent Transformations Tales of Transformation Industries Services Platforms Infosys Knowledge Institute About Us Studios The Infosys Media and Entertainment practice upgrades the IT infrastructure of film production studios for superior multimedia content management. We leverage robotic process automation, machine learning and cognitive intelligence to address challenges during content production. A digital foundation helps studios generate compelling content across genres, for diverse audiences and platforms. We leverage Artificial Intelligence (AI)-led automation to improve the efficiency and accuracy of labor and time-intensive repetitive tasks such as editing and metadata management. Further, automated workflows streamline content processes including ingestion, mixing, meta-tagging, cataloging, archiving, and retrieval. The Infosys Digital Factory facilitates content tagging and development of digital storefronts to monetize content catalogs. Our AI-based solutions enhance content quality and accelerate content generation by eliminating human intervention in activities ranging from video / speech-to-text conversion to compatibility testing for technical standards and user devices. Significantly, AI tools boost productivity and augment the skills of production and scheduling teams. We implement media-agnostic systems, advanced taxonomy and digital interfaces for ready access, conversion and distribution via heterogeneous devices and delivery formats. Our template-based approach to migrate assets in diverse media formats to digital asset repositories eliminates data loss. In addition, we develop direct-to-consumer channels for film producers to enter new markets. Infosys has invented a digital watermarking mechanism for copyright protection. Our robust algorithms embed watermarking in the original content and can be retrieved even after the content is transcoded for end user devices. PoV: Virtual MVPD transforms broadcasting Virtual multichannel video programming distributors are changing the broadcasting landscape with the support of content providers. 3D visualization and simulation tools optimize equipment and layout for high definition production, surround sound recording, editing, and mixing. Mobile-first approach boosts average consumption and usage of audio / video content. Direct-to-consumer platforms, e-Commerce, and genre-specific web portals ensure marketing effectiveness. Case Study Film production house implements automated metadata supply chain management system Case Study Multimedia company implements content mastering and delivery platform Clients Speak Infosys, a partner of choice for DIRECTV Blog AR and VR in the real world Company Subsidiaries Programs Support Connect with us Copyright © 2024 Infosys Limited

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Broadcast quality content in real time

----- Article source ----- <https://www.infosys.com/industries/media-entertainment/industry-offerings/tv-radio.html> ----- Overview We create a data ecosystem to detect / predict faults in distribution or transmission and

address quality issues. Challenges & Solutions Resource Center Experience
Insight Innovate Accelerate Assure Application Development and
Maintenance Business Process Management Consulting Services Incubating
Emerging Offerings You should prevent erosion of market share by internet
and over-the-top (OTT) video platforms. You need to address the constraints
of linear formats and preset schedule. You require visibility into content to
maximize usage Being Resilient. That's Live Enterprise. Digital Core
Capabilities Digital Operating Model Empowering Talent Transformations
Tales of Transformation Industries Services Platforms Infosys Knowledge
Institute About Us TV and Radio The Infosys Media and Entertainment
practice empowers TV and radio broadcasters to meet the demands of a
global audience. We integrate Artificial Intelligence (AI) tools into media
management systems to boost functionalities of AM / FM and satellite radio,
national and local TV networks, and cable and satellite operators. Our
patented systems customize the viewing experience, while Infosys Nia, our
AI-driven chatbot, simplifies search and retrieval of content. Our cloud-
based machine learning algorithms can be trained to adapt content
processes for specific user groups, programming requirements or quality
standards. A digital ecosystem enables media enterprises and distributors to
broadcast live multimedia content and redistribute / repurpose content for
devices and audiences. It maximizes network bandwidth utilization, while
boosting productivity of journalists and program editors. AI tools identify
audio / visual content that may be restricted / sensitive or does not meet
regulatory requirements, which helps muting / blurring / sharing of
advisories during transmission. Besides, AI solutions simplify indexing and
support content refresh, transcription and translation. Our communication
and networking experts have rich experience across signal processing
technologies and audio-video codecs. It helps us convert analog source
materials into digital formats, and transmit analog and digital signals with
minimal signal loss. Our solutions minimize video latency, driving
uninterrupted consumption of live and archived content. The Infosys service
catalog for ad monetization spans campaign planning, monitoring and
optimization to yield management. Our intelligent ad insertion tool
dynamically inserts contextual ads based on multi-dimensional data,
including user attributes and the device - mobile, desktop, smart TV, game
console, or tablet. Success story: Information management system
streamlines multi-lingual operations Infosys integrated the data structure at
a global consultancy practice. It improved data flow and increased
productivity by 5%. Data-oriented ecosystem strengthens facilities-based
infrastructure for content creation, aggregation and distribution. Multi-
screen synchronization enhances the consumer experience while improving
distribution bandwidth. Digital repositories with intuitive search enable easy
retrieval of newly ingested and archived content. Case Study Pay TV service
provider implements OTT streaming platform Case Study Multimedia
company implements content mastering and delivery platform White Paper
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