# Infosys cobalt AI-POWERED SERVICE EXPERIENCE. FOR IT AND BEYOND

Service management is tougher today than it has ever been before

Beyond the proliferation of devices, the burgeoning tools landscape and even the demands of end users of systems, lies the real challenge – business customers with expectations growing by the day based on their consumer-world, on-demand, as-imagined experiences. Simply signing up for service management software services won't solve the problem. These implementations are often sluggish, demanding significant investments in resources – especially people, and the outcomes are non-standard defeating the very purpose of the transformation. It's also impossible for any one software to keep an enterprise abreast of all rapidly shifting digital trends.

A single, Cloud-based platform at the core – like ServiceNow - can turbocharge the transformation. It can help consolidate your on-premise IT tools landscape to a modern, easy to use service management solution in the Cloud, mandating no infrastructure investments. And with Infosys Enterprise Service Management Café, the Infosys Gold Image of ServiceNow, we guarantee your transformation will be 40 – 50 percent faster. What's more, you also gain access to over 40 super-useful plugins to manage your always-on service delivery landscape. This creates the productivity savings and efficiencies you need to drive continuous service improvement not just for IT but beyond for other business functions as well.
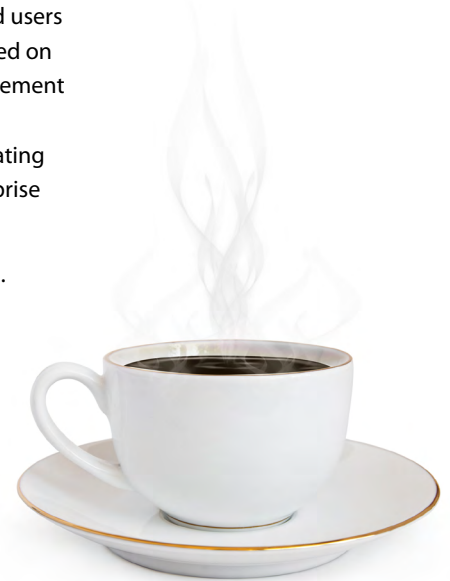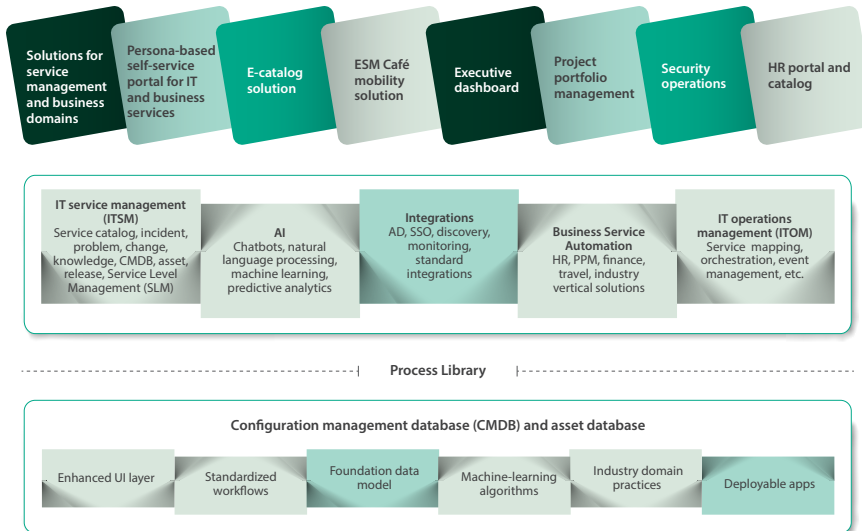
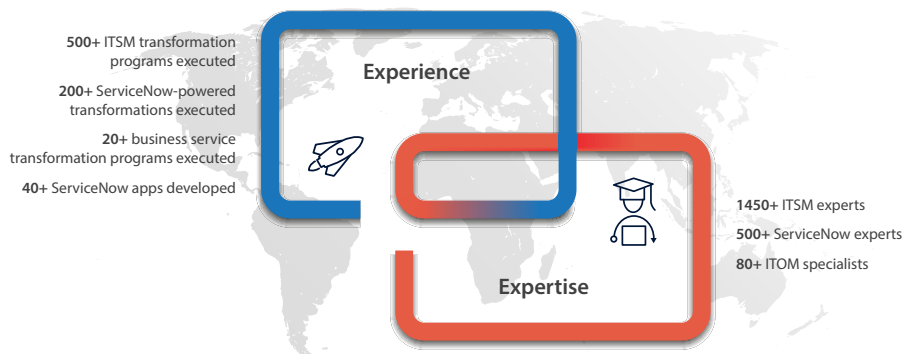## Accelerate value at every stage with Infosys Enterprise Service Management Café

Requirement gathering	Architecture design	Build and configuration	Testing and UAT	Training	Deployment planning and rollout
• Designing requirement, notifications, reports, etc. • Designing process flows, approvals	• ServiceNow solution designing: Setting up tables and schemes • Integrating with other processes and tools • Data modeling	• Solution building and configuration on ServiceNow • Building integrations with other process and tools • Foundation data mapping and uploading	• Building unit and system test cases • Unit system testing and defect fixing • Creating use case scenarios in line with requirements • Coordinating UAT and fixing defects	• Creating training plan and training material • Conducting process and tool training based on roles	• User onboarding and rollout plan • Solution rollout in production
• 30-40 percent reduction in timelines with predefined templates with baseline requirements	• 30-40 percent effort reduction from predefined solution design and template for data gathering with baseline • Pre-captured data model for full coverage and data modeling	• 30-40 percent reduction in timelines by deploying plug and play solution from the Café	• Minimum 20-30 percent effort cut from predefined use case scenarios and test cases which can be modified based on requirements used as baseline	• 30-40 percent reduction in creating training materials and plan by using Café training guides as the baseline	• Risk-free onboarding and rollout by utilizing standard onboarding plan from Café as a guideline

Improve along the enterprise service management continuum

Leverage the Café App Store's 40+ plug n play super-conveniences

Solutions for service management and business domains	Persona-based self-service portal for IT and business services	E-catalog solution	ESM Café mobility solution	Executive dashboard	Project portfolio management	Security operations	HR portal and catalog

IT service management (ITSM) Service catalog, incident, problem, change, knowledge, CMDB, asset, release, Service Level Management (SLM)	AI Chatbots, natural language processing, machine learning, predictive analytics	Integrations AD, SSO, discovery, monitoring, standard integrations	Business Service Automation HR, PPM, finance, travel, industry vertical solutions	IT operations management (ITOM) Service mapping, orchestration, event management, etc.

------------------------------------ **Process Library** ------------------------------------

Configuration management database (CMDB) and asset database

Enhanced UI layer	Standardized workflows	Foundation data model	Machine-learning algorithms	Industry domain practices	Deployable apps

We'll bring the advantage of our experience and expertise to work hard for you

500+ ITSM transformation programs executed

200+ ServiceNow-powered transformations executed

20+ business service transformation programs executed

40+ ServiceNow apps developed

Experience

Expertise

1450+ ITSM experts

500+ ServiceNow experts

80+ ITOM specialists

After all, we have done it before

Infosys Enterprise Service Management Café drove user experience transformation with a 30 percent increment in user satisfaction and 25 to 30 percent reduction in the effort and timelines. The base processes were implemented and deployed globally in a record time of eight weeks.

International fast-food giant in the U.S. with 2000+ ITIL users, 40,000 business users worldwide, and multiple IT vendors

With Infosys Enterprise Service Management Café, global processes were rolled out in 8 languages, in 4 months. There was a 25 to 30 percent reduction in direct calls to customers, a 25 percent increment in user satisfaction from the user-friendly self-service portal and catalog, and 25 percent reduction in timelines.

An American multinational food manufacturing company with 1,100 IT users and presence in 20+ countries

With Infosys Enterprise Service Management Café, ServiceNow was implemented and made live in 6 weeks leading to an approximate 30 percent reduction in implementation timelines.

One of the largest global providers of innovative solutions in the semiconductor and display industries

Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 14,000 cloud assets, over 200 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance comes baked into every solution delivered.

Infosys®
Navigate your next

For more information, contact askus@infosys.com

Infosys.com | NYSE: INFY

Stay Connected