



Intelligent ITOps Services 2021–2022 RadarView

Augmenting the automation
journey from AIOps to NoOps

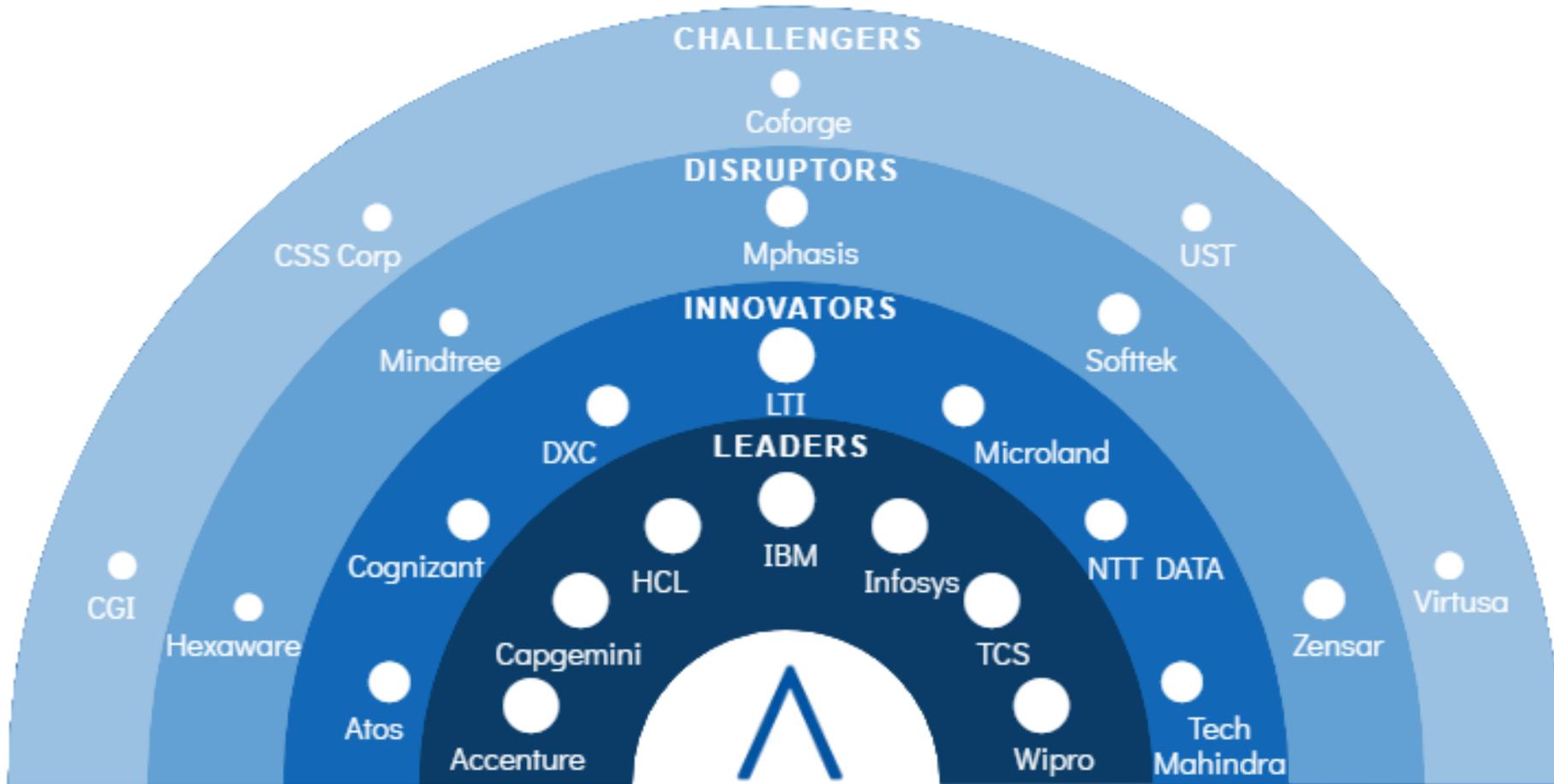
October 2021



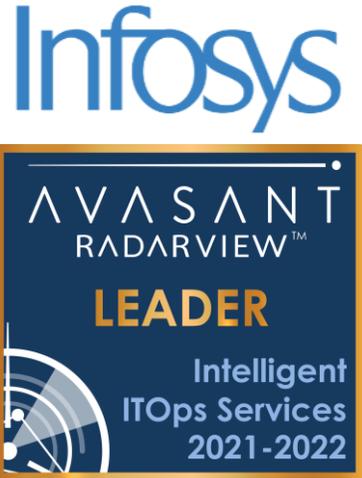
Avasant recognizes 24 top-tier providers supporting the enterprise adoption of intelligent ITOps services



Product maturity ○ ○ ○



Infosys: RadarView profile



Practice overview

- Practice size: 78,307+
- Active clients: 1,626+
- External certifications: 25,342+
- Delivery highlights: Presence in 50 countries through 120 delivery centers

20 ITOps CoEs established (March 2021)	14,000+ Microbots (to date)
---	-----------------------------------

Client case studies

- Implemented Infosys LEAP at a UK-based oil and gas company to develop an application management platform with self-service and straight-through processing capabilities. It enabled 100% regulatory compliance. Reduced TCO by USD 12.8M and FTE strength by 17%.
- Deployed Polycloud ECR AIOps solution at a financial company to automate the classification of over 50,000 emails based on business application and context. It resulted in zero missed email notifications and SLA violations.
- Implemented its Intelligent Automation Assistant at a retail company for SLA management and auto-classification of 1,800 monthly incidents. Resolution time per incident reduced from 35 to 2.5 minutes, and auto-resolution of 35% incidents is expected.
- Automated over 10 IT operation towers at a US-based semiconductor processing equipment company to develop self-healing workflows, automating about 650 incidents per month. It auto-created and routed 98% of monitored incidents and automated 60% of incidents.

- Practice maturity ★★★★★
- Partnership ecosystem ★★★★★
- Investments & innovation ★★★★★

Delivering zero-touch operations through predictive, preventive, and self-healing capabilities. Investing in reusable cloud assets and a bot library.

Key IP and assets

- Infosys LEAP platform: A zero-touch application management service platform
- Infosys Polycloud: A vendor-agnostic platform for hybrid cloud infra management
- Infosys Intelligent Assistant: A tool for auto-classification and resolution of tickets using NLP
- Infosys Cobalt: A catalog for multicloud transformation and managed services

Key partnerships

Technology partners

Sample clients

- A UK-based oil and gas company
- A financial company
- A retail company
- A US-based semiconductor processing equipment company
- The government of India
- An oil and gas company
- A US-based managed healthcare services provider
- A US-based fast-food company

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry concentration: ●●●●●

Analyst Insights

Practice maturity



- With expertise across technology and domain, Infosys has developed a mature ITOps practice that embeds AI, analytics, and automation across all IT services including cloud and infrastructure management, application maintenance and migration, and modernization.
- It offers over 14,000 microbots that can be converted to workerbots and digital workers, with a reusability score of 50% and 30%, respectively. Workerbots perform microtasks such as ticket management and database health checks, while digital workers perform complex decision-making activities such as procurement requests and accounts payable processing.
- It helps clients determine the level of automation for various activities across the life cycles of multiple projects using its web-based automation maturity assessment framework. It helps in identifying the automation opportunities and the availability of automation tools in the enterprise.
- It reduces time-to-market by using a repository of over 200 cloud-first solution blueprints, delivered through Infosys Cobalt. For instance, it has built an AI-based solution called Infosys Enterprise Service Management Café over the ServiceNow cloud platform that delivers implementations 40%–50% faster.

Partnership ecosystem



- To deliver best-in-class IT solutions, Infosys has established partnerships with Dynatrace, Splunk, Broadcom and AppDynamics for AIOps (observability and telemetry) capabilities; UiPath, Automation Anywhere, and Blue Prism for RPA; and Nvidia, Apptio, Cisco, and Pega for cloud automation and governance.
- It has joint product development and GTM strategies with leading technology providers such as IBM, Google, Microsoft, AWS, and ServiceNow. Key initiatives include establishing innovation labs for Azure services including data analytics, collaboration, and content, offering Infosys Cobalt solutions on Google cloud, and building 11 API-based integration adapters and 10 utilities and widgets to augment ServiceNow's product capabilities.

Investments and innovation



- To enable 100% zero-touch operations, Infosys is investing in IP, solution accelerators, and reusable repositories to deliver self-healing bots and predictive and preventive algorithms. It has invested in over 25,000 reusable cloud assets and plans to increase its bot library from 7,000 to 25,000 in 2021.
- As of 2021, Infosys has been granted 465 patents, with 157 pending. These cover a variety of intelligent offerings including Infosys Analytics Workbench (a self-service analytics platform) and Infosys Genome (a deep domain data management and analytics platform).
- It has added 400 new automation artifacts to Polycloud Platform V2.0 with a focus on autonomous network and cloud operations. It plans to add features such as asset discovery and tagging, quantum computing cloud, and intelligent workload placement by the end of Q3 2021.

AVASANT



Empowering Beyond

GET CONNECTED



www.Avasant.com