

Business Process Management Practice

The Infosys BPM-EAI practice is uniquely positioned to cater to its client's Business Process Management (BPM) needs. Today, Infosys BPM consultants collaborate with diverse clients across banking, retail, manufacturing, healthcare, airlines and other industry verticals.

The Infosys Difference

Infosys has a dedicated BPM Practice with specialized BPM Consultants providing consulting and implementation solutions. Infosys' delivery accelerators enable faster and effective implementation of projects and its strategic alliances with product vendors further strengthen BPM delivery excellence.

The Infosys BPM practice differentiates itself through the following unique offerings:



InPRIME is Infosys' Business Process Requirements & Investigation Methodology that establishes formalism and best practices in the area of defining BPMS requirements while aligning business strategies to the operational processes. The methodologies provide a prescriptive approach and a set of Meta Models to derive BPMS requirements from business strategies. InPRIME delivers faster and reliable BPMS solutions by enabling the business analysts to translate business requirements into effective BPMS solutions.



Globalization and dynamic market conditions drive the need for reliable and cost-effective outsourcing models for enterprises. The BPM CoE is a mature offering from Infosys that guides organizations to establish well defined enterprise-wide BPM objectives and its alignment with business strategy. It enables cost control by utilizing centralized expertise, standardizing processes, frameworks and BPM tools usage across the enterprise. Its proven practices on governance and reuse result into on-time and accelerated delivery of BPM projects. Organizations can further reap the benefits of BPM CoE offering through effective usage on Intellectual Property in various areas of BPM strategy and projects execution leading to higher and predictable ROI on BPM investments.

BPM Product Footprint



Infosys has strategic alliances with major product vendors in the BPM space - Savvion, Fujitsu (iBPM), TIBCO, Oracle, Cordys, IBM, Webmethods, FairIsaac Blaze Advisor, SAP, Microsoft and Oracle.

Solutions

Integrated Competency Center Framework

The ICC Framework developed by Infosys helps organisations achieve better business value from integration investments, which helps clients realise the benefits of better business value, greater scalability, increased flexibility and lower total cost of ownership.

Infosys has collaborated with product vendors to develop solutions in banking, manufacturing, retail and other industry verticals. Some industry vertical-specific solutions in the banking domain are:

New Account Opening (NAO) Solution: This solution allows faster onboarding of customers and quick modifications to business processes and rules enabling implementation of regulations & compliances, thereby providing agility, increasing operational efficiency and leading to a shorter time-to-market.

Know Your Customer (KYC) Solution: This solution enables financial services firms with a global/regional presence to onboard clients, comply with all related regulatory requirements and manage client information effectively.

Success Stories

Case Study 1

A world leading airline faced a situation with manual workflows leading to inaccuracy and inflexibility in managing workforce forecasting and planning. Infosys collaborated with the client on a combined BPM-BRMS technology solution to improved customer service, reduction in headcount and improvement in work shifts and schedules.

Case Study 2

A world-leading independent distributor of office equipments needed an automated system for its sales application and the capability to tap synergies across lines of business. Infosys partnered the client to implement a BPM suite integrated with other systems, creating a robust web sales order system, which enabled the client to reduce order processing time from days to minutes.

Case Study 3

A leading diversified US-based healthcare benefits company needed to build a highly flexible web-based application on top of the legacy system. Infosys performed the rules harvesting and implementation of business rules which reduced the time taken for case installation and onboarding new clients from months/weeks to a matter of minutes.

Allied services

Business Consulting

Provides you with strategic differentiation and operational superiority, assessments, proprietary industry analyses & projects structured around beating the competition.

Enterprise Solutions

Our Enterprise Solutions help you automate your value chain using off-the-shelf packages. Our solutions span ERP, CRM, SCM and EAI. They help you to mitigate your risks, achieve faster returns and lower TCO.

Trading & Risk Management

Provides deep business process knowledge with cutting edge technological capabilities to optimize information sharing, minimize exposure, and integrate business processes in trading operations.

Enterprise Application Integration

Make the whole of your IT applications much greater than the sum of its parts. Infosys can leverage the Global Delivery Model (GDM) to deliver immediate and dramatic productivity growth like no one else can.



For more information, contact askus@infosys.com

About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

For more information about Infosys (NASDAQ:INFY), visit www.infosys.com.