



Higher Education Digital Services 2023-2024 RadarView

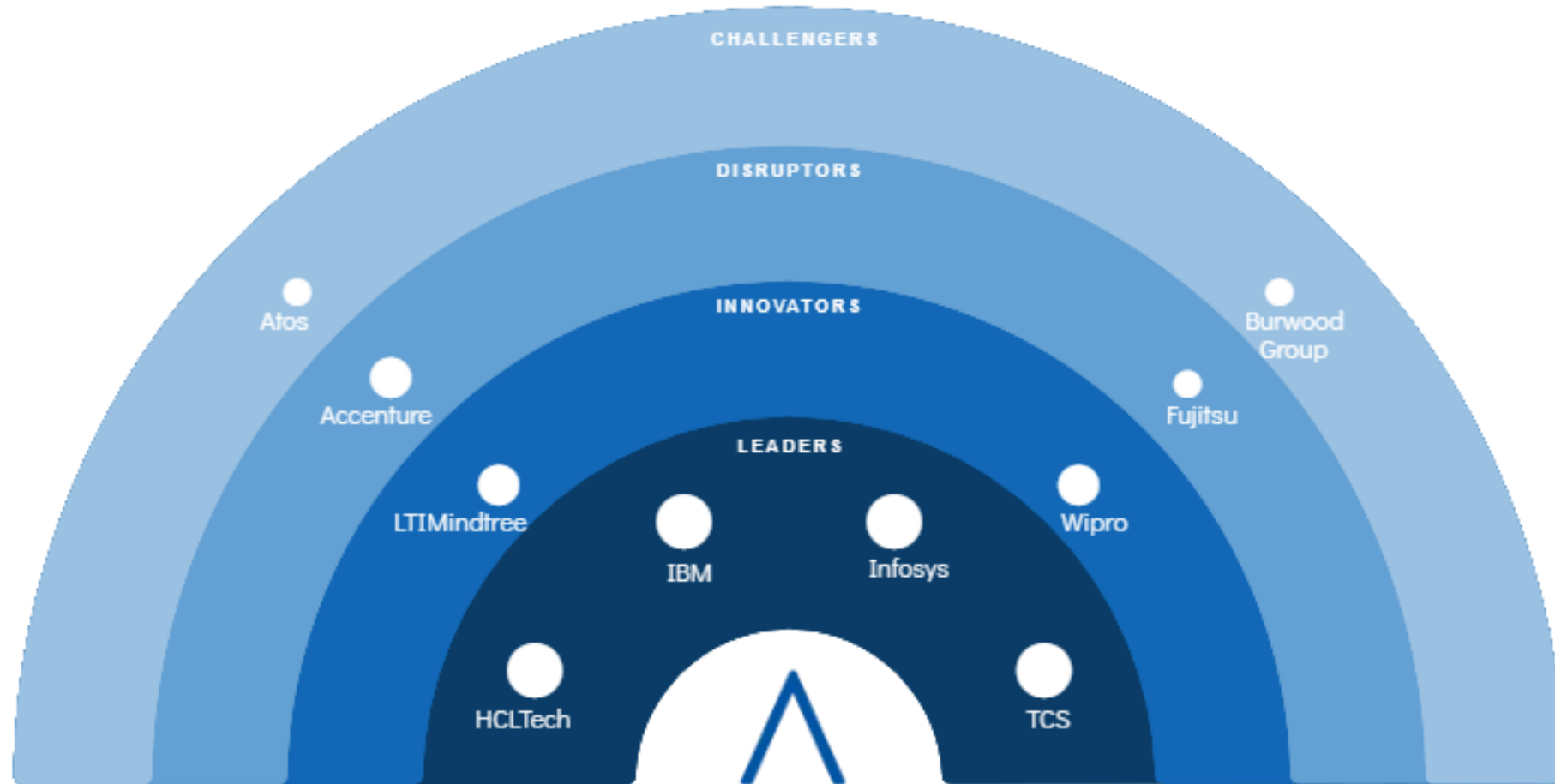
Service Provider Profile

July 2023



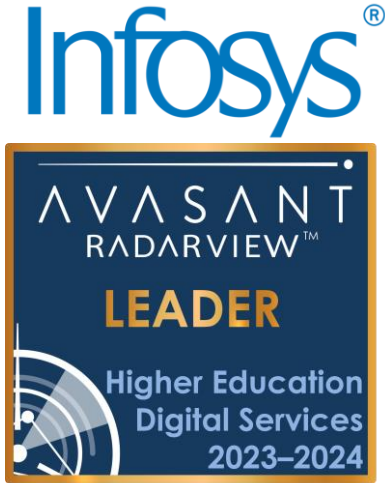
Avasant recognizes 10 top-tier providers supporting the higher education industry in digital transformation

Practice maturity 



Note: Please refer to Avasant Higher Education Digital Services 2023-2024 RadarView for detailed insights on the service providers and supply-side trends.

Infosys: RadarView profile



Practice overview

- Practice size: 580+
- Active clients: 40+
- Delivery highlights: 20+ innovation hubs and development centers

\$18.2B Overall company revenue, FY 2022-23	15 Years of experience in education
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Industry-specific solutions/offerings

Student Engagement Index	An AI/ML-powered solution to provide insights to drive student success and retention
Smart Campus	A solution with end-to-end process flows for the business requirements of the Higher Education sector
Wingspan	A digital learning platform with lessons to improve the student experience
CyberNext	A cybersecurity platform offering infrastructure security and threat detection for educational institutions

Sample clients

- An educational institute in the UK
- A private university in the US
- Arizona State University
- The Open University
- Stanford University
- University of Nottingham
- Trinity College
- UCAS

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

Partnerships/alliances



Leveraged Azure and .NET for student admission and enrollment management	Developed solutions on the Salesforce product stack for enhancing the learning experience
Deployed PeopleSoft for digitizing student journeys to ensure better experiences	Leveraged Wingspan learning platform to drive student success
Developed cybersecurity solutions for secure campus-based and online learning	Partnered to provide learning opportunities through online courses for its employees

Value chain coverage

- Student engagement
- Faculty engagement
- Curriculum/learning management & research
- Administrative services
- Operations

Develops industry-specific solutions and forms strategic alliances with various universities. Has expertise in student engagement.

Case studies

Client	Capability	Summary	Business impact
	<ul style="list-style-type: none"> • Cloud • Automation 	<ul style="list-style-type: none"> • The client wanted to modernize its academic and student management system to drive institutional growth and improve effectiveness. • Infosys developed and deployed Oracle’s PeopleSoft Campus Solutions system, which offers process automation across its three locations. All three campuses now use a single, integrated system providing a 360-degree view of student information. 	<ul style="list-style-type: none"> • Enhanced student and employee experience • Reduced costs • Increased efficiency • Enabled insights-driven decision-making
	<ul style="list-style-type: none"> • Automation • Analytics 	<ul style="list-style-type: none"> • The client sought to modernize its learning platform to develop capabilities that connect learners with universities. • Infosys provided frontend solutions with redesigned architecture to enhance user experience through greater automation, innovation, and efficiency. 	<ul style="list-style-type: none"> • Increased efficiency • Improved user experience
<p>A private university in the US</p>	<ul style="list-style-type: none"> • Analytics 	<ul style="list-style-type: none"> • The client wanted to understand its brand perception and drive a marketing campaign to attract students. • Infosys surveyed students to understand their profiles and identify features that make the university a preferred learning institution. It provided a “customer genome” to understand consumer insights from the research to design a brand campaign. 	<ul style="list-style-type: none"> • Improved decision making
<p>An educational institute in the UK</p>	<ul style="list-style-type: none"> • Cybersecurity 	<ul style="list-style-type: none"> • The client required a robust mechanism to detect any indication of cyberattacks. • Infosys created knowledge objects containing Indicator of Compromises (IOCs), IP addresses, and URLs which could be checked in firewalls and proxy logs. It deployed Sender Policy Framework (SPF) protection on the email security gateway, reviewed the firewall rule base, and analyzed network traffic logs to impose restrictions to open the internet. 	<ul style="list-style-type: none"> • Enhanced security with regular monitoring of threat • Improved email gateway security

Analyst insights

Practice maturity



- Infosys has over 15 years of experience in the higher education industry, supported by over 2,500 experts and a portfolio of over 40 global clients. It continues to expand industry-specific solutions and extend partnerships with educational institutions for training and research activities.
- It differentiates its service offerings by designing customized solutions for educational institutes to drive operational efficiency and reduce costs. For instance, it developed applications for automatically dimming lights in unused spaces and scheduling air conditioning system temperature.
- Infosys collaborates with education clients to accelerate their digital transformation journeys, enhancing the learning experience they deliver. For example, it partnered with a university in Arizona to provide a cloud-based learning platform that offers training in technology and career-based programs to enhance a student's skill set.
- In alignment with its ESG Vision 2030 to enable digital skills at scale, Infosys developed the Springboard digital learning platform to empower people and communities with skills to become successful. It delivers content spanning digital learning, emerging technologies, and life skills.

Investments and innovation



- Infosys has invested in acquiring technological capabilities to help customers across industries, including education. It acquired WongDoody, Kaleidoscope, Simplus, EdgeVerve, Fluidio, Panaya, Blue Acorn iCi, and Airviz to enhance its curriculum management and student engagement offerings.
- It continues to invest in building solutions and further enhancing its existing platforms, such as Wingspan, Student Genomics, Smart Campus, and CyberNext, to drive overall education experience and leverage emerging technologies.
- It has established more than 20 innovation hubs to develop digital learning platforms, improve campus digital infrastructure, and provide students with a personalized learning experience.

Partner ecosystem



- Infosys has partnered with several technology-specific providers. These include Oracle to digitize student journeys for better experiences, SAP to optimize educational institutions' backend operations, Salesforce to develop solutions on its product stack, and Cisco to deploy cybersecurity solutions. It also partnered with cloud service providers like Microsoft and AWS to build education-specific offerings.
- In March 2023, it partnered with the Central Queensland University of Australia to strengthen training, education, and upskilling efforts for the youth.
- It has also partnered with leading educational associations, including EDUCAUSE and Consortium for School Networking (COSN), to promote the impact of digital technologies on education, drive the education sector growth, and transform learning.

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