Infosys Limited
Investor AI Day 2026

February 17, 2026

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Ashiss Kumar Dash

Hello. Hello and good afternoon. I hope you had a good session in the Living Labs. And you could see some of the things in action.

Now over the next 10 minutes, I am going to talk about an interesting segment called energy, utilities, resources and services, and I call this interesting because AI has created a circular economy in energy, utilities and resources sector. While these sectors are heavy users and consumers of AI, they are also critical enablers of AI. If you look at utilities today, particularly electric utilities, they power and decide where the next data center should be and how fast the AI data centers can grow. In fact, there are views that electricity is the only limiting factor in growth of AI. So they have a massive, role to play. A data point here, the projection for data centers to consume about 10% to 12% global electricity by 2030 is almost four times the current level. So that is the amount of growth that we will see in the electricity sector. Oil and gas have always underwritten the global energy and stability of supply of energy. Now with data centers, natural gas and CNG are becoming the transient fuel so that we bring more reliability and load balancing to the grid, we can dispatch the load when the wind is not blowing and the sun is not shining. Resources, interestingly, are the providers for raw materials that AI runs on. So the new metals; copper, lithium, nickel, cobalt, rare earth materials and aluminum are very core to scaling AI anywhere in the world.

Now with that kind of an interdependency, we are seeing circularity in action here. Energy decides the physical scalability of AI; utilities decide the reliability and sustainability of AI; Resources decide the material availability of AI because of the materials they supply. And services continue to be the big consumers of AI when it comes to inferences because of primarily the B2C nature of their business.

What we are seeing in the sectors across these different sectors in the segment is that demand has gone up, digital intensity is at an all-time high. There is not only growth, there is also margin expansion for these players because of what AI is creating for them. AI is also becoming the operating system for many of the industrial implementations, whether it is subsurface computing, whether it is digital mining or remote mining, whether it is grid reliability and prediction of the load on the grid, AI is sitting right at the heart of it.

My colleagues, Dinesh and Satish spoke about this earlier. This is an asset heavy and ERP heavy industry. So ERP is all over the place. There are a lot of business rules, data, compliance, regulation that has been built in the ERP systems over decades. That, in a way, has created this opportunity where we can put AI to unlock value from the data and also create an orchestration layer for a better human experience. That creates a unique opportunity for SIs like ourselves to go in and look at the ERP landscape and see how we can get the best value out of it. Obviously, we are helping clients move their opex savings because of AI to do a lot more discretionary projects, a lot more transformational projects that AI has unlocked for them.

What differentiates us is a triangulation of our deep understanding of the client's context, our extremely rich domain consulting skills and engineering AI at an enterprise scale. When we triangulate these three, it has put Infosys in a pole position when it comes to AI. And the proof of the pudding is we are the AI partners for 15 of our top 25 clients in this segment. We do work across the AI framework.

We have created digital twins for a very large oil and gas major to take asset telemetry and make the assets more intelligent, more automated, reduce their downtime. We have worked in AI-grade data engineering for a very large electricity provider to predict the load on the grid and ensure they invest on the grid where there is congestion to provide electricity to the data centers. These are mathematical problems that could not have been solved at a granular level that we are doing today.

We are working with helping 20 plus of our clients reimagine their business processes-F&A, customer service that Salil talked about. This is unlocking new opportunities for us to bring AI at an enterprise level and then commit to the outcomes that the client desires for-growth in revenue, reduction of costs which is expansion of margins and customer satisfaction and innovation?

Another example is the agentic AI platform, where we are building enterprise-level agentic AI platforms to drive significant change in the way client imagines their workflows and then make the agents, more of a co-worker with our clients' employees. We have done 15 plus such implementations in this segment.

Of course, also the full stack modernization of clients' legacy systems, which is a huge opportunity. You saw the example of Hertz. We are doing 15 plus different ways and different flavors of bringing in AI to modernize assets that have been sitting there for the last 15, 20, 30 years, where clients can immediately unlock value. A great example is a very large airline, where we deployed agentic AI to modernize their systems to give better customer experience and predict the delivery of baggage to the customers on time.

Let me bring this to life with two examples. This is a mega deal that we signed with BP, a super major. The challenge was to enhance enterprise-wide adoption of AI. Here, we are talking about massive scale that cuts across all of the value chain elements, starting from production and optimization to dynamic pricing in their retail & convenience stores, contract automation for the thousands of contracts that they sign, IT operations and corporate functions. We picked 50 plus AI and agentic AI initiatives and then brought in our partnerships. The technology stack that we used here was on Azure Foundry, OpenAI stack. For the developer productivity, we used GitHub Copilots at a very, very large enterprise scale. The outcomes were measurable - 18%-year one improvement in IT operations efficiency, 50% faster contract validation, which is something that we are very proud of and 95% payment accuracy. The proof of the pudding is in a statement that the CEO made in their Investor Day, which said Infosys and Palantir are their top two partners who are making AI real for the entire company, and he calls it super cool. And the other quote is from the ex-CIO.

Let me give you another example. And this example is about scale. This is an example about complexity. This is an example about also not having fragmented but unified implementation of AI. This is for the largest oil and gas upstream operator in Australia. Their challenge was to bring in and build an enterprise AI platform that cuts across different parts of their organization, starting from their production and operations, contracting, procurement, finance, HR and IT Ops. We identified 16 plus high-value AI use cases for implementation, and we used Amazon Bedrock as the agentic AI for upstream functions and then Azure OpenAI foundry for corporate functions.

The way we approached this is on four value vectors. The bottom of this, the foundation layer is the enterprise-grade platform that we build for them. On top of it, we built agents for intelligence and insights to their operations, agents for employee experience improvement, agents for asset operations. The results are visible - 20% to 35% efficiency gains in upstream value chain and 15% to 20% productivity gains in just improving the employee experience on a day-to-day basis because when they deployed this and they picked the corporate functions for agentification, this was one of the goals that we picked with them. We are bringing an outcome focused Responsible AI framework that is working at scale, at speed. I am very very excited for doing this for so many clients across the sector

Thank you