



Internet of Things Services 2025 Market Insights™

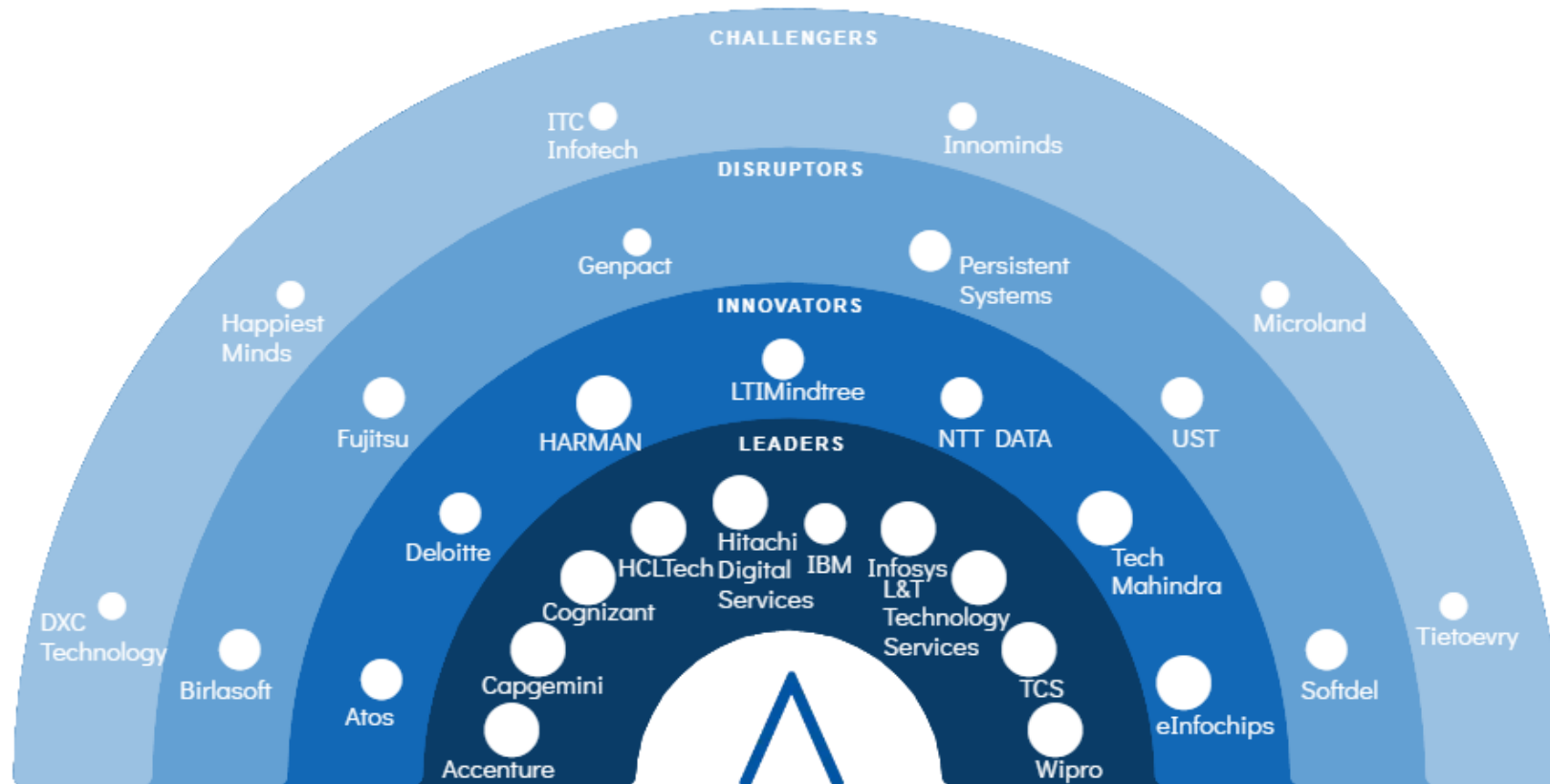
Infosys Profile

September 2025



Avasant recognizes 29 top-tier providers offering IoT services

Practice maturity 



Infosys: RadarView profile



Practice overview

- Practice size: 3,635
- Active clients: 275
- Delivery highlights: 40+ delivery centers

\$250M-\$500M Revenue from the IoT services, FY 2024	13% Acquisitions of new client in the IoT services, FY 2024
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Industry-specific solutions/offerings

Connected Ops on Cloud	A cloud-agnostic industrial PaaS with prebuilt micro applications for autonomous factory operations
MES Nxt	An accelerator offering end-to-end MES and LIMS* services for smart manufacturing
Infosys Machine Connectivity Framework	A framework that connects machines, builds edge-to-cloud data pipelines, and boosts efficiency
Infosys smart solution for water	A cloud-based platform to monitor, benchmark, and optimize water usage for sustainable operations

Sample clients

- A Hong Kong-based property developer
- A global discrete manufacturer
- A North American manufacturing company
- A CPG company
- Heavy construction equipment OEM
- An American entertainment holding company

- Practice maturity ★★★★★
- Investments and innovation ★★★★★
- Partner ecosystem ★★★★★

Possesses a robust IoT portfolio, enabling IT-OT-ET convergence and AIoT* capabilities across digital engineering, Industrial IoT, Intelligent products, and Smart Spaces.

Partnerships/alliances

Delivered pre-configured IoT and Industrial data fabric solutions to accelerate Industry 4.0 adoption	Codeveloped solutions such as Connected Ops on Cloud ,Device Simulator for factory operations
Leveraged CAD*, CAM*, PLM*, and PDM* platforms to deliver digital thread solutions for clients	Leveraged Google Cloud IoT to deploy AI-powered analytics solutions for smart spaces
Utilized Cisco Kinetic to securely manage devices, OTA* updates and integrate IoT data with the ERP	Utilized Siemens Designo and SmartHub to deliver smart and sustainable building solutions
Codeveloped KRTI 4.0, an AI-powered framework to optimize OT life cycle operations	Used PaaS, data pipelines, and Watson IoT/Maximo integration for efficient data processing

Value chain coverage

Aerospace & defense
Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry concentration: ●●●●●

Note*: AIoT: Artificial intelligence of things; LIMS: laboratory information management system; CAD: Computer-aided design; CAM: Computer-aided manufacturing; PDM: Product data management; PLM: Product life cycle management; OTA: Over-the-air

Infosys: RadarView profile

Case studies

Client	Capability	Summary	Business impact
A Hong Kong-based property developer	<ul style="list-style-type: none"> AI and analytics IoT 	<ul style="list-style-type: none"> The client needed a smart building solution to optimize facility management and achieve ESG and sustainability objectives through tenant engagement. Infosys implemented an integrated Tenant Experience Analytics Platform with on-premises IoT gateways, cross-functional B2B system, web-based operations portals, and ESG AI analytics for energy, water, waste, and carbon monitoring. 	<ul style="list-style-type: none"> Enabled tenant mobile app with AI chatbot for building access, lift calling, parking, food ordering, and events Delivered predictive analytics for critical asset performance Provided advanced ESG reporting
A global discrete manufacturer	<ul style="list-style-type: none"> IoT 	<ul style="list-style-type: none"> The client faced fragmented plant IT systems, with disparate MES/MOM/WMS* and ERP integrations, leading to inefficiencies, technical debt, and heightened security risks across multiple manufacturing sites. Infosys conducted an Industry 4.0 assessment across 12 global plants, developed a transformation road map, standardized MES use cases via a global template, evaluated products, and recommended a unified MES solution integrated with ERP and WMS to enable digital manufacturing. 	<ul style="list-style-type: none"> Improved OEE*, productivity, and optimized inventory management Accelerated engineer-to-order (ETO) product production Reduced IT operational costs
A North American manufacturing company	<ul style="list-style-type: none"> Cloud Edge computing IoT 	<ul style="list-style-type: none"> The client needed a digital manufacturing solution to improve throughput, quality, and productivity across its plants, and modernize IT-OT systems. Infosys deployed a cloud-native digital manufacturing solution across five North American plants, integrating IT-OT systems, machine connectivity, MES, ERP, and historian data, using an edge-to-cloud architecture, and delivered real-time dashboards and KPIs to enable operational intelligence. 	<ul style="list-style-type: none"> Connected 285 machines, capturing 15,000 data points per minute Increased OEE by 4%-5% in six months Prevented 15 breakdowns and saved over \$300K in downtime Enabled real-time operational visibility
A German automotive OEM	<ul style="list-style-type: none"> Cloud Edge computing IoT 	<ul style="list-style-type: none"> The client needed a secure and reliable way to protect remote vehicle software updates and ensure rollout efficiency for its global fleet of SDVs. Infosys implemented a comprehensive solution for remote vehicle software update, leveraging dynamic and static test platforms, backend content creation, automated and manual end-to-end update validation, secure remote communication, test case automation, smoke testing, problem management, and knowledge transfer to secure vehicle software updates globally. 	<ul style="list-style-type: none"> Ensured secure, end-to-end deployment of vehicle software updates Automated manual testing to reduce effort Accelerated global software rollout and fleet update cycles Improved reliability across OEM backup centers

Note*: MES: Manufacturing execution system; MOM: Manufacturing operations management; WMS: Warehouse Management System; OEE: Overall equipment effectiveness; OEM: Original equipment manufacturer; SDV: Software-defined vehicles

Infosys: RadarView profile

Analyst insights

Practice maturity



- Infosys leverages its AI- and cloud-first strategy to enable IT-OT*-ET* convergence across enterprises through digital engineering, advanced manufacturing, intelligent products, and sustainability. These offerings help design and manage complex products, drive agile, low-carbon manufacturing, deliver personalized customer experiences, and build sustainable smart spaces. The practice brings together specialized units, including ENCAS* which delivers in-depth technology and architecture expertise, SDC* which provides strategic, human-centered design insights, Kaleidoscope which enhances product development with research-driven, user-focused experiences, and AEG* which drives cutting-edge innovations in IIoT, AR/VR, robotics, and AI.
- In 2024, Infosys strengthened its automotive offerings with the Next Gen Mobility Solution, which provides end-to-end connected vehicle engineering, and the EV charging management platform, a hardware-agnostic, OCPP*-compliant system that enables scalable public and fleet charging with remote monitoring.
- Infosys' collaboration with Hatch demonstrates its strength in deploying agentic AI and AI-powered virtual assistants to boost engineer productivity, accelerate decision-making, and ensure seamless project delivery, along with expertise in creating intelligent 3D models and digital twins for brownfield asset digitization.

Investments and innovation



- In 2024, Infosys invested \$10M-25M in IoT services. It operates over 20 IoT-focused labs, seven living labs, and 50 accelerators. Its six North American innovation labs include a smart factory in Richardson, TX, with 5G and autonomous robots, IoT studios, innovation hubs, and design studios for joint solution development.
- It leverages internal platforms, partner-led training, certifications, and AI-driven personalization to upskill its workforce in IoT architecture, edge, gateways, and industrial automation. It has achieved over 700 external and more than 1,800 internal certifications across IoT platforms, Smart Spaces, and industrial solutions.
- In 2024, Infosys acquired Intech, enhancing its Engineering R&D capabilities in e-mobility, autonomous vehicles, EVs*, rail transport, and automotive system validation, and acquired InSemi, strengthening semiconductor R&D to accelerate its Chip-to-Cloud strategy for AI, 5G, EVs, IoT, and smart devices.

Partner ecosystem



- Infosys has over 15 IoT-specific partners, 12 start-ups, and 10 academic partnerships to accelerate IoT services, such as AWS, Azure, Google Cloud, IBM, HPE, SAP, Siemens, Oracle, PTC, Dassault, Doppelio, Ignition, Tulip, Rockwell Automation, Purdue University, and Acatech, German academy of science and engineering.
- It has strategic partnerships to enhance its industrial and enterprise solutions. It partnered with Iconics to leverage historian platforms for real-time visualizations, Willow for advanced digital twin solutions, and RealWear for AR/VR-based field operations. It also uses CPQ* products from vendors Configit, Conga, and Epicor.
- It leverages NVIDIA's full-stack Gen AI platform, such as Metropolis for computer vision, NeMo for LLMs* with Responsible AI, and Riva for next-gen contact centers. They are also codeveloping digital twins, 3D workflows, 5G, cyber security, energy transition, and agentic AI use cases for automotive infotainment units.

Note*: OT: Operational technology; ET: Engineering technology; ENCAS: Engineering consulting and architecture services; SDC: Strategic design consulting; AEG: Advanced engineering group; OCPP: Open charge point protocol; EV: Electric vehicle; CPQ: Configure, Price, Quote

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