Hatch: Smartly reengineering our world for good

Hatch is a global engineering, project delivery, and professional services firm. Whatever clients envision, their teams design and build. With over six decades of business and technical experience in the mining, energy, and infrastructure sectors, they understand clients' business challenges. They respond quickly with solutions that are smarter, more efficient, and innovative. They draw upon their 10,000-strong staff, with experience in over 150 countries, to challenge the status quo and create positive change.

As a digitally mature organization, Hatch is continuously investing into and innovating with integrating AI, data analytics, and automation for engineering and project management processes. With a strong foundation laid for robust systems and processes along with reliable data, Hatch started to accelerate their decision-making and to optimize operations by leveraging gen AI responsibly at enterprise scale. They invited Infosys to partner with them on this journey.

As an example of progress made early on as they navigated the enterprise AI landscape, Hatch leveraged AI-powered virtual assistants and agentic AI to amplify their engineers, boost their productivity and enable them to resolve queries faster. These AI-based solutions integrate seamlessly with Hatch's existing systems, ensuring efficient project delivery.

On a related front, Hatch's leading AI work for brownfield assets is allowing them to digitize their existing infrastructure using photogrammetry and lasergrammetry technologies to produce the corresponding intelligent 3D models and digital twins.

"Our strategic vision for enterprise AI leverages the benefits of the technology but ensures that all decisions regarding our engineering work are made by capable human staff. Enterprise AI is a robust enabler that we use to provide additional benefits and cost efficiencies for our clients. We are leveraging Infosys' services and pioneering research in AI to help us achieve these goals."

– Maurice Tayeh, Global Chief Information Officer, Hatch