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CR PULSE

Cross-Platform Agentic AI: Infosys Topaz

Building, Managing, and Orchestrating for the Agentic AI Era With Infosys Agentic AI Foundry

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Constellation Research estimates $8.2 billion in revenue with a $109.74 billion market for cross-platform agentic artificial intelligence (AI) by 2030, growing at a 67.9% compound annual growth rate (CAGR). This category spans what is known as bots, agents, and advisers. These agentic AI systems can independently make decisions and act without human guidance.

Agentic AI achieves specific behaviors, adapts as needed, engages in complex reasoning, solves problems, understands context, plans actions, and executes commands. When deployed, agents can meet regulatory requirements, improve operational efficiency, reduce costs, drive revenue, create new business models, and represent the brand.

Although today's AI agents tend to come from a single platform, cross-platform agentic AI vendors deliver solutions that design, manage, and orchestrate digital cohesion.

TRENDS

AI Moves From Augmentation to Advisors in Five Stages of Autonomous Maturity

The rush to AI projects often comes as an all-or-nothing approach. However, lessons learned from Constellation's Executive Network (CEN) members favor a gradual and measured approach. Agentic AI is a Level 4 autonomous technology. Constellation sees five phases to adoption from both a business and a cultural point of view (see Figure 1):

Augmentation. Organizations begin by finding tasks that benefit from augmenting existing workflows and learning where exceptions are needed. During augmentation, human decision-making is prioritized.

Acceleration. As more data is taken into consideration and training improves, false positives and false negatives are worked out to accelerate progress. This precursor step to full automation takes advantage of rule-based systems.

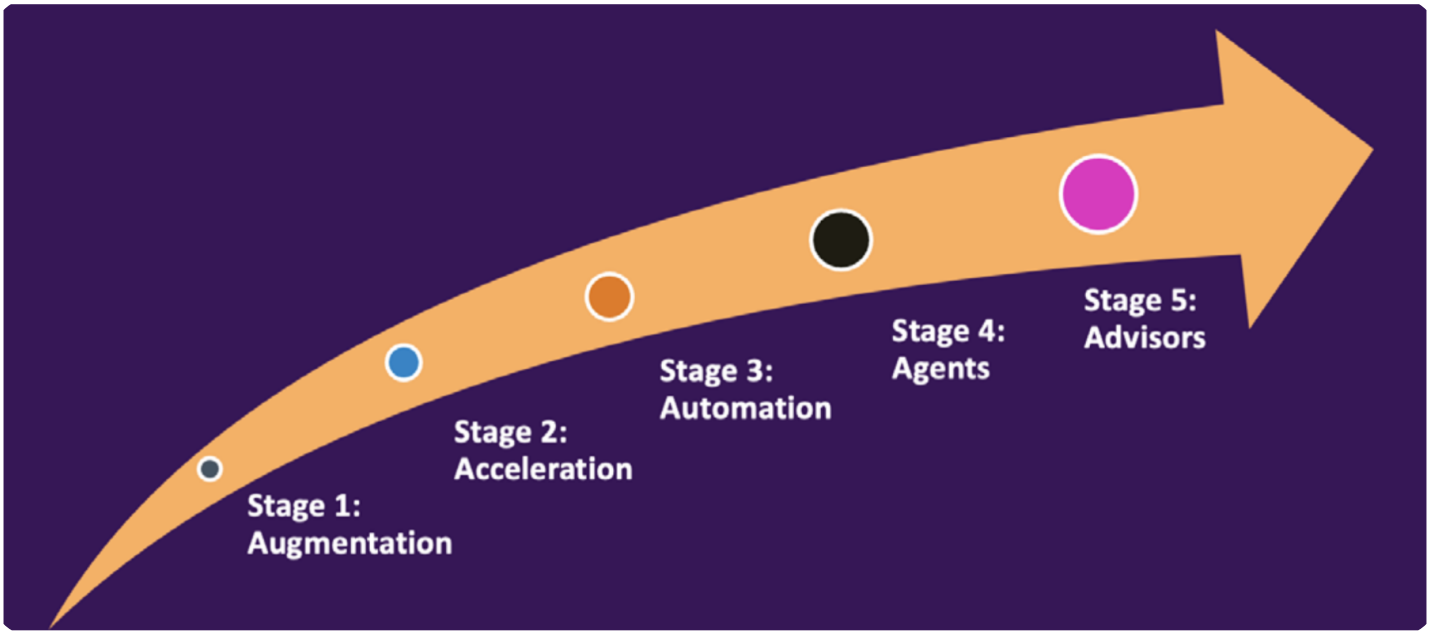
Automation. Once a level of confidence has been achieved as more data points are assimilated, organizations can proceed with confidence toward automation. Automation and natural-language processing (NLP) techniques power these interactions. Deterministic automation builds on machine learning (ML)–based data analysis, rules, and structured data interactions.

Agents. Automated agents play a role in improving personalization at scale via large language model (LLM)–powered solutions. Although human-first, the AI agent assists in decision-making, has full contextual awareness, applies probabilistic models, learns from interactions, and delivers dynamic responses.

Advisors. Advisors serve as autonomous agents. They provide capabilities in prevention and prediction built on the overall accumulated knowledge and insight from the business graph. Advisors complete end-to-end tasks, know how to reason, interact in multimodal nodes, take actions on behalf of a human, and operate with dynamic context and learning. They can simultaneously communicate with other agents and/or humans.

The bottom line: Take a measured and deliberate approach to adopting AI.

Figure 1. The Five Stages of AI Maturity



Source: Constellation Research

Exponential Efficiency Will Help Pay for AI

More than just paying for the high cost of AI, organizations see its potential but need to fund innovation with cost savings. Today's cost structures are no longer sustainable for the AI era. Legacy infrastructure costs must be reduced by one-tenth or improvements must be 10 times better to achieve exponential efficiency. In the Internet Age, telecommunications, commerce, distribution, and financial services costs were exponentially cut to make way for this new transformational technology. These innovations paved the way for thousands of new business models and monetization techniques, leading to explosive growth and societal advancement. In almost every industry, the dawn of exponential efficiency has arrived yet legacy players struggle to grasp the impacts.

Autonomous Digital Labor Will Cut Across Multiple Ecosystems and Functional Fiefdoms

In times of exponential efficiency and declining population growth, digital labor will become the norm. Collaboration between humans and machines will change the future of work. Organizations must focus on when and where to include humans in the decisions, not on where to automate. Ethical and responsible practices for digital labor must conform to country-specific and cultural requirements. Full-time employees (FTEs) will be replaced at 100x scale by 2030.

Learn When To Design for Machine Scale Versus Human Touch

Recent client conversations indicate a desire to design new AI-driven smart services.[1] The rush to incorporate AI into processes often requires a deeper examination of which services should be AI-enabled. Constellation's latest framework for augmenting humanity encompasses seven factors (see Figure 2):

1. **Repetitiveness.** The more a process is repeated, the more likely the process should be AI-powered. One-offs and custom processes with minimal repetition are lower-priority candidates for AI.
2. **Volume.** When the volume of transactions and interactions exceeds human capacity, the smart service should be AI-powered. Volumes within human capacity will remain human-powered.
3. **Time to complete.** High time-to-market requirements favor AI-powered approaches. Lower time-to-completion requirements will remain human-powered.
4. **Nodes of interaction.** Simple interaction nodes will lean toward being human-powered. AI works best for complex and high-volume nodes of interaction.
5. **Complexity.** Good candidates for becoming AI-powered are those that include complexity beyond human comprehension and simple tasks that can be optimized by AI.
6. **Creativity.** The cognitive processes required for creativity mostly reside with humans today, with higher creative processes less likely to be AI-powered. However, with advancements in cognitive learning, one can expect creativity to improve with AI-powered approaches over the next decade.
7. **Physical presence.** Processes that require a heavy physical presence will most likely require human-powered capabilities. However, processes that put lives in jeopardy serve as great candidates for being AI-powered and automated. In general, low physical-presence requirements play well to AI-powered approaches.

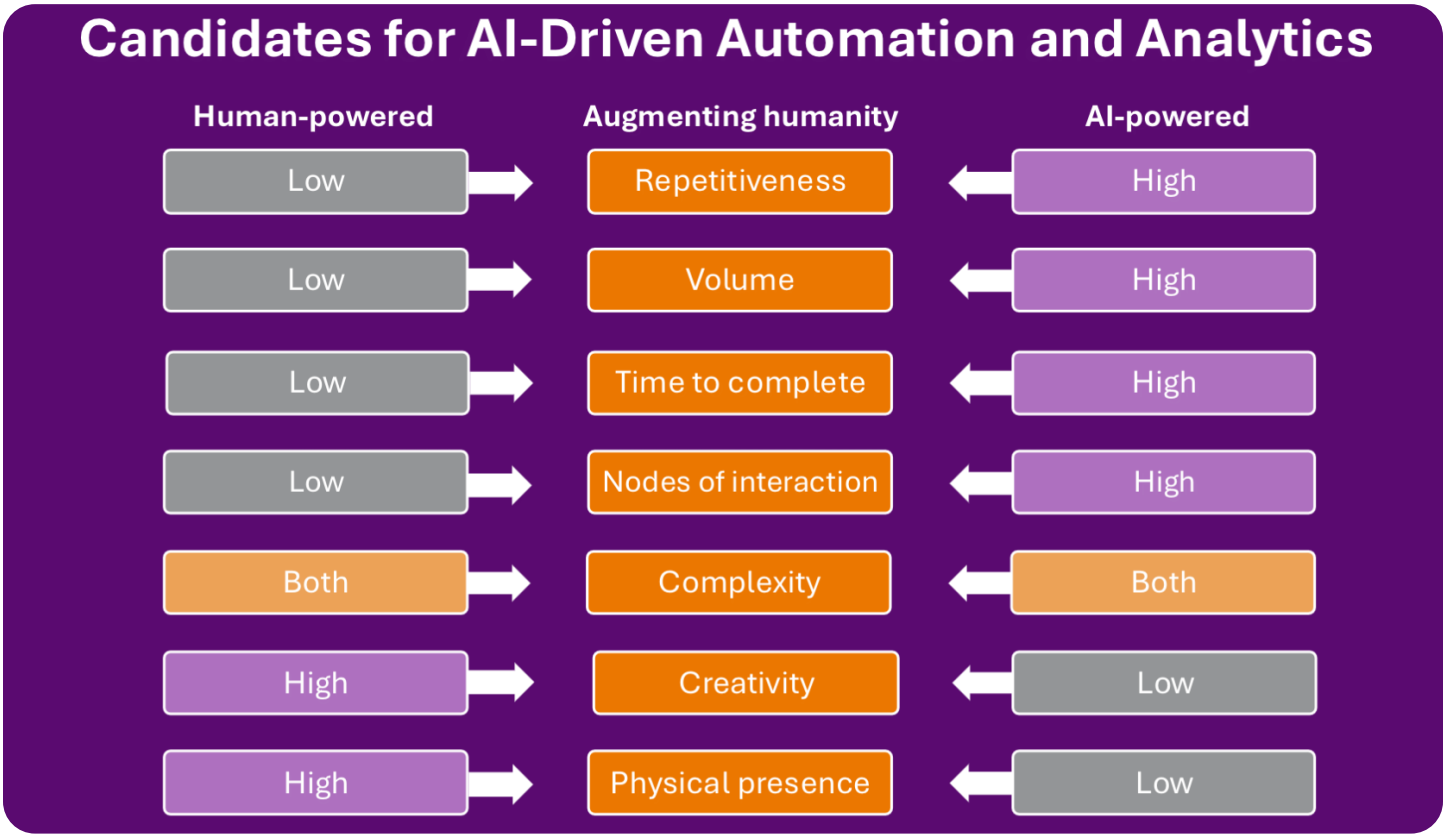
The AI Endgame Is Decision Automation and Decision Intelligence

Decision automation applies business rules, data analysis, workflows, and AI to automate the decision-making process in both operations and strategy. For business process leaders in customer experience (CX), this could be knowing when to make ad buys for a campaign, change pricing for dynamic discounting, send follow-up texts for future upselling/cross-selling, or check in on customer satisfaction after a new purchase. The goal is to take every end-to-end business process and reimagine the five steps toward cognition: learning, understanding, recommending, acting, and refining.

Design for Better Decisions

The path to decision automation requires a holistic approach and begins with creating an abstraction layer on transactional systems, including data, customer journeys, and user experiences. Most organizations have worked hard to relegate these transactional systems to a maintenance mode while adding context, identity, security, and intelligence to create the foundation blocks for intelligent orchestration. By achieving a state of decision automation, organizations can deliver on personalization, AI, decision engines, and situational awareness. The traditional goal of 360-degree customer views, supply chain control tower precision, or efficient financial revenue operations can be met through decision automation, with tangible effects on an organization's bottom line.

Figure 2. Seven Parameters for Human-Powered Versus AI-Powered Skills



Source: Constellation Research

Threshold Criteria

Constellation considers the following criteria for vendors to be considered in the category of cross-platform multiagentic AI. Most vendors must demonstrate at least 8 of the 13 criteria:

- Integrate sophisticated AI workflows that connect data models, processes, and actions
- Provide access to data sources, integrate with applications, interact with and send prompts to selected models via application programming interfaces (API)s, and access automated actions
- Deliver stand-alone APIs as AI agents
- Support event streams to coordinate among AI components
- Design and build cross-platform agents with foundation models, workflows, tools, knowledge integration, responsible AI, and guardrails
- Orchestrate agents with API usage control, agent collaboration protocols, training sandboxes, registries, lifecycle management, and hallucination detection
- Govern agents with security policies, data access control, agent governance, data permission, and observability
- Support an agent marketplace with agents, connectors, models, recipes, and payment
- Work with or without human intervention
- Work with other AI agents
- Work across three or more applications
- Support more than three major business processes
- Ensure end-to-end security

VENDOR UPDATE

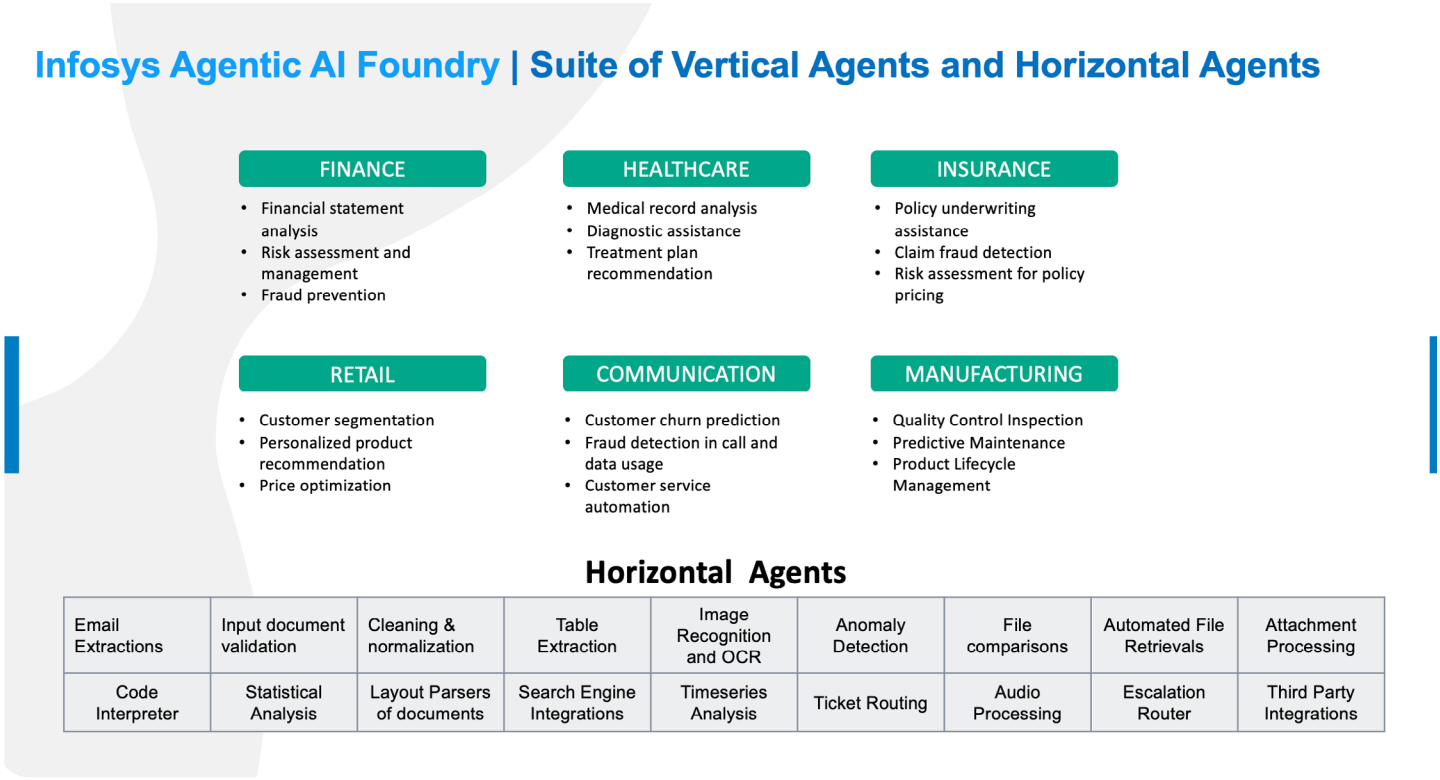
Infosys is one of the key vendors in the Constellation ShortList™ for cross-platform agentic AI.[2] Infosys Topaz is a portfolio of services, solutions, and platforms. Constellation received an update from Infosys in Q2 2025. Here are some key highlights:

- **Infosys Agentic AI Foundry delivers vertical AI agents and horizontal skills.** Since Q4 2025, Infosys has applied its verticalized blueprints, industry catalogs, and strategic AI value map analysis to create industry-specific playbooks. These foundational capabilities help clients apply the right use cases per industry, with the right horizontal skills (see Figure 3). To date, Infosys Agentic AI Foundry, part of Infosys Topaz, has focused on six industries: communications, finance, healthcare, insurance, manufacturing, and retail.

- **Infosys has unveiled industry-specific small language models (SLMs).** In October 2024, Infosys announced Infosys Topaz BankingSLM and Infosys Topaz ITOpsSLM, built on top of the Nvidia AI Stack. These SLMs take advantage of other Infosys industry-specific expertise such as Infosys Finacle. The models will be provided as both services for pretraining and fine-tuning as a service.

- **Linux Foundation partnership enhances AI ethics.** The Linux Foundation Networking collaboration promotes responsible adoption of AI across global networks. Released in February 2025, Infosys' Responsible AI Toolkit and AI application development framework were provided to the Essedum and Salus projects. As part of the Infosys Topaz AI offerings, these open source advancements improve AI adoption in the networking industry for data sharing, domain-specific AI tools, and application development.

Figure 3. Inside Infosys Agentic AI Foundry



Source: Infosys

- **Infosys and Siemens collaborate to expedite learnings.** Siemens will enrich its My Learning World platform with Infosys Topaz and Infosys Wingspan to create personalized learning experiences for more than 250,000 Siemens employees. The offerings include an AI-powered knowledge assistant, AI-assisted content authoring, an AI chatbot for real-time learning support, and a virtual tutor. Using Infosys Wingspan, Siemens will have a new learning platform that will offer more than 300 technical courses for more than 50,000 external participants.

OFFERING ANALYSIS

With more than 30 global players in agentic AI services, customers are challenged in choosing a trusted partner. Here are the strengths and weaknesses of the Infosys Topaz offering:

Highlights

Since 2016 Infosys has been a pioneer in delivering AI-enabled services for customers. The IT services firm's goal is to advance automation, embed AI, and reimagine services for its clients. With the current shift from ML to agentic AI, Infosys is well placed with its AI-first strategy, Services.AI perspective, and Client.AI engagements.

The AI-first strategy makes an AI investment in all Infosys platforms and internal processes such as customer service agents, code generation agents, cybersecurity agents, and procurement agents. The Services.AI offering is a set of AI strategies, solutions, and platforms that reimagine client delivery. These include agents

for knowledge management, predictive maintenance, security monitoring, DevOps, and more. The Client.AI approach partners with clients for pure-play AI engagements. Some examples include fraud detection, wealth management, energy management, regulatory compliance, and human resources talent acquisition.

Customers that have invested in a strong data strategy will benefit most when engaging with Infosys. Many customers are drawn to the vendor's open source Responsible AI Toolkit and investment in industry-specific agents. The Infosys Agentic AI Foundry takes advantage of industry AI blueprints to deliver on horizontal skills as well as vertical AI agents.

Opportunities for Improvement

Agentic AI frameworks still require a good degree of fine-tuning. Early-adopter customers will find that the Infosys approach, as with any other offering, will require up-front design work for success. In many cases, clients with poor data strategy investments will require significant investment to improve the data quality required for successful agentic AI.

Note: Full SWOT analyses for this category are available as an advisory call for research-unlimited clients.

BUYING CONSIDERATIONS

According to Constellation's reference checks, customers and prospects choose Infosys in order to:

- **Work with Infosys as an existing client.** Clients that have worked with Infosys trust the venerable IT services vendor to deliver a holistic approach to agentic AI. These customers often engage Infosys for global operations from infrastructure to applications development and business process outsourcing (BPO).
- **Seek more than a single-platform agentic AI.** Early adopters of single-platform, single-software-vendor agentic AI approaches face lock-in to one vendor and limited routes to innovation. These prospects and customers expect a future-forward roadmap.
- **Desire a cross-platform approach.** Prospects and customers that realize that agents will be cross-platform and multiagentic and span multiple business processes will choose a vendor that can navigate across complicated business environments.
- **Desire production-grade expertise in horizontal agents.** Horizontal expertise must span technologies and platforms. Based on customer reference checks, Infosys has significant depth in horizontal domains and delivering agents that are both scalable and reliable.
- **Expect industry expertise in agentic flows.** Industry-specific capabilities will improve over time. Infosys has specialized in six mega verticals.
- **Require independent frameworks for agent development.** Infosys' Agentic Foundry enables pro-code agent development using reusable agentic component accelerators through third party frameworks.

RECOMMENDATIONS

Early adopters from Constellation's AI 150 executive network[3] often ask the following five questions during the design process for agentic AI use cases:

When and where do you insert a human? Most design aesthetics focus on when and where to automate. Determining when human judgment is required will provide a more effective and efficient design point.

Can you operate at machine scale with humans? Machines are making thousands of decisions per second. Humans might not be able to catch up, so how do you harmonize human scale with machine scale?

Do you have enough data to get to precision decisions? Achieving precision decisions requires internal and external data sources. For example, 85% accuracy in CX may be OK but 85% accuracy in supply chains could mean a loss of $1 million per minute. In finance, 85% accuracy means that someone goes to jail. Imagine what this means for healthcare.

Whom do you partner with to create the last mile or last inch of data? Organizations will have to partner for more and more data across value chains in order to achieve a high level of comfort and trust.

Whom do you sue when something goes wrong? Does blame lie with the system, the operator, the partner, or another third party?

ENDNOTES

[1] "Constellation Research Business Transformation 150™," Constellation Research, 2024. *https://www.constellationr.com/business-transformation-150*

[2] R "Ray" Wang, "Constellation ShortList™ Cross-Platform Agentic AI," Constellation Research, April 9, 2025. *https://www.constellationr.com/research/constellation-shortlist-cross-platform-agentic-ai*

[3] "Constellation Research Business Transformation 150™," Constellation Research, 2024. *https://www.constellationr.com/business-transformation-150*

ANALYST BIO

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Founder and Principal Analyst

R “Ray” Wang is founder, chairman, and principal analyst of Constellation Research and the author of the popular enterprise software blog A Software Insider’s Point of View. He previously was a founding partner and research analyst for enterprise strategy at Altimeter Group.

A background in emerging business and technology trends, enterprise apps strategy, technology selection, and contract negotiations enables Wang to provide clients and readers with the bridge between business leadership and technology adoption. Wang has been recognized by the prestigious Institute of Industry Analyst Relations (IIAR) as Analyst of the Year, and in 2009 he was recognized as one of the most important analysts for enterprise, SMB, and software. In 2010 Wang was recognized on the ARInsights Power 100 List of Industry Analysts and named one of the top influential leaders in the CRM Magazine Market Awards.

Wang graduated from Johns Hopkins University with a B.A. in natural sciences and public health. His graduate training includes a master’s degree from Johns Hopkins University in health policy and management and health finance and management.

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ABOUT CONSTELLATION RESEARCH

Constellation Research is an award-winning, Silicon Valley–based research and advisory firm that helps organizations navigate the challenges of digital disruption through business model transformation and the judicious application of disruptive technologies. Unlike the legacy analyst firms, Constellation Research is disrupting how research is accessed, what topics are covered, and how clients can partner with a research firm to achieve success. Over 350 clients have joined from an ecosystem of buyers, partners, solution providers, C-suites, boards of directors, and vendor clients. Our mission is to identify, validate, and share insights with our clients.

Organizational Highlights

- Institute of Industry Analyst Relations (IIAR) New Analyst Firm of the Year in 2011 and #1 Independent Analyst Firm for 2014 and 2015
- Experienced research team with an average of 25 years of practitioner, management, and industry experience
- Organizers of the Constellation Connected Enterprise—an innovation summit and best practices knowledge-sharing retreat for business leaders
- Founders of Constellation Executive Network, a membership organization for digital leaders seeking to learn from market leaders and fast followers

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