

Engineering and  
Construction  
Digital Services  
2022–2023 RadarView

Managing complexity through  
digital technologies

February 2023

# Engineering and Construction Digital Services 2022–2023

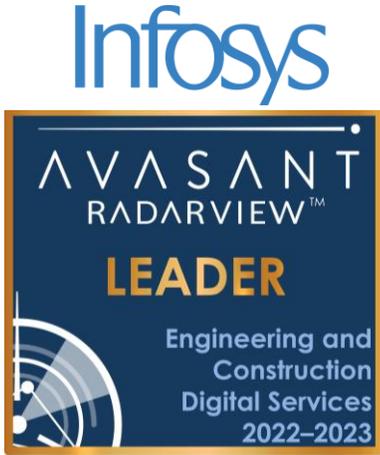
## RadarView



Practice maturity ○ ○ ○



# Infosys: RadarView profile



### Practice overview

- Practice size: 1,000+
- Active clients: 12+
- Delivery highlights: 147 global delivery centers

**USD 90M**  
FY 2022 revenue from the EPC industry

**8+**  
Years of experience in EPC

### Industry-specific solutions/offerings

Building information modeling (BIM)	A cloud-based automation solution that integrates the different workflows of a project
CREMS	A predictive solution that uses sensing technology to monitor asset health
Front-End Engineering and Design (FEED)	A visualization solution that uses 3D models for design development and troubleshooting
Contract management	An AI and analytics solution to help clients with risk management, compliance, and negotiations

### Sample clients

- A Canadian EPC consulting company
- A Japanese engineering and construction firm
- An oil and gas company
- A US-based engineering firm
- A Canada-based energy and environmental waste services company

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

### Partnerships/alliances

Leveraged its iModel.js solution to reduce design review time for clients	Delivered AI, analytics, and RPA services using its solutions
Leveraged its ERP Cloud for modernizing legacy systems	Leveraged its ArcGIS offering to deliver equipment and workforce tracking solutions
Leveraged its workflow improvement services to manage multiple vendors	Devised joint development and go-to-market strategies for industrial solutions
Accelerated cloud migration using its Azure cloud platform	Implemented IT infrastructure modernization using its cloud

### Service line coverage

- Design and planning
- Procurement
- Construction and commissioning
- Asset and workforce management
- Project management and operations
- Customer services
- Maintenance

Leverages its horizontal capabilities, industry solutions, and partner network to deliver IT modernization services. Focuses primarily on the North American market.

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

## Case studies

Client	Capability	Summary	Business impact
A US-based engineering firm	<ul style="list-style-type: none"> <li>Automation</li> </ul>	<ul style="list-style-type: none"> <li>The client wanted to streamline IT infrastructure and workflows to gain real-time insights and reduce overhead costs using digital tools and technology.</li> <li>Infosys deployed its Enterprise Service Management (ESM) Café solution on the ServiceNow platform, which integrated the client's IT ecosystem, introduced self-service tools for the workforce, reduced lag time, and improved productivity.</li> </ul>	<ul style="list-style-type: none"> <li>Improved workforce productivity</li> <li>Reduced network issues by 90%</li> </ul>
A Canadian EPC consulting company	<ul style="list-style-type: none"> <li>Automation</li> </ul>	<ul style="list-style-type: none"> <li>The client wanted to replace the multiple legacy ERP systems that were in place because of its multiple acquisitions with a single, updated one.</li> <li>Infosys developed a verticalized Oracle ERP system to simplify the HR, finance, tax, and accounting processes. This improved the project's real-time visibility and simplified approval processes.</li> </ul>	<ul style="list-style-type: none"> <li>Improved operational efficiency</li> <li>Reduced month-end reporting time by 25 days</li> </ul>
A Japanese engineering and construction firm	<ul style="list-style-type: none"> <li>Automation</li> </ul>	<ul style="list-style-type: none"> <li>The client wanted an integrated platform to efficiently manage its project workflows, such as designing, plumbing, and electrical works.</li> <li>Infosys implemented a BIM platform for the client, bringing different workflows together and automating functions. The tool also helped the client acknowledge design changes during the project period.</li> </ul>	<ul style="list-style-type: none"> <li>Improved project efficiency by 30%</li> </ul>
An oil and gas company	<ul style="list-style-type: none"> <li>Analytics</li> <li>Artificial intelligence (AI)</li> </ul>	<ul style="list-style-type: none"> <li>The client wanted an asset performance platform to simplify the monitoring of its siloed assets.</li> <li>Infosys developed an asset performance platform that leverages data, sensors, AI, and analytics for monitoring.</li> </ul>	<ul style="list-style-type: none"> <li>Increased operational efficiency by 40%</li> </ul>

## Analyst insights

### Practice maturity



- Infosys is gaining traction in engineering and construction by delivering engagements in end-to-end digital transformation, enterprise operations modernization (for functions such as accounting, finance, and HCM), and ERP upgradation.
- It has been verticalizing its horizontal solutions to drive digital transformation for its engineering and construction clients. Its Enterprise Service Management (ESM) Café solution has been templated for EPC clients to support deployment over ServiceNow platforms.
- It has a highly mature digital twin practice for the construction industry. It used digital twins for a mining EPC to visualize issues that may occur when the plant is operational. For a utility EPC, it deployed digital twins to simulate various factors before the construction of solar and wind farms.
- It specializes in asset, workforce, and project management with project planning, forecasting, and asset monitoring services.
- With the industry's increasing focus on sustainability and decarbonization, Infosys is helping its enterprise clients reduce their carbon footprint using its smart cities, carbon management, NextGen Grid, and renewables storage solutions.

### Investments and innovation



- Infosys is strengthening its digital offerings across industries through strategic acquisitions, some of which are beneficial for engineering and construction clients. In 2020, it acquired Simplus for its Salesforce cloud solutions and services, GuideVision for its ServiceNow ecosystem capabilities, and Kaleidoscope for its industrial product engineering and design capabilities.
- It is investing in localizing its talent base. In the last three years, it hired over 2,000 fresh college graduates in the North American region. It also plans to train and upskill its employees using its proprietary platform Wingspan, offering an immersive learning experience through professional courses and certifications.

### Partner ecosystem



- Infosys leverages its strong cloud partner network of Microsoft Azure, AWS, and GCP to deliver cloud migration and core modernization services. It also partners with Oracle to leverage its ERP cloud capabilities.
- It allies with major technology players to develop domain-specific solutions. It partners with ServiceNow to enhance clients' workflows across siloed assets, workforce, and vendors. It also partners with UiPath to leverage its AI, analytics, and RPA capabilities for industrial clients.
- Infosys collaborates with niche industry players such as AVEVA and Dassault Systèmes' for co-innovation and go-to-market strategies for industry solutions. Additionally, it leverages Esri's geospatial and locational capabilities to develop solutions for equipment and workforce tracking.

# AVASANT



Empowering Beyond

GET CONNECTED



[www.Avasant.com](http://www.Avasant.com)