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CR PULSE

Cross-Platform Agentic AI: Infosys Topaz Fabric

AI-First and AI-Augmented Services Through an AI Platform Suite

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Constellation Research estimates $8.2 billion in revenue with a $183.7 billion market for cross-platform agentic AI by 2031, growing at a 67.9% compound annual growth rate (CAGR). This category spans what is known as bots, agents, and advisers. These agentic AI systems can independently make decisions and act without human guidance.

Agentic AI achieves specific behaviors, adapts as needed, engages in complex reasoning, solves problems, understands context, plans actions, and executes commands. When deployed, agents can meet regulatory requirements, improve operational efficiency, reduce costs, drive revenue, create new business models, and represent the brand. Whereas today's AI agents tend to come from one platform, cross-platform agentic AI vendors deliver solutions that design, manage, and orchestrate digital cohesion.

TRENDS

All CEOs Now Think They Are the Chief AI Officer

At Constellation's Future Forum, more than 120 public CEOs and board of directors members discussed the role of AI in business strategy. Although disruptive technologies often play a role in business transformation, AI's massive scale and infinite possibilities have elevated this technology to a boardroom-level priority. This push, in turn, has CEOs playing a more hands-on role in how AI is adopted, procured, and evaluated.

AI Moves From Automation to Advisers in Five Stages of Autonomous Maturity

The rush to AI projects often comes as an all-or-nothing approach. However, lessons learned from Constellation's Executive Network (CEN) members show a gradual and measured approach. Agentic AI is a Level 4 autonomous technology. Constellation sees five phases to adoption from both a business and a cultural point of view (see Figure 1):

1. Augmentation. Organizations begin by finding tasks that benefit from augmenting existing workflows and learning where exceptions are needed. During augmentation, human decision-making is prioritized.

2. Acceleration. As more data is taken into consideration and training improves, false positives and false negatives are worked out to accelerate progress. This precursor step to full automation takes advantage of rule-based systems.

3. Automation. Once a level of confidence has been achieved as more data points are assimilated, organizations can act with confidence about automation. Automation and natural-language processing (NLP) techniques power these interactions. Deterministic automation builds on machine learning (ML)–based data analysis, rules, and structured data interactions.

4. Agents. Automated agents play a role in improving personalization at scale via large language model (LLM)–powered solutions. Although human-first, the AI agent assists in decision-making, has full contextual awareness, applies probabilistic models, learns from interactions, and delivers dynamic responses.

5. Advisers. Advisers serve as autonomous agents. They provide capabilities in prevention and prediction built on the overall accumulated knowledge and insight from the business graph. Advisers complete end-to-end

tasks, know how to reason, interact in multimodal nodes, take actions on behalf of humans, and operate with dynamic context and learning. They can simultaneously communicate with other agents and/or humans.

The bottom line: Take a measured and deliberate approach to adopting AI.

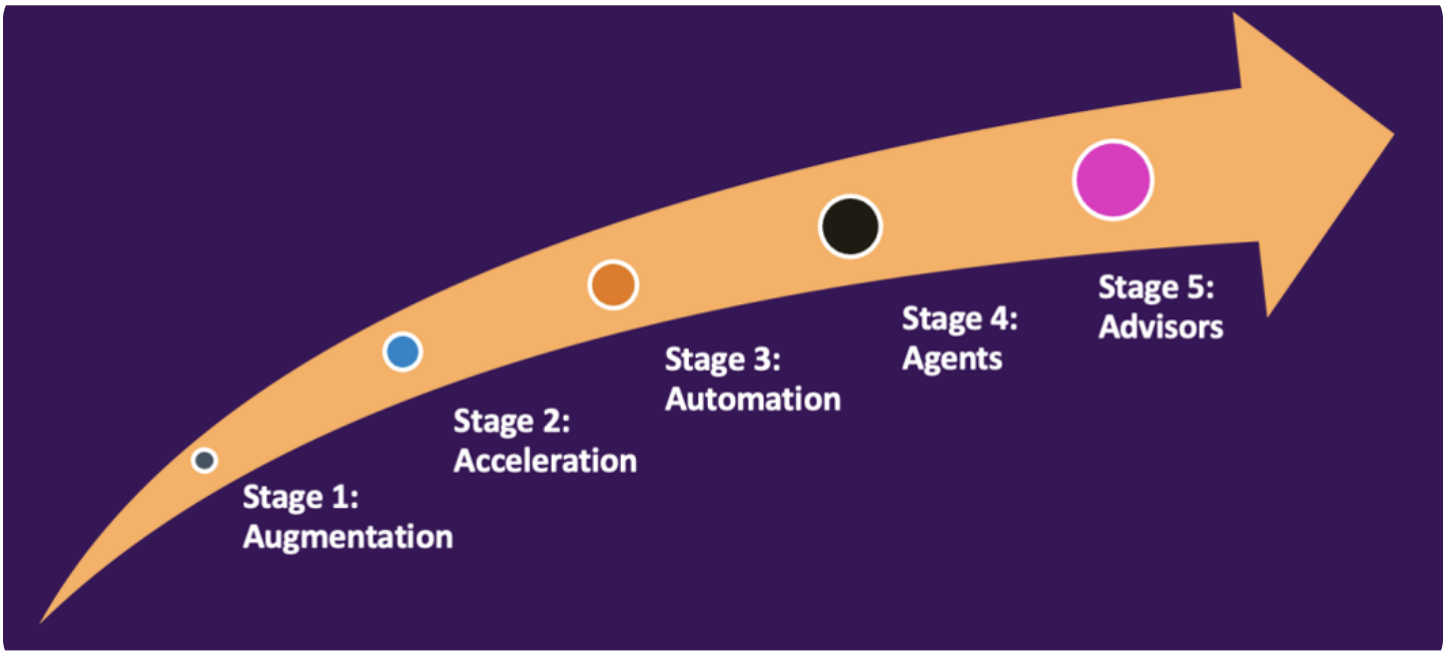
Exponential Efficiency Will Help Pay for AI

More than just paying for the high cost of AI, organizations see its potential but need to fund innovation with cost savings. Today's cost structures are no longer sustainable for the AI era. Legacy infrastructure costs must be reduced by one-tenth or improvements must be 10 times as good to achieve exponential efficiency. In the Internet Age, telecommunications, commerce, distribution, and financial services costs were exponentially cut to make way for this new transformational technology. These innovations paved the way for thousands of new business models and monetization techniques, leading to explosive growth and societal advancement. In almost every industry, the dawn of exponential efficiency has arrived, yet legacy players struggle to grasp the impacts.

Autonomous Digital Labor Will Cut Across Multiple Ecosystems and Functional Fiefdoms

In times of exponential efficiency and declining population growth, digital labor will become the norm. Collaboration between humans and machines will change the future of work. Organizations must focus on when and where to include humans in the decisions, not on where to automate. Ethical and responsible practices for digital labor must conform to country-specific and cultural requirements. Full-time equivalents (FTEs) will be replaced at 100x scale by 2030.

Figure 1. The Five Stages of AI Maturity



Source: Constellation Research

Learn When To Design for Machine Scale Versus Human Touch

Recent client conversations indicate a desire for designing new AI-driven smart services.[1] The rush to incorporate AI into processes often requires a deeper examination of which services should be AI-enabled. Constellation's latest framework for augmenting humanity encompasses seven factors (see Figure 2):

1. Repetitiveness. The more a process is repeated, the more likely it should be AI-powered. One-offs and custom processes with minimal repetition are lower-priority candidates for AI.

2. Volume. When the volume of transactions and interactions exceeds human capacity, the smart service should be AI-powered. Volumes within human capacity will remain human-powered.

3. Time to complete. High time-to-market requirements favor AI-powered approaches. Lower time-to-completion requirements will remain human-powered.

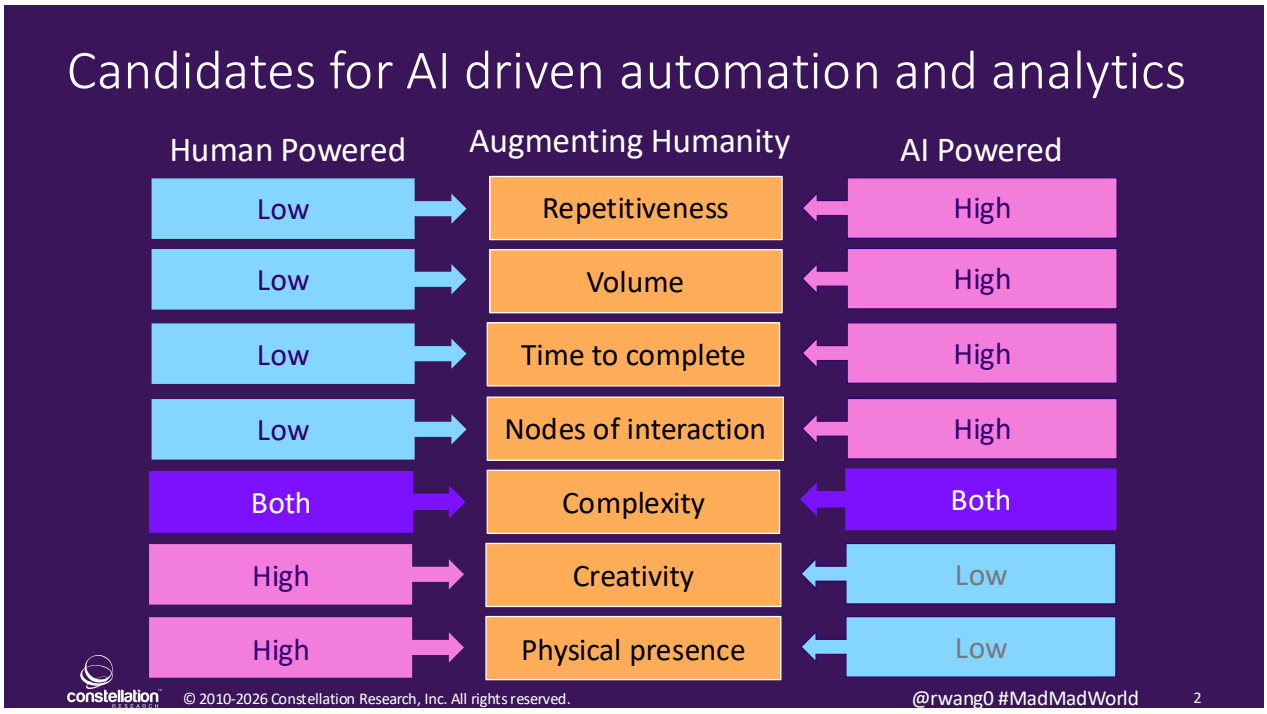
4. Nodes of interaction. Simple interaction nodes will lean toward being human-powered. AI works best for complex and high-volume nodes of interaction.

5. Complexity. Good candidates for becoming AI-powered are those that include complexity beyond human comprehension and simple tasks that can be optimized by AI.

6. Creativity. The cognitive processes required for creativity reside mostly with humans today, with higher creative processes less likely to be AI-powered. However, with advancements in cognitive learning, creativity is bound to improve with AI-powered approaches over the next decade.

7. Physical presence. Processes that require a heavy physical presence will most likely require human-powered capabilities. However, processes that put lives in jeopardy serve as great candidates for being AI-powered and automated. In general, low physical presence requirements play well to AI-powered approaches.

Figure 2. Seven Parameters for Human-Powered Versus AI-Powered Skills



Source: Constellation Research

The AI Endgame Is Decision Automation and Decision Intelligence

Decision automation applies business rules, data analysis, workflows, and AI to automate the decision-making process in both operations and strategy. For business process leaders in customer experience (CX), this could be knowing when to make ad buys for a campaign, change pricing for dynamic discounting, send follow-up texts for future upselling/cross-selling, or check in on customer satisfaction after a new purchase. The goal is to take every end-to-end business process and reimagine the five steps toward cognition: learning, understanding, recommending, acting, and refining. Early adopters succeed by collapsing decision trees and deciding when and where to insert a human, not where to automate.

Design for Better Decisions

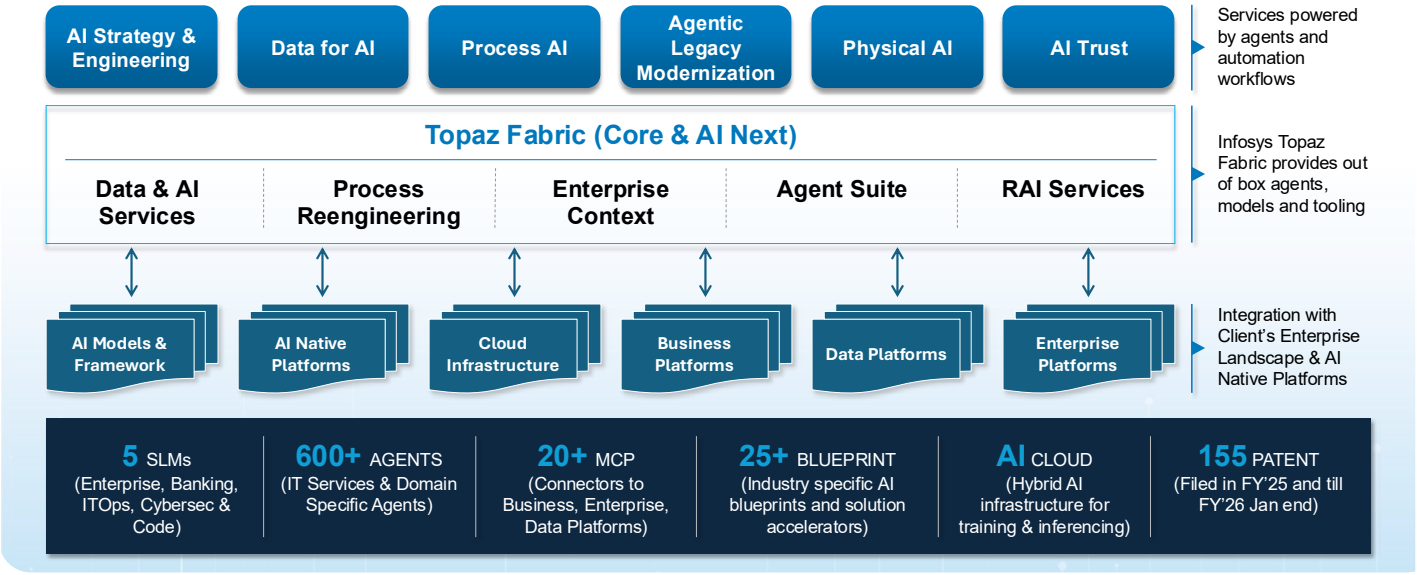
The path to decision automation requires a holistic approach and begins with creating an abstraction layer on transactional systems, including data, customer journeys, and user experiences. Most organizations have worked hard to relegate these transactional systems to a maintenance mode while adding context, identity, security, and intelligence to create the foundation blocks for intelligent orchestration. By achieving a state of decision automation, organizations can deliver on personalization, AI, decision engines, and situational awareness. The traditional rallying cry for 360-degree customer views, supply chain control tower precision, or efficient financial revenue operations can be achieved through decision automation, as can tangible effects on an organization's bottom line.

THRESHOLD CRITERIA

Constellation considers the following criteria for vendors to be considered in the category of agentic AI services. Most vendors must demonstrate eight out of the 13 criteria:

- Integrate sophisticated AI workflows that connect data models, processes, and actions
- Provide access to data sources, integrate with applications, interact with and send prompts to selected models via APIs, and access automated actions
- Deliver stand-alone APIs as AI agents
- Support event streams to coordinate among AI components
- Design and build cross-platform agents with foundation models, workflows, tools, knowledge integration, responsible AI, and guardrails
- Orchestrate agents with API usage control, agent collaboration protocols, training sandboxes, registries, lifecycle management, and hallucination detection
- Govern agents with security policies, data access control, agent governance, data permission, and observability
- Support an agent marketplace with agents, connectors, models, recipes, and payment
- Work with or without human intervention
- Work with other AI agents
- Work across three or more applications
- Support more than three major business processes
- Ensure end-to-end security

Figure 3. Infosys Topaz Fabric Powers AI at Scale



Source: Infosys

VENDOR UPDATE

Infosys is one of the key vendors in the Constellation ShortList™ for cross-platform agentic AI.[2] Infosys Topaz is a portfolio of services, solutions, and platforms. Constellation received an update from Infosys in Q2 2026. Here are some key highlights:

- **Launched Infosys Topaz Fabric in November 2025.** This new offering creates an open, interoperable, and layered data and AI infrastructure designed to enable customers to scale up and accelerate projects from experimentation to production-ready deployments (see Figure 3). By integrating with existing client landscapes, Infosys Topaz Fabric enables customers to deliver out-of-the box agents, models, and tooling with an eye for outcome-based decisions. With this approach, organizations can curate enterprise context to drive better agentic solutions and leverage the best of frontier-, mid- and small-language models to have a cost-aware architecture. It also provides apps to scale innovation across the organization.

- **Developed key frontier and foundational partnerships.** Infosys and Anthropic bring Claude models into regulated industries. The Anthropic collaboration will enable the automation of complex workflows and improve data-to-decisions capabilities. The OpenAI collaboration integrates OpenAI Codex with Infosys Topaz Fabric to accelerate the continuous integration and continuous delivery (CICD) process, modernize legacy systems, and improve DevOps automation. The Harness partnership integrates Topaz with the Harness Software Delivery Platform to standardize and automate the AI-led software delivery pipeline. The Intel and Amazon Web Services (AWS) integration enables customers to use Intel Gaudi accelerators and Amazon Q to shorten development times.

- **Introduced the Infosys AI-first value framework.** Infosys plans to unlock AI value for clients in six value pools. These areas help customers using AI strategy and engineering to orchestrate Data for AI to drive insight, Process AI to transform, Agentic Legacy Modernization to modernize, Physical AI to innovate, and AI Trust to assure (see Figure 4).

- **Delivered vertical AI agents and horizontal skills with Infosys Agentic AI Foundry.** Since Q4 2025, Infosys has applied its verticalized blueprints, industry catalogs, and strategic AI value map analysis to create industry-specific playbooks. These foundational capabilities help clients apply the right use cases per industry with the right horizontal skills.

Figure 4. AI-First Value Framework Designed for AI-First Services

Source: Infosys

- **Launched an AI-first global competency center (GCC) model.** The specialized offering brings Infosys Agentic Foundry, EdgeVerse AI Next platform, and Infosys Topaz to GCCs looking for setup support, scalable talent strategies, and operational readiness to support production-grade agentic AI and unified platform fabrics. Companies such as Lufthansa Systems use these services to accelerate their ability to develop future-ready and sustainable aviation IT products and data-driven solutions to improve aviation safety, efficiency, customer experience, and competitiveness.

OFFERING ANALYSIS

With more than 30 global players in agentic AI services, customers are challenged in choosing a trusted partner. Here are the strengths and weaknesses of the Infosys Topaz offering:

Highlights

Since 2016 Infosys has been a pioneer in delivering AI-enabled services for customers. The IT services firm's goal is to be the leading partner to "unlock AI value" and deliver business outcomes for revenue growth, cost optimization, and innovation. The key pillars of the strategy start with both AI-first services and AI-augmented services. The foundation of the Infosys AI Playbook builds from platforms and IP, partnership ecosystems, talent and culture, and brand equity.

Customers can access 12,000 AI assets, more than 150 pretrained AI models, and more than 10 AI platforms inside the Infosys Topaz toolkits. The poly-AI approach enables a bring-your-own-model (BYOM) approach and accelerated use of pretrained Infosys Topaz models. Infosys Generative AI Labs provides industry solutions for faster AI adoption in functions such as product design, customer services, marketing, and knowledge management. With more than 200 AI agents, customers can manage complex, cross-platform, multiagentic AI.

Customers that have invested in a strong data strategy will benefit most when engaging with Infosys. Many customers are drawn to the vendor's open source Responsible AI Toolkit and investment in industry-specific

agents. Infosys Topaz Fabric provides the data and AI services, process reengineering, enterprise context, agent suite, and responsible AI (RAI) services that customers will need to break free from single-vendor approaches.

Opportunities for Improvement

Agentic AI frameworks still require a good degree of fine-tuning. Early-adopter customers will find that the Infosys approach, as with any other offering, will require up-front design work for success. In many cases, clients with poor data strategy investments will require significant investment to improve the data quality required for successful agentic AI. As agentic AI frameworks mature, expect stronger observability capabilities as these systems move from prediction and prevention to greater capabilities of situational awareness.

Note: Full strengths, weaknesses, opportunities, and threats (SWOT) analyses for this category are available as an advisory call for research-unlimited clients.

BUYING CONSIDERATIONS

According to Constellation's reference checks, customers and prospects choose Infosys for the following reasons:

- **Work with Infosys as an existing client.** Clients that have worked with Infosys trust the venerable IT services vendor to deliver a holistic platform approach to agentic AI. These customers often engage Infosys for global operations from infrastructure to applications development and business process outsourcing (BPO).
- **Expect rapid scaling in complex enterprise environments.** Clients and prospects that expect shorter runways and more iterations appreciate Infosys's approach. The rapid experimentation and innovation infrastructure allows for rapid prototyping-to-production timeframes. Digital twins with AI allow for real-world simulations. Enabling optionality across the AI stack ensures continual innovation.
- **Seek more than a single-platform agentic AI.** Early adopters of single-platform, single-software-vendor agentic AI approaches face lock-in to one vendor and limited routes to innovation. These prospects and customers expect a future-forward roadmap. Constellation believes that the cross-platform, multiagentic approach will be the preferred choice as the agentic AI revolution matures.
- **Require a cross-platform approach.** Prospects and customers that realize that agents will be cross-platform and multiagentic and will span multiple business processes will choose a vendor that can navigate across complicated business environments.
- **Desire domain expertise in horizontal agents and industry expertise in agentic flows.** Horizontal expertise must span technologies and platforms. Infosys has significant depth in horizontal domains. Industry-specific capabilities will improve over time. Infosys has specialized in six megaverticals.

RECOMMENDATIONS

Early adopters from Constellation's AI150[3] and BT150[4] executive networks have shared leading practices for agentic AI use cases:

Start with a strong data foundation. As with digital transformation, data is the foundation for good AI projects. Invest early in data governance, data quality, and data management. Consider what data must be air-gapped and secure and what data can be in the public.

Prepare the organization for change. AI projects often fail when employees fail to see a win-win. Identify objections and issues early. Involve the team in accelerating issue resolution. Give the team the freedom to experiment with AI and to adapt as needed.

Determine where and when to insert a human. Most design aesthetics focus on when and where to automate. Determining when human judgment is required will provide a more effective and efficient design point. Collapse decision trees with an eye toward measurable outcomes.

Partner for data sources to get to precision decisions. Achieving precision decisions requires internal and external data sources. For example, 85% accuracy in CX may be OK, but 85% accuracy in supply chains could mean a loss of $1 million per minute. In finance, 85% accuracy means that someone goes to jail. Imagine what this means for healthcare. Organizations will have to partner for more and more data across value chains to achieve a high level of comfort and trust.

Build for an agnostic technology world. Work with vendors that allow for technologies to be swapped out. With the speed and scale of many improvements, modularity is key to success and avoiding technical debt. Early adopters have built the infrastructure to support a series of open solutions.

ENDNOTE

[1] "Constellation Research Business Transformation 150™," Constellation Research, 2024. *https://www.constellationr.com/communities/business-transformation-150*

[2] Ray Wang, "Constellation ShortList™ Cross-Platform Agentic AI," Constellation Research, February 2, 2026. *https://www.constellationr.com/research/constellation-shortlist-cross-platform-agentic-ai*

[3] "Artificial Intelligence 150" Constellation Research, 2026. *https://www.constellationr.com/communities/artificial-intelligence-150*

[4] "Constellation Research Business Transformation 150™," op. cit.

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R “Ray” Wang is founder, chairman, and principal analyst of Constellation Research and the author of the popular enterprise software blog A Software Insider’s Point of View. He previously was a founding partner and research analyst for enterprise strategy at Altimeter Group.

A background in emerging business and technology trends, enterprise apps strategy, technology selection, and contract negotiations enables Wang to provide clients and readers with the bridge between business leadership and technology adoption. Wang has been recognized by the prestigious Institute of Industry Analyst Relations (IIAR) as Analyst of the Year, and in 2009 he was recognized as one of the most important analysts for enterprise, SMB, and software. In 2010 Wang was recognized on the ARInsights Power 100 List of Industry Analysts and named one of the top influential leaders in the CRM Magazine Market Awards.

Wang graduated from Johns Hopkins University with a B.A. in natural sciences and public health. His graduate training includes a master’s degree from Johns Hopkins University in health policy and management and health finance and management.

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Organizational Highlights

- Institute of Industry Analyst Relations (IIAR) New Analyst Firm of the Year in 2011 and #1 Independent Analyst Firm for 2014 and 2015
- Experienced research team with an average of 25 years of practitioner, management, and industry experience
- Organizers of the Constellation Connected Enterprise—an innovation summit and best practices knowledge-sharing retreat for business leaders
- Founders of Constellation Executive Network, a membership organization for digital leaders seeking to learn from market leaders and fast followers

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