Manufacturing Digital Services 2020-2021 RadarView™
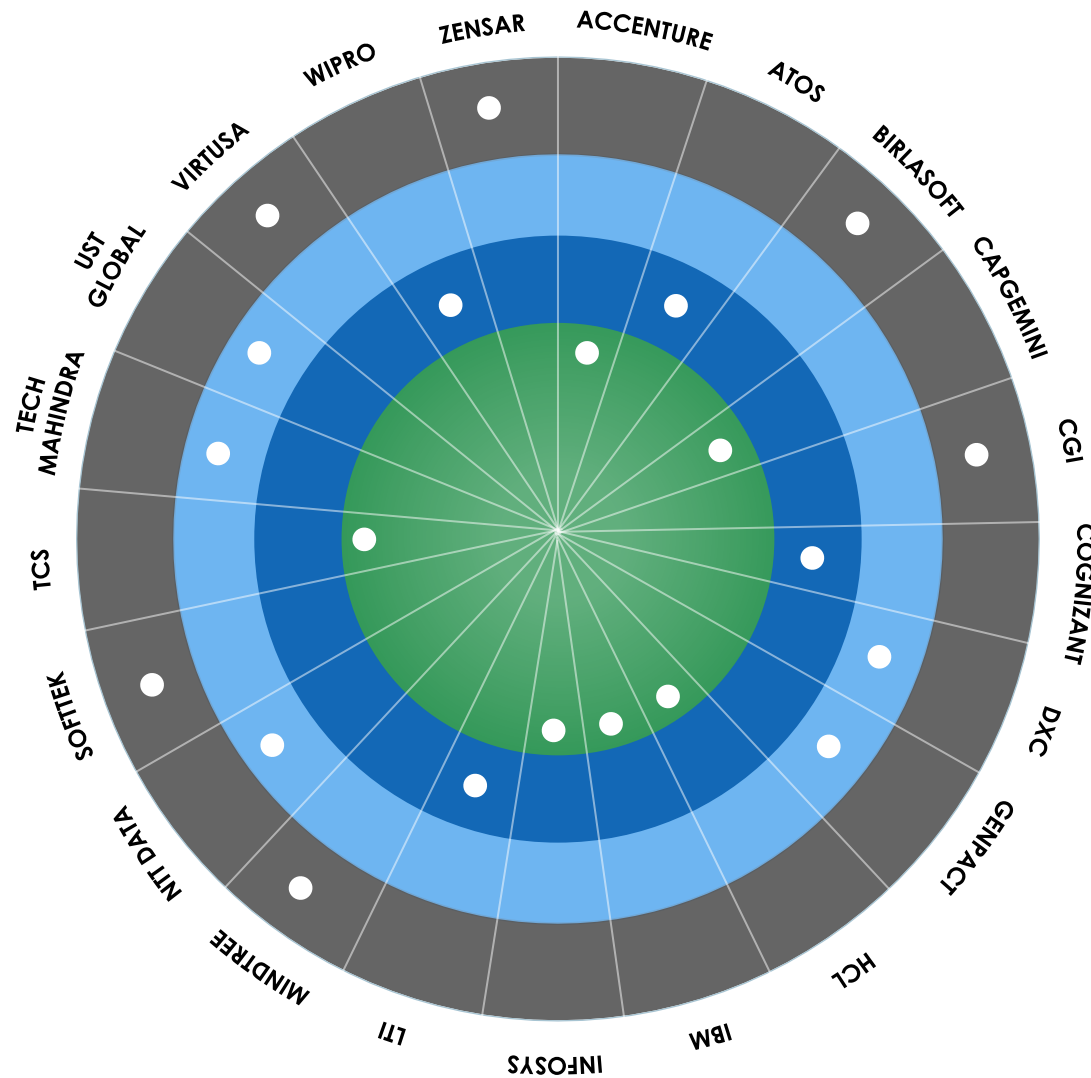
Service Provider Profile

December 2020

Avasant Manufacturing Digital Services 2020-2021 RadarView™

LEADERS

Accenture	Capgemini
HCL	IBM
Infosys	TCS

INNOVATORS

Atos	Cognizant
LTI	Wipro

DISRUPTORS

DXC	Genpact
NTT DATA	Tech Mahindra
UST Global	

CHALLENGERS

Birlasoft	CGI
Mindtree	Softtek
Virtusa	Zensar

Infosys: RadarView Profile

Infosys

AVASANT RADARVIEW™

LEADER

Manufacturing Digital Services 2020-2021

Practice Maturity ★★★★★

Investments & Innovation ★★★★★

Partner Ecosystem ★★★★★

Delivering business benefits to clients through industry-specific IPs and solutions, strategic acquisitions, focused investments on next gen technologies, and robust partner ecosystem.

Practice Overview

- Practice Size: 70,000
- Active Clients: 400+
- Delivery Highlights: 100+ global development centers

28%	10%
Share of total company revenue	Annual revenue growth

Industry-Specific Solutions/Offerings

KRTI 4.0	An AI and ML based platform for asset management, remote operations and management
Digital Factory Framework	A factory cloud canvas driving improved operational performance
Digital Control Tower	A digitally connected platform orchestrating the entire value chain for customer centric-process
Virtual Showroom	Simulating a real showroom with immersive experiences and engagements

Sample Clients

- A leading Swedish industrial manufacturer
- A large machine tools OEM
- A leading aeronautic engine manufacturer
- A leading heavy equipment manufacturer
- A major agro equipment maker
- A global forklift manufacturer

Partnerships/Alliances

DASSAULT SYSTEMES	Develop 3D solutions and platform for collaborating multiple CAD tools	**Microsoft**	Leveraging cloud services and AI for smart building products, connected vehicles and IIoT
RENISHAW apply innovation™	For additive manufacturing solutions and product development	**aws**	Leveraging cloud and AI for smart building products, IIoT, and machine connectivity
NOKIA	With AI framework enabling secure and reliable connectivity	**IOTICS**	Digital twin capability with real time data driven insights
PÖYRY	Leverage AI and ML based solution for KRTI 4.0 for entire lifecycle management	**Rockwell Automation**	Automated assets to improve plant visibility and transform operation

Value Chain Coverage

Product Design and Development

Strategy and Planning

Procurement, Logistics, and Supply Chain

Manufacturing

Warehousing

Sales and Marketing

Aftermarket

Customer Engagement

Darker color indicates higher coverage through digital services ● ● ● ●

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Infosys: Case Studies

Client	Capability	Summary	Business Impact
A leading Swedish industrial Manufacturer	• Analytics • Automation • Digital Thread • IoT	• Need to collaborate between R&D and sales teams to increase sales and reduce design to manufacture period of a products • Implemented Industrial Digital Thread (IDT) to drive efficiency, speed, and flexibility through digitization and automation. Deployed 3D visualize models and orchestrated engineering, manufacturing and transactional systems to connect 100 manufacturing sites across the globe	• Improved sales order by 20% • Improved efficiency by 10% • Reduced rejections by 20% • (Engineer to order) ETO down by 50%
A largest machine tools OEM	• AR • Analytics • Mobility	• Need to automate and modernize factories across different locations for better operations • Deployed mobility and AR solutions for better quality in the factories. Realtime analytics and intelligent dashboards for data reporting. Overall a smart manufacturing unit with digital alert and notifications	• Increased efficiency by 20% • Eliminated data duplication • Reduced manual & paperwork by 90%
A leading aeronautic engine manufacturer	• AI • Analytics	• Need to transform from traditional testing methods, analytics, and improved integrated system. • Implemented artificial neural networks for predicting balanced weights in the fans of the engines of aircraft. This resulted in less testing time.	• Cost reduction by 50% • Reduced aircraft testing time by 50%
A leading heavy equipment manufacturer	• Robots • Cloud	• Need to modernize the old infrastructure to reduce service interruptions • Designed and deployed robots. Connected products and conductors. Increased capacity and profit	• Increased ampere capacity by 25% • Lowered operating temperature by 30% • Reduced cost by 20% cost

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Infosys: RadarView Profile

Analyst Insights

Practice Maturity ★★★★★

- With annual growth of 10%, manufacturing accounts for 28% of Infosys's total revenue. It is gaining more traction by providing differentiating solutions aligning to product upgrades (smarter and connected), new business and operating models (Servitization, direct to consumers), and digitalizing the processes (across the value chain).
- Infosys's vast domain experience of over 30 years and technological expertise has led to development of industry-specific IPs which are leveraged to achieve tangible business goals. Specifically, to contain cost and improve efficiencies, Infosys is extensively using its Asset Efficiency Platform (for predictive maintenance) and KRTI 4.0 (for remote operations and maintenance).
- Its industry-specific solutions leverage emerging technologies – RPA, analytics, IoT, and AI for clients across multiple sub-industries. For example, for a large OEM, Infosys, integrated AR, mobility, and analytics to modernize the factory to reduce duplication and increase efficiency.
- Infosys has developed AI-driven solutions to create predictive models and mitigate pandemic impact for optimizing supply chain network, integrating social analytics for forecasting, and automating factories with computer vision solutions.

Investments & Innovation ★★★★★

- Infosys made four strategic acquisitions in 2020. It acquired Kaleidoscope innovation to bolster smart product design capabilities and Simplus and Guidevision for enhancing Salesforce and Servicenow cloud capabilities, respectively.
- Infosys is aggressively investing in co-developing digital solutions across the value chain. Strategic investments are made for next gen data centers, designing prototypes for new spaces, virtual equipment maintenance, and a digital twin solution for aircraft turbine.
- It is also leveraging the Living Labs for developing and demonstrating industrial use cases such as RFID based field and plant asset management, advanced monitoring solution for driving real time visibility, and IOT gateway framework for shop floor machine connectivity.

Partner Ecosystem ★★★★★

- To deliver end-to-end solutions and expedite clients' digital transformation journey, Infosys has partnered with technology providers including AWS for cloud transformation, IIoT, and smart spaces, Microsoft for connected vehicle platform, IIoT, and smart building products.
- It has also partnered with specialized companies for developing industry-specific solutions. For example, it has partnered with Dassault Systems for integrating 3D capabilities and PTC for Thingsworx platform.
- To keep pace with the technological advancements, it has partnered with several start-ups such as IOTICS for digital twin capabilities, universities such as RWTHAACHEN University for industry 4.0 offerings, and industrial associations such as Acatech.

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