

## Horizon 3 Market Leader

Leveraging agentic AI to drive the shift toward Services-as-Software™

# HFS Horizons

## Agentic Services, 2026

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Transforming business operations into AI-driven services through modular agentic platforms

**HORIZON 3 —  
Market Leader**



**HORIZON 2 —  
Enterprise Innovator**

**HORIZON 1 — Disruptor**

**Value proposition:** Infosys helps enterprises scale using agentic systems to automate complex workflows, reduce operational drag, and transform knowledge into action to deliver measurable impact across business and IT services, and infrastructure.

**Agentic AI embedded in enterprise-scale platforms:** Platforms and accelerators such as LEAP, APOC, and Cortex incorporate agentic AI using modular microservices, task-specific agents, and event-driven architectures. These agents perform real-time reasoning, anomaly detection, and decision automation across IT, finance, and customer service functions, reducing manual escalations and enhancing system responsiveness. The platforms have substantial client traction; for e.g., LEAP has 75+ deployments and APOC processed 10 million+ invoices and \$80 billion in supplier payments annually.

**Governed multi-agent systems with internal validation:** Platforms such as Agentic Foundry and Exponential Engineering are built on multi-agent orchestration frameworks with embedded Responsible AI (RAI) controls. These are first deployed and then enhanced internally to ensure compliance and faster time-to-value. Infosys also combines deep partnerships with large-scale AI upskilling, agent-building programs, and FDE roles to industrialize agentic AI delivery.

**Evidence of shift toward Service-as-Software:** APOC is a multi-tenant, software-led accounts payable (AP) automation solution with embedded AI-driven, agentic orchestration capable of operating at a global scale.

**Outcomes:** For a global technology conglomerate's product-support operation, Infosys deployed an agentic AI research agent to automate case investigation and route to experts, reducing MTTR by 50%. For a North American industrial manufacturer's RFQs, its multi-agent RFQ extraction, automated parsing, and validation drove an 80% reduction in manual effort and improved accuracy by over 90%.

**Customer kudos:** Customers applaud Infosys' deep technical, Azure-DevOps expertise, strong agent evaluation, trusted partnerships, scalable execution, rapid resourcing, and sharp thought leadership.

**Partner kudos:** Partners acknowledge its strong domain expertise, AI talent, digital platforms, and vertical agentic AI solutions.

★ SaS Star

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