INFOSYS
APPLIED AI

Infosys®

Navigate your next

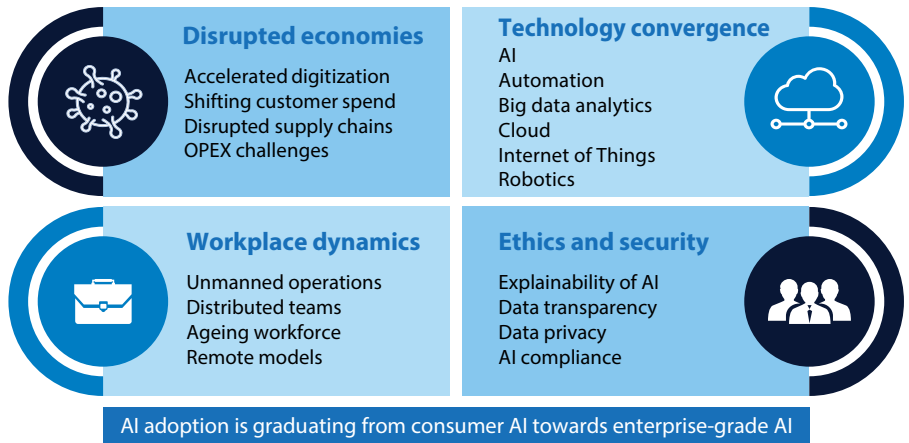## An integrated offering for enterprises to scale and future-proof AI-powered transformation

Digital giants as well as new-age AI startups and innovators have been harnessing the power of data and growing their AI investments to offer cutting-edge experiences. Traditional enterprises, concerned about being left behind, have begun smaller initiatives to implement AI powered by easy access to next-gen compute power, datasets on cloud to train ML models, and consumable AI-based services.

Today, AI is helping these enterprises get measurable benefits. As they look to the next step, i.e., reimagining processes and capabilities, they want to bring AI to the core of their digital and cloud acceleration initiatives. But this shift poses unique complexities. Many enterprises struggle to integrate AI with their core, scale and democratize it efficiently across the organization, deploy cognitive intelligence in an ethical, explainable manner, and retrain their workforce. Unlike digital natives who are primed to take advantage of lean ecosystems and agility when adopting new technology, traditional enterprises grapple with the high cost of change brought on by the burden of legacy. This makes it difficult to adapt to new business models and respond to market trends. Some of the top obstacles faced by such companies when scaling AI are:

- Assessing the return on investment beyond proofs of concept (POCs)

- Handling legacy systems and inefficient business processes

- Shortage of the right skill/talent

- Governance, regulations, explainability, and trustworthiness of AI

As incumbents find ways to expand their AI pilots to improve customer experience and processes, they must discover more ways in which AI can be applied along the value chain. Now, more than ever, enterprises are at an inflection point to build, scale and future-proof their AI-powered advantage.

The second AI inflection point is here.

Disrupted economies
Accelerated digitization
Shifting customer spend
Disrupted supply chains
OPEX challenges

Technology convergence
AI
Automation
Big data analytics
Cloud
Internet of Things
Robotics

Workplace dynamics
Unmanned operations
Distributed teams
Ageing workforce
Remote models

Ethics and security
Explainability of AI
Data transparency
Data privacy
AI compliance

AI adoption is graduating from consumer AI towards enterprise-grade AI

Infosys applied AI: Enterprise-grade AI at your fingertips

Infosys applied AI is an integrated offering that merges AI, cloud and analytics to create new solutions and perceptive experiences for enterprises while managing risk. The integrated offering provides a comprehensive roadmap to scale enterprise-grade AI for the business. It supports organizations in strategically using data harvested over several decades to train and build new models and supplement it with data from the existing ecosystem. All this is done while using open source and cloud technologies to develop industry-specific and enterprise-scale AI services.

Taking it further, Infosys applied AI cloud, a part of Infosys Cobalt, enables businesses to readily access AI hardware and software on private/public cloud as highly contextualized platform services. Organizations can also deploy AI algorithms locally on any device using Infosys Edge AI.

Our proven methodology acts as a blueprint to help companies simplify AI adoption so they can reap tangible benefits that include the ability to:

- **Offer perceptive and differentiated experiences to all stakeholders** – Our growing catalog of solutions apply AI and analytics to discover value and

create new operating and business models

- **Enable efficiencies at unprecedented levels** – Infosys applied AI Cloud provides AI hardware and software stacks across private and public clouds as platform services. This allows clients to safely future-proof their AI investments.

- **Reduce reputational and performance risks** – We help businesses comply with global standards for data security, application safety, and bias management through explainable and ethical AI adoption

Infosys applied AI offerings

Maximizes value for clients by incubating and industrializing AI
Addresses real-world problems and creates tangible impact through adoption at scale

Democratize

- Strategically use data harvested over time
- Deep knowledge of client and industry contexts
- Mainstream AI adoption across the enterprise
- Library of cognitive business solutions, services and platforms
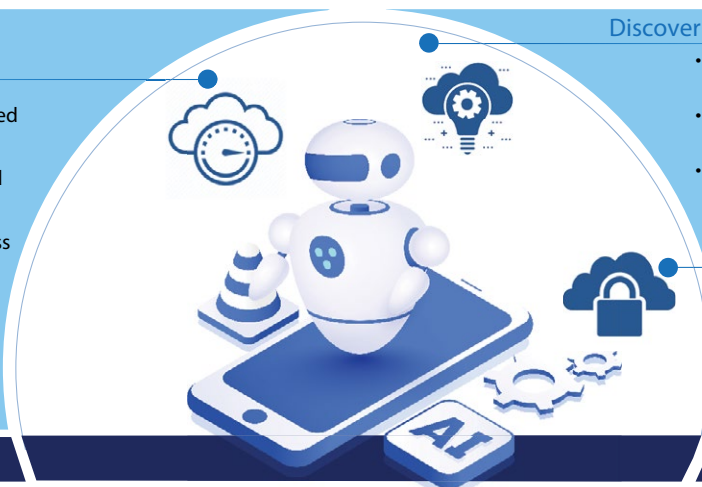- AI-as-a-Service and Edge AI

Discover

- Assess and discover the true potential of AI for your enterprise
- Identify the right use cases where AI can make an impact
- Uncover actionable insights from existing data capital and build a strong AI foundation

Derisk

- Get responsible AI from development to deployment
- Digitally reskill talent to promote seamless human-machine co-working

Powered by Infosys applied AI Cloud

Enabled by a dynamic ecosystem

Discover innovative applications for AI across the value chain

Infosys applied AI gives enterprises ready access to a growing portfolio of indigenous AI solutions so they can easily solve business problems. With this, enterprises can uncover actionable insights from their own data estates, open-source data and curated data exchanges on the cloud. It also helps them build new AI models and use cases for the organization. With a robust applied AI maturity assessment framework, businesses can benchmark their current level of AI maturity against industry and regional peers. Further, it enables them to better understand the qualitative and quantitative benefits of executing best practices.

Democratize AI by efficiently accelerating and scaling AI enterprise-wide

Infosys applied AI provides enterprises with AI frameworks and solution accelerators for document digitization, computer vision, conversation agent, bot automation, IT operations, and modernization. This enables enterprises to help build their AI cloud, access open-source AI software-as-a-service on their hybrid cloud infrastructure, and harness edge AI capabilities. This works in tandem with any hyperscale cloud provider services for greater choices in future. Businesses can also leverage a range of cognitive automation services and platforms such as Infosys Cognitive Automation Studio on the fly to meet their needs.

De-risk enterprise AI for robust security, quality assurance and risk mitigation

Infosys applied AI comes with a rich ecosystem of consortiums and regulatory bodies that drive AI directives. This ensures that implementations are compliant with regulatory and security norms. It also includes analytics model interpretability, bias detection and continuous performance monitoring across all lifecycle stages from development to deployment and use. In addition, the Infosys digital learning platform supports reskilling so employees can evolve into makers of AI. This helps businesses mitigate the talent risks that AI poses to the traditional workplace.

Discover

Define AI
- AI maturity assessment
- Technology-enabled process discovery
- Value assessment and business case creation
- Technology roadmap

Democratize

Enable AI
- AI and Automation CoE set-up
- Change management consulting
- Digital enablement services

Accelerate AI
- Infosys Enterprise AI Platform
- Implementation and operation at scale
- Pre-built platforms and solutions
- AI engineering lifecycle

Innovate AI
- AI Living Labs
- Ecosystem listening post
- Incubation-as-a-service
- Edge AI services

De-risk

Responsible AI
- Portfolio maturity and risk assessment
- Technology assessment and implementation
- Model validation services
- Governance and process standardization

AI Store | AI Cloud | AI Academy | AI Living Labs | Cognitive Automation Studio

Infosys differentiators

When scaled enterprise-wide, AI must be integrated into the enterprise's core legacy systems. With years of experience in maintaining the IT landscapes of our clients, Infosys has gained deep knowledge in integrating emerging AI technology with legacy mainframes.

Infosys applied AI also provides wide support through AI cloud, AI living labs, AI store and AI Academy to handle the complex transformation needs of businesses:

- **AI solution/platform portfolio** – Our portfolio of indigenous AI solutions helps businesses solve problems through connected and autonomous offerings, cognitive automation services and AI-first platforms

- **AI Cloud** – This brings open-source AI software as a service on clients' hybrid cloud infrastructure. It is complemented by a library of cognitive business services, connected autonomous devices, models, datasets, open source-based frameworks, tools, and platforms that drive AI democratization.

- **AI Living Labs** – These applied AI living labs are the perfect environment for clients to co-create fit-for-purpose solutions by innovating, experimenting and expanding with a global reach. Through this, Infosys orchestrates offerings and joint solutions from startups, academia and over 30 leading providers of intelligent automation, AI solutions, data solutions and enterprise security. We also provide digital pods for client innovation and delivery.

- **AI Academy** – The AI academy consists of several specialized and hybrid centers of excellence (CoE) dedicated to address the needs of the clients and create innovative solutions based on emerging technologies and trends. The academy acts as a catalyst across all the service lines, ensuring that automation is driven from the grassroots level.

- **AI Store** – The AI store contains pre-curated and ever-increasing assets consisting of AI tech services, platforms, business services, and AI solutions. It is coupled with digital enablement platforms with anytime, anywhere, and any device learning capabilities and an experimentation platform containing crowd-sourcing of models.

- **Infosys Cognitive Automation Studio** – Infosys Cognitive Automation Studio is a patented framework for creating intelligent digital workers. It is an intuitive platform that helps transform the entire backend ecosystem through intelligent and customizable automation. Designed to amplify the potential of existing assets, Infosys Cognitive Automation Studio frees the human workforce to focus on creative and productive work that can help differentiate the business.

AI innovation accelerated by Infosys capabilities

25,000+
AI professionals

14,000 +
reusable bots

5000+
AI use cases

200+
industry cloud-first solution blueprints

50+
platforms and solutions

50+
AI templates

50+
digital courses for employee reskilling

25+
AI services on Infosys applied AI Cloud

Success stories

AI-powered innovations developed by Infosys in collaboration with the French Tennis Federation for The French Open helped tennis fans enjoy game analytics. Players and coaches could benefit from coaching insights while journalists could access highlights and match synopsis in their natural languages. Learn more

A medical device manufacturer used automation technologies to not only improve processes, but also connect with customers more closely. Learn more

Infosys Autonomous System Platform is driving India's first-ever project on autonomous buggies – a commercially viable solution for controlled environments. Learn more

A leading communication services provider used Infosys applied AI to create a machine learning workbench for data engineers to collaborate, deliver, and industrialize a catalog of real-time enterprise-wide business solutions. Learn more

An American bank leveraged one of our indigenous solutions to create an NLP-based expense claims management mobile app.

Infosys re-designed a global supply chain by merging four disruptive technologies to enable a fully automated trade management process for an Australian steel reinforcing supplier in partnership with a leading Australian bank.

Infosys applied AI helped a machinery manufacturer analyze warranty claims patterns to eliminate bias from its datasets and processes before reengineering and automating the claims approval process.

Future proof and scale your AI investments with Infosys applied AI. Visit us to discover more or write to us here.

For more information, contact askus@infosys.com

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