

INFOSYS GEN AI HIGHLIGHTS

Q1 FY26



SAFE HARBOR

Certain statements in this presentation concerning our future growth prospects, our future financial or operating performance, the McCamish cybersecurity incident are forward looking statements intended to qualify for the 'safe harbor' under the Private Securities Litigation Reform Act of 1995, which involve a number of risks and uncertainties that could cause actual results or outcomes to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding the execution of our business strategy, increased competition for talent, our ability to attract and retain personnel, increase in wages, investments to reskill our employees, our ability to effectively implement a hybrid working model, economic uncertainties and geo-political situations, technological disruptions and innovations such as Generative AI, the complex and evolving regulatory landscape including immigration regulation changes, our ESG vision, our capital allocation policy and expectations concerning our market position, future operations, margins, profitability, liquidity, capital resources, our corporate actions including acquisitions, the amount of any additional costs, including indemnities or damages or claims, resulting directly or indirectly from the McCamish cybersecurity incident and the outcome and effect of related litigation. Important factors that may cause actual results or outcomes to differ from those implied by the forward-looking statements are discussed in more detail in our US Securities and Exchange Commission filings including our Annual Report on Form 20-F for the fiscal year ended March 31, 2025. These filings are available at www.sec.gov. Infosys may, from time to time, make additional written and oral forward-looking statements, including statements contained in the Company's filings with the Securities and Exchange Commission and our reports to shareholders. The Company does not undertake to update any forward-looking statements that may be made from time to time by or on behalf of the Company unless it is required by law.

Infosys: Journey so far

Launch of
Infosys Cobalt
(20.08.2020)

[Know more](#)

Launch of
Infosys Topaz
(23.05.2023)

[Know more](#)

Collaboration
with NVIDIA
(20.09.2023)

[Know more](#)

Collaboration
with Microsoft
(26.09.2023)

[Know more](#)

Unveiling of
Responsible AI
(27.02.2024)

[Know more](#)

Collaboration
with Google
(18.10.2023)

[Know more](#)

ISO 42001:2023
Certification for
Artificial
Intelligence
Management
(07.05.2024)

[Know more](#)

Launch of
Infosys Aster™
(18.06.2024)

[Know more](#)

Unveiling of
Small Language
Models
(24.10.2024)

[Know more](#)

Launch of Agentic
AI Foundry
(28.05.2025)

[Know more](#)

PRESS RELEASE



Generative AI

Infosys and Adobe Announce Strategic Collaboration to Turbocharge Marketing Transformation with AI (18-Jun-25)

Infosys and Adobe announced a strategic collaboration to jointly transform the marketing life cycle of global brands with AI by leveraging Infosys Aster to enable global brands and marketers to unify customer experience at scale, personalize content to catalyze growth and streamline workflows for efficiency.

[Read more](#)

AI Takes Center Court, Infosys and FFT Unveil Innovative Fan Features for Roland-Garros 2025 (05-Jun-25)

Infosys in partnership with the French Tennis Federation (FTT) is leveraging Gen AI and agentic AI to deliver new fan experiences including enhanced and personalized match analysis and creative content for Roland-Garros 2025.

[Read more](#)



Infosys BPM Unveils AI Agents to Revolutionize Finance and Accounting Services (30-May-25)

Infosys BPM launched AI agents for invoice processing, powered by Infosys Topaz to redefine accounts payable operations with significant efficiency gains, enhanced accuracy and improved user experience.

[Read more](#)

Infosys Launches Over 200 Enterprise AI Agents, Part of Infosys Topaz™ AI Offerings and Google Cloud (29-May-25)

Infosys launched over 200 enterprise AI agents powered by Infosys Topaz AI offerings and Google Cloud's Vertex AI Platform that are designed to transform enterprise processes.

[Read more](#)



Generative AI

Infosys Launches Agentic AI Foundry, Part of Infosys Topaz™, to Accelerate Enterprise AI Journey (28-May-25)

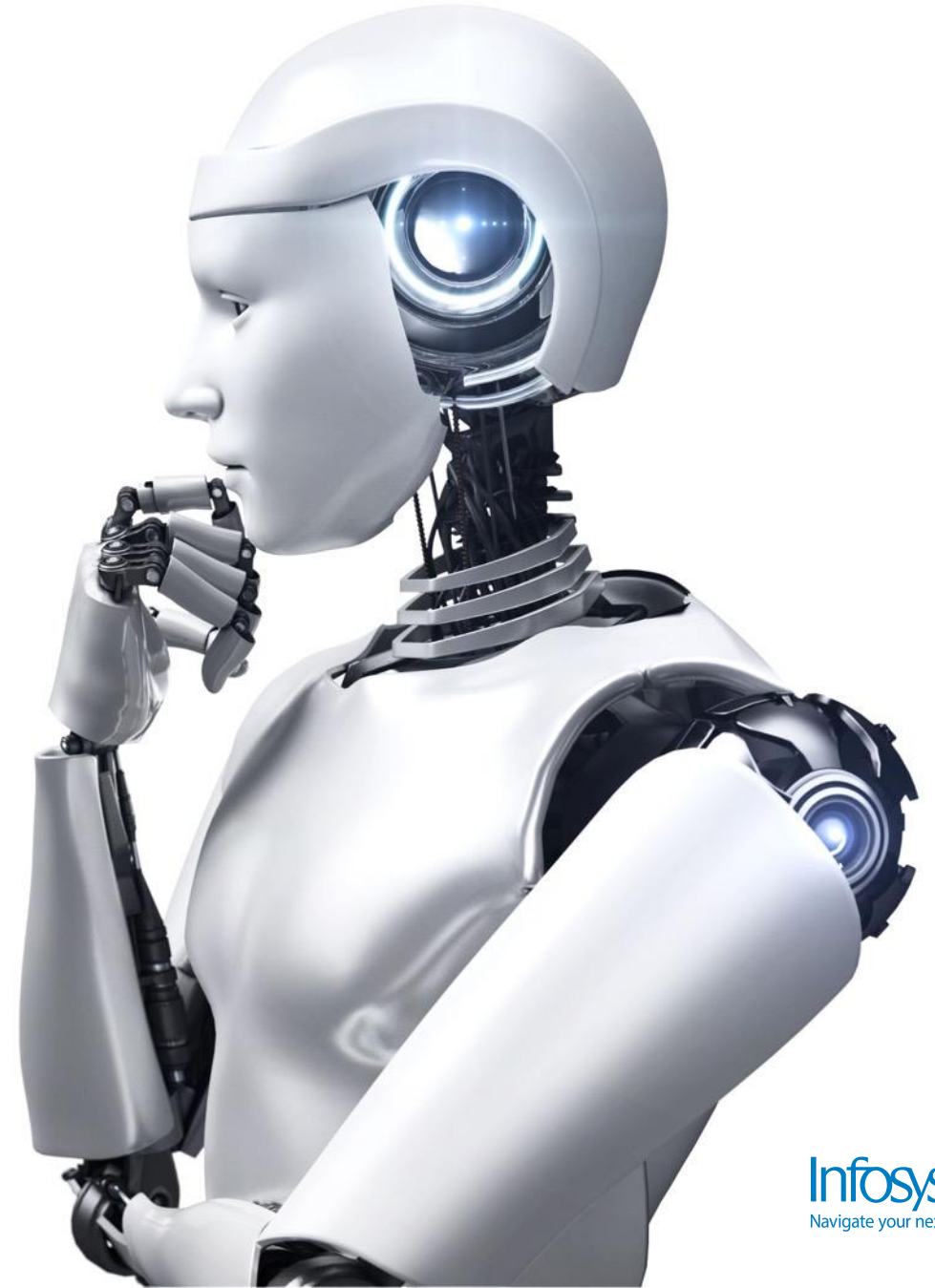
Infosys launched The Agentic AI Foundry (part of Infosys Topaz), a comprehensive solution designed to accelerate the development and deployment of reliable production-grade AI agents.

[Read more](#)

Announcing Infosys Topaz for SAP S/4HANA Cloud: An AI-first Offering that helps Enterprises Harness AI and Gen AI Technologies to Accelerate SAP S/4HANA Cloud Transformation (29-Apr-25)

Infosys launched Infosys Topaz for SAP S/4HANA Cloud, a comprehensive suite powered by Infosys Topaz and Infosys Cobalt designed to help enterprises harness the power of AI and Gen AI in their SAP S/4HANA Cloud transformation journey.

[Read more](#)



AI STORIES





Americana Restaurants: Reimagining Accounts Payable with agentic AI

Americana Restaurants is the largest out-of-home dining and quick-service restaurant operator in their 12 countries of operation across the Middle East and North Africa. With strong franchisor partnerships and a diverse portfolio of iconic global brands, including KFC, Pizza Hut, Hardee's, Krispy Kreme, Peet's Coffee, Wimpy, TGI Friday's, Costa Coffee, and Baskin Robbins, the company delivers world-class dining experiences. Their growth, in recent years, has been so rapid that it was starting to strain their technology infrastructure, exposing limitations in their ability to scale to demand. They sought out Infosys' expertise to help them establish a state-of-the-art BPM framework that would bring transparency and efficiency into their process ecosystem while prioritizing their vital enterprise Accounts Payable processes for AI-powered transformation.

Infosys started at the foundation, completely reimagining Americana Restaurants' document-centric workflows for an enterprise set to turn AI-first. The deployment of Infosys Accounts Payable Solution on the cloud and its application enterprise-wide ensured that Americana Restaurants significantly improved efficiency, reducing

processing times, minimizing errors, and optimizing costs. The integration of agentic AI that followed has made their invoice processing largely autonomous. AI agents process invoices end-to-end and offer support for multiple languages while managing complex validations and diverse expense types and processing exceptions with minimal human intervention. When required, users enjoy a highly intuitive user interface that only requires them to access a very simple training that serves them well across devices, from desktops to mobiles.

Infosys' agentic AI-powered cloud-based Accounts Payable solution is among the first of its kind anywhere in the world that empowers Americana Restaurants to:

- Not only process invoices with minimal human intervention but predict and plan for future transactions
- Adapt the accounts payable environment dynamically to process deviations, reduce errors, and increase accuracy
- Leverage Microsoft Azure GPT-4 Omni for continuous learning and operational improvements



Our partnership with Infosys has helped us embrace enterprise AI and transform the way we manage finance operations. With AI, our invoice processing is faster, more accurate, and far more future-proofed. This leap forward has also meant bringing more intelligence into our Accounts Payable, and we are looking to apply that learning into other areas of our organization.

– Harsh Bansal, Chief Financial Officer and Chief Growth Officer, Americana Restaurants





Sunrise: Amplifying intelligence in customer engagement, operations & employee experience

Sunrise is Switzerland's leading challenger, with a strong number two position in the Swiss telecommunications market and is listed on SIX Swiss Exchange (SUNN). Based on its best-in-class, future-fit networks, Sunrise provides high-quality mobile, landline, broadband and TV services to residential customers, and empowers business customers with 360° communications and integrated ICT solutions for connectivity, security and IoT advancing their digitalization.

The company's IT strategy is built around customer-centric innovation, operational excellence, infrastructure modernization and digital transformation. One of the key technologies supporting the digital transformation is AI, with one of its building blocks being a unified data platform which aggregates data from various sources (customer interactions, network performance, billing, etc.) and has already been implemented by Sunrise. Additional building blocks that are being worked on are AI/ML models to generate actionable insights for personalized customer experiences, predictive maintenance, and fraud detection as well as comprehensive self-service options tailored to

digitally savvy customers. The goal is to drive customer retention and loyalty in addition to enabling targeted marketing and improving customer support efficiency.

Sunrise is also investing in robotic process automation for back-office operations and plans to implement the Infosys AIOps platforms to automate incident detection, root cause analysis, and resolution, thereby enhancing operational efficiency and service reliability. By adopting the full Microsoft M365 suite, Sunrise is nurturing a fully modern, AI-driven, cloud-based collaborative workplace, in collaboration with Infosys.

To share experiences and accelerate responsible AI innovation at scale, Sunrise has created an AI Community of Practice across the enterprise, governed by the CIO unit together with the contribution of all business units and enablement functions. This helps the entire organization remain aligned on new uses cases, on the learnings, and the underlying technologies, security and ethical guidelines while also working effectively. Sunrise CIO department partnered with Infosys, building on this foundation to further drive AI initiatives.

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Sunrise is committed to continuing to focus on delivering exceptional quality services at the right cost. It is this commitment that has made us the carrier of choice for many in Switzerland. The new offers around digital services will mean that our customers will have even more options and services at their fingertips. We appreciate Infosys' partnership on this journey.

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– Anna Maria Blengino, Chief Information Officer, Sunrise GmbH



Posti is a versatile, modern, and international logistics company with nearly 400 years of experience. Today, the company connects people and companies with postal services, parcels, e-commerce, and freight services, in addition to warehouse and logistics across the Nordic and Baltic countries. Posti was early to embrace the power of enterprise AI to accelerate the transformation of its IT landscape and amplify its ability to deliver exceptional services, optimize operations, and strengthen its position as a leading delivery and logistics provider.

In partnership with Infosys, Posti was quick to create an AI-powered efficient and customer centric organization with:

- Enhanced operational efficiency and observability: By implementing Infosys' Live Enterprise Application Management Platform with embedded generative AI capabilities, Posti has fully transformed its business process monitoring. The Platform addresses visibility gaps, enabling automated monitoring and AI-based incident triaging. By correlating insights from the Infosys platform with its other platforms, Posti has a comprehensive and unified view of its entire IT

landscape. This has dramatically reduced critical process downtime for the company by over 90%, and helped it shift from reactive to predictive incident management.

- Proactive IT operations management: Posti leverages GitHub Copilot to accelerate legacy code comprehension and improve its application lifecycle management. Furthermore, the deployment of Nanoheal, a self-help/self-heal tool, along with a generative AI-powered chatbot, drives proactive resolution of IT incidents across the company. These innovations have also resulted in reduced support call volumes for the organization along with dips of almost 40% in Mean Time to Resolution.
- Accelerated application development: GitHub Copilot has significantly increased the pace of Posti's software development lifecycle. The capability has boosted the company's application lifecycle productivity by approximately 35%, accelerating both application development and deployment. This enables Posti to bring new and enhanced services to market faster, strengthening its competitive edge in a fast-changing marketplace.

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As we navigate the next phase of our evolution with enterprise AI, with Infosys, Posti will not only become a leader in the logistics and e-commerce sector, but a true digital frontrunner in the Nordics.

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– Petteri Naulapää, CIO and SVP, ICT and Digitalisation, Posti Group



Hatch: Smartly reengineering
our world for good

Hatch is a global engineering, project delivery, and professional services firm. Whatever clients envision, their teams design and build. With over six decades of business and technical experience in the mining, energy, and infrastructure sectors, they understand clients' business challenges. They respond quickly with solutions that are smarter, more efficient, and innovative. They draw upon their 10,000-strong staff, with experience in over 150 countries, to challenge the status quo and create positive change.

As a digitally mature organization, Hatch is continuously investing into and innovating with integrating AI, data analytics, and automation for engineering and project management processes. With a strong foundation laid for robust systems and processes along with reliable data, Hatch started to accelerate their decision-making and to

optimize operations by leveraging gen AI responsibly at enterprise scale. They invited Infosys to partner with them on this journey.

As an example of progress made early on as they navigated the enterprise AI landscape, Hatch leveraged AI-powered virtual assistants and agentic AI to amplify their engineers, boost their productivity and enable them to resolve queries faster. These AI-based solutions integrate seamlessly with Hatch's existing systems, ensuring efficient project delivery.

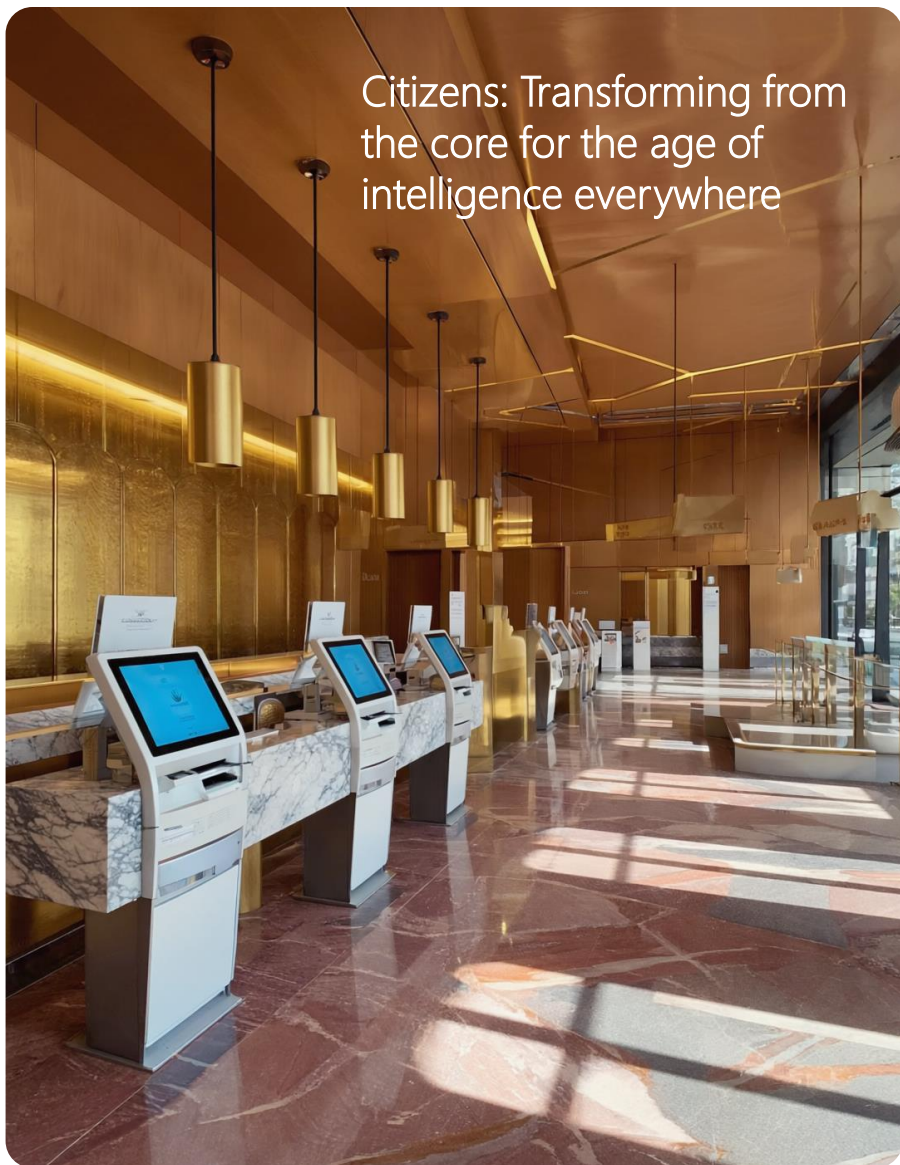
On a related front, Hatch's leading AI work for brownfield assets is allowing them to digitize their existing infrastructure using photogrammetry and lasergrammetry technologies to produce the corresponding intelligent 3D models and digital twins.

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Our strategic vision for enterprise AI leverages the benefits of the technology but ensures that all decisions regarding our engineering work are made by capable human staff. Enterprise AI is a robust enabler that we use to provide additional benefits and cost efficiencies for our clients. We are leveraging Infosys' services and pioneering research in AI to help us achieve these goals.

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– Maurice Tayeh, Global Chief Information Officer, Hatch



Citizens: Transforming from the core for the age of intelligence everywhere

Citizens Financial Group, headquartered in Providence, Rhode Island, is one of the nation's oldest and largest financial institutions in America. Citizens offers a broad range of retail and commercial banking products and services, including tailored advice, ideas and solutions, to individuals, small businesses, middle-market companies, large corporations and institutions. Pacing their digitalization, keeping security and customer privacy top of mind, Citizens is executing on a data-first, cloud-first platforms strategy and has a foundational advantage for their next – AI-first transformation.

Citizens, in collaboration with Infosys, has already achieved significant milestones including establishing their robust data lake, MDM aka Citizens Customer Master (CCM) and developing key enterprise APIs. Citizens has also started harnessing Microsoft Copilot, for their engineers to develop code. In partnership with Infosys, Citizens evaluated

the tool LEAP to provide real-time end-to-end business observability on the payment rails for operations. This tool brings in the required application operational automation and drives efficiency in managing applications across the Citizens' landscape. With this collaboration, Infosys will help bring efficiencies at scale and reduce time to market for Citizens. These are but examples of how Citizens is seeking to leverage AI and automation, to move to a more agile operating model. The approach also factors in appropriate guardrails for security and governance. The bank has also successfully undertaken massive upskilling of their staff to prepare for success in the time of AI.

By AI-enabling their core landscape, Citizens is also fostering an ecosystem of valuable fintech and hyperscaler collaborations for the bank. Even as they enhance operational resilience and stability, Citizens is looking to deliver highly differentiating, hyper-personalized AI-powered customer experiences.

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Infosys has been a key strategic collaborator in Citizens' next-gen transformation program including our journey to becoming AI-powered. Together, we have not only modernized our technology landscape with a robust data fabric and cloud native platforms but also built a solid foundation for future growth aligned with Citizens' north star technology vision without losing focus on resiliency and stability.

– Michael Rutledge, CIO, Citizens Bank

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