



INFOSYS ORACLE TECHNOLOGY VISION – 2026

Introduction

In a complex world where organizations are racing for greater productivity and stakeholder satisfaction, those that harness technological innovation will have an advantage in realizing lasting value and competitive advantage.

That mindset isn't optional for one global technology leader - it's a mission. Oracle continuously shapes raw technological potential into cutting-edge solutions. Its comprehensive suite of products and services empowers organizations to achieve unprecedented efficiency and cost-savings.

Real-world results underscore Oracle's leadership:

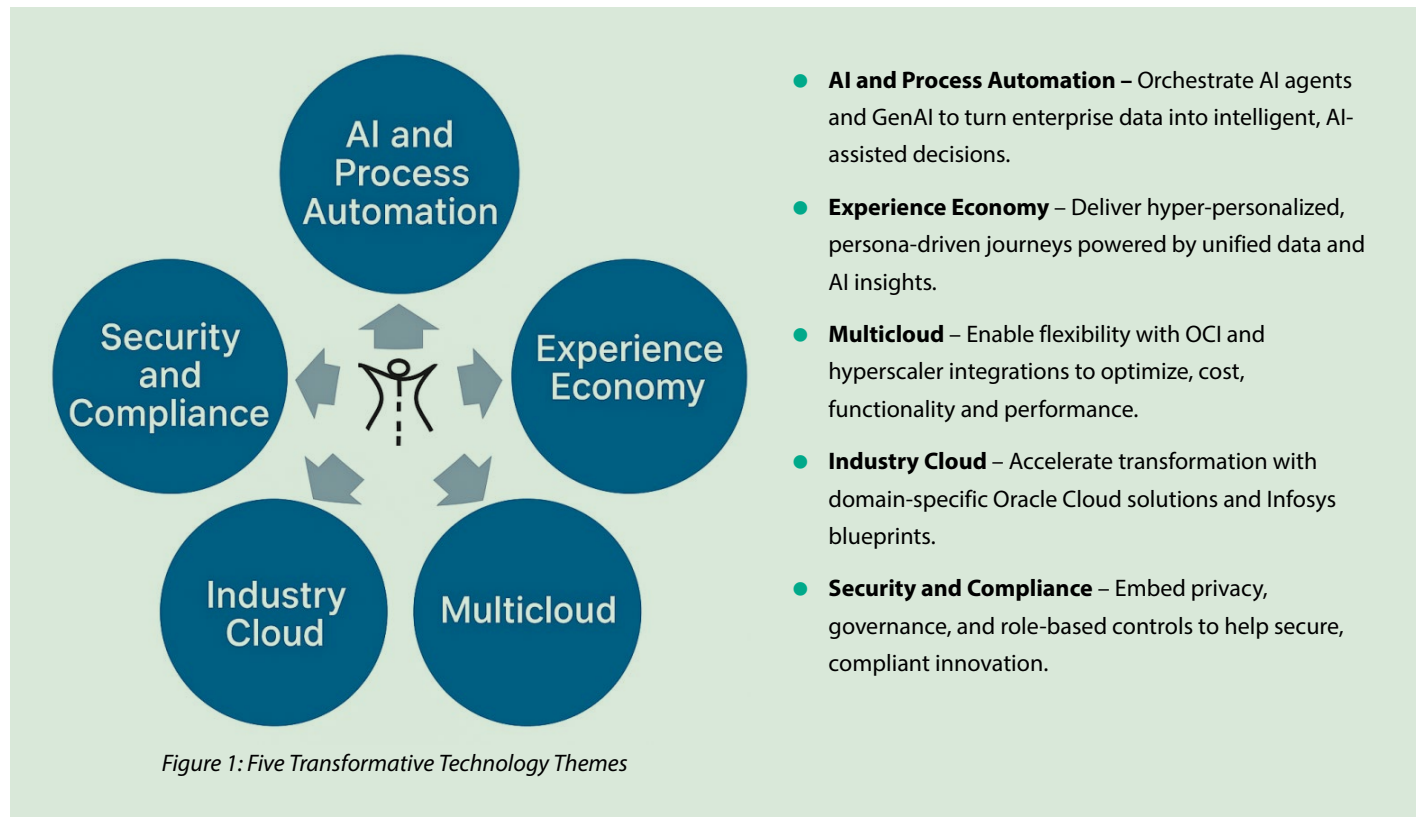
- **Biofy** slashes diagnostic times and saves lives with Oracle AI solutions¹
- **Brain4Data** boosts customer service with Oracle Database 23ai and Generative AI²
- **Liantis** relies on Oracle Database@Azure to strengthen security and resiliency³
- **Techsol** delivers pharma compliance technology with Oracle Cloud Infrastructure (OCI), Oracle Autonomous AI Database, and AI services⁴

Realizing the full potential of advanced technologies requires thoughtful strategy and execution. Infosys brings deep experience complementing Oracle's technology leadership to help organizations translate innovation into measurable business outcomes.

For over three decades, the Infosys-Oracle partnership has helped enterprises deliver results at scale across industries.

- **Sensience** Turbocharges Cloud Migration with Infosys, achieves 20-30% infrastructure cost reduction by deploying a multicloud environment with Azure and OCI⁵
- **United Nations Development Programme (UNDP)** collaborated with Infosys to implement Oracle Fusion Cloud Applications, unifying digital management for eight UN agencies, enhancing data and operational efficiency⁶
- **Avery Dennison**, partnering with Infosys and Oracle, achieved a digital transformation by moving to Oracle Fusion Applications, enhancing customer experience, streamlining operations, modernizing IT, and reducing costs⁷

This paper presents five technology themes that Infosys and Oracle believe will shape the landscape of 2026 and beyond. These themes are especially critical for enterprise leaders and capital allocators who are looking to drive growth, agility, and resilience.



AI and Process Automation

Industry Relevance and Opportunity

AI Orchestration: Going Beyond the Hype to Deliver Businesses Value

The global AI market is evolving at a breakneck pace, estimated at \$189 billion in 2023 and projected to exceed \$4.8 trillion.⁸ This 25x growth trajectory signals more than momentum; it marks a fundamental shift toward AI orchestration as a business enabler.

Bringing AI Orchestration to Life

Dave, a field service operator, discovers a malfunction in the automated bottling line. Using his tablet, he describes the issue by typing it in. Oracle Fusion Cloud Supply Chain & Manufacturing (SCM)⁹ then processes this text input, identifying a motor malfunction in the ABM-2000 unit. A supervisory AI agent is

triggered, activating a suite of utility agents. A large language model (LLM) via OCI Generative AI diagnoses likely causes and retrieves documentation. Following the recommended troubleshooting path, Dave confirms a faulty motor controller. The conversational agent initiates a work order. Utility agents generate a purchase order for the needed part, alert the vendor, and send Dave a confirmation, complete with expedited shipping details.

This is more than automation; it's a system of collaborating AI agents that learn, adapt, and act, reshaping how work gets done. For Oracle customers, this scenario is quickly becoming reality.

This example illustrates the practical impact of AI orchestration. But how does this fit into the broader industry trend?

The Shifting AI Landscape

In 2023, AI represented just 7% of the global frontier technology market. By 2033, that share is projected to rise to 29%, signaling AI's emergence as the central force among frontier technologies¹. Oracle is uniquely positioned to lead in this AI revolution, with its enterprise-grade platform spanning infrastructure, databases, applications, and industries. Infosys brings the strategic blueprint and domain expertise to activate AI for industry-specific outcomes.

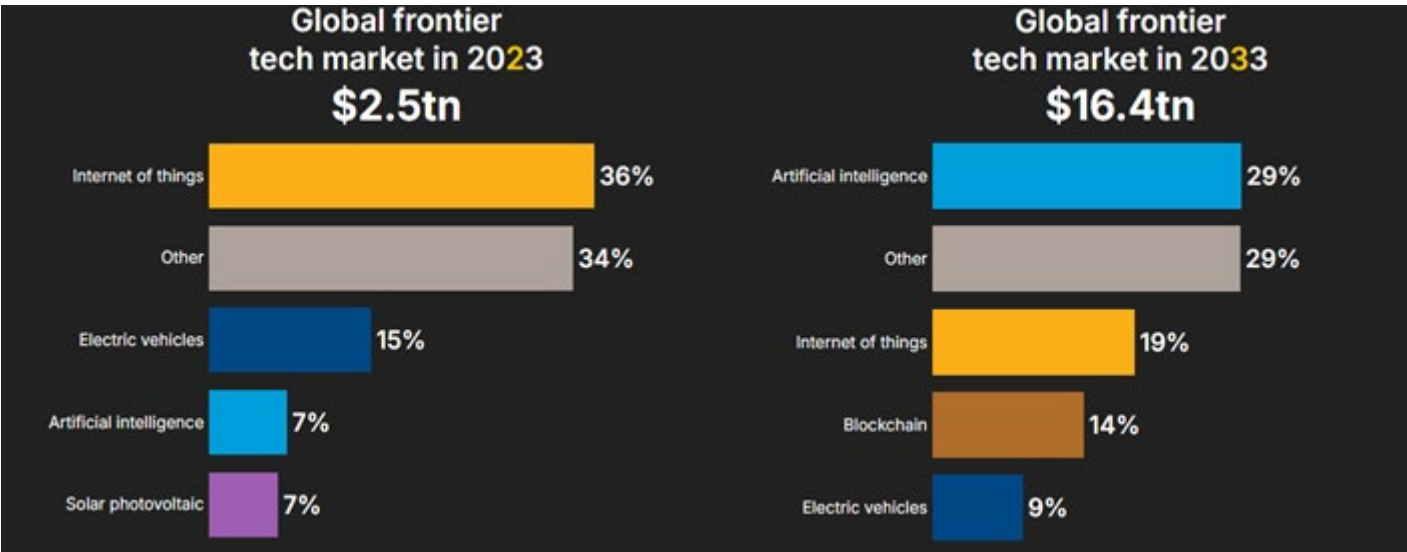


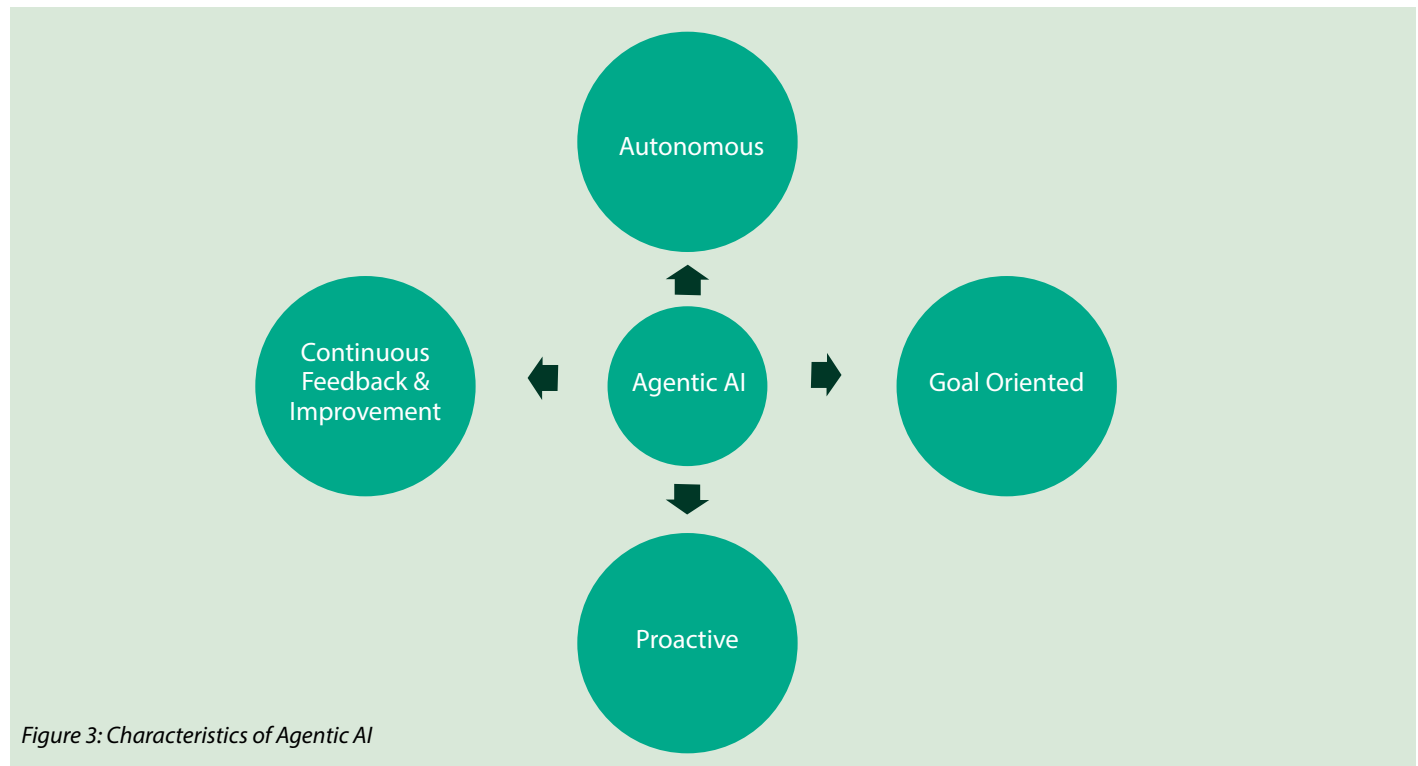
Figure 2: Rapid Expansion of Frontier Technologies¹⁰

The advent of GenAI marked a significant turning point, and transformative change is now well underway. LLMs including OpenAI, Google Gemini, Meta Llama, xAI Grok, Cohere Command, and others are now integral to enterprise workflows, powering everything from content creation and personalization to process automation and customer service.

The business impact is clear. Wharton's 2025 AI Adoption Report¹¹ finds that 82% of enterprise leaders now use generative AI at least weekly and 46% use it daily - evidence that usage has moved beyond pilots into everyday work. 72% say their organizations formally measure GenAI ROI, three in four report positive returns, and 88% expect GenAI budgets to rise in the next 12 months But this is just the beginning.

AI continues to evolve rapidly in both capability and enterprise adoption. Organizations are increasingly moving beyond isolated experiments to embed AI more deeply across core business functions such as finance, HR, supply chain, and customer operations. This shift reflects a growing focus on orchestrating AI at scale, where intelligent agents work together across the enterprise to drive efficiency, improve decision-making, and enable new operating models. As a result, AI is becoming a foundational layer of enterprise transformation rather than a set of standalone initiatives.

As adoption accelerates, the next frontier of intelligence is about depth and autonomy: Agentic AI systems are designed not only to respond, but to perceive, reason, act autonomously, and coordinate actions with other agents. These agents continually monitor real-time data, evaluate complex variables, and take initiative within their defined parameters to execute processes with minimal human supervision. Think of them as intelligent coworkers, not just tools, that are capable of learning, adapting, and executing tasks in dynamic environments.



We are entering a new era where dynamic AI agents are reshaping the SaaS ecosystem. Unlike traditional platforms, these adaptive agents enable real-time reasoning and decision-making, setting the foundation for a smarter, more responsive enterprise infrastructure¹¹.

This evolution toward more sophisticated and accessible AI, while promising, does not eliminate the challenges associated with widespread adoption and implementation.¹²

The path to sustained value lies in AI orchestration, the integration of multiple AI methods, including LLMs, ML, NLP, symbolic reasoning, and agentic systems, into a unified, intelligent framework grounded in real-time business data.

Scaling AI isn't just about more models. It's about making them work together contextually, securely, and with enterprise-grade reliability. Organizations that embrace AI orchestration today will define the competitive landscape of tomorrow.

Oracle's Vision

Oracle's Agentic AI strategy is designed for the enterprise, providing both cutting-edge innovation and security. Oracle empowers customers to bring their own models (BYOLLM - Bring Your Own LLM) or leverage capabilities delivered through partnerships with leading AI model providers - such as OpenAI and Meta Llama. These capabilities can enhance customer experiences and employee productivity, ultimately improving innovation and revenues.

In today's enterprise world, the ability to switch seamlessly between different model options is valued, as different models provide different strengths.

Oracle continues to complement these models with enterprise-grade capabilities - including AI governance, ready access to real-time data, and access control and security - all supported by superior data management, which enables Oracle to continue delivering enterprise AI in a way that no other hyperscaler can match.

Oracle has also introduced MCP (Model Context Protocol), which enables secure, high-performance connectivity between AI services and Oracle AI Database, such that generative AI

applications can retrieve and process enterprise data efficiently and reliably¹³

Oracle's strategy offers:

- **Choice:** Access to leading AI models optimized for enterprise use. Oracle is committed to offering customers the world's best generative AI models, engineered for enterprise use cases.
- **Integrations:** Better together with apps and database. AI is most effective when integrated with enterprise data and applications. Oracle's data management portfolio offers significant advantages for AI, allowing customers to bring AI to their enterprise data and embed into new applications.
- **Safety:** Security and privacy are always prioritized. Security and privacy are increasingly important in the age of AI. Oracle is committed to helping establish that customer data is private and protected and that customers have tight control over data security and governance.

Oracle AI Agent Studio: Build, Customize, Deploy

Oracle AI Agent Studio for Fusion Applications is an embedded platform for designing and deploying enterprise AI agents within Oracle Fusion Cloud Applications. Building on ~400 embedded assistants and agents already delivered in Fusion, it enables customers and partners to create customized agents that address complex business needs and help drive new levels of productivity¹⁴. Because these agents are embedded inside Fusion, they inherit role-based, real-time business context and can take action directly within application workflows.

Agent Studio provides tools to create, customize, validate, and deploy generative AI features and agents tailored to organizational needs for enhanced productivity. The AI Agent Studio enables users to assemble single- or multi-agent teams for complex workflows. It features an intuitive interface for team configuration using templates or custom builds and facilitates agent team orchestration. Key components include tools, topics, choice of LLMs, and instructions for agent design, alongside testing and validation tools

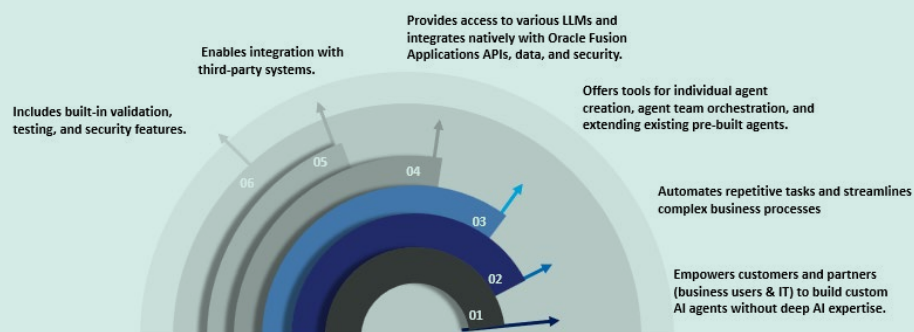


Figure 5: Key capabilities of Oracle AI Agent Studio

Workflow agents provide deterministic, end-to-end orchestration inside Oracle Fusion, coordinating multi-step processes across ERP, HCM, SCM, and CX by invoking Fusion business objects, APIs, approvals, and handoffs so work progresses with each user's existing roles and context. In AI Agent Studio, teams assemble single or multi-agent teams through a guided interface, starting from Oracle delivered templates or building custom flows as needed. They can further accelerate delivery by adopting Oracle validated marketplace templates and extending them to fit industry or process specifics, which shortens time to value for end-to-end automations. Together, these options provide a structured way to balance flexibility and control. Additionally, built in Oracle's AI Agent observability and evaluation framework provides runtime tracing, quality benchmarks, and cost visibility for live workflows.

As of 2026, Oracle AI Agent Studio delivers a significant step in enterprise automation. The platform includes capabilities that improve scalability and autonomy, starting with the agent builder assistant for creating new agents, helping accelerate innovation and reduce development overhead. This evolution also brings advanced orchestration through agent invocation and embedding via webhooks, seamless integration with external document sources for RAG, and A2A agent cards for effortless agent discoverability. Collaboration becomes frictionless with support for file uploads and chat integrations (such as, Microsoft Teams via MCA and Slack), while robust security and governance, including rolebased access and human approvals, help ensure compliance at scale.

Ongoing innovations reinforce Oracle's commitment to continuous advancement and enterprise adaptability. Soon, customers will be able to create agentic apps in AI Agent Studio. These apps provide a unified experience powered by multiple specialized agents (for example, Sales, Inventory, Finance) working together, delivering deeper, domain specific insights and actions, and allowing simple scaling by adding new agents as needs evolve.

Oracle AI Database 26ai

Announced at Oracle AI World 2025, Oracle AI Database 26ai introduces more than 300 innovative features designed to accelerate application development and optimize AI and other mission-critical workloads. Building on the innovations of Oracle Database 23ai, 26ai advances the AI-native architecture with deeper integration of AI capabilities and enhanced multicloud deployment options.

It's available in the cloud, including in Oracle Autonomous AI Database, in customer data centers through Exadata Cloud@Customer, or as licensed software, as well as natively in Azure, AWS, and Google Cloud data centers via Oracle Database@Hyperscaler deployment options.

Within Oracle AI Database 26ai, AI Vector Search enables conceptual searches across documents, images, and relational data. There's no need for exact keywords, data values, or image pixels to find what users are looking for. Pairing AI Vector Search with agents and LLMs lets users query real-time enterprise data in natural language, reduces the likelihood of hallucinations, and helps enhance result accuracy by anchoring AI responses in verified enterprise content using RAG techniques. Oracle's approach enables customers to combine vector search with traditional SQL queries within the database, simplifying applications and reducing the data movement required to run them. Oracle's solutions help bring AI algorithms to data rather than requiring sensitive data to move to an external AI infrastructure, helping improve data security, governance, and compliance.

Oracle AI Database 26ai, including access to AI Vector Search, is available for developers through multiple no-cost options, such as Always Free Autonomous AI Database in the cloud and free containerized images as well as Oracle APEX, a low code development environment. For production deployments, it's available as part of database services in Oracle Cloud Infrastructure (OCI), in the clouds of Oracle's multicloud partners, in customer data centers through ExadataCloud@Customer and OCI Dedicated Region, and as licensed software.

To provide customers access to all their data no matter where it resides, Oracle Autonomous AI Lakehouse pairs Oracle Autonomous AI Database with vendor neutral Apache Iceberg to deliver open, interoperable access to lake and warehouse data, without lock-in. It provides native access to Iceberg tables on data platforms, such as Databricks Unity, AWS Glue, Snowflake Polaris, via a unified catalog and brings database capabilities like Select AI, AI Vector Search, JSONRelational Duality Views, and Property Graph Analytics to data in object storage. Available on OCI, AWS, Azure, Google Cloud, and Exadata Cloud@Customer, it lets teams run AI and analytics securely where data already lives, with Exadata performance and autonomous operations.

Natural language SQL generation

Oracle Autonomous AI Database Select AI enables users to interact with structured enterprise data using natural language queries. Now enterprise users can get answers to their data-related questions without needing to know SQL.

Summarizing Oracle's AI Approach

Oracle's comprehensive AI strategy on OCI offers enterprises a flexible and powerful approach to adopting AI. Customers can deploy and run sophisticated, pre-trained models developed on rich, enterprise-grade data, or choose to train their own models within OCI's secure and scalable environment. These models can

be further customized and fine-tuned with domain-specific data or their own internal data to provide the high performance and alignment required by unique business needs. To support this, Oracle continues to innovate across all core pillars: applications, databases, infrastructure, and tools, delivering AI solutions that are enterprise-ready, adaptable, and built to deliver real-world impact.

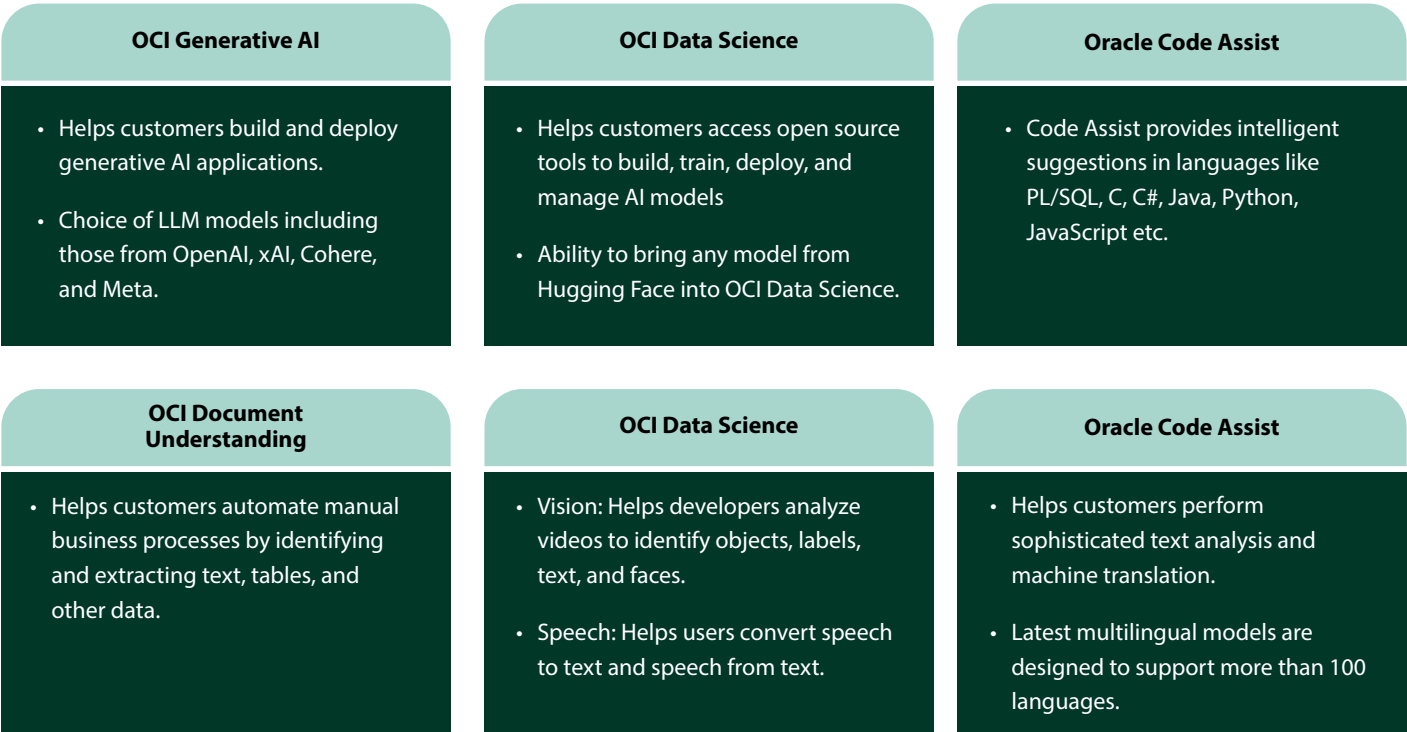


Figure 7: Oracle's AI innovations available on OCI

Infosys Value Proposition and Credentials

Infosys is a leader in guiding businesses through the complexities of digital transformation, focusing on Oracle Cloud solutions and Gen AI. Our comprehensive suite of services, powered by AI and automation, help organizations revolutionize their operating models and achieve new levels of efficiency and value. This vision is realized through a combination of our AI Workbench, strategic platforms like Infosys Cobalt and Topaz, and Infosys AI Agents.

Reimagine Your Oracle Cloud Journey

Infosys offers a holistic approach to Oracle Cloud, encompassing both implementation and ongoing management, leveraging a variety of proprietary tools and accelerators for both transformation and ongoing support.

Infosys Oracle AI First Implementation Workbench

At the heart of this transformation is the Infosys Oracle AI-First Implementation Workbench, a next-generation platform that embeds GenAI innovations across all phases of Oracle Cloud implementation. The Workbench uses RAG, advanced AI models, and curated knowledge bases to streamline processes, reduce manual effort, and accelerate timelines by up to 25–30%.

Key capabilities include:

- Pre-sales and Discovery:** AI-driven RFP summary generation, fit-gap analysis, and proposal creation using intelligent agents.
- Modeling and Realization:** Automated test scenario generation, NL-to-SQL code conversion, and optimization of configurations.
- Deployment:** AI-assisted cutover planning and documentation generation for a streamlined go-live.

This agentic approach significantly reduces effort across preboarding and implementation phases, delivering up to 40% savings compared to traditional methods.

AI-Led Oracle Cloud Application Management Services

Infosys also reimagines managed services with AI-powered solutions, including RPA and intelligent chatbots, for proactive incident management, change management, patch analysis, and performance tuning.

Benefits include:

- Up to 70% reduction in ticket analysis effort
- 10–20% decrease in transition effort
- Lower MTTR and improved resource utilization
- These efficiencies enhance operational resilience and free up bandwidth for strategic initiatives.

Accelerate Transformation with Infosys Cobalt

Infosys Cobalt provides a robust cloud platform with a variety of assets that complement and enhance Oracle Cloud and GenAI offerings. It helps businesses:

- Migrate to the cloud smoothly and efficiently.
- Transform legacy applications for modern cloud environments.
- Maximize the value of cloud investments through cost optimization and performance tuning.
- Leverage the cloud to develop and deploy new solutions faster.

Navigate the Agentic AI Landscape with Infosys Topaz

Infosys Topaz's framework¹⁵ provides actionable intelligence to guide Agentic AI journey. This framework offers data-driven insights into the AI landscape, enabling technology leaders and strategists to:

- Understand real-world traction and identify early adopter advantages.
- Identify promising AI technologies and platforms.

Key Innovations:

- **Rise of Small Language Models (SLMs):** LLMs demand costly infrastructure and high energy, with even GPT-3's training consuming as much power as a US home in 120 years, raising sustainability concerns¹⁶. In response, SLMs are gaining traction, offering industry-specific efficiency with lower resource consumption. Infosys is leading this shift with its Topaz Banking and ITOps SLMs, built on the NVIDIA AI Stack.
- **Infosys Topaz Agentic AI Foundry (build & govern):** Platform to design, build, and deploy production-grade AI agents with reusable components and pre-built horizontal/industry agents, supporting multi-model orchestration and protocols like MCP and agent-to-agent (A2A) on an open, no-lock-in architecture.¹⁷
- **Infosys Topaz Fabric (operate and scale):** A layered, composable, open, and interoperable stack of data infrastructure, models, agents, flows, and AI apps that unifies and accelerates IT service delivery across the enterprise. It enables enterprises to access services-as-software, both integrated and modular, while realizing enterprise value through AI-led capabilities out-of-the-box¹⁸

Together, **Foundry** accelerates how we **build** reliable agents, and **Fabric** ensures we **run** them as interoperable services-as-software at scale.

Infosys has also announced a strategic collaboration with Anthropic to deliver advanced enterprise AI solutions across telecommunications, financial services, manufacturing, and software development. The partnership integrates Claude models, including Claude Code, with Infosys Topaz to automate complex workflows and build agentic AI with the governance and transparency required in regulated industries. A core focus is

agents that execute multistep tasks using the Claude Agent SDK, enabling persistent operation across long, complex processes rather than one-off interactions. The collaboration also targets legacy modernization, combining Topaz and Claude to accelerate migration and reduce upgrade costs while reimagining operating models with unified industry expertise¹⁹



Infosys AI Agents on Oracle AI Agent Marketplace

Infosys is not only enabling AI-led transformations through frameworks and platforms but also contributing directly to the Oracle AI ecosystem by publishing ready-to-use AI agents on the Oracle Fusion Applications AI Agent Marketplace. These agents, built using Oracle AI Agent Studio, are designed to accelerate enterprise workflows, automate repetitive tasks, and deliver intelligent insights across Oracle Fusion Applications.

Product Area	Agent Name	Description
SCM	Purchase Requisition Management Agent	Streamlines purchase requisition tasks - submit, update, cancel, withdraw, copy, and track status in real time. It also acts as a knowledge base, guiding users through policies, SOPs, and procurement queries for confident, compliant-decision-making.
SCM	Costing Period Close Agent	Generates period close checklist, tracks period status, helps in accessing pending transactions, submits ESS jobs, provides relevant deep links etc.
SCM	PO Management Buyer Agent	Simplifies PO tasks, including viewing, updating, canceling, resubmitting, holding, and copying and offers deep links for quick access. It also advises procurement policies using Oracle and organizational guides, ensuring compliance, and accuracy.
HCM	HR Assistant - Hire to Retire	Supports HR managers with employee search, contact info, assignments, and employment actions like hire, transfer, or promotion. It also shares policy info on eligibility, payroll, travel, IT use, and more.
HCM	Minimum Wage Agent	Supports managers by offering a comparative view of employee salaries against location-based minimum wage standards.

Industry-leading Infosys AI Agents available in Oracle Fusion Cloud Applications AI Agent Marketplace²⁰

There is also a healthy pipeline of agents across SCM, HCM, Finance, and CX.

Infosys' integrated approach, combining advanced AI, scalable cloud platforms, and deep Oracle expertise, allows enterprises to lead in an era of intelligent automation. By reimagining operating models, embedding AI into workflows, and harnessing data-driven insights, Infosys enables organizations to realize sustainable growth, accelerate innovation, and deliver exceptional experiences for customers and employees alike.

Experience Economy

Reimagine Your Oracle Cloud Journey

The experience economy is here. Across virtually every sector, from retail and manufacturing to financial services, healthcare, and telecommunications, organizations are prioritizing experiences that ultimately drive superior customer outcomes. To win, businesses must architect adaptable, intuitive, and measurable human experiences that deliver tangible value for everyone: customers, partners, and employees. Gen AI and AI Agents have become indispensable - they are the engines of this transformation driving processes through a seamless blend of automation and human interaction.

These emerging trends are influencing the future of experience:

- **AI Automation:** AI automation is the true accelerator of experience transformation. It encompasses intelligent capabilities such as deploying conversational AI agents for human-like support, enabling AI-driven sales journeys that guide customers seamlessly through buying decisions, and empowering customer care teams with instant access to information for faster resolutions. Organizations are developing intelligent, adaptive AI agents capable of managing complex workflows, automating processes, and seamlessly augmenting human teams. Together, these innovations streamline interactions and deliver a significantly enhanced, personalized customer journey.
- **Persona-Driven Experience:** Precision targeting wins. Personas are the key to understanding individual needs, enabling hyper-personalized experiences for customers, partners, and employees. This translates to intuitive UIs, seamless mobile experiences, and impactful guided journeys that adapt to each individual's expectation. Example, customer experience is made simpler, faster and more satisfying by suggesting product recommendations and contextual guidance for buying. The outcome: faster acclimation, higher productivity, and real value.
- **Hyper-Personalization:** Hyper-personalization dramatically elevates the customer experience by moving beyond generic segmentation to utilizing both enterprise data and AI to create unique, tailored content and individualized interactions for all stakeholders, in real-time. Oracle Responsys Campaign Management allows customers to scale this intelligence, crafting personalized messages that resonate with individual interests and preferences.
- **Unified Customer Data for Connected Experiences:** A unified cloud data strategy breaks down silos to create a single, comprehensive view of customer information across systems. This enables a true 360° perspective of stakeholders and powers AI-driven insights for activation across marketing, sales, and service channels. When data is consolidated, advanced models like LLMs and ML models can operate at scale to detect patterns, generate predictions, and deliver deeper customer understanding .
- **Customer Sentiment Analysis:** Predictive intelligence is the new customer service frontier. Customer Sentiment Analysis in Oracle Cloud is used to understand customer emotions and opinions and not just respond, but proactively address negative feedback and reduce customer churn. By monitoring conversations across all digital touchpoints, insights into customer satisfaction levels are gained, allowing for the proactive addressing of service concerns and the maximization of sales opportunities.



Oracle's Vision

Oracle recognizes that experiential transformation is crucial for businesses to thrive in today's customer-centric world and continues to invest in capabilities that enhance business outcomes.

- **AI Focus:** Oracle's AI tools and applications support creation of intelligent, adaptive agents that can handle complex workflows while seamlessly integrating with human-driven decision-making. For example, financial services organizations—often cautious about risk—can use AI to power intelligent search and deliver accurate, real-time information to clients.
- **Customer Data Platform (CDP):** Many B2C marketing teams continue to face challenges due to siloed marketing and loyalty technologies. Oracle Unity CDP is a key investment designed to address this fragmentation by bringing together data from multiple, disconnected sources into standardized, harmonized, and unified customer profiles. By providing a single, trusted view of the customer, Oracle Unity CDP enables real-time personalization and more informed decision-making, helping organizations improve marketing effectiveness, strengthen customer engagement, and drive sustainable growth.
- **Oracle's Next-Generation 'Redwood' Experience:** Redwood reinvents how Oracle customers interact with technology and AI across devices and enterprise workflows. Fusion

Applications learn over time and deliver more personalized experiences. With Redwood, AI is woven throughout the Fusion experience and available automatically, so you can use natural language to get summarized answers from your data and receive personalized recommendations based on your context. It incorporates advanced features like contextual search, conversational interfaces, and intelligent recommendations. Within HCM, Oracle Journeys leverages these innovations to deliver guided, personalized workflows that support key employee events - from onboarding and career development to personal life transitions - enhancing the overall employee experience.

Finally, Oracle is breaking down silos with a unified, end-to-end suite that connect front- and back-office functions. This integrated system enables faster, more coordinated operations and supports complex go-to-market models. Users benefit from seamless contextual access to data across modules - for example, a sales representative can easily retrieve past shipment and order details within Oracle CX Sales and Service while working on a new opportunity.



Infosys Value Proposition

Infosys has created experiential solutions that help customers differentiate in the market and elevate the experience for their internal employees, customers, and partners. These user-centric solutions, by leveraging advancements in AI and Redwood UI, help to optimize productivity and address the evolving needs of modern users. These solutions and an experience-led business model are key to reimagining the experience.

Infosys, leveraging its deep consulting and design expertise and its innovative platforms Topaz and Cobalt, coupled with robust Oracle technology, offers a compelling and holistic approach to address these critical client needs and drive profound experience transformation.

Infosys drives Experiential Transformation through the following strategic initiatives:

- **Infosys Cortex**, an AI-driven real-time sentiment analysis solution, empowers contact centers by providing valuable insights into customer emotions during every interaction. Seamlessly integrated with Oracle CX Cloud applications, Cortex elevates customer experience and personalization through AI-powered insights and fuels cross-sell opportunities.
- The **Infosys Employee Experience** solution places employee experience at the core. It solves the key problems for employers across productivity and engagement by making it easier to communicate and collaborate through a cognitive-first approach and actionable insights.
- **CX Cockpit** delivers engaging customer experience journeys with capabilities such as a 360-degree view of the customer and next-best offers, enabling sales and service teams to provide a personalized experience. It provides a unified view by integrating data from not only Oracle CX applications but also external sources, such as banking, MES, and other applications. The CX Cockpit solution offers persona-based experiences, providing a comprehensive and modern approach to marketing, sales, and customer service through Oracle CX Cloud.
- **WongDoody** is Infosys' human-centered design studio, which helps clients succeed by reimagining human and immersive experiences. Our innovative, experiential transformation offerings use design thinking and emerging technology solutions. Clients are supported in swiftly deploying new products while creating an improved digital experience for their customers.

Infosys Credentials

- Infosys partnered with a leading Indian credit card provider to transform customer engagement using Oracle solutions such as Oracle Unity CDP, Oracle Infinity, and Oracle Responsys, transforming the customer experience and enabling personalized, timely, and relevant communications across multiple channels. By leveraging Oracle Unity CDP to unify and harness the customer data, the bank now delivers precision-targeted outreach powered by data-driven insights with personalized content. This integrated approach enables timely, relevant communication across multiple channels, significantly enhancing customer experience, satisfaction, and overall engagement.
- For a client in the finance sector, we enabled comprehensive omnichannel communication across digital and physical touchpoints - including SMS, email, WhatsApp, mobile push notifications, and contact centers - while delivering personalized experiences on web and mobile apps. Customers now receive consistent, tailored offers and messages across channels, supported by self-service capabilities, and virtual assistants that help with complex transactions beyond simple inquiries or service requests. This unified approach has significantly improved engagement and loyalty.
- For the service industry, our Augmented Reality/Extended Reality (AR/XR) solutions provide employees with remote assistance capabilities. Field teams and end customers can receive expert support through immersive experiences such as AR overlays that display equipment information, offering step-by-step guidance for task completion. Additionally, AR-powered video calls enable experts to annotate in real time, helping resolve device issues quickly and efficiently.

Multicloud

A robust multicloud strategy is essential for navigating today's complex workloads. Organizations are architecting for flexibility, leveraging best-of-breed services from multiple cloud providers to optimize performance, enhance resilience, and control costs, all while meeting critical governance requirements.

Industry Relevance and Opportunity

Cloud adoption is reaching critical mass, with Oracle Cloud Infrastructure (OCI), AWS, Google Cloud, Microsoft Azure leading the charge, collectively holding a significant majority of the cloud infrastructure market share.

A market projected to reach \$1.6 trillion by 2030²¹, with a staggering double-digit CAGR²², demands attention. With 89% of businesses²³ embracing multicloud, using multiple cloud providers, and IT leaders pushing for expansion, a robust multicloud strategy is no longer just an option—it's the key to success in this rapidly evolving market.

Oracle's Vision

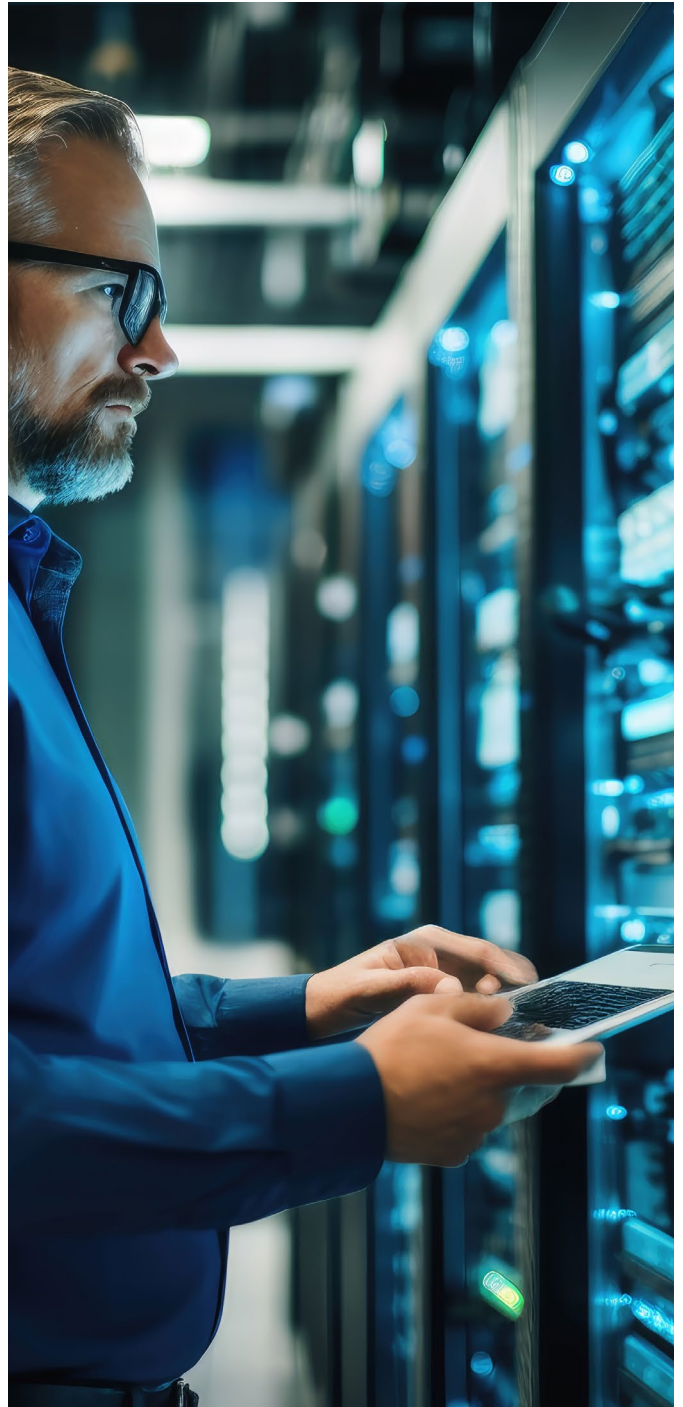
Starting in 2019, Oracle pioneered multicloud interoperability with Azure Interconnect. This deployment option enabled customers to combine two hyperscale clouds, Microsoft Azure and OCI and leverage the best services of each. Today, Oracle lists a growing footprint of live and planned multicloud regions across the globe. Offerings include Oracle AI Database, Oracle Exadata Database Service, Oracle Autonomous AI Lakehouse, and Oracle Database Zero Data Loss Autonomous Recovery Service now available on hyperscaler clouds through Oracle Database@AWS, Oracle Database@Azure, and Oracle Database@Google Cloud in addition to OCI.

Oracle is partnering with other hyperscaler cloud providers to facilitate maximum flexibility and cost benefits for its customers. A multicloud strategy is typically driven by workload, nature of business, and data governance requirements. Whether you take a cloud native or cloud-agnostic approach, Oracle can support you in these ways:

- Run a cross section of Oracle database services, including Oracle AI Database 26ai, Autonomous AI Database, and Oracle Exadata Database Service, through the Oracle Database@ programs on OCI managed infrastructure, with availability in select regions across Google Cloud, AWS, and Microsoft Azure; availability varies by service and partner cloud. These

are the same services provided in OCI, with the same pricing and running on the same infrastructure that is now collocated in Google, AWS, and Azure data centers. Now, customers can natively access these database services and combine their enterprise data with their cloud apps with low latency, simplifying operations, security, and purchasing.

- Provide cloud-agnostic Oracle solutions, including Oracle GoldenGate, Oracle Analytics Cloud (OAC) and Oracle Data Guard.



Simplify data and operations, and reduce total cost of ownership: by running Oracle databases where your apps run and using private interconnects, you avoid public egress charges and latency, while keeping pricing parity with OCI. This unified model minimizes operational friction and lets you leverage cost programs from multiple clouds. To simplify the purchase of Oracle AI Database and OCI services in the cloud of their choice, Oracle introduced Oracle Multicloud Universal Credits²⁴, enabling customers to streamline procurement, benefit from consistent contracts across clouds, and operate Oracle databases across Oracle Database@AWS, Oracle Database@Azure, Oracle Database@Google Cloud, and OCI.

Infosys Value Proposition

The Infosys Polycloud Platform enables enterprises to procure, build, and manage vendor-agnostic solutions across multiple hybrid cloud providers without worrying about vendor lock-in. It provides flexibility in porting their platform and data from one provider to another. Our platform supports enterprises of varying sizes and scales with an intelligent, multicloud management framework that capitalizes on advanced digital technologies, including AI.

Key Features:

- Smart Catalog
- Smart Brokerage
- Developer Empowerment
- Governance
- Observability
- Ops Analytics

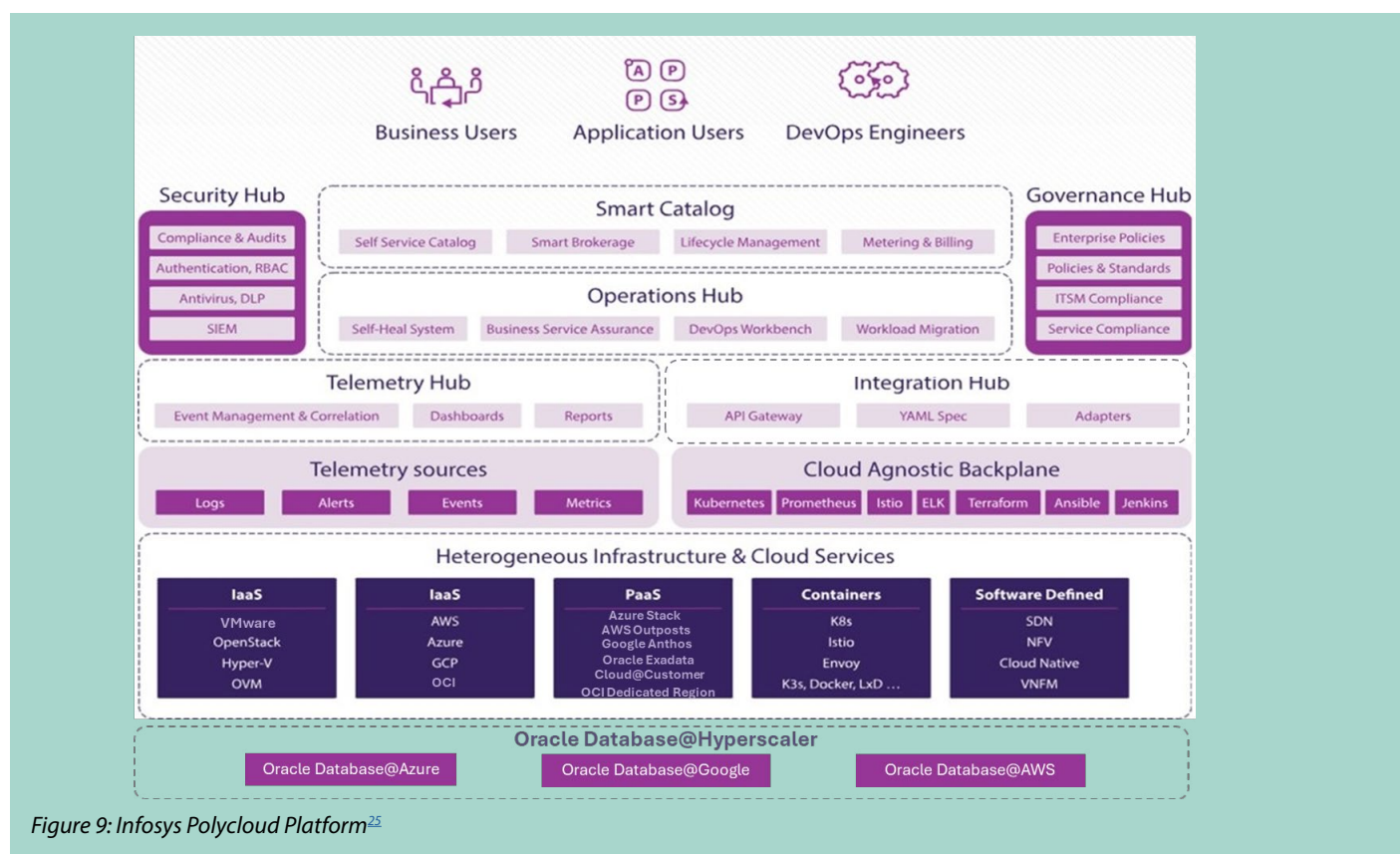


Figure 9: Infosys Polycloud Platform²⁵

85%

Reduction in
environment
provisioning
times

40%

Faster time to
market

100%

IT process
compliance

40%

Reduction in
IT operations
effort

75%

Reduction in
P1 tickets

35%

Improvement
in satisfaction
index

57%

Reduction in
alert noise

30%

Reduction in
MTTD + RCA +
MTTR times

Figure 10: Key benefits of Infosys Polycloud Platform²⁶

Infosys Credentials

NelsonHall's NEAT evaluation recognized Infosys as an overall leader in Cloud Infrastructure Brokerage, Orchestration, and Management Services, and a leader in Cloud Brokerage Services, for its ability to meet future client needs.

The report states, "Infosys provides cloud infrastructure brokerage, orchestration, and management services through Infosys Cobalt. This includes a set of IP solutions (Polycloud Platform, NIA, Edge Suite, Wingspan, and ESM Café), third-party services, solutions, and platforms designed to accelerate enterprises' cloud journeys. It also includes 14K cloud assets and 200 industry cloud solution blueprints."²⁷



Industry Cloud

Industry cloud platforms are designed to address the specific needs of individual verticals that are often not fully met by generic cloud solutions. These platforms integrate software, platform, and infrastructure capabilities to deliver solutions tailored to the unique requirements of different industries. They take into account industry-specific regulations, compliance standards, and operational rules, while supporting workflows, analytics, and tools that align closely with established industry processes and business models.

Industry Relevance and Opportunities

Industry cloud solutions are emerging as a significant growth driver as organizations seek more targeted, outcome-driven technology investments. Rather than adopting broad, one-size-fits-all platforms, enterprises are increasingly turning to industry-focused cloud solutions to support their strategic initiatives and accelerate transformation. Key reasons organizations adopt industry clouds include:

1. **Understanding industry needs:** Extensive research is done on specific industry needs, processes, pain points, and challenges.
2. **Data security:** Industries such as banking and healthcare have strict data security and compliance requirements. They consider industry-specific security measures, compliance, data storage, and legal and regulatory requirements and standards.
3. **Scalability:** Like the generic cloud, an industry-specific cloud can scale resources up or down depending on the organization's needs.
4. **Assimilate with legacy systems:** Industry cloud solutions can integrate with an organization's existing technology investments.

The relevance of industry cloud solutions across industry verticals:

- **Healthcare:** This industry has stringent compliance requirements and regulations like HIPAA. The healthcare solution can electronically store health records, patient information, and other relevant data in compliance with relevant data privacy requirements.
- **Entertainment industry:** Content created can be managed securely alongside other organizational assets.
- **Finance:** The solution supports compliance with financial regulations and stringent data security requirements. It also provides AI-driven data analytics in real time, enabling multiple services for customers.
- **Manufacturing:** Multiple solutions for AI-optimized supply chain management, improving production processes, and safeguarding product quality.

- **Retail:** In an area where personalized customer experiences are a given, industry cloud solutions provide AI solutions to engage with customers personally. Additionally, it facilitates e-commerce and inventory management solutions.
- **Energy:** The opportunities lie in solutions for grid management, renewable energy integration, and AI-assisted predictive maintenance of infrastructure.

Oracle's Vision

Oracle is investing heavily to deliver industry-specific solutions. Oracle's solutions help businesses grow, provide flexibility in infrastructure and business processes, and create personalized experiences through the use of AI.

Oracle is leveraging its partner ecosystem to enhance its comprehensive industry solutions, and Infosys has already created several industry cloud solutions to further Oracle's vision.

Some of the solutions that Oracle has developed include:

- **OPERA Cloud, Oracle Property Management Solution:** This solution caters to hoteliers for managing their properties with features including making reservations and managing loyalty points and sales.
- **Oracle Health:** Oracle Health is building an open healthcare platform with intelligent tools for data-driven, human-centric healthcare experiences to connect consumers, providers, payers, and public health and life sciences organizations. It provides complete healthcare suite using AI to create a connected ecosystem between all stakeholders.
- **Oracle provides** industry cloud solutions such as 'Financial Services Industry Cloud' and Sovereign Cloud + Public Sector Apps for Government sector.



Infosys Value Proposition

Our Oracle Industry Cloud solution is a unique offering that combines industry-specific processes, tools, and assets across the various stages of the business process. The solutions help organizations transition into the digital world much faster, with higher adoption rates. Infosys industry solutions which complement Oracle's Industry Cloud include:

- [Infosys Discrete Manufacturing Solution](#): Accelerates the manufacturing modernization program by bringing end-to-end solutions that are based on industry-recognized reference processes, along with the new-age technical and business capabilities that today's manufacturers need.
- [Infosys Extended Store](#): Combines the convenience of contactless commerce with the personal touch of shopping at the retail store. It enables seamless and convenient shopping with a zero-touch journey and accelerated checkout. In addition, it serves as an effective marketing, merchandising and productivity tool.
- [Infosys Revenue Management Platform](#): A platform that offers innovative pricing, billing, and settlement with centralized control, decentralized execution, 100% transparency for all stakeholders, and assured revenue enhancements.
- [Infosys Revenue Management Platform for Banking](#): Out-of-the-box solution that caters to various revenue management needs of banks. It handles various scenarios right from simple pricing and billing models to advanced and innovative models based on customer relationships and behavior.
- [Infosys Simplified Supply Planning](#): Advanced supply chain inventory planning solution that allows phased replenishment over time with streamlined warehouse and store-level ordering.
- [Infosys Stratos](#): Holistic business capability platform that drives digital transformation and value realization from core business systems on the cloud. Artificial Intelligence (AI) and Machine Learning (ML)-based modular platform amplifies competitive advantage by enhancing enterprise capabilities, maximizing in-house manufacturing, and supporting strategic outsourcing and sub-contracting decisions.
- [Infosys Logistics Industry Solution](#): Cloud-based, end-to-end offering, built exclusively for various logistics industry segments such as Managed Transportation Services, Third Party Logistics (3PL), and Freight Forwarding.
- [Oracle Logistics Cloud](#): Provides capabilities such as quick customer onboarding, flexible business models, automated fleet management, smart warehousing, global trade management, blockchain implementation, real-time visibility, and predictive analytics.
- [Transform Revenue Management in Healthcare with Infosys and Oracle](#): Enables agility in healthcare value delivery for payer organizations. The platform modernizes the IT landscape with configurable and scalable solutions to provide customer benefits, operational efficiencies, and improved revenue.
- [Retail Cloud Transformation by Infosys and Oracle](#): Platform offers digital solutions for retail planning, merchandise execution, and point-of-sale (POS) as well as omnichannel operations.
- [Infosys Manufacturing Execution Systems](#): One-stop manufacturing solution to all the unique requirements of the industry. It helps to manage discrete manufacturing and quality transactions with the efficiency level of a best-of-breed MES product. Using this, manufacturing engineers, production operators, production supervisors, and quality control managers can execute their roles most efficiently.
- [Procurement Cost Automation Solution](#): Procurement Cost Automation Solution to automate cost management effectively.
- [Infosys Employee Experience Solution](#): Providing a unified employee experience across hybrid and multi-cloud ecosystems, the solution makes it easier for workers to communicate and collaborate within the organization. It offers a consistent, interactive, and immersive user experience irrespective of the underlying system or the device in hand.

Infosys success stories include Infosys Stratos, a high-tech manufacturing company, which helped build their Industry 4.0. Infosys Stratos is an AI and ML based platform for enabling complete business capabilities. It provides plug-and-play features for the high-tech industry.

Another success story is Infosys Industry Revenue Management Platform for a major money transfer company, which helped with customer acquisition and retention. The platform automates all the processes related to billing operations and capabilities, which are rule-based for improving operational efficiency.

Security & Compliance

Industry Relevance & Opportunity

Compliance isn't just a requirement; it's a mindset. Security and compliance are paramount due to escalating AI-era cyber threats, complex regulations, and the accelerating pace of digital transformation. This presents significant opportunities for skilled professionals, driving demand for innovative security technologies, proactive security measures, and a culture of strong security consciousness within organizations.

Fortune Business Insights estimates the global cybersecurity market at ~US\$248.3 billion in 2026²⁸, with adoption continuing to shift toward cloud delivered security. As organizations migrate to cloud, they expect cloud security solutions that help protect their data, and the market share of cloud-native solutions to grow. As per this projection, the security software segment - encompassing solutions such as CASB (Cloud Access Security Broker), CWPP (Cloud Workload Protection Platform), endpoint protection, and infrastructure security - is projected to expand from \$105.94 billion in 2025 to \$121.15 billion in 2026. Google's massive \$32 billion acquisition of cloud security firm Wiz underscores the strong industry trend towards AI-powered cybersecurity solutions crucial for mitigating critical risks within cloud environments.

Here are some of the cybersecurity threats that industry experts foresee for 2026:

- **AI-powered attacks:** Sophisticated attacks using AI for social engineering and evading defenses.
- **Increased reliance on third parties:** Heightened risk from supply chain attacks and initial access brokers.
- **Cloud complexity:** Challenges in securing and managing data across multicloud environments.
- **Ransomware:** Increasingly sophisticated ransomware attacks threaten organizations across industries, but especially healthcare.
- **Quantum computers:** While still in the future, organizations should start planning to defend against quantum computing's potential ability to crack traditional cryptographic schemes.
- **Skill gaps:** Shortage of cybersecurity professionals and increasing demand for specialized expertise.

Organizations must adapt by:

- **Investing in AI-driven security solutions** to proactively detect and respond to emerging threats.
- Building an effective **AI governance framework** by implementing AI TRiSM technology to enforce policies and mitigate AI-related risks.

- **Strengthening the security posture** by prioritizing proactive measures like threat intelligence, vulnerability management, and continuous monitoring.
- **Fostering a culture of security awareness** by building a strong security environment and enabling responsibility among employees.
- **Utilizing managed security services** to address resource gaps and enhance security capabilities.
- Embracing a proactive approach by **shifting focus** from **reactive** incident response to proactive threat prevention and resilience.
- **Choosing cloud providers with strong security built-in** such as Oracle Cloud Infrastructure and Oracle Autonomous AI Database.



Oracle's Vision

With powerful, prescriptive, and integrated security capabilities built into the Oracle Cloud Infrastructure and Oracle AI Database, Oracle helps customers easily adopt and secure their cloud infrastructures, data, and applications.

Oracle's approach to security is anchored in several key services.

- **Oracle Cloud Infrastructure (OCI)** employs a security-first design model, implementing layered defenses from hardware to application level. This integrated security approach reduces the burden on customers, enabling them to focus on improving their core business. OCI security services are easy to use, deploy, and operate, helping reduce complexity, human error, and security vulnerabilities.
- **Oracle AI Database** offers extensive security capabilities for both on-premises and cloud users that help protect data through data encryption and masking, limit access through sophisticated controls at the data layer, and reduce the threat of attacks through built-in firewalls and quantum-resistant algorithms. Oracle also helps organizations mitigate the impact of cyberattacks and ransomware with its unique Oracle Zero Data Loss capabilities for both on-premises and database cloud users that protect data up through the last committed database transaction and enable rapid recovery to a known good state.

Sovereign cloud—Oracle meets you where you are

Oracle provides a wide range of cloud deployment options that address data sovereignty and security in different ways to help customers meet their regulatory/compliance, security, and sovereign AI objectives. All these offers have been architected for a consistent experience across cloud environments while catering to local/regional requirements. Oracle designed its Distributed Cloud portfolio to deliver uniform cloud services, performance, pricing, and SLAs across deployment options. Oracle helps customers with data sovereignty across the pillars of residency, privacy, legal, and security and resiliency controls. Oracle's Distributed Cloud offerings include:

1. **The full OCI cloud, anywhere:** Complete portfolio of 200+ services. By design, OCI's distributed cloud offerings are all built on the same foundation. This means you get the same cloud services, performance, pricing, and SLAs with a consistent user experience regardless of how and where you deploy, including in Oracle's EU Sovereign Cloud, Government Cloud, Isolated Regions, on-premises in Exadata Cloud@Customer, in OCI Dedicated Region, and Oracle Alloy.
2. **Data residency:** In Oracle Cloud Infrastructure (OCI), customer data and metadata are, by default, confined to a single Oracle Cloud region, leveraging a region-centric architecture and a zero-trust security model. Additionally, Oracle's distributed

cloud portfolio introduces the unique concept of realms - groups of Oracle Cloud regions that are physically, logically, and cryptographically isolated from one another. OCI Landing Zones streamline customer onboarding and help enforce sovereignty requirements through policy configurations, which are also available in Oracle Public Cloud regions. As a result, data residency becomes an inherent characteristic of the chosen platform.

3. **Data privacy:** OCI regions have advanced encryption services, including always-on encryption for data at rest and in-flight; bare metal infrastructure with no noisy neighbors; and advanced key management, including full hosting outside of OCI, confidential computing, and third-party Key Management Service (KMS) options. OCI also offers:
 - Cleared cloud operations and support: Dedicated cloud regions can be operated and supported by an independent team with cleared personnel for enhanced privacy and operational autonomy.
 - Facility control: OCI is the only hyperscaler to build full cloud regions in a customer's data center.
 - Data isolation: Isolated regions can be completely disconnected from the internet and OCI.
4. **Legal controls:** With 80+ compliance certifications, across standards and regulations such as SOC, HIPAA, GDPR, NIST, FedRAMP, HITRUST, and more, OCI enables customers to address the regulatory policy within their selected geographies. OCI also has broad and deep experience in global regulatory environments, including multiple existing contracts that public and private organizations can use as an easier way to migrate to OCI while meeting local compliance mandates.
5. **Sovereign legal entities:** In Europe, Oracle EU Sovereign Cloud (EUSC) regions rely on dedicated, EU-based sovereign legal entities that own the hardware and data center leases and provide operations and support only with EU-resident teams. In addition, EUSC is supported by specific agreements designed to help address the requirement that customer content will not leave the selected EUSC regions and to reduce the risk of unauthorized access by entities outside the EUSC organization.
6. **Security and resiliency controls:** Customers can protect their data with a complete set of integrated cybersecurity solutions. OCI offers resiliency with more control over data residency, with two regions offered in many countries. Distributed cloud solutions use the same multiregion design.

7. Security and resiliency: Oracle offers a comprehensive suite of cloud security capabilities, including identity and access management with multifactor authentication, threat intelligence, vulnerability management, and zero-loss data recovery. Through its distributed cloud architecture, Oracle delivers integrated cybersecurity and data governance solutions built on the same technology that achieved DoD IL6 certification. OCI enhances resiliency and data residency control by providing two regions in many countries, enabling in-country disaster recovery. All Dedicated Cloud regions follow a multiregion design to ensure protection against regional outages and support backup and failover, while maintaining customer data within the jurisdiction's borders.

Infosys Proficiency and Value Commitment

Oracle delivers security and compliance by design across its cloud and AI stack - but translating these capabilities into effective, regulation ready enterprise controls requires deep domain and technical expertise. Infosys bridges this gap by operationalizing Oracle's built in security, governance, and compliance features in line with industry regulations, risk profiles, and business priorities. Through this approach, Infosys has helped organizations strengthen missioncritical backoffice systems, enhance compliance posture, and build the confidence to innovate securely at scale.



Conclusion

The future enterprise will be defined by how effectively it orchestrates intelligence, experiences, infrastructure, industry context, and trust. The five technology themes explored—AI and Process Automation, Experience Economy, Multicloud, Industry Cloud, and Security and Compliance—together form a practical blueprint for driving growth, agility, and resilience in 2026 and beyond.

Oracle delivers an enterprise-grade foundation where AI is embedded across applications, data, and infrastructure—securely, at scale, and across clouds. Infosys complements this with deep industry expertise, AI-first platforms, and proven transformation frameworks that convert innovation into measurable outcomes.

Together, Infosys and Oracle help organizations move from experimentation to execution—embedding intelligence into core workflows, modernizing operating models, and enabling trusted, experience-led transformation. Enterprises that act now will be best positioned to lead in the era of intelligent automation.

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