



Infosys Transforms and Innovates Across Multiple Fronts

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IDC's Quick Take

On August 2, 2019, [Infosys](#) held an analyst day event in its flagship Technology and Innovation Hub in Indianapolis, Indiana. The company focused much of the content of the day on its growing U.S. onshore presence, internal human capital innovations, and strong partnership with SAP.

Event Highlights

Top leadership for Infosys provided updates on the investments that Infosys was making in its talent acquisition models. This transformation is being led by its vision to position Infosys as a "Live Enterprise" with its employees positioned at the sensing-feeling-responding core of the company.

In addition to its prior commitment to hire more than 3,000 workers in Indiana by 2023, Infosys also revealed that it has made a major jump in its hiring of recent college graduates from fewer than 15 in 2016 to having hired more than 10,000 college graduates since announcing this commitment in May 2017.

Infosys recognizes that the digital transformations that the global economy has gone through in recent years has brought about a need for skill sets that lie in the traditional liberal arts departments of college campuses. While the need for STEM skills is not going to go down, the demand for skills such as empathy, creativity, learnability, and problem solving that are often found in the liberal arts arena will supplement the traditional science and technology skills that Infosys traditionally has offered to its clients.

Infosys presented its view that generalists with broad-based skill sets will be key contributors not only to its continued growth but also to clients that seek out Infosys as a partner to retool their skilled workforces. Workers will more likely see their different skill sets being applied based upon the project that they get assigned to. The idea of being lifelong learners where new skills are picked up as needed to fulfill the needs of changing workplaces becomes the new reality.

Another major theme for the day was spent in various Technology Showcases. Virtual reality (VR) demos were given that highlighted Infosys' strong integration with SAP's Intelligent Enterprise solution stacks in the consumer product goods (CPG), life sciences, and automotive verticals.

Infosys showed off its technology chops with newer technologies such as 3D printing and augmented reality in showing off a fully functional 3D-printed aircraft turbine engine with an augmented reality-based digital twin application to monitor engine performance. It paired the application with advanced analytics to accurately monitor and forecast engine performance.

In another showcase demo, Infosys took the concept of mobile banking to a whole new level of reality with the demonstration of a drone that was capable of securely delivering currency from a bank to a

customer. The use of facial recognition to securely recognize the recipient of the cash via a smartphone allowed the drone to open the secure compartment that housed the cash.

IDC's Point of View

Workforce Transformations

The big idea of the day is that Infosys is wrapping its head around the changing workforce skills that modern digitally transformed organizations are needing. Infosys is showcasing itself as a leader in the workforce transformation arena by transforming itself to be able to provide the sort of skills that the market is demanding. Infosys does this through a creative reimagining of its workspaces, workforce, and work classification that results in its employees adopting a mindset of lifelong learners.

The workspaces are transformed by using agile, experiential, and immersive technologies that provide an environment for rapid prototyping, seamless collaboration across departmental boundaries, and co-creation capabilities with their partners.

The talent pools that it is drawing upon to fill its needs has widened to incorporate different areas than it has previously utilized. Expanding from the typical engineering and business colleges to start sourcing qualified employees in the liberal arts and community colleges has allowed it to fill those hard-to-fill positions.

Infosys recognizes that the way work is classified today is being transformed by the technologies that are being employed by workers of all classifications. It recognizes and properly classifies work as no longer being the exclusive domain of blue collar or white collar jobs. Instead, they recognize the formula of human beings plus gig technology plus machines equals "new collar" jobs.

Ray Kroc, the genius behind the explosive growth of McDonald's from the 1950s thru the early 1980s had a saying that really encapsulates Infosys' view of learning. He said, "When you are green, you are growing. When you are ripe, you rot." That sort of a mindset is the exact outcome of Infosys' declaration that its workforce has adopted the culture of being lifelong learners. This cultural adoption gives Infosys the capability of having a bench that is flexible enough to tackle its clients' ever-changing needs.

Cybersecurity Talent

In real estate, they say that location matters. Infosys also recognized this and is striving toward providing the right mix of onsite, onshore, and nearshore talent that organizations are demanding today. Managed security service providers like Infosys are better able to provide the follow-the-sun type of coverage with proper local threat intelligence insights when they can source their cybersecurity talent needs from a local talent pool.

Locally to the Indiana market, Infosys is wisely building out partnerships with Purdue University to acquire those hard-to-find cybersecurity professionals that Infosys needs to secure its clients' infrastructures. Some of the topics that the estimated 2,000 Infosys employees will receive from Purdue include malware analysis and forensic analysis. In addition, other skills that are increasingly being used in SecOps today such as artificial intelligence and data analytics are also being trained on in this unique partnership.

The move toward potentially more expensive utilization of onshore talent pools is being buffered as previously noted by the hiring of college graduates. Infosys additionally recognizes that the community

college system can also be a source of talent for them to utilize. IDC agrees with Infosys that, if organizations or service providers are ever going to be able to fill the open slots in their cybersecurity organizations, being creative in terms of having a mix of four-year degree recipients, community college graduates, and other focused security programs will need to be utilized.

IDC believes that it is just these sorts of business and education partnerships that will help to alleviate the growing cybersecurity skills shortage that is so prevalent today. Too often today, organizations end up working in silos rather than seeking out the sort of partnerships that Purdue University and Infosys are working on. The knowledge transfer that will occur in this partnership will help Purdue to stay on the leading edge of cybersecurity technology, and Infosys employees will receive the education that they need to give the proper service that the growing client base needs. Having a strong partnership in place with Purdue is a step in the right direction.

In addition, IDC sees the results of the research done in areas like data analytics and augmented reality to produce the engine performance application, as well as the new flying mobile banking app, are the sort of applications that have strong security connections. For example, while security service providers are not necessarily tasked with flying drones, they do have a part to play in validating that the geo data that allows these drones to find their destination is not corrupted. In this new Internet of Things (IoT) world where it seems like everything is connected to the network, there is a place in the security ecosystem for players like Infosys to make sure that these IoT devices stay secure out in the wild.

Infosys Strengthens Its Partnership with SAP

One of the primary leaders in the evolving ERP market is SAP. The last big highlight that came out of the day was the demonstration of Infosys' capabilities of supercharging SAP's capabilities by providing some specific vertical enhancements to SAP's already impressive technology and functionality stack. Major ERP players like SAP can benefit from the cumulative knowledge that service providers like Infosys gain from their work in the trenches implementing and using SAP in a variety of different industries.

Infosys can accelerate the native capabilities of SAP by imparting its vertically focused end-to-end solution for clients with 73 industry-specific use cases. SAP recognized Infosys' capabilities when it was recently announced as the first Embrace partner at SAP's 2Q19 earnings call. Embrace is a program that SAP is embarking on with Microsoft Azure, Amazon Web Services, and Google Cloud to provide the hyperscaler platform in conjunction with SAP's technology stack and global strategic service providers like Infosys to move to SAP S/4HANA in the cloud.

Infosys gave a glimpse into the future by showcasing its consumer product goods solution. Some of the core concepts of this vision include utilizing AI/ML based for predictive inventory planning, advanced "on the go" learning systems, and IoT-enabled temperature monitoring for goods transported by truck. These systems and more are part of Infosys' Center of Excellence (COE) that defines these road maps and others for solution adoption.

IDC recognizes that the intersection of Infosys' localization strategy to provide the right human capital in the right places, along with its deep and wide industry knowledge and proven use cases across multiple verticals, gives it a strong position as the partner to be used for clients that desire to start or continue their digital transformation journeys by moving to SAP's cloud solution.

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