



“AI at Liberty Global is no longer an experiment—it’s becoming foundational to how we run our business and serve our customers across Europe. With Infosys, we’re delivering real, measurable outcomes, from improved customer experience through Super Search to significantly fewer outages. The trust at the heart of this partnership enables us to innovate and deliver at scale.”

Mike Fries, Chairman and Chief Executive Officer, Liberty Global

Liberty Global

From AI experiments to enterprise impact: How Liberty Global is improving customer experience with Infosys.

Supporting 1000+ Platform Deliveries

Liberty Global, one of Europe’s leading connectivity and entertainment providers, partnered with Infosys as AI shifted from being an experiment to becoming foundational to how the company runs its business and serves customers across Europe.

Together, Liberty Global and Infosys operate and continuously evolve the connectivity and entertainment platforms that support tens of millions of customers across Liberty Global’s footprint. The partnership has helped Liberty Global increase its pace of innovation by strengthening engineering capacity and enabling ideas to move into production quickly and reliably.

Over the past year alone, Infosys supported more than 1,000 platform deliveries, helping Liberty Global introduce new capabilities at scale while maintaining stability across its platforms.

This included deploying AI enabled solutions such as:

- Super Search, which serves around 8 million TV customers and uses advanced large language models to make content discovery conversational and intuitive across linear TV, on demand, and streaming services.
- Agent Assist and Customer Assist programs, deployed across multiple markets, transforming customer care by enabling more self service journeys, improving customer satisfaction, and reducing pressure on care teams.



These initiatives delivered real, measurable outcomes, including 50% fewer outages year on year and 60% fewer customers impacted, reflecting meaningful improvements in both customer experience and operational performance. The partnership between Liberty Global and Infosys spans more than two decades, including over a decade as a formal strategic partnership. At its core is trust, mutual respect, and the confidence to raise issues openly and receive direct, honest answers—an essential foundation for delivering impact at scale.

With strong platforms, talent, and a proven delivery approach in place, Liberty Global continues to strengthen how it uses AI to improve customer experience and operational performance across its European footprint.