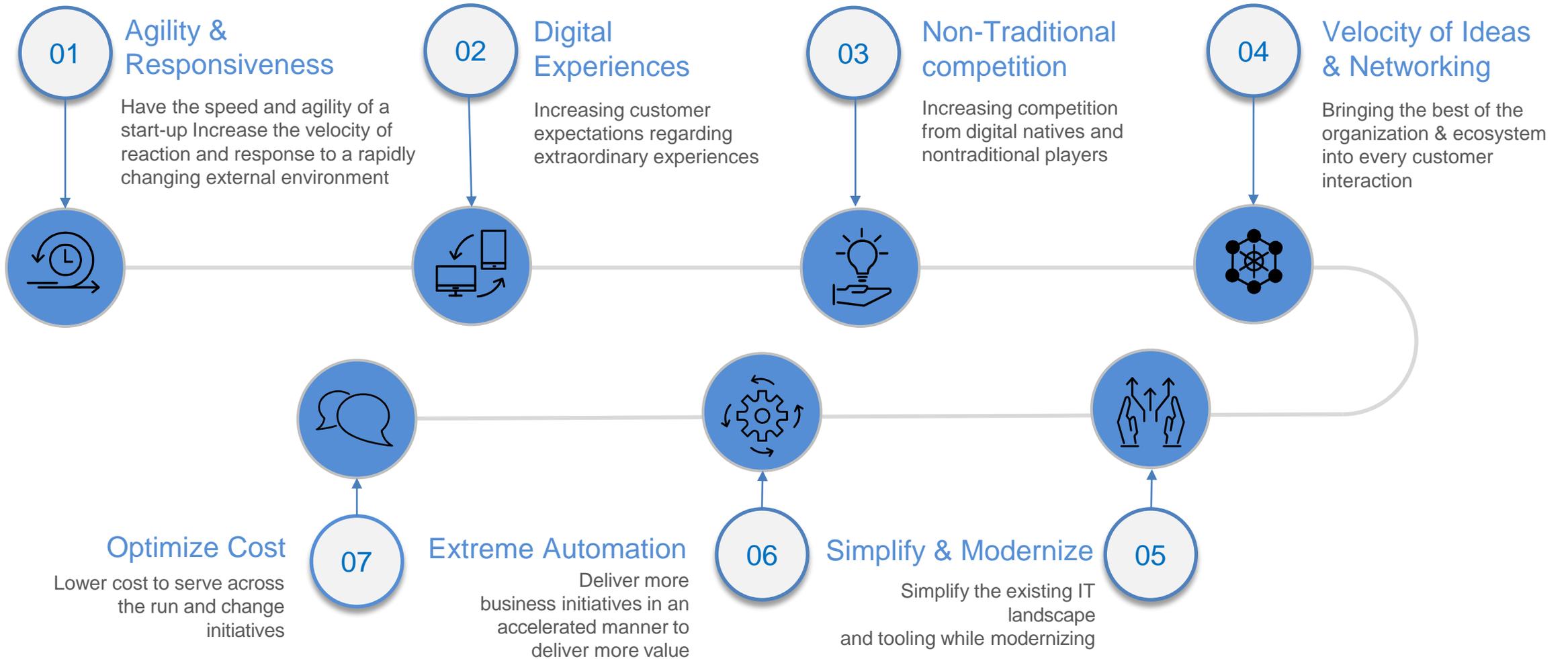


BUSINESS VALUE DRIVEN INNOVATE, TRANSFORM, OPERATE CONTINUUM

Powered by Infosys digital offerings that drives business agility and business outcomes while ensuring significant cost efficiencies



Most of our clients have similar macro challenges and aspirations



They face similar roadblocks that slow them down..

❑ Customer Experiences and User Journeys

- Organizations do not always **understand their customer journeys** leading to missed opportunities for customer delight and optimization

❑ Business Alignment

- Enterprises struggle with **realizing business benefits from transformation initiatives** because of lack of alignment to business outcomes.
- Business and IT **Operations SLAs and metrics are not aligned to business outcomes**

❑ Security and Resilience

- Enterprises are continuously in **reactive** mode being **overwhelmed with security, privacy, performance and availability issues**

❑ Process Efficiencies and Excellence

- Enterprises do not understand **how their business processes truly work** so they struggle to optimize and automate tasks
- Managers don't always know **how tasks are performed by their employees** and how they interact with IT systems
- Enterprises spend **up 70% of IT budgets** on operations because of lack of automation

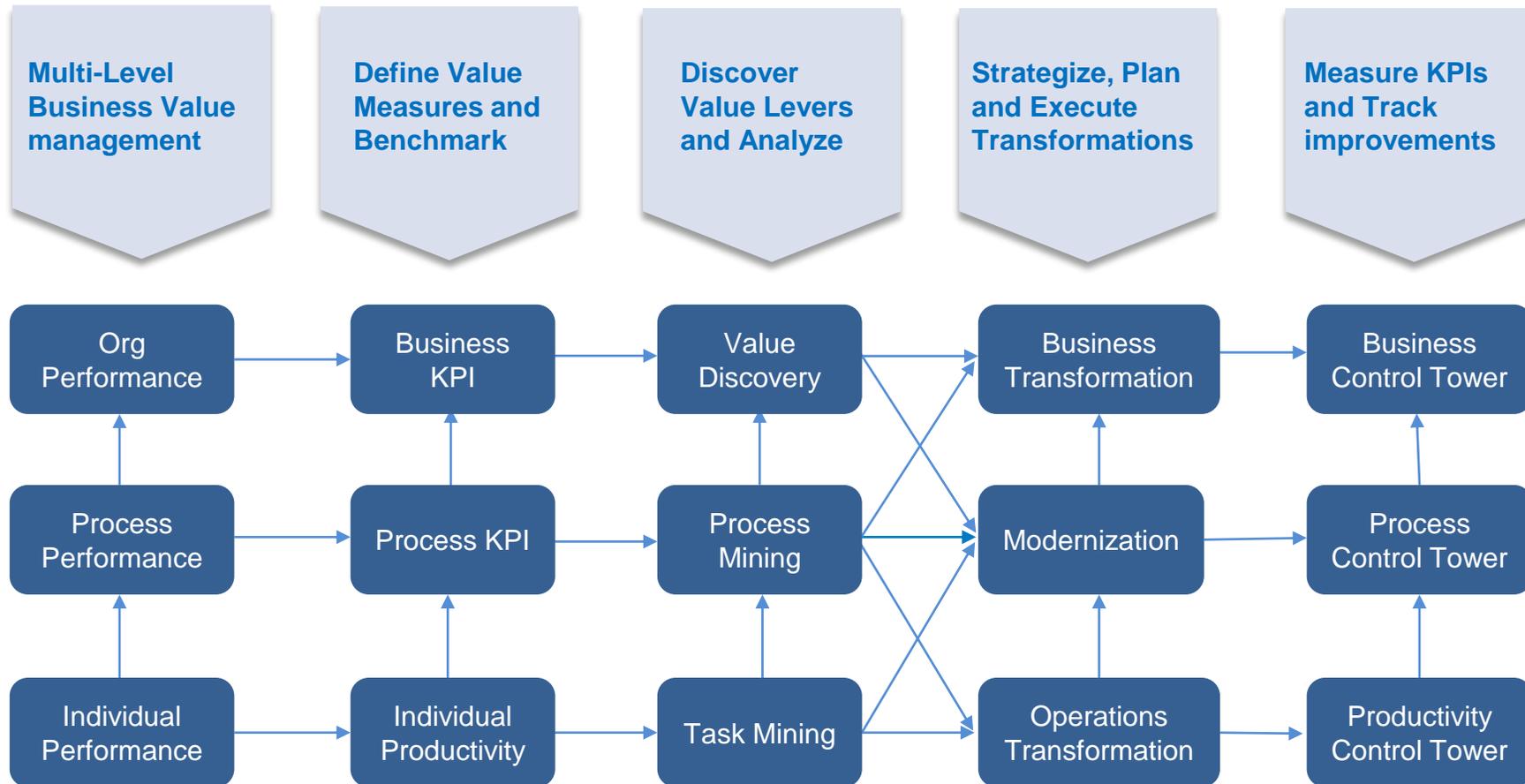
❑ Innovation and Agility

- While there is increasing rate of changes externally, enterprises are saddled with **legacy tech, old processes** that are slowing them down
- Enterprises struggle to achieve innovation at the desired speed and scale

Our PoV: Take a strategic and integrated value driven approach

- ❑ Define business strategy and **business value metrics** at multiple levels like org, unit, process, individual.
- ❑ Discover **customer journeys and value streams**, understand how processes truly work and how people interact with systems through data mining and benchmark performance with peers.
- ❑ Create a digital **innovation** ecosystem powered by **Living Labs**, Listening posts and Emerging Tech CoEs
- ❑ Apply **Design Thinking**, understand desired experiences, identify **friction points** and eliminate them. Identify value levers, **strategize and plan** appropriate business and tech transformations, modernization and operations transformation initiatives.
- ❑ Bring in the process and culture change needed. Adopt **Agile** and **Product centric** organization structures.
- ❑ **Accelerate and De-risk** execution of digital **transformations** through modernization frameworks, cloud native platforms and digital infrastructure.
- ❑ **Integrate** Business and IT **Operations** and adopt **Cognitive First** to make it zero touch and efficient
- ❑ Measure the effectiveness of the initiatives and **align** them to value streams and business outcomes.

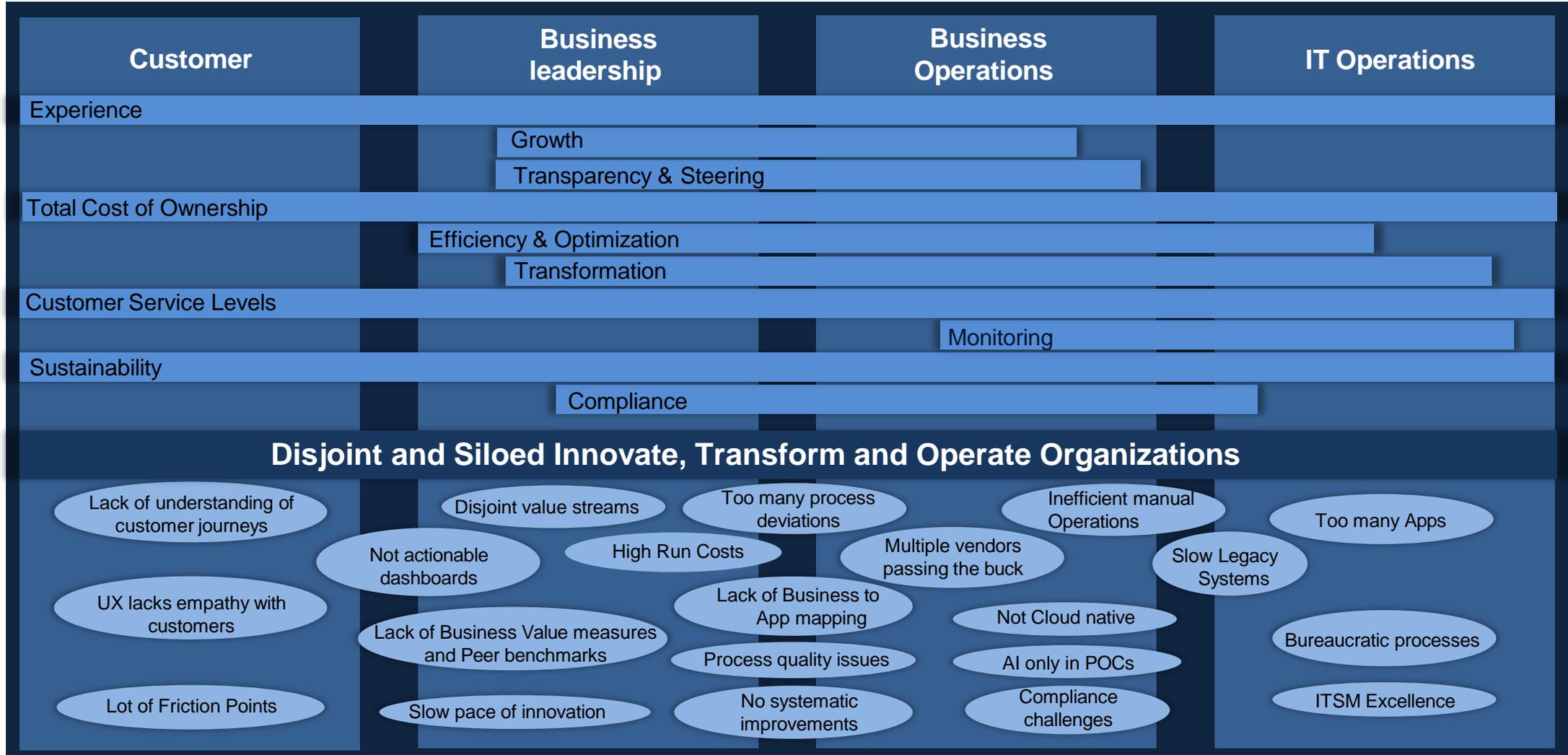
With focus on business value and digital transformations at multiple levels



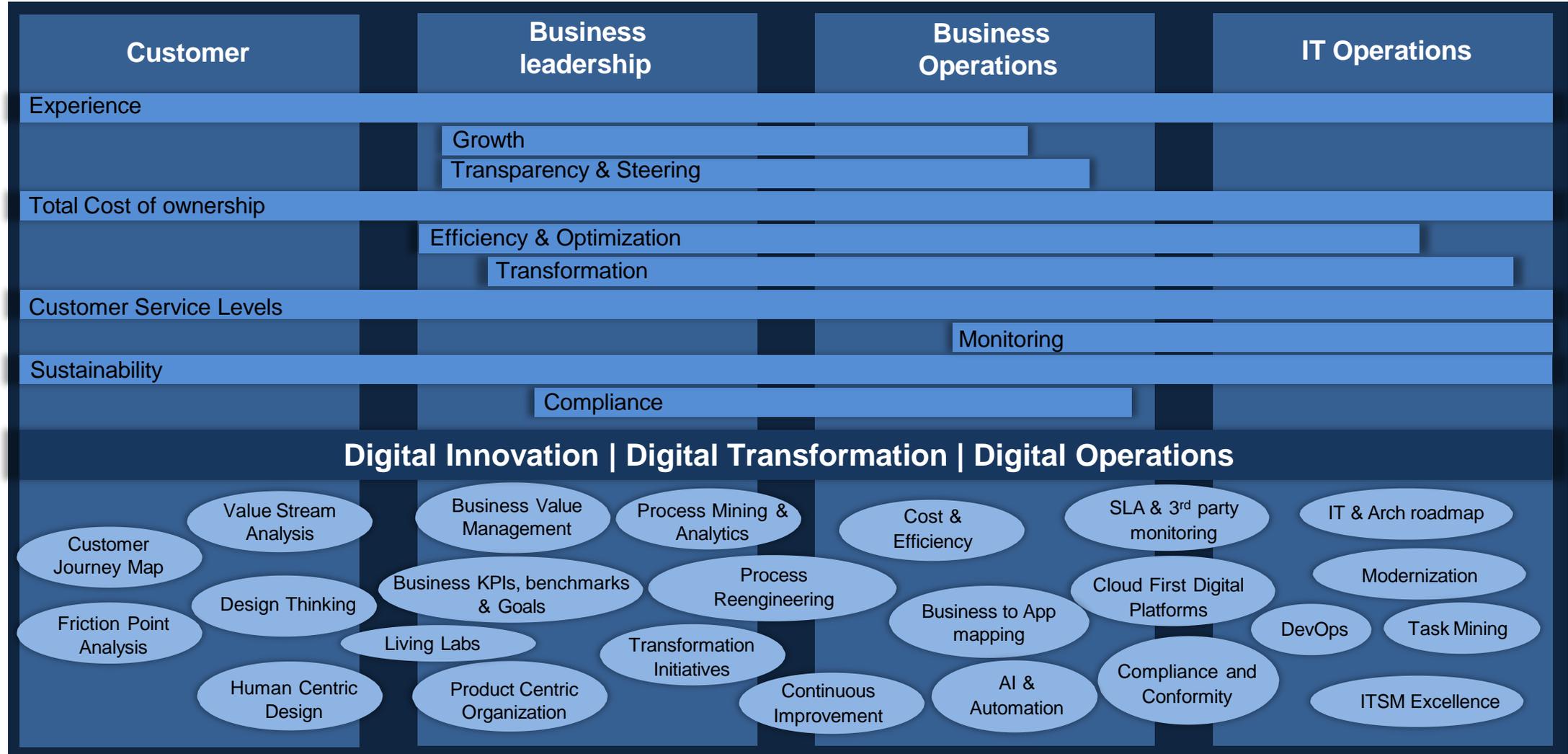
A few examples..

	Leading Telcom Company	Leading Energy Company	Leading Oil & Gas Company
Sponsorship	Board	CxO	CIO, Directors
Investments	High	Medium	Low
Scope of Interventions	Re-imagine entire end to end customer journeys like Prospect to Order, Order to Activate	Transformation of process by Digitization, Automation and Omnichannel	End-end cognitive automation to provide record of Proof Of Sustainability(PoS) every time biofuels are purchased
Org Impact	Entire process redefined and enterprise re-organized as per customer journeys	Limited impact, training business in new ways of working	Limited Impact
Impact on Legacy	Re-imagined the entire tech stack & introduced scalable cloud native architecture (Elimination of 100+ systems)	Modernized legacy	Minimal Impact. Created over the top platform
Benefits	<p>Significant Benefits</p> <ul style="list-style-type: none"> • Order submission reduced from 30+ days to 30 mins • 14,500 + Manual steps reduced 	<ul style="list-style-type: none"> • Self Service via ChatBot and Mobile Apps • Request handling time reduced from 25 mins to 5 mins • Seamless integration with 15 different application 	<ul style="list-style-type: none"> • £2-5M Savings/per year • £10.5M Increased working capital • Increased Accuracy • 100% compliant

Enterprises tend to have disjoint and siloed Innovate, Transform and Operate organizations

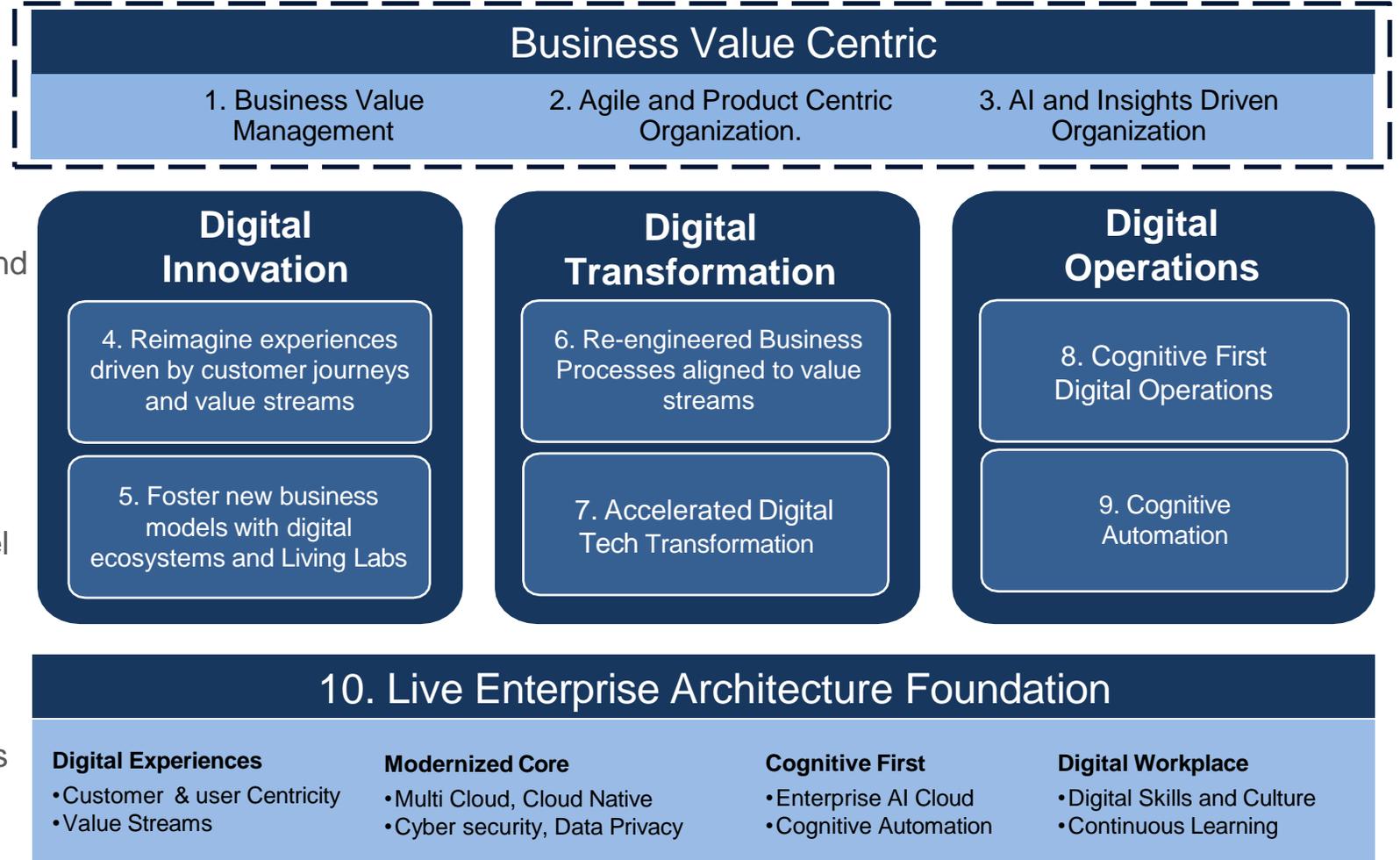


To meet our client's digital aspirations, we need an integrated approach



A Strategic, Integrated approach leading to a Innovate, Transform, Operate Continuum

10-factor methodology to a digital native future



Accelerated Growth

- Grow selected business segments supported by customer engagement and innovation

Deep Simplification

- Simplify the portfolio, footprint, organization with ONE operating model

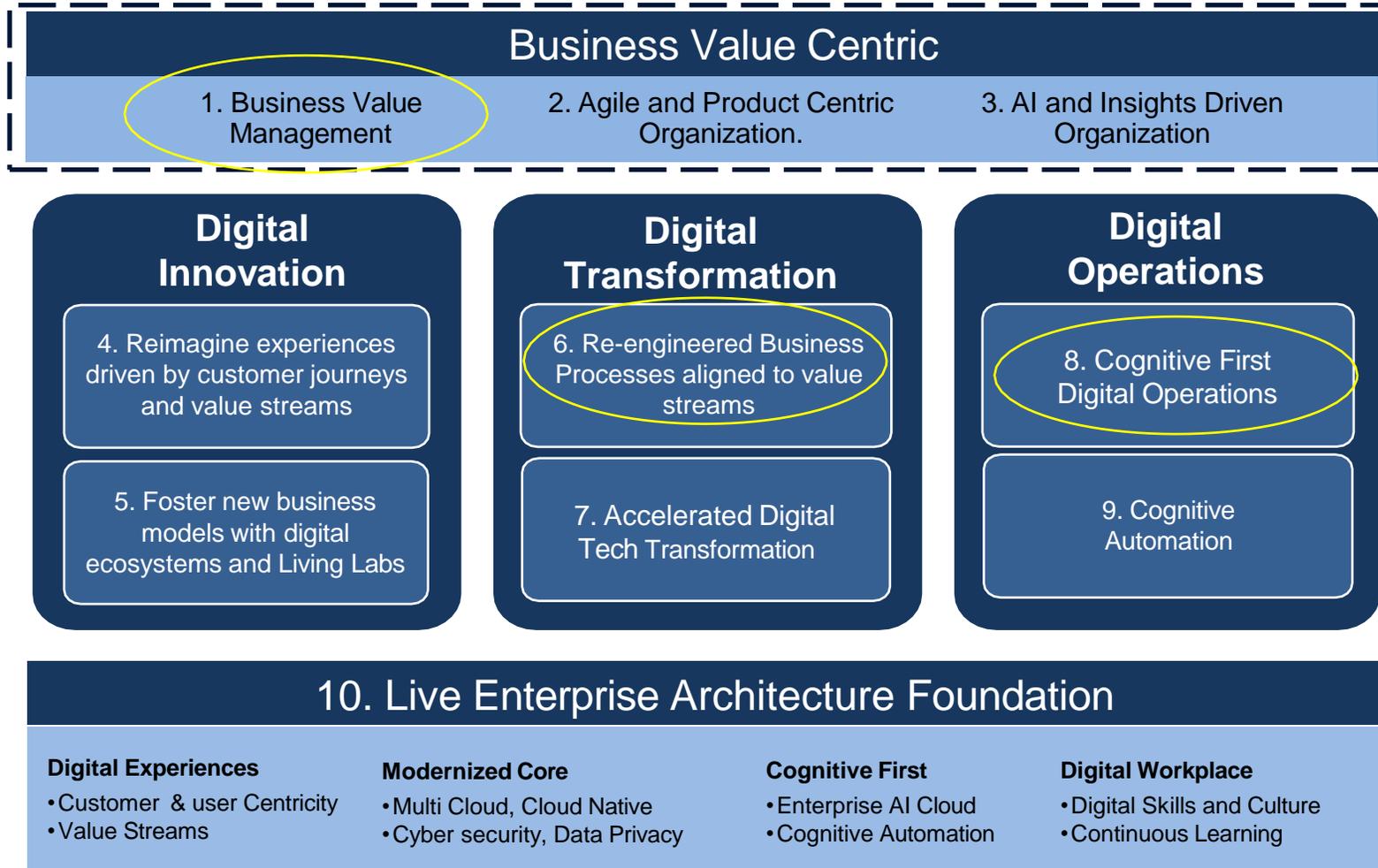
Good to great Operations

- Excellence in execution and operations to reduce costs

DETAILS OF THE 10-FACTOR METHODOLOGY

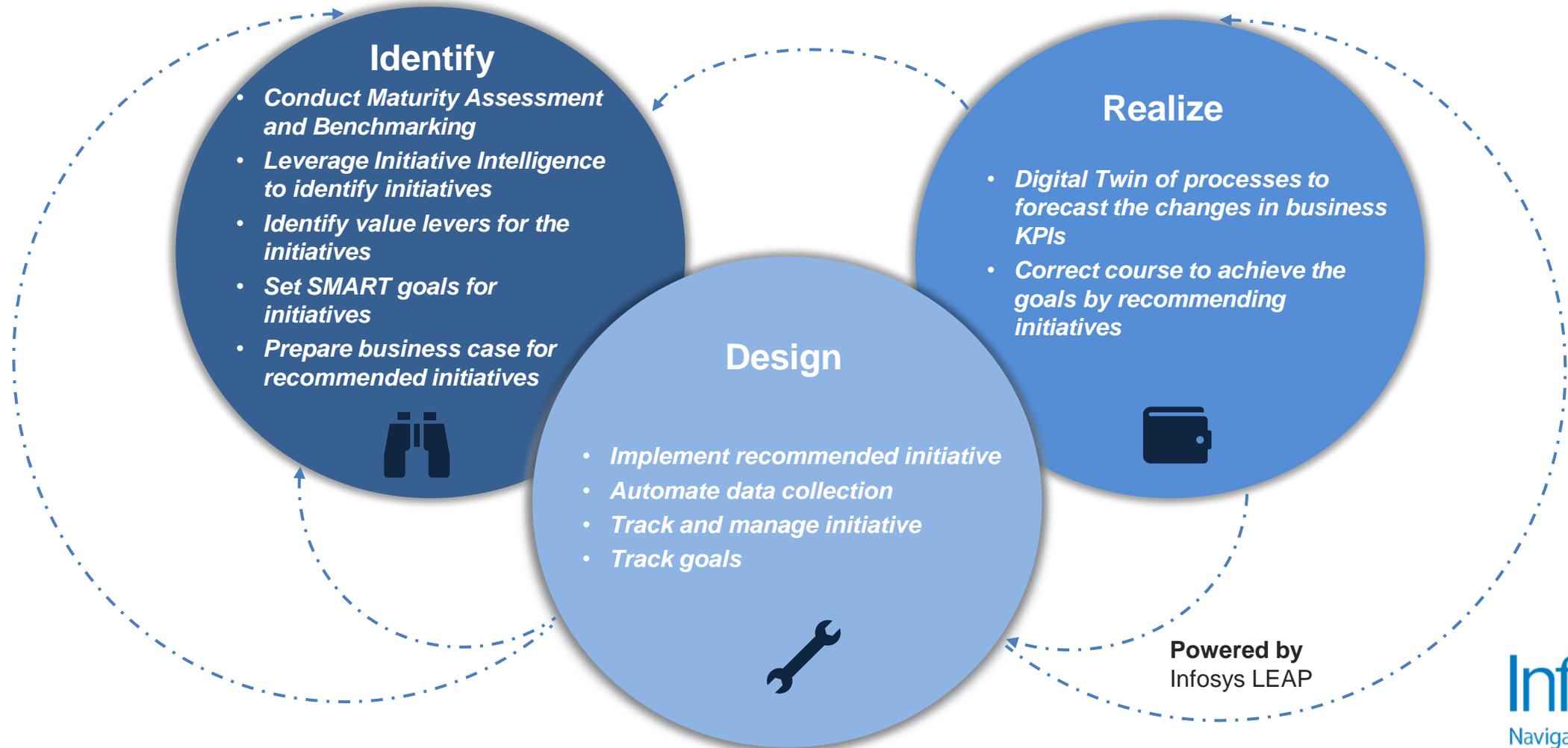


Focus of today's discussion



Infosys Business Value Management

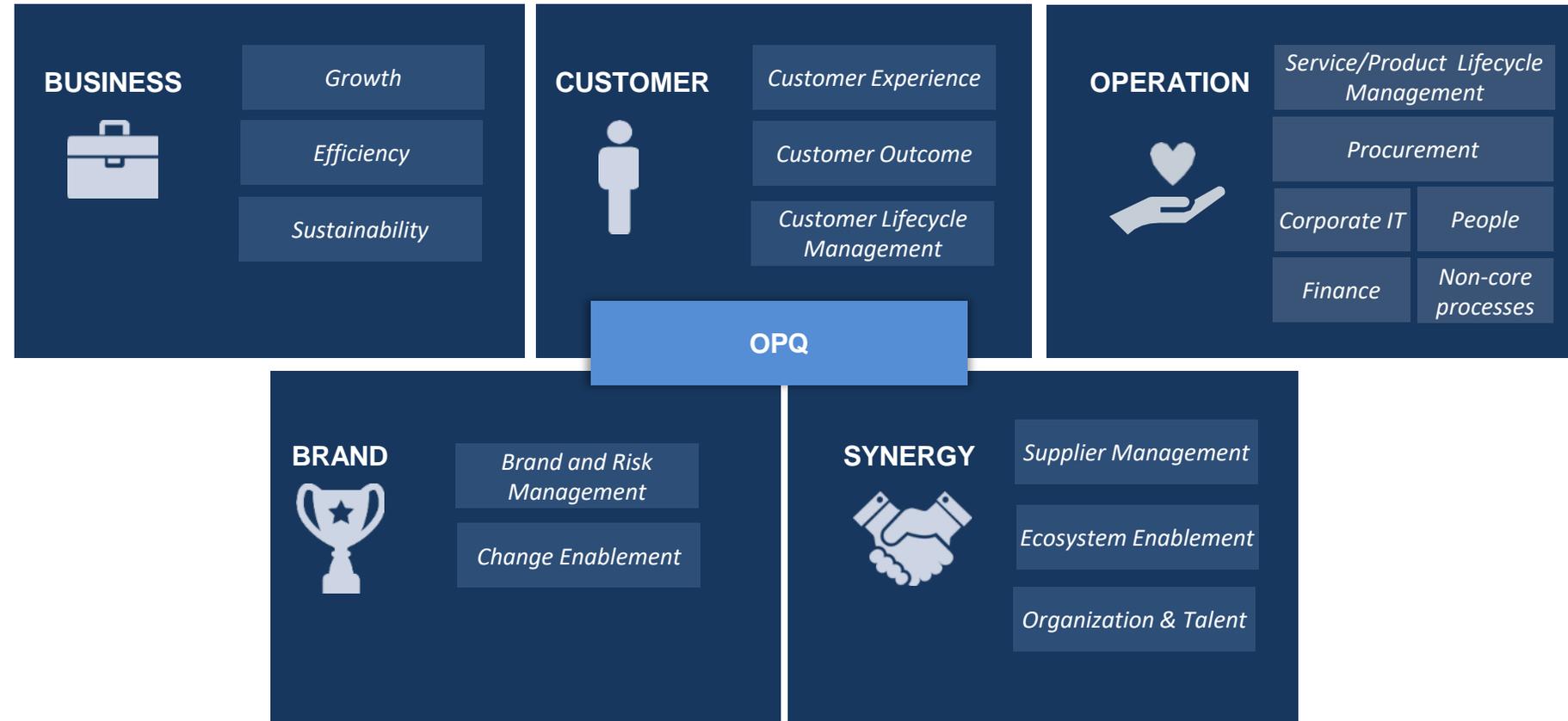
Our offerings help organizations flip the odds to realize value from their transformation programs. A Future-proof AI-powered platform underpins our approach to maximize the full potential and drive long term value creation



Infosys Business Value Management - Organizational Performance Quotient (OPQ) Framework



The platform combines all aspects of organization performance into the metric OPQ – monitored through centrally governed, automated control tower



OPQ framework

Measure, benchmark and track metrics against relevant industries, competitors and locations

BUSINESS

Understanding the business growth, efficiency and sustainability

CUSTOMER

Understanding customer satisfaction across various NEOM customers

OPERATION

Tying up different transactional services, non-transactional services and value-add services to understand operational efficiencies

BRAND and SYNERGY

Enabling Brand Management and Ecosystem development to understand overall performance of the shared services

Case Study – Infosys Business Value Management

INEOS Business Process Transformation

Client's Motivation

INEOS was considering an upgrade for its current ERP (from SAP ECC) to the S/4 HANA platform for their Styrolution business line which is 5.2 bn Euro business dealing with specialty chemical primarily involving styrene and its derivatives.

Project Objective

- The aim of the engagement was to assess current capabilities, related business processes from technical & functional perspective with a key focus on improvements brought to the table by SAP S/4.
- Use the assessment to develop the S/4 implementation roadmap based on the prioritized capabilities addressing their pain-points, gaps and senior management's future aspiration.

Solution

- Value scan & assessment of operational & business processes & target improvements
- A detailed cost-benefit analysis was to be performed for the envisaged future state having standard S/4 and add-on solutions through a detailed business case for a 10-year horizon for driving the decision of the top management

Infosys Strategy to Re-engineer Business Processes

FLUID DPA IS A FRAMEWORK reacting quickly to market opportunities, consistently producing delightful customer experiences and simplifying processes

“Fluid DPA” builds on the mindset of Live Enterprise with a virtuous cycle of Sense, Analyse, Respond and Evolve to build highly efficient and automated end-to-end experiences and modernize legacy systems

EVOLVE

To learn and adapt with
'Digital Brain'

Next Best
Action

Adaptive
Decisions

SENSE

Understand Inputs from customers,
users, systems and machines

Process
Mining

Interactions

Events

Machine
Vision

ANALYZE

Analyze and define how the journey and
process should look like

Journey
Mapping

Image
Analytics

Process
Modelling

Doc
Analysis

RESPOND

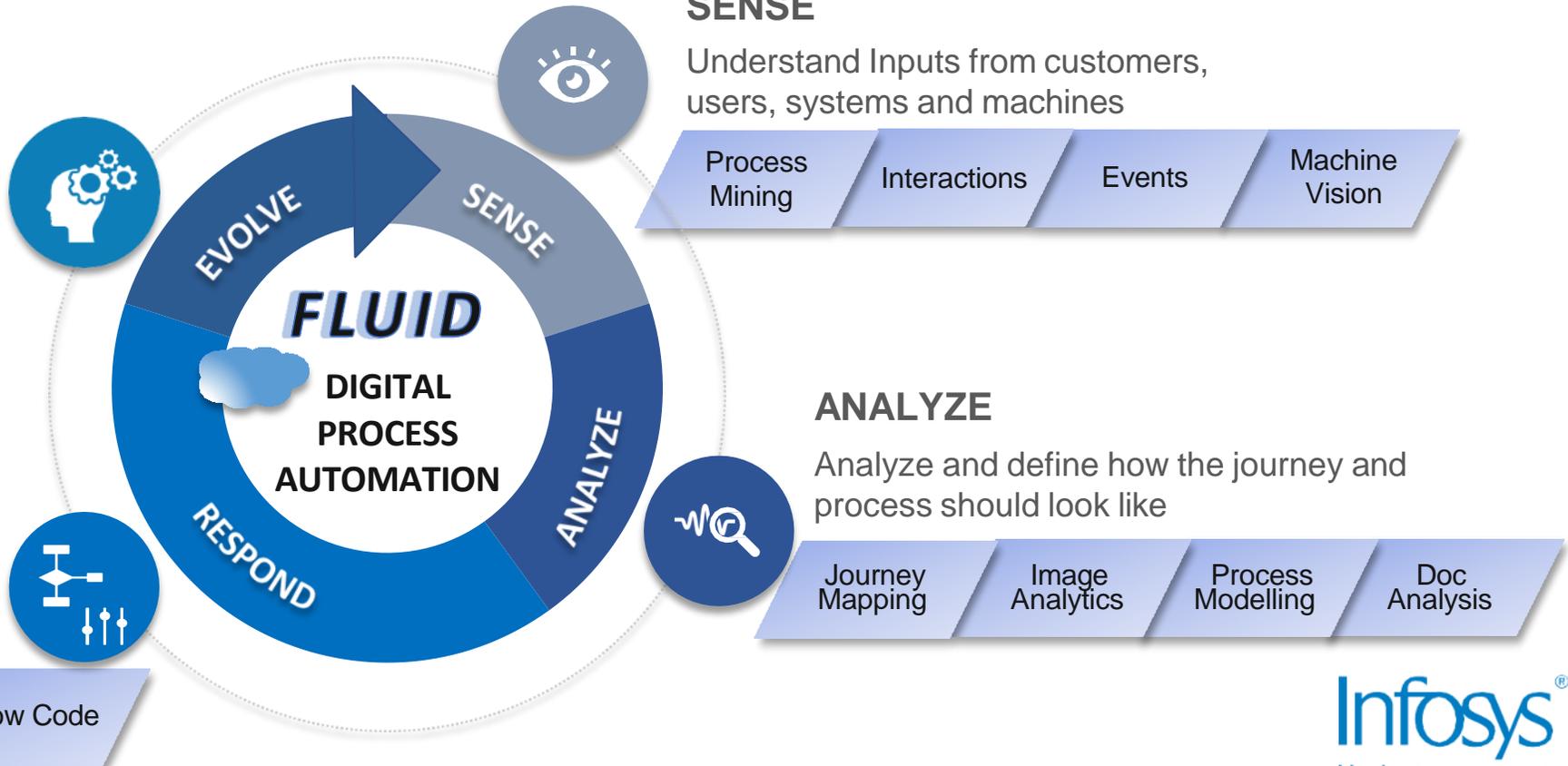
Automate the processes across
humans , bots and systems

Business
Rules

Automation
Bots

Case Mgmt.

Low Code



A Real-Life Success Story

Reengineered
Business
Processes

The Background



\$ 23B
Revenue



100+
Countries



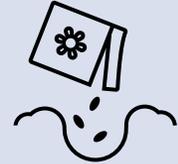
48,000
Employees



Crop
Protection



Fertilizer



Seeds

The Challenges



Customized and Complex ERP
systems

Pain and disruption due to
multiple big-bang implementations

10,000+

Process variations in
O2C, P2P, AP
showing **harmization**
opportunities

~25%

Invoices paid too early
or too late providing
Working Capital
optimization scope

90%

Sales orders get credit
blocked, reduction will
optimize manual
intervention and
improve throughput
time

>1 year

Some customers take
to clear invoices,
another opportunity to
improve Working
Capital

54%

Global automation
rate, with significant
scope to improve in
certain regions

78%

Global on time
delivery rate,
substantially below
target in several
regions

A Real-Life Success Story

The Goal

EODB (Ease-of-Doing-Business) Program



Simplified Core



Minimal
Customization



Functionality Hub
Deliver Differentiate
Business Value

Harmonized
Processes

Improved
Working
Capital

Reduced
Manual
Intervention

Increased
Automation

Improved
Customer
Satisfaction

“Our journey in process mining has started and it is exciting to see how many opportunities we have to reconsider and improve our way to operate, having as never before the opportunity to see the reality of what we do in full transparency in a click.”

- Cristina Destri
Process CoE Lead

Some More Success Stories and Upcoming Engagements...



**Global Pet-food
Manufacturer**

Infosys was engaged in an IT landscape assessment program comprising of ERP and Order Management systems, MS Dynamics and Salesforce. Infosys took the data-driven automated route and helped RC discover the as-is Order Management process, along with recommending standardization and optimization options.

**Data-driven IT
Architecture
Assessment**



**Medical Equipment
Manufacturer**

Stryker has partnered with Infosys on their data-driven process transformation journey. The first process we are working on is AP where discovery and roadmap determination is complete. The future roadmap is being laid to transformation more processes across Oracle, SAP, Salesforce and ServiceNow.

**Financial process
transformation**



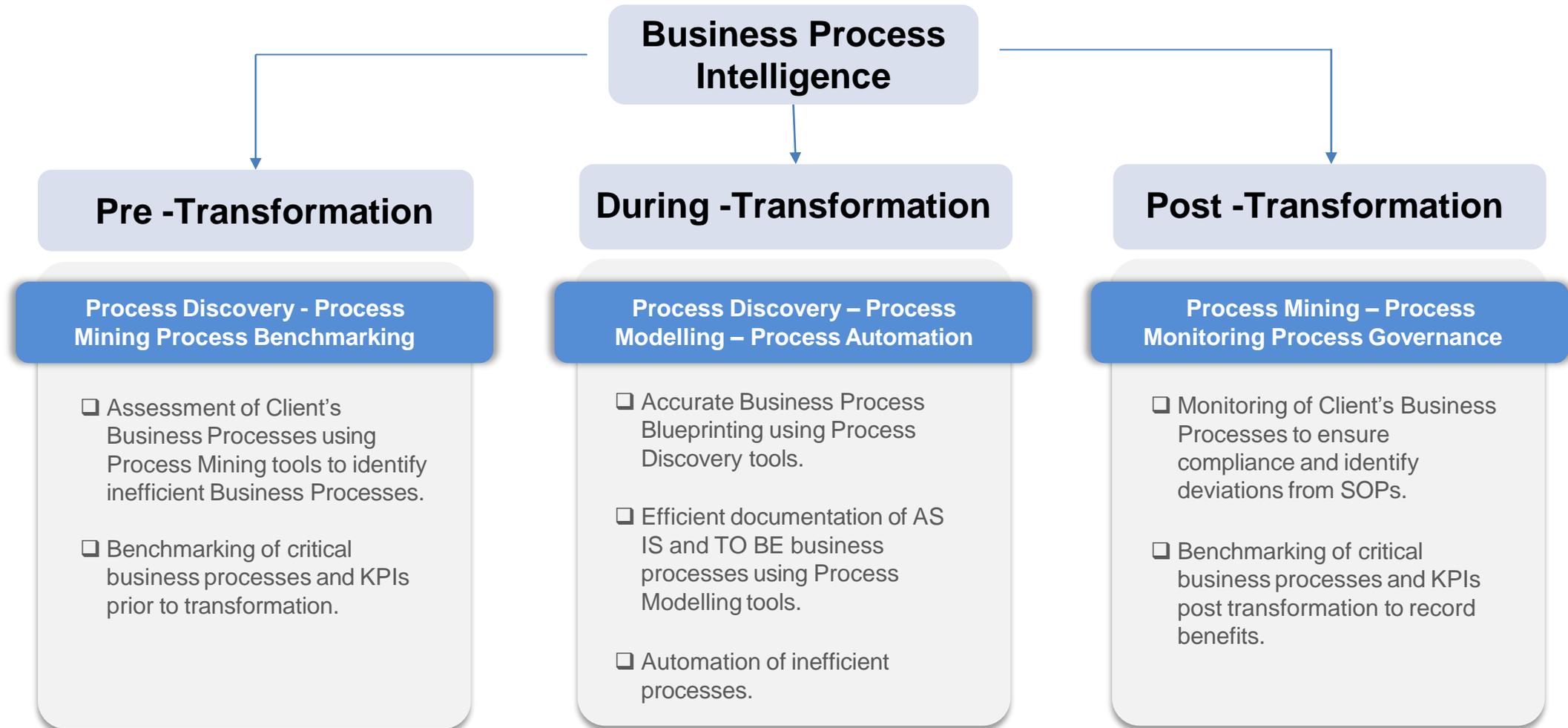
**Air conditioning
manufacturer**

Daikin partnered with Infosys to identify process redesign, nonconforming variations and automation opportunities in the Procure-to-Pay process using Celonis process mining. Business Impacts were identified, and prioritization matrix was provided for opportunities identified.

**Process redesign,
nonconforming variations
and automation
opportunities identification**

Business Process Intelligence

BPI plays an important role in every phase of transformation.



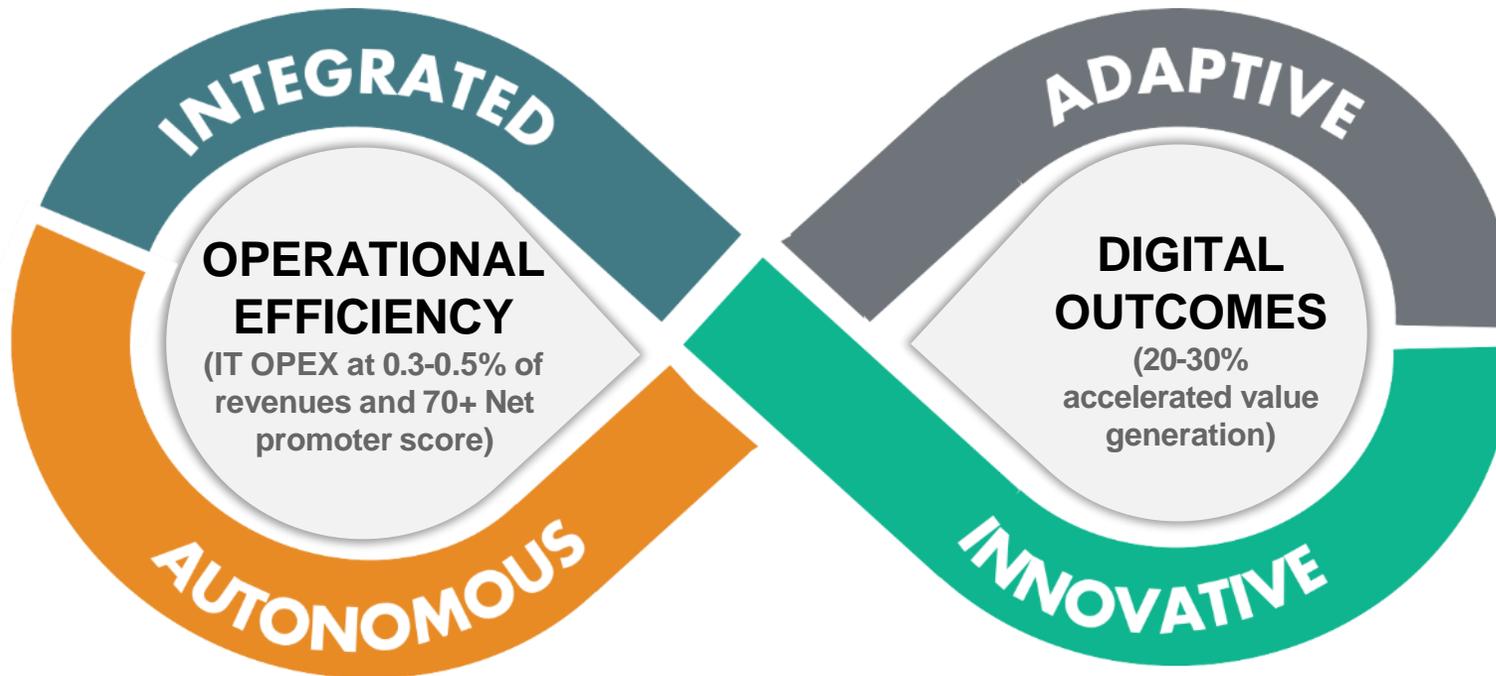
Cognitive First Digital Operations delivers efficiencies and innovations



“Cognitive First Cloud First” Digital Operations

End to End Ownership & Integrated User Experience

Cloud First (not cloud always) & Evergreen technology



Intelligent IT & Business operations powered by AI & Automation

Industry specific innovation for white spaces

Our Cognitive First Digital Operations strategy



USER EXPERIENCE CENTRIC OPS

Understand the experiences desired by key personas and current state

BUSINESS ALIGNED OPS

... continually probe the LIVE ENTERPRISE for insights on frictions eroding experience and failures causing disruptions

RESILIENT OPS

... apply SRE principles and assure that users get an always-on, auto-healing, highly secure, and continually innovating service

Human
Centric

Business
Aligned

Resilient

Infosys
LEAP

Agile &
Innovative

Autonomous

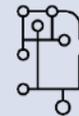
Integrated

OPTIMIZED AND ZEROTOUCH OPS

... simplify the tech landscape using the portfolio rationalization, continually eliminate frictions and, and amplify human engineers through cognitive actions performed by DIGITAL BRAIN powered BOTS and accelerate the journey to Cloud and Digital Platforms

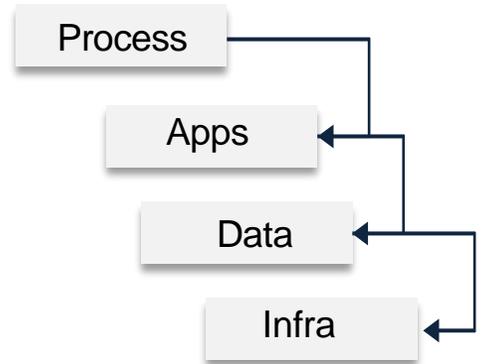
INNOVATIVE AND AGILE OPS

... Innovate constantly with LIVING LABS applying emerging technologies and Agile processes to transform business for the DIGITAL era



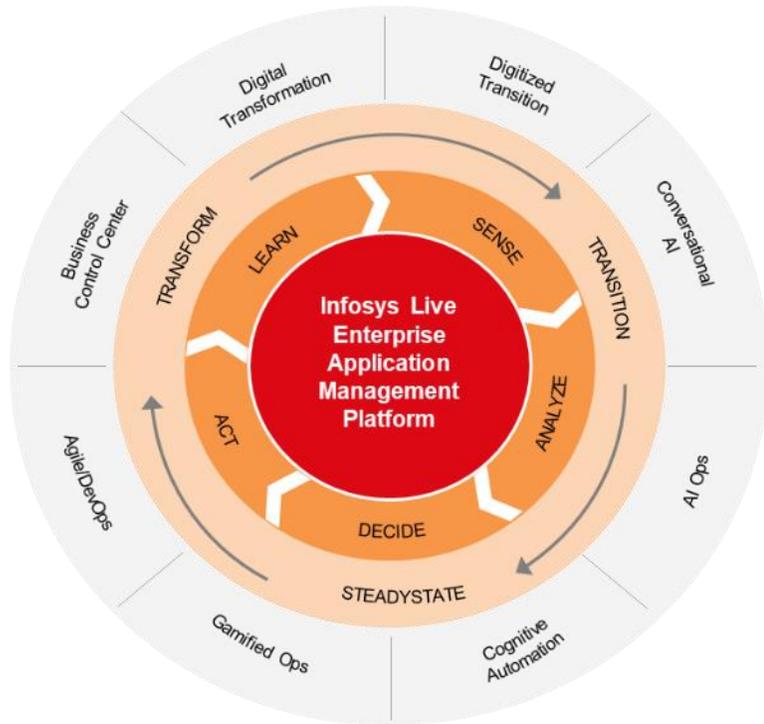
INTEGRATED OPS

... integrated Biz Ops, AMS, ERP Ops, Cloud Ops, Infra Ops, Network Ops and EUC



Infosys LEAP helps realize the Cognitive First Vision in Digital Operations

An integrated, cloud enabled, open platform that offers a highly differentiated solution for AMS services focused on **agility, predictive analytics, automation** and **business outcomes**



VALUE PROPOSITION

- Complete remote transition and operations
- Zero touch automation & AI Operations
- Process Intelligence
- Innovation ecosystem for continuous improvements
- Business aligned IT – pivot AM on business process KPIs and business outcomes

RECOGNITION

- Leader in Everest Next-Gen AMS PEAK matrix
- Leader in ISG Provider Lens for Next-Gen AD&M services
- Leader in Avasant's Radar View for Intelligent IT Ops services

REUSABLE COMPONENTS

- ML Studio
- Widgets
- Digital brain
- Bot factory
- Micro Bots
- Dashboards
- ML Models
- Schemas

ACHIEVEMENTS

90+ Active engagements

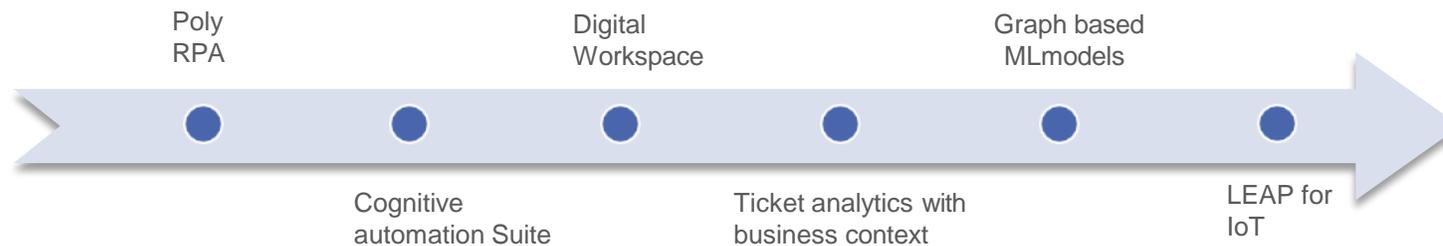
20K+ Micro bots

Client Advisory Council with 30 CXOs

KEY IMPLEMENTATIONS

Leading FMCG Company & Retail Company.
 Leading Manufacturing Company & Telcom Company.
 Leading Energy Company & Oil & Gas Company.

ECOSYSTEM



Our differentiators for Cognitive First Digital Operations

VALUE MANAGEMENT

healthcare domain - Indicative business KPIs for each key value chain process

Business Function / Value Chain Process	Activities / Sub-Processes	KPIs
Claims	<ul style="list-style-type: none"> Claim Intake Claim Processing Claim Adjudication Claim Payment 	<ul style="list-style-type: none"> Claims speed Auto-adjudication rate Work item resolution time First pass success for claims Claims settlement customer
Encounters	<ul style="list-style-type: none"> Encounter Scheduling Encounter Registration Encounter Adjudication Encounter Scheduling 	<ul style="list-style-type: none"> No. of Double-Booked Encounters Encounter Scheduling Success Rate No. of Double-Booked Encounters Encounter Scheduling Success Rate
Enrollment	<ul style="list-style-type: none"> Enrollment Application Eligibility Evaluation MP Assignment 	<ul style="list-style-type: none"> Enrollment Success Rate MP Assignment Success Rate Enrollment Success Rate MP Assignment Success Rate
Provider	<ul style="list-style-type: none"> Provider Onboarding Provider Contracting Provider Credentialing 	<ul style="list-style-type: none"> Provider Onboarding Success Rate Provider Contracting Success Rate Provider Credentialing Success Rate No. of providers onboarded No. of providers onboarded
Medical Management	<ul style="list-style-type: none"> Medical Participation Medical Management Care Management Financial Management 	<ul style="list-style-type: none"> Medical Participation Success Rate Medical Management Success Rate Care Management Success Rate Financial Management Success Rate MP and Success Care Success Financial Success

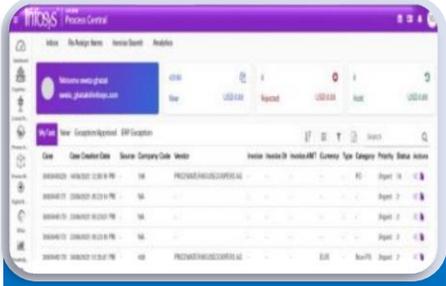
Business KPIs, Value Maps, Industry benchmark repository

PROCESS MINING



Discover Friction points and failure points

NOCODE BPM



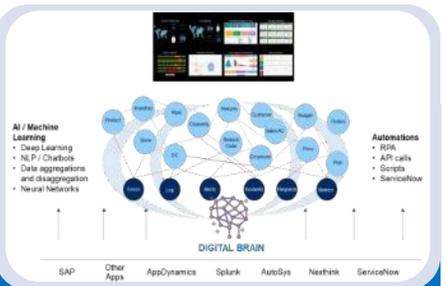
No code Framework for Process Orchestration and Case Management

BUSINESS CONTROL TOWER



Monitor Business and Process Health

DIGITAL BRAIN



Predictive Analytics with Digital Brain

KNOWLEDGE GRAPH



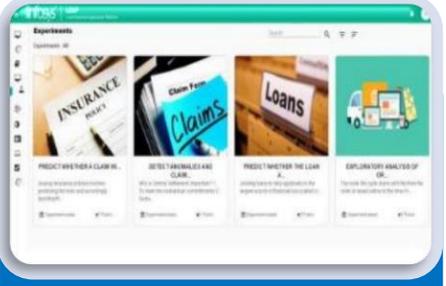
Knowledge graph models and analytics

COGNITIVE AUTOMATION



Cognitive Automation and Bot Repository

LIVING LABS

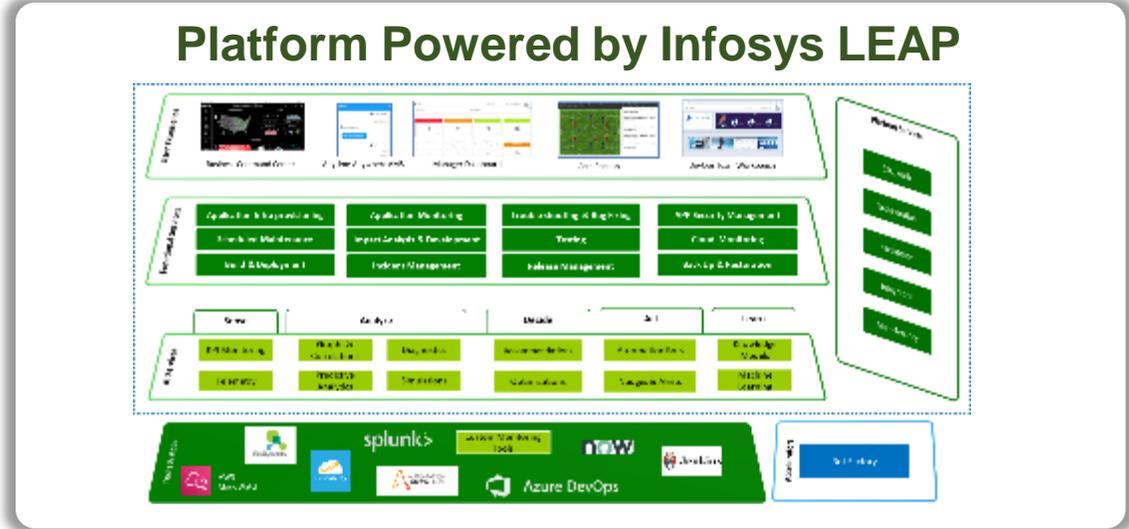
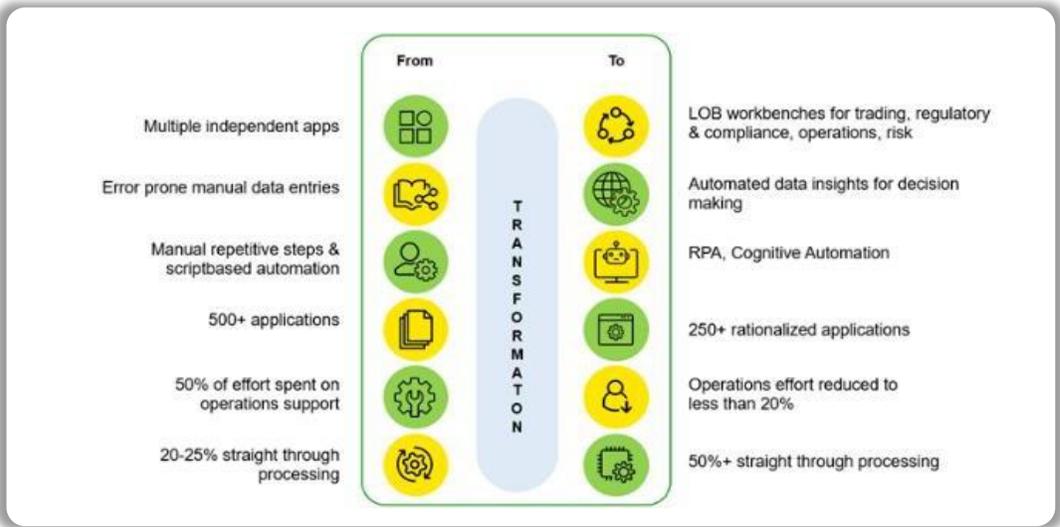


Living Labs Hackathons

Case Study : Cognitive First Digital Operations



Context: British multinational oil and gas company headquartered in London, United Kingdom with \$180B in revenue and 60K employees pivoting from international oil company to an international energy company



Key Outcomes in last 3 years

- \$12.8 M** Reduction in TCO
- 17%** Reduction in ITOps Team
- 70%** TAT Reduction for Change deployment
- 100%** Regulatory compliance

Innovation Ecosystem: Infosys Living Labs

Listening Post-as-a-Service (LPaaS)

Proactively monitor and provide foresight on Horizon 3 Technologies & Business Trends & publish through IKI and TechCompass

Culture of Innovation & Shared Infra

Instill a culture of innovation across large organizations by leveraging the BTN program and Infosys shared Digital Infrastructure

Large Scale Roll-out

Seamless transition from a PoC to large scale deployment by leveraging the vast experience Infosys has in large scale implementations

Infosys Living Labs

Emerging Technology Incubation

Rapidly prototype and pilot innovative solutions with clients by using emerging technologies

Startup and University Ecosystem

Tap into the Infosys Innovation Network (IIN) that includes hundreds of startups & universities and leverage our strategic investments in startups from IIF

Global Innovation Hubs

Leverage Global Innovation Hubs, IP/Platforms, Physical and Virtual Living Labs & talent pool driven by Innovation evangelization by Marketing

Emerging Tech CoEs

Artificial Intelligence

Conversational AI
Computer Vision
Transfer Learning AI
Security

Responsible AI
Generative AI
Artificial General
Intelligence Auto ML

Data for Digital

AI Data
Management Data
monetization
Graph Analytics
Big Data/Dark data/Thick
data Differential Privacy

Modernization

Cloud Virtualization/
Containerization
Hyper- automation
Multi-Experience

Assurance

AI/ML in
Testing Test
Automation
Customer Experience
Testing IoT/Big data
Testing

X-Reality

Digital Twin
Immersive Experience
(Retail XR, Collaboration
XR, Sports & Ent VR,
Virtual Learning)

Cyber Security

AI powered
Toolkits Biometrics
Continuous
Authentication Software
Defined Security

NextGen IoT

Sensor Fusion Edge
AI web of Connected
Things

5G

Realtime Remote Access
360° Broadcasting
V2X Communication

NextGen IT

DevOps/QAOps
Democratization Code
Free Tools Emerging
languages
Boundaryless Architecture

Blockchain

Smart Contracts
Decentralized Apps
Blockchain Networks

Adaptive Systems

Autonomous systems
Drone Delivery Swarm
Robots
Self Assembling Robots

Smart Spaces

Phygital
Adaptive Interface
Geo-spatial Technology
Radar and Object
Recognition

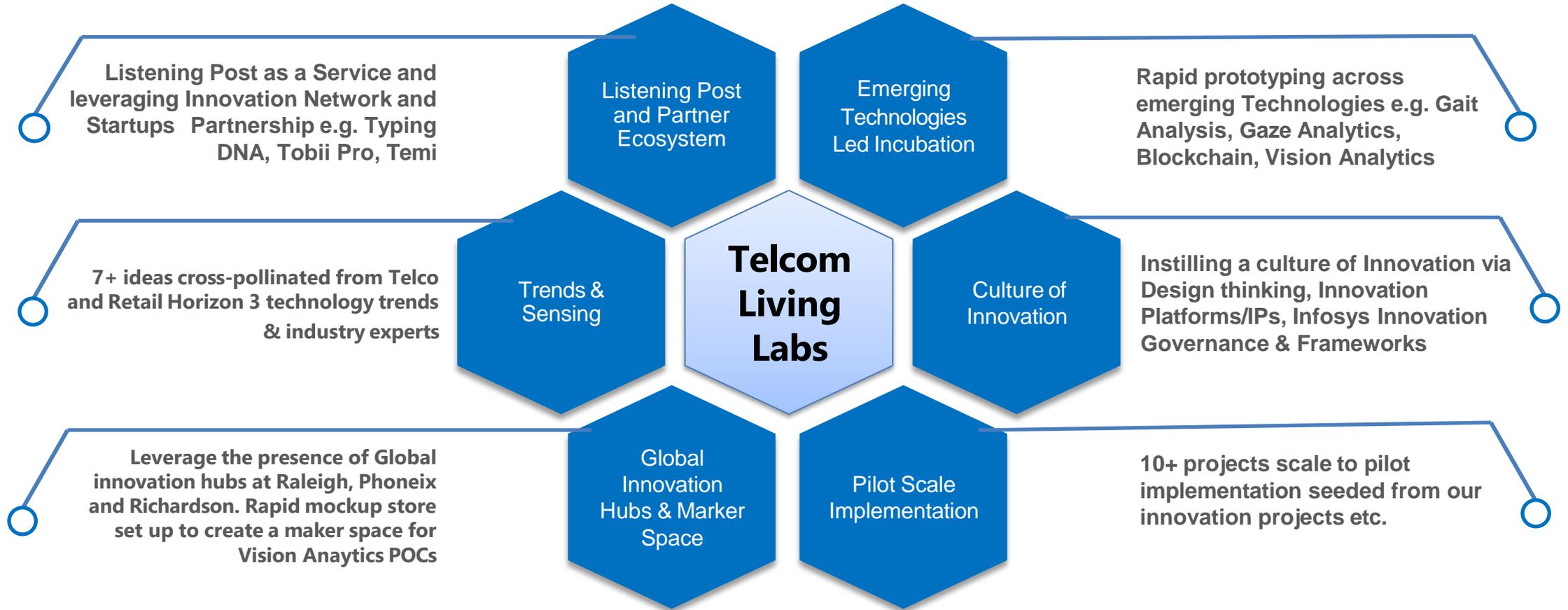
Future of Work

Future Workspace
Collaborative Bots
Gig Economy

Resilience

Business Resilience
Regulatory Tech

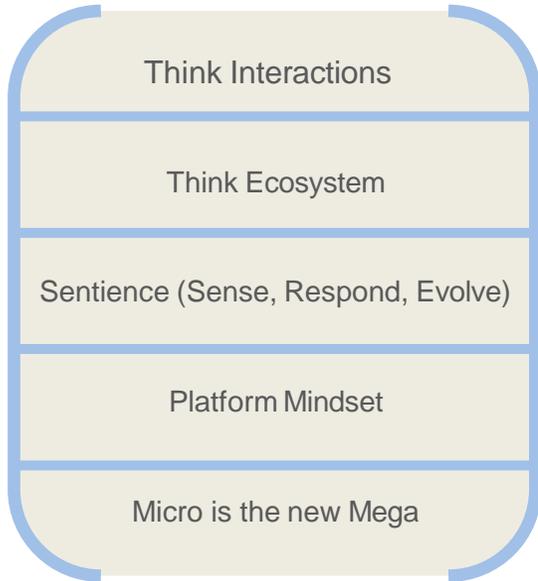
Telcom Living labs innovation program : Model for scaled innovation at large accounts



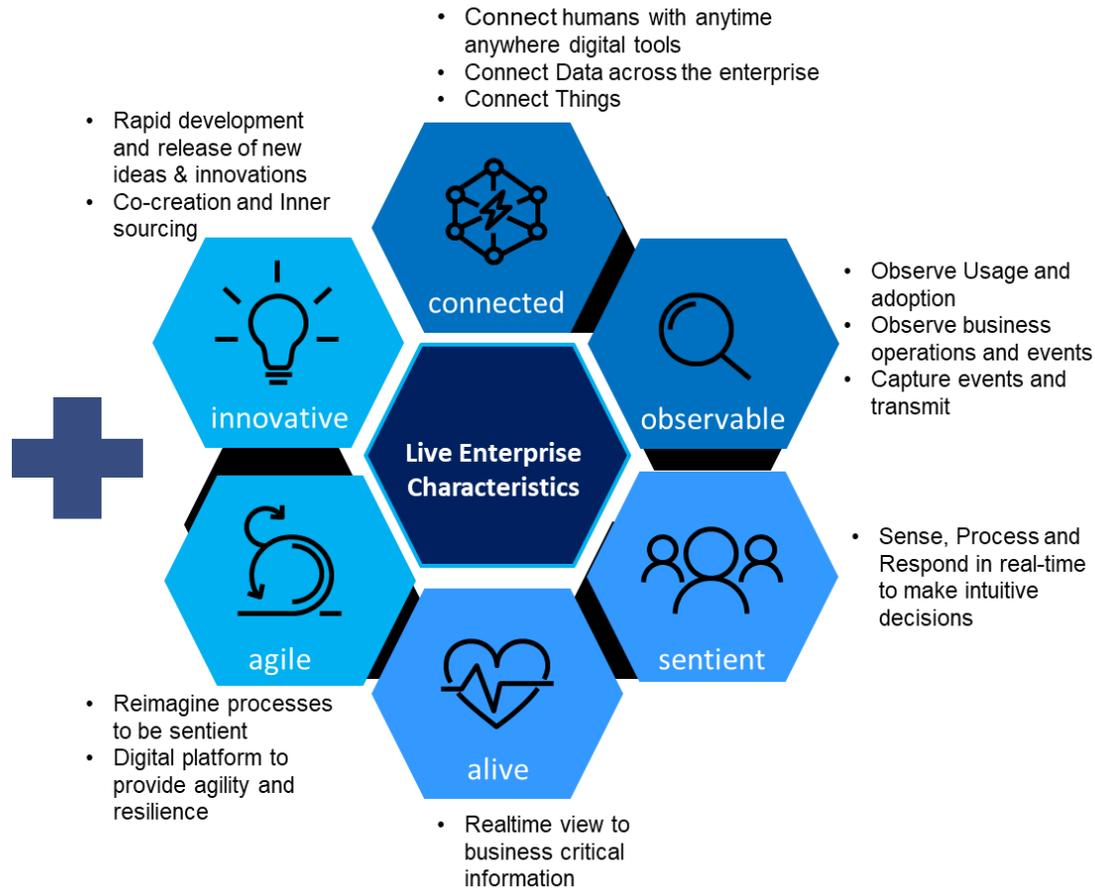
Innovation playbook

- ✓ Orchestrated delivery model
- ✓ Innovation Governance
- ✓ Funding model & reporting
- ✓ Idea capture, prioritization
- ✓ CIO reporting
- ✓ Joint Client innovation

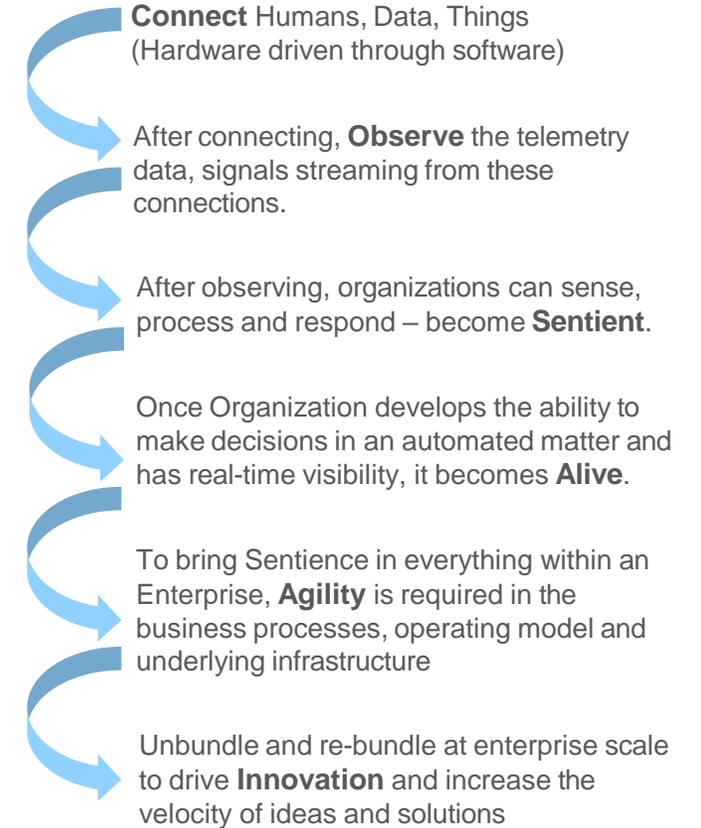
Approach & Mindset



Characteristics



Value Proposition



Live Enterprise - BluePrint

Live Enterprise Architecture



Digital Brain

Continuously curate organizational knowledge and intelligence for the enterprise



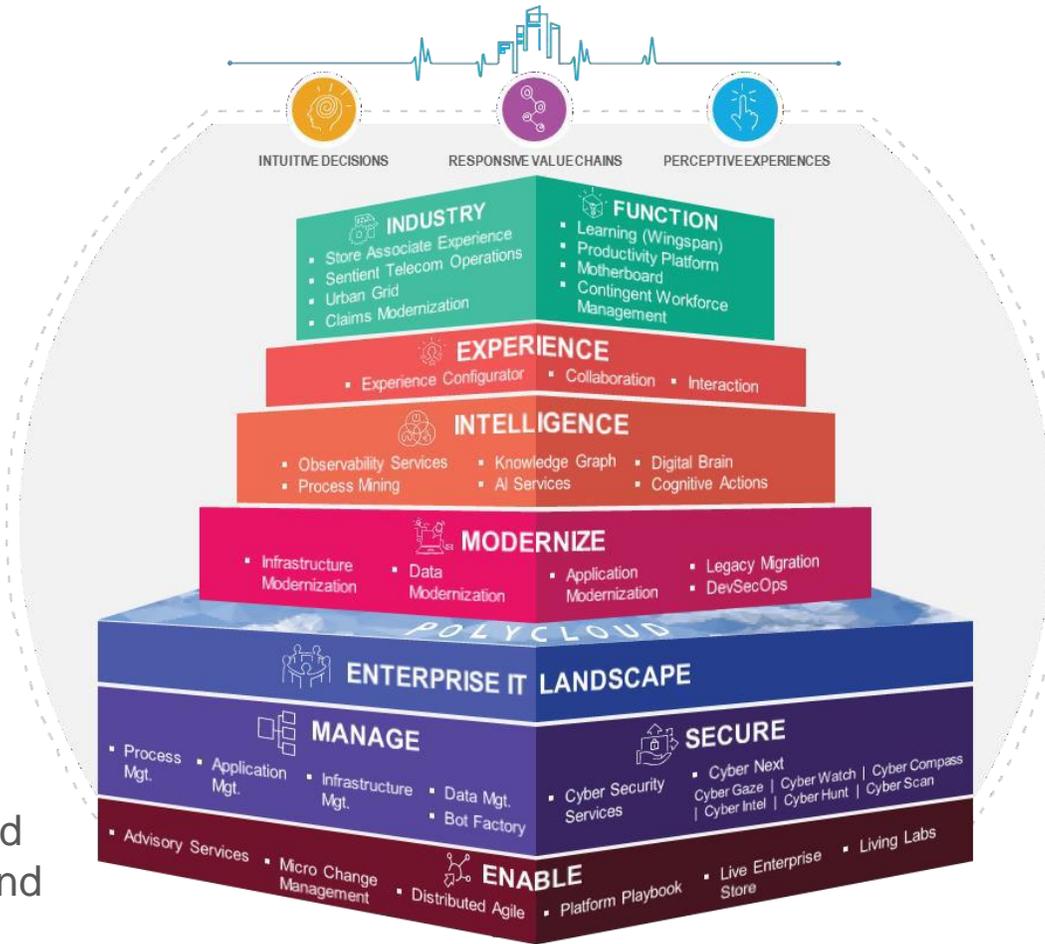
Knowledge Graph

Drive better visibility and insights by seamlessly mapping information across organizational silos



AI Services

The organization's eyes and ears, allowing you to see and sense in real time and remotely



Poly-cloud

Embrace the best innovations application stack



Experience Configurator

Provide hyper-personalized and cognitive user experience for workers and customers



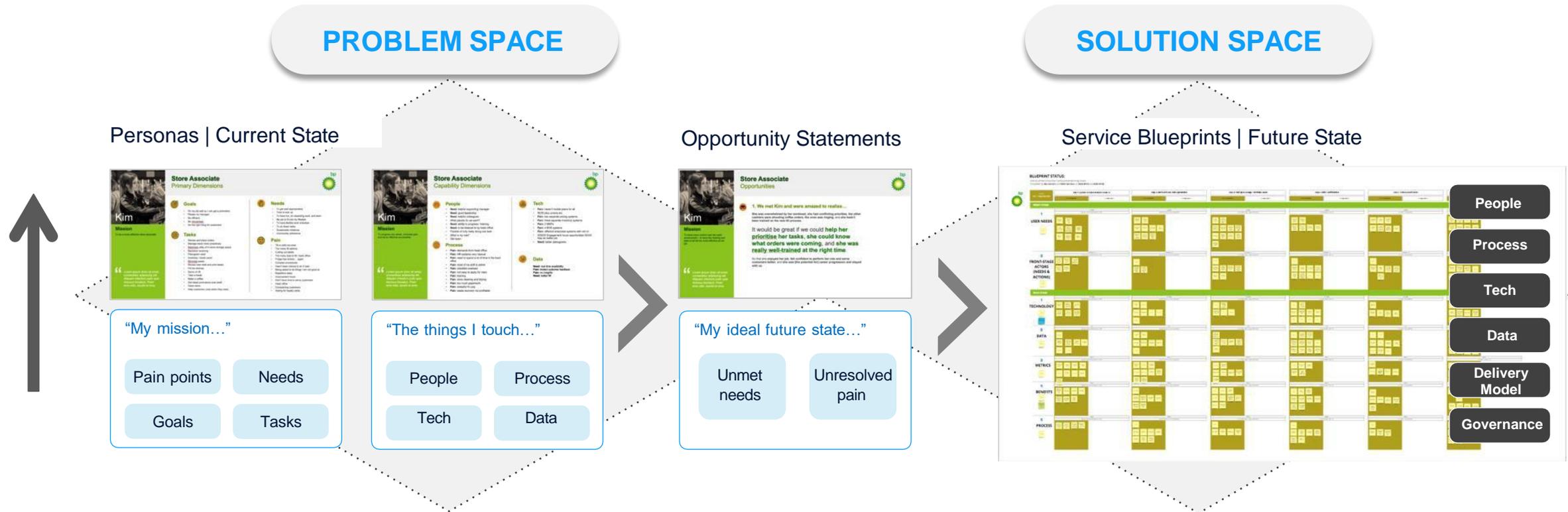
Wingspan

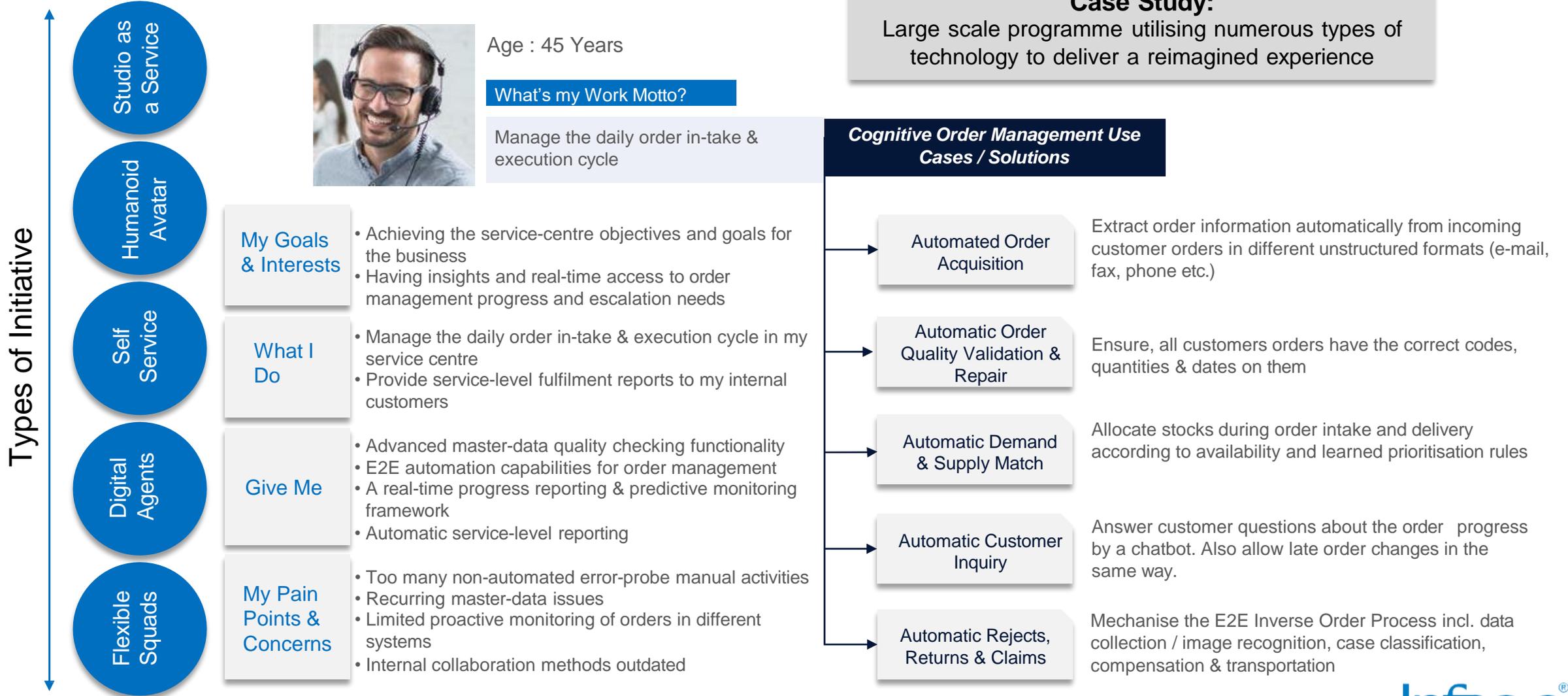
Accelerate the enterprise talent transformation journey



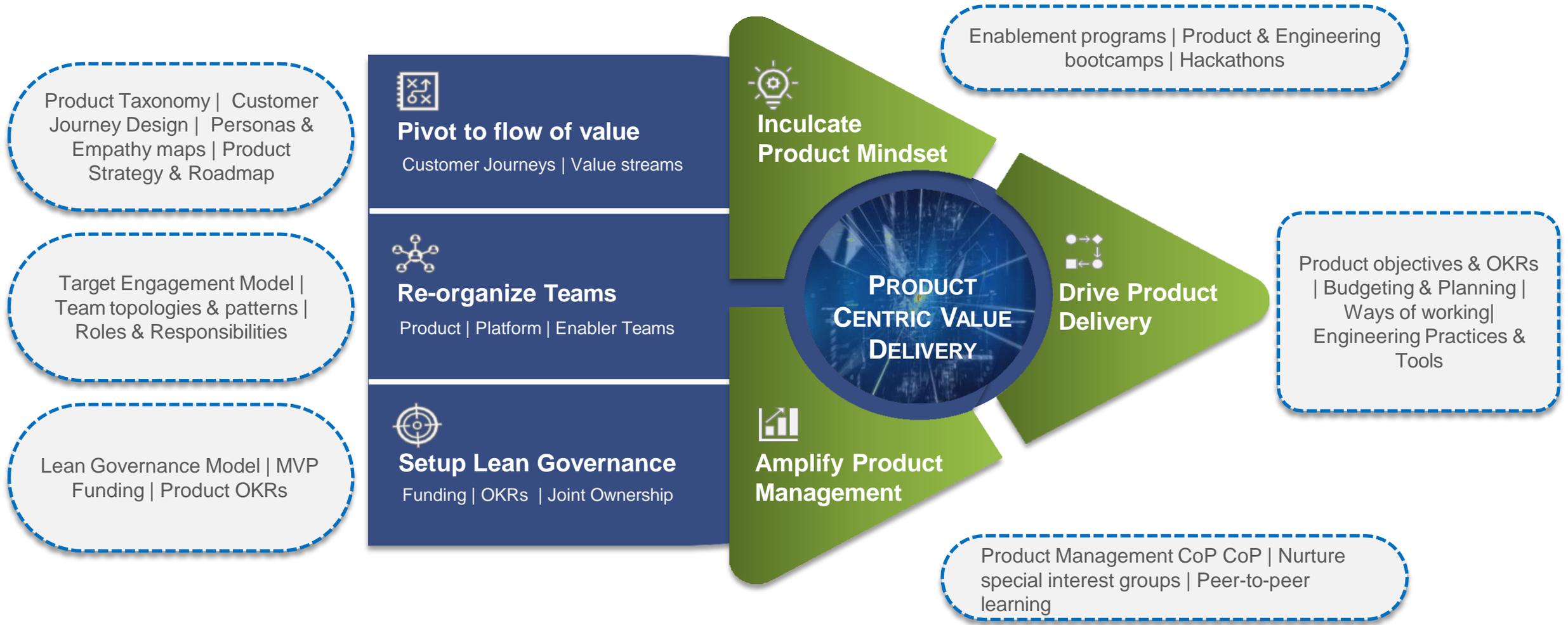
Design Thinking & Service Blueprinting: Approach to Reimagining Experience

Infosys brings a unique combination of skills, platforms and know-how to drive and realize client's transformation



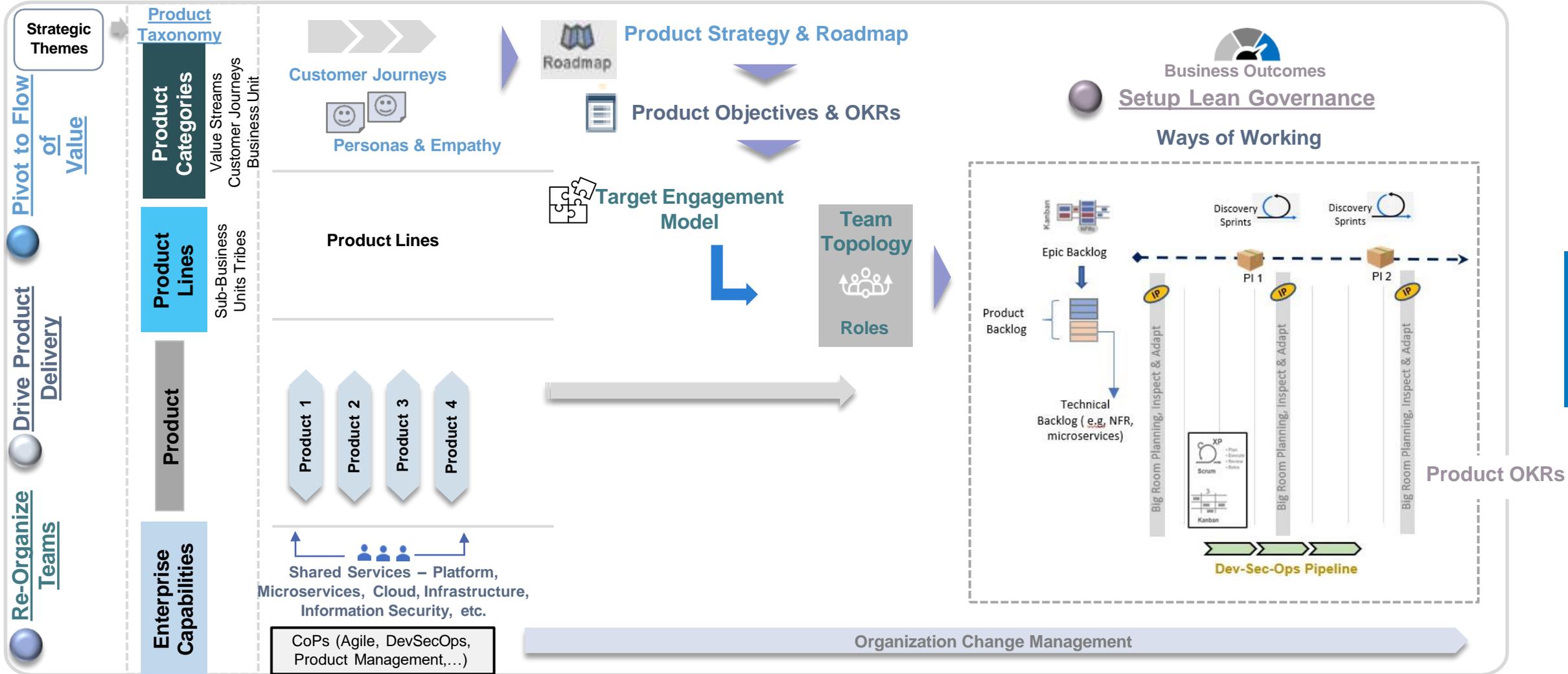


Infosys Product Centric Value Delivery Model



Latest version is available in [LEX](#)

Infosys Product Centric Value Delivery Model



Re-Organize Teams

Drive Product Delivery

Pivot to Flow of Value

Amplify Product Management

Inculcate Product Mindset

Case Study : Integrated DevOps at a large retail client

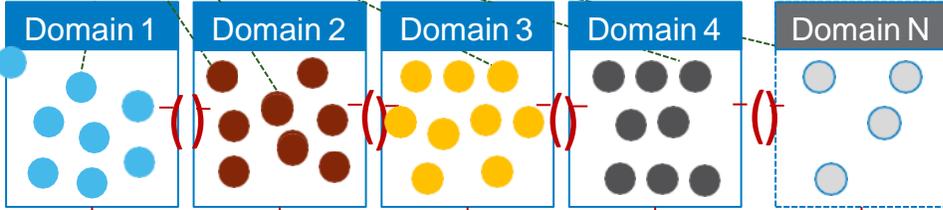
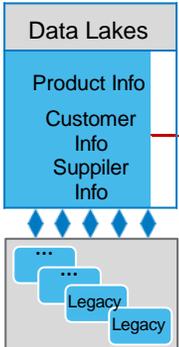


Product Management Governance

Technology and Architecture Governance

Functional Abstraction layer (Business Assembly)

Persona Based Product Management



Standardized Platform as-a-Service



Abstraction Layer Infrastructure

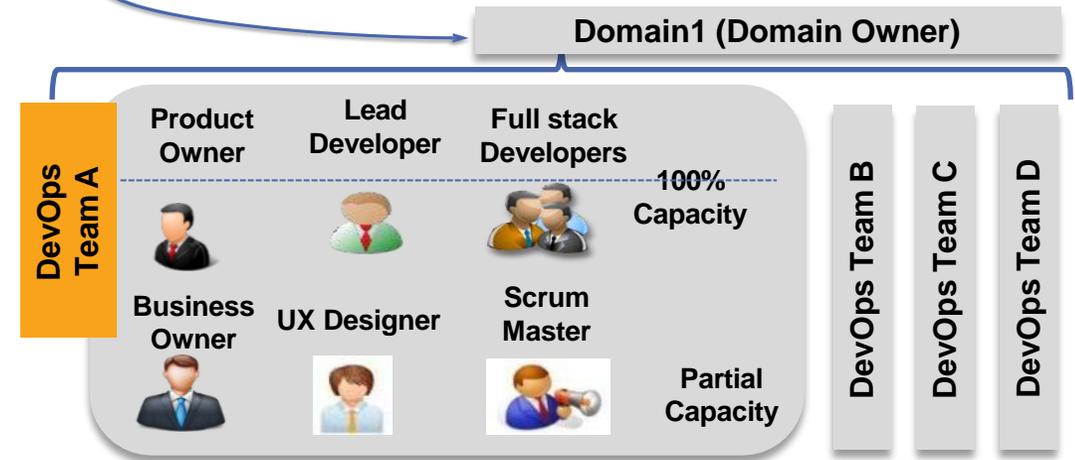
QUALITY AUDIT TEAM

Client
Global cash n carry worth 28BUSD

IT landscape
120 product teams with 50+ greenfield products
Legacy and digital technologies

Results:

- Inception to MVP duration down by 40%
- Release frequency increased from ~12 weeks to ~1 week
- Test Automation above 80%
- Velocity increased by 30-40%
- Application availability increased to 99.9%



Digital, Data based Insights driven future of Enterprises

AI driven
Decision Making

Evolving Patterns

NEW IMAGINATIONS

- New Industry Disruptive Business Models
- Sentience
- Uberization
- Extreme Automation
- Data for Good

Leading Insurance Company

Live Enterprise, enabling newer data and intelligence driven products for accelerating digital adoption, reduce overall operational spend across claims, policy underwriting and contact center, experience analytics and 360° view for agents and customers

Leading Finance Company

Implemented Data Sharing Platform and Data Democratization on Azure cloud. It enhanced collaboration among the data community with the easy data sharing

DATA ECONOMY

Data the new Capital, AI transforms Life, Economy

NEW CLASS OF PROBLEMS

- New resilient business models
- Disintermediation
- Real-time sense, analyze & act
- Phygital
- Digital Workplace

DATA NATIVE – DIGITAL NATIVE ENTERPRISE

Innovate, Transform, Reimagine Business

Leading Insurance Company

Digital transformation through modernization of enterprise data platform including foundational data, Ai driven analytics

DATA DRIVEN ENTERPRISE

Better Decisions

Leading Retail Banking Company

Digital Transformation to enhance customer experience across channels, improve customer loyalty and sustain customers

Leading Insurance Company

Modernize Enterprise Data Platform on cloud, personalized data discovery, enable self-service reporting, data governance, and AI to deliver business value

Leading Finance Company

Digital Transformation by adopting Cloud and AI in secure manner to migrate 4000+ apps on Cloud and 220+ PB of data, supporting 100+ patterns, and improved time to market by 10x.

Government Organization

AI driven Next Gen Tax System and provide macro economic indicators to support policy formation

Leading Food and Beverage Company

Implemented Cognitive services leveraging Azure services to show connections across Customer, Recipes, products – Product to recipe shift with hyper personalization

Leading Oil & Gas Company

Built an Upstream Data Marketplace on Azure services by integrating data assets, providing projects' digital performance data in near real-time, enabling well and refinery health monitoring and plant operations optimization.

NEW PRIORITIES

- Adaptive changes
- Customer-centricity
- Flexible and efficient operating model
- Digitization of core

Infosys Data and Analytics Services Offerings



Program Management
Application Maintenance Services
Managed Services

Solutions

- Data Marketplace
- CDO Strategy
- Digital Brain
- AI Workbench
- AI Solutions
- Automation Workbench
- Infosys Real-time Streams

Analytics & AI

- Analytics Consulting
- Data Science
- Machine Learning
- Automation
- Robotic Process Automation
- Speech Analytics
- NIA
- Natural Language Processing
- Computer Vision

Data Consulting

- Data Strategy
- Data Governance
- Data Management
- Data Analyst
- Change Management

Data Architecture

- Enterprise Data Architecture
- @Scale Data Platforms
- Adaptive Data Platforms
- Extreme Data Engineering

Insight Consumption

- Reporting
- Visualization
- Self-Service
- EPM
- Digital Analyst
- Digital Board Room
- BI BOT

Data Operations

- Provisioning
- Operations
- Migration
- DevOps
- PaaS

Data Engineering

- Data Store
- Master Data
- Meta Data
- Data Quality
- Data Processing
- Data Integration
- Data Virtualization
- Data Wrangling
- Search
- Data Security
- PaaS

Quality Assurance

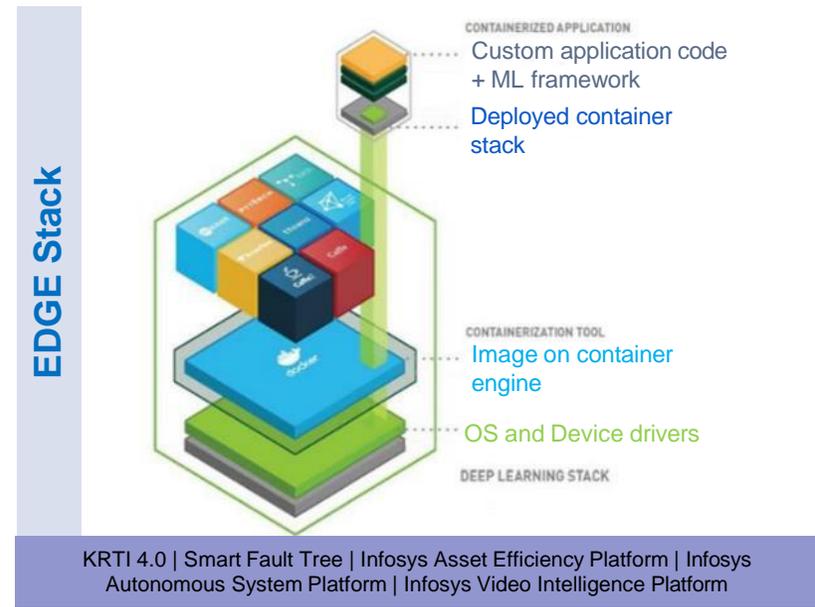
- Ingestion Testing
- Migration Testing
- Mining Testing
- Visualization Testing
- Performance Testing
- Security Testing

Applied AI for Insights and Business Innovations



Enrich and expand the client experience

Innovate using Infosys framework and solutions on EDGE devices across industries



Leading telco drove business value and innovation at scale. Carved out 45 projects with 7 large scale programs across AI, AR, VR and other emerging technologies

Empowered players, fans and media at Rolland Garros with innovations on court & at home through insights-driven journalism, and intelligent post-match highlights

Our Approach for delivering value through AI and Automation



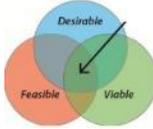
Automation, Analytics and AI Advisory

Automation, Analytics, and AI Execution and Establishment

9 step Process Discovery
AI/Automation Lego blocks
Infosys VRM

STRATEGISE

Process discovery & Business Case



2 Do Next	1 Do Now
4 Do Never	3 Do Last

Technology Evaluation Methodology

Infosys Bot Factory and Orchestrator
Infosys AI Workbench,
Infosys Nia & AssistEdge
Infosys Genome
Pre-built AI solutions...

Infosys Wingspan
SuperBot
Multi-platform
Control Tower

ASSESS

AI Maturity / Readiness

Technology Roadmap Definition

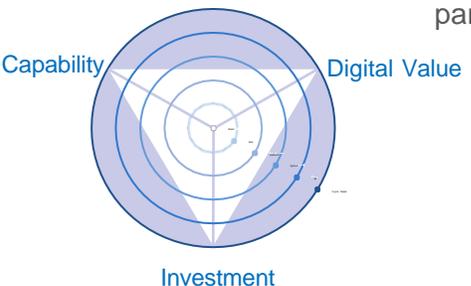
EXECUTE

Test, deploy, and scale

ESTABLISH

Build capability and hand over

Value Assessment



Infosys AI Maturity Assessment tool and partner frameworks

Organisational Re-design

OCM Frameworks



POC



Pilot



PRODUCTIONISE AND MAINTAIN

Value delivered through AI and Automation @Infosys over last 3 years...

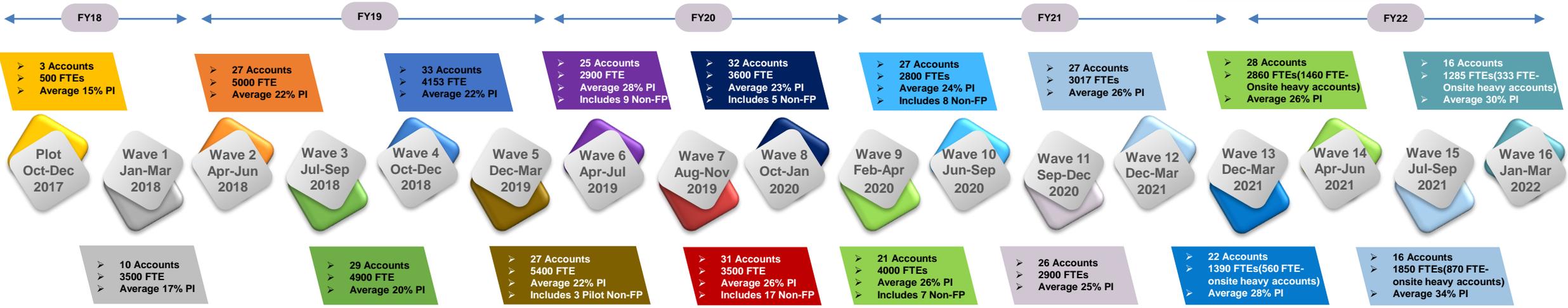


12 weeks focused intervention on Lean & Automation adoption across IT, BPM and Support processes



Outcome

- 40,000+** FTE repurposed in 4 years
- 350+ MUSD** \$ Savings in 4 years
- ~24%** Average productivity uplift
- 20,000+** Bots deployed
- 740+** Programs covered

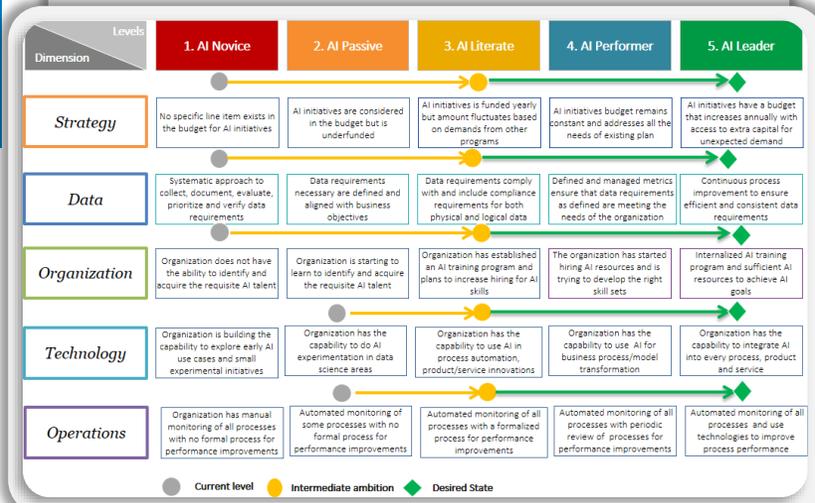


Supported by unique assets along the automation journey



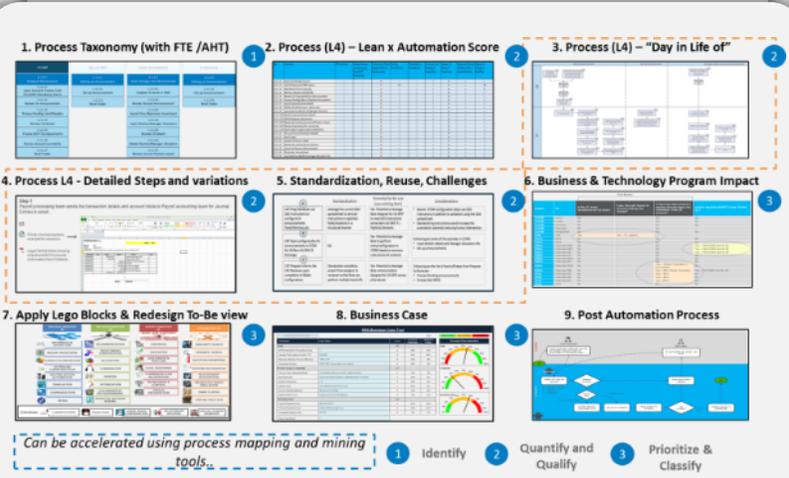
AI Maturity Assessment Framework

A holistic framework across 5 dimensions and 140 sub dimensions to assess, benchmark, and quantify the maturity of an organization to adopt AI and Automation and to tailor the strategy and execution roadmap accordingly. This is powered by industry benchmarks and insights from our leading partner analysts.



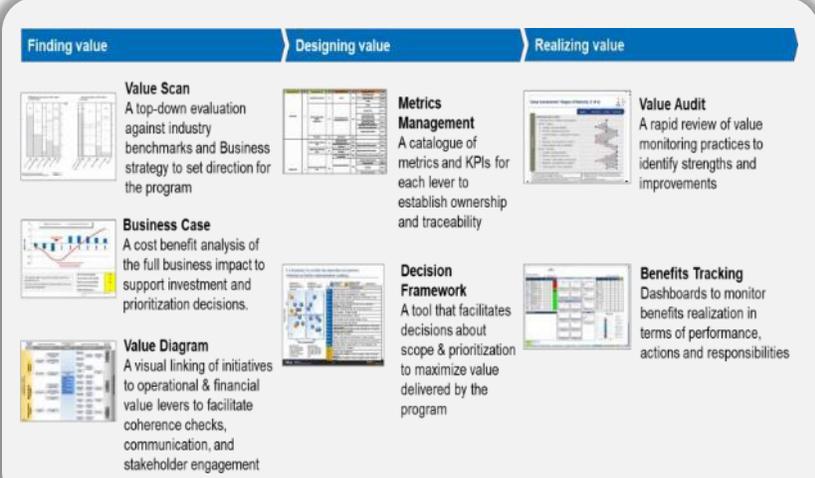
Process Discovery / Use Case Identification Framework

A 9-step process discovery / use case identification, qualification, and quantification methodology to scan business functions and identify the best of candidates for applying AI/ML and Automation. This is powered by pre-built catalogues of use cases, automation and AI scoring for prioritisation, and AI/ML/Automation Lego blocks to achieve end to end intelligent automation



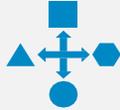
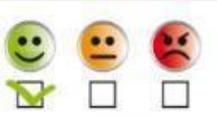
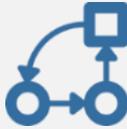
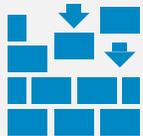
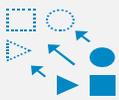
Value Realization Methodology (Infosys VRM)

End to end business value identification, design, and monitoring framework, powered by a number of re-usable assets. This allows us to start mapping value in the advisory phase and keep track of realising it as we move into execution and establishment.

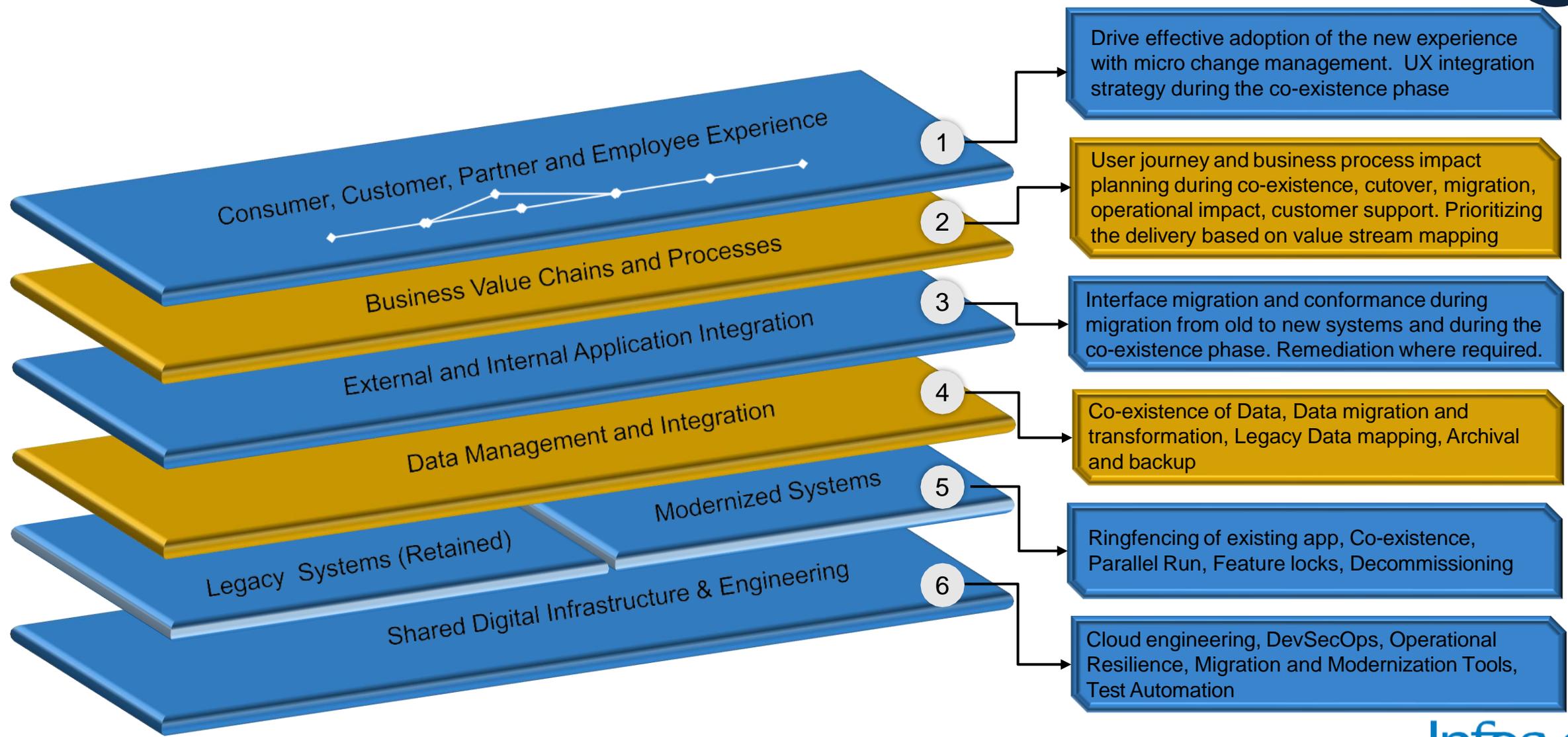


And a Lego blocks approach to simplify value identification and scale execution



 Information Extraction	 Named Entity Recognition	 Classification	 Prediction	 Sentiment Analysis	 Recommendations	 Allocation	 Collaborative Decision Making	 Complex Question Answering
 Unstructured-Data Queries	 Guided Collaboration	 Routine Action Automation	 Summarization	 Combination	 Ranking	 Optimization	 Evolutionary Search	 Relationship Recognition
 Diagnosis	 Validation	 Risk Assessment	 Configuration	 Planning & Scheduling	 Monitoring & Anomaly Detection	 Knowledge-based Search	 Group Recognition	 Group Selection
 Pattern Recognition	 Simulation	 Agreement Reasoning	 Propensity Modeling	 Speech Analysis	 Data Mapping	 Reconciliation	 Targeting	Others...

Infosys Zero Disruption Modernisation : Accelerated Tech Transformation



Accelerated transformation to Smart Digital Infrastructure



Build/transform

Run

“Infosys Modernization Suite”

Data Estate
Modernization
Suite

Polycloud/
Infosys Cobalt

LEAP

Mainframe
Modernization
Platform

Database
Migration
Platform

Migration
Platform

Cloud Native
Development
Platform

Cloud
Modernization
Platform

Live Engineering

Infosys DevSecOps Platform

PolyCloud, AICloud

Client Business Outcome

Improved ROE

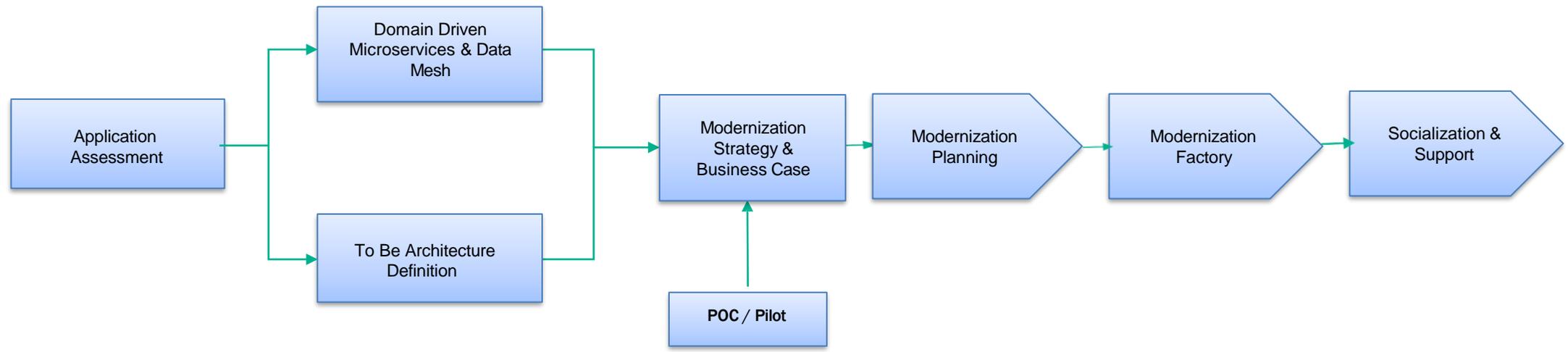
Increased FCF

Improved OM

Accelerate Rev
Growth

Reimagined Client
Experience

.. and proven Data Driven Technology Modernization Framework



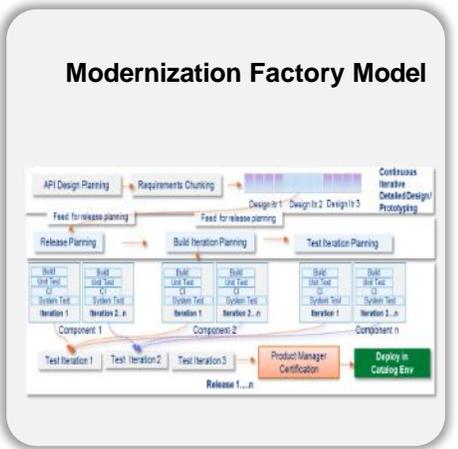
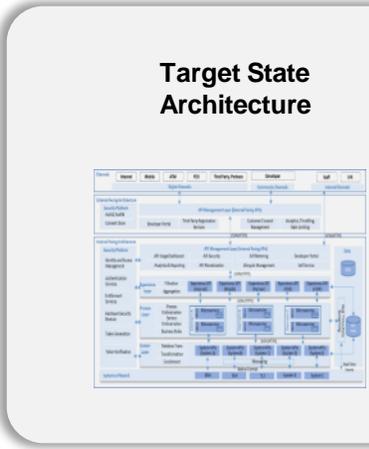
Application Assessment

As-is Interface Catalogue

Domain	Interface Count
Accounts	73
Billing	10
Cards	42
Collections	13
FX	9
Investments	63
Limits	9
Loans	55
Payments	55
Sales	17
System	31
Trade	4
Transactions	44
Customer	33
Grand Total	516

Domain Driven Microservices Catalogue

Core Domains	Subdomains APIs (Status)
Transaction & Branch	Loan Base (API) (API)
Customer	Loan Account (API) (API)
Customer	Customer Relationship (API) (API)
Fees and Charges	Loan Services (API) (API)
Accounts	Accounts (API) (API)
Payments	Payments (API) (API)
Reports and Dashboard	Reporting (API) (API)
Customer Services	Customer Services (API) (API)



Infosys has successfully implemented the solutions and platform across different clients



Modernization

Greenfield Modernization



- Polycloud and event-driven microservices
- Serverless-based B2B API integration
- Multi-hybrid cloud orchestration & integration platforms

Brownfield Modernization



- Rehost/remediate from on-premise to cloud
- Re-platform to cloud
- Containerize existing workloads to cloud



Mobile first / Cloud Native Apps

- Mobile First and Consumer grade experience
- Adopt real-time business processes
- Inclusion of speed layer in application design for better customer experience



SaaS based Offerings

- Solutions built on SaaS platform
- Includes Industry specific vertical SaaS offerings



ERP Modernization

- SAP, Oracle, Ariba based modernization
- Offerings also include Cloud Migration of ERP platforms



Legacy Modernization

- Rehosting mainframe to Microfocus
- Rules Externalization, API-fication, DevSecOps
- Real-time data offload from legacy

Use cases and examples of building smart digital infrastructure

Smart Digital Infrastructure Transformation Themes

Database & Tech Transformation

- Oracle, DB2 & SQL Server to Open-Source DB (PostgreSQL, Mongo DB)
- Application server upgrades
- Framework / language migration and upgrades

Cloud Transformation

- Rehost/remediate from on-premise to cloud
- Re-platform to cloud
- Containerize existing workloads to cloud

API first & Hybrid cloud integration

- Polyglot and event-driven microservices
- Serverless-based B2B API integration
- Multi-hybrid cloud orchestration & integration platforms

Experience & App Transformation

- Mobile First and Consumer grade experience
- Adopt real-time business processes
- Inclusion of speed layer in application design for better customer experience

Data Landscape transformation

- Appliance to Snowflake migration
- Open source/Cloud Native ETL migration
- DW migration to data lake

Mainframe Modernization

- Rehosting mainframe to Microfocus
- Rules Externalization, API-fication, DevSecOps
- Real-time data offload from legacy

Leading FMCG ,Manufacturing, Telecom, Energy Oil & Gas, Retail, FMCG Company.

Next Steps ..

1. Pilot the BVFD framework

Pilot the value discovery, process mining offerings to create proactive opportunities for large digital transformation engagements

2. Socialize with leadership on BVFD framework for usage in large platform deals.

BVFD Framework has direct relevance to integrated BPM + IL large deals. BVFD content will be shared with IC, ADM, ES, BPM team. For large deal involving business KPIs performance expectations in ITOps deals BVFD framework will be the default approach.

3. Integrate the IP, Accelerators and Offerings.

Pre-build the integrations across the various IP, accelerators across the organization. Enable rapid prototyping and show & tell. Create product centric organization structure with integrated serviceline teams.

THANK YOU



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