



WHITE PAPER



REWIRING THE ENTERPRISE FOR THE AGENTIC ERA

Infosys Builds the New AI Foundation with Infosys Agentic Foundry

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February 2026

Infosys[®]

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The creation and distribution of this white paper was supported by Infosys. For further information please visit www.pacanalyst.com.

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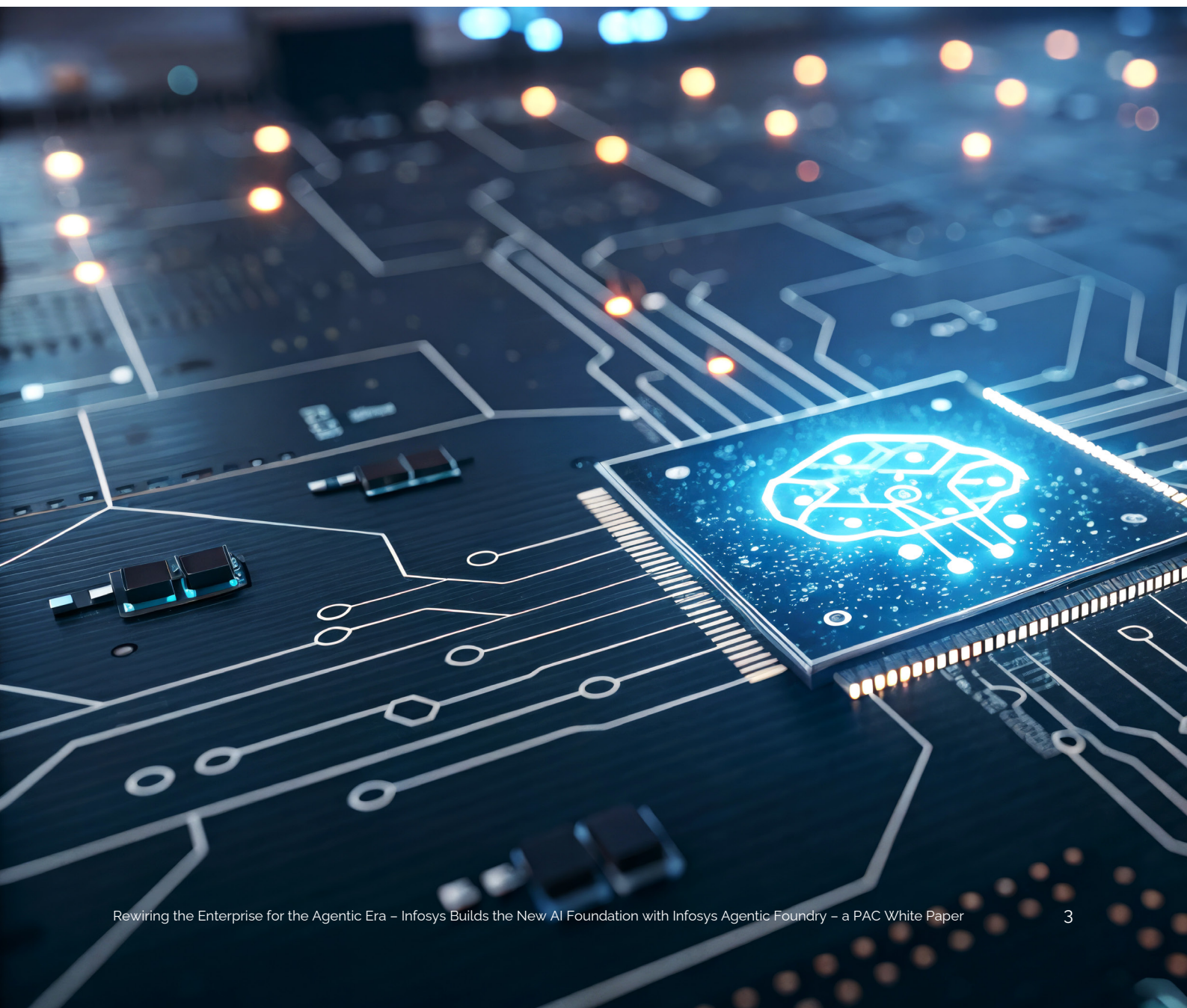
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Preface

The market is at an inflection point. Organizations are eager to scale AI to respond more effectively to current macroeconomic headwinds. As the international rule-based order is being dismantled and global supply chains are increasingly disrupted, the ability to respond to changes that aren't covered in any strategic playbook has become essential. Yet technology, process, and cultural debt are holding many organizations back on their transformation journey. The promises of Agentic AI, with its autonomous and context-aware decision-making capabilities, suggest that many of those challenges can be (easily) overcome. However, this

assertion overlooks two critical issues. First, a realistic assessment of where AI capabilities actually stand. Second, market adoption is not aligned with the market noise. There are two vastly different adoption scenarios: individual employee productivity and enterprise transformation. While employee productivity is the key driver for most current deployments, only enterprise transformation can unlock the true value of Agentic AI. PAC sat down with executives from Infosys to discuss how organizations can accelerate their path toward transformation and ultimately capture business value.

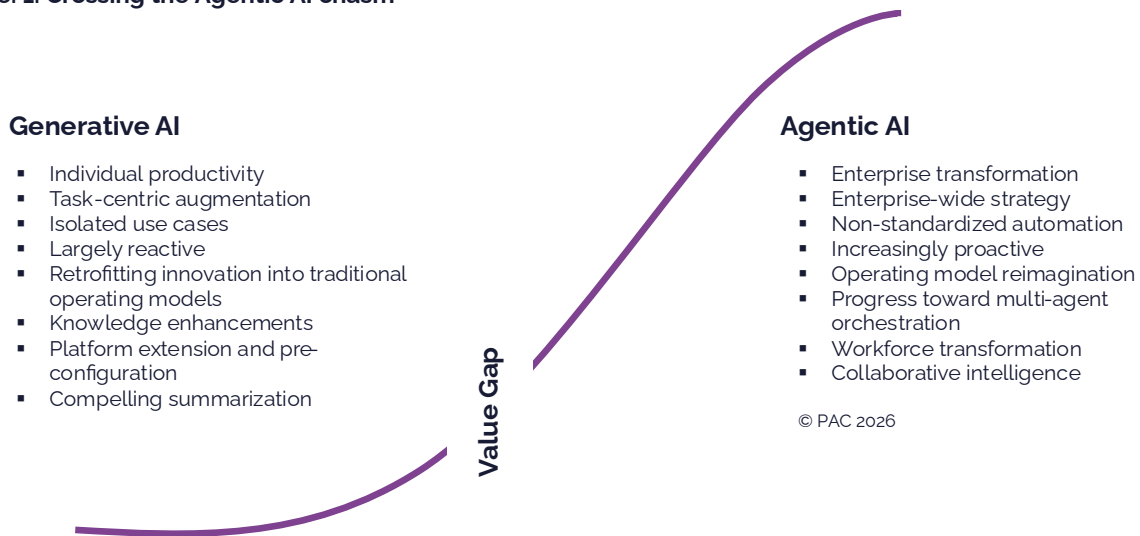


Moving beyond a productivity mindset

Provider marketing is overselling the capabilities of current AI systems in two crucial areas: the level of autonomy that agents allegedly possess and their ability to understand context. Yet, as Figure 1 highlights, the market remains predominantly focused on generative AI projects that are focused on task automation within isolated use cases, rather than adopting an enterprise-wide strategy. Typically, they are summarizations or knowledge enhancements, consumed

through ISV platforms. Equally, they tend to be pre-configured rather than demonstrating high degrees of autonomy. Most importantly, these innovations get retrofitted into traditional operating models, which exacerbates the challenges of capturing business value. In many cases, the knowledge and productivity of individual employees are vastly enhanced, while process improvements are scarce.

Figure. 1: Crossing the Agentic AI chasm



Furthermore, many enterprises are stuck in what one might call the PoC cul-de-sac. They have a proliferation of experiments, including ChatGPT-style assistants, knowledge bots, and code copilots, but little linkage to business KPIs and outcomes. Another cluster of projects might be best described as science projects with a high degree of sophistication and stupendous outcomes, yet most of them cannot be translated into broader enterprise adoption. The missing link is not model sophistication; rather, it is the absence of an industrialized environment for:

- **Data governance:** Industrialized data governance emerges as the real bottleneck, as agents simply cannot operate reliably, safely, or at enterprise scale when their underlying data foundations are fragmented or ad hoc.
- **Model lifecycle management:** The key for scaling is disciplined model lifecycle management, enabling enterprises to evaluate, govern, deploy, and continuously refine agents rather than accumulating an ever-growing graveyard of unmaintained models.
- **Architecture integration:** What truly unlocks value is a cohesive, modular, and enterprise-aligned

architecture that elevates models from isolated experiments to reliable, scalable, and agentic systems embedded in core operations.

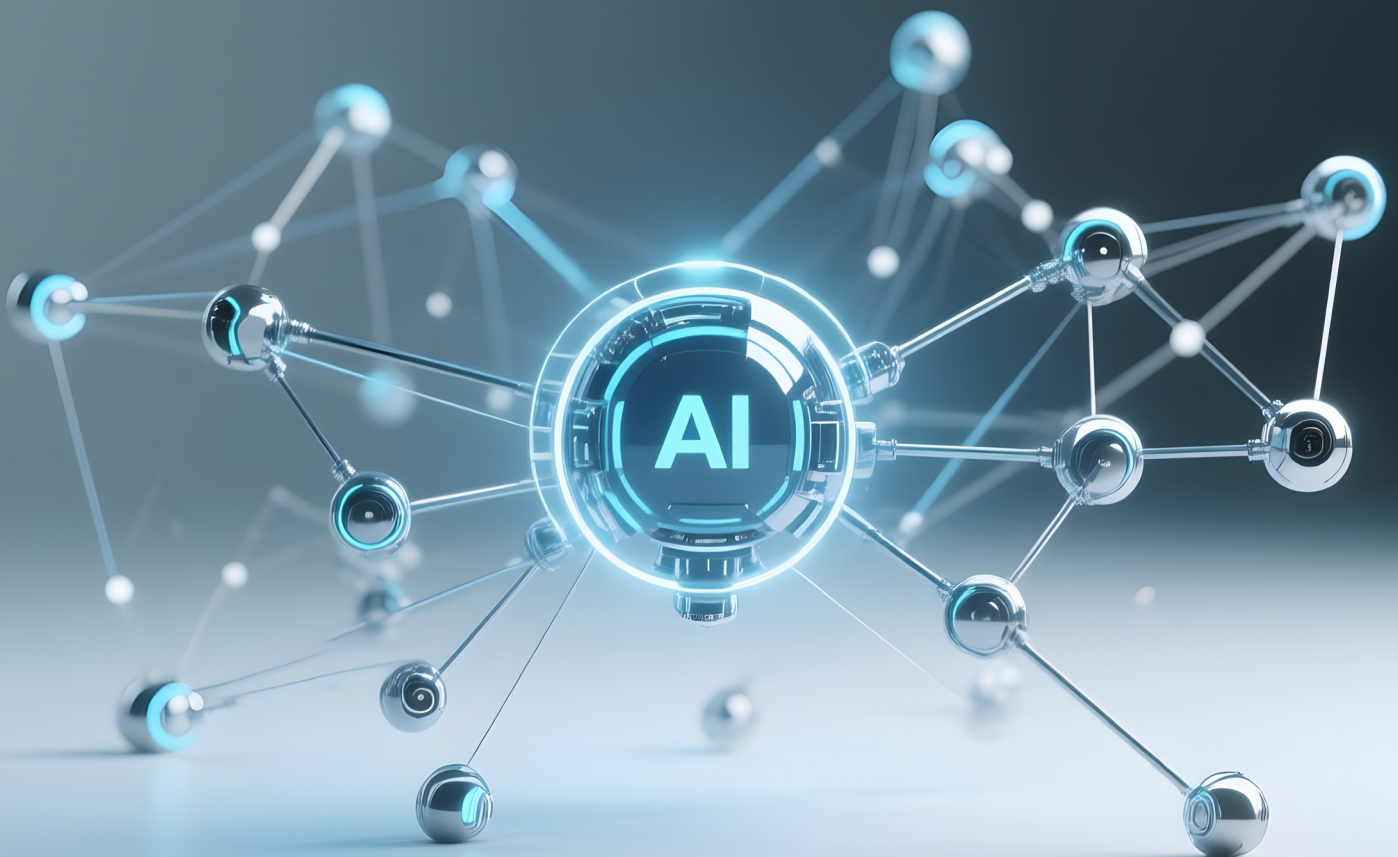
- **Safety, security, and auditability:** Trust, and therefore scale, hinges on rigorous safety guardrails, verifiers, and audit-grade transparency that make agentic behaviour observable, governable, and compliant.
- **Scalable deployment mechanisms,** including robust microservices, orchestration layers, and telemetry-driven scaling, are far more critical than model sophistication because they determine whether agents can be consistently operationalized across complex enterprise workloads.

Infosys' Agentic Foundry, part of Infosys Topaz, is tailored to develop and deploy enterprise AI agents at scale. It addresses these challenges by abstracting complexity while enforcing guardrails. This is not another model marketplace. It is about enabling enterprises to build AI systems that are repeatable, composable, and contextualized for their own data estate. However, before we discuss the details, we need to conduct an honest assessment of where market adoption really stands.

Pivoting toward business value capture

Another point Figure 1 conveys is that tangible business value from AI that moves the needle on both the top and bottom lines will be achieved only if organizations reimagine their workflows, processes, and ultimately their operating model. That is the primary reason we are seeing a surge in studies suggesting that most AI projects struggle to scale and that very few have a measurable business impact. Yet we must look beyond the headlines, such as the one from an [MIT study](#) that suggested that despite steep enterprise investment in GenAI, 95% of organizations are getting zero return. As with most surveys, it is essential to examine the methodologies employed. However, these studies reflect a shift in market sentiment, and this is something we need to analyse in detail to make progress with AI transformation.

One could argue that these are typical challenges for any transformation, which is why so many of those journeys stall. However, unlike in other secular technology shifts, innovation cycles are so compressed that organizations can no longer sit on the fence and wait to follow the path of other successful organizations. They need to invest now to accelerate their own transformation. While we need more clarity on how AI operating models will evolve, organizations must now build out the AI foundations that provide both strategic flexibility and operational velocity. Operating models might pivot toward federated approaches, but the horizontal AI foundation is likely to remain. It is here that Infosys' AI strategy comes into play. In the following sections, we outline how Infosys Foundry can accelerate organizations' AI transformation journeys.

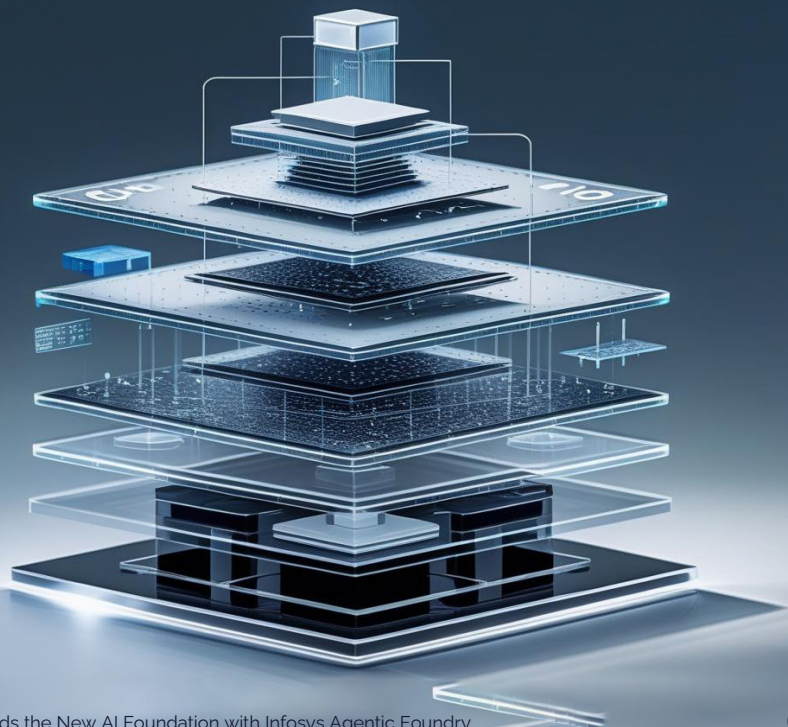


Infosys Agentic Foundry as a catalyst to transform enterprise operations

Infosys' philosophy on AI was best summed up by Nandan Nilekani, Co-founder and Chairman of the company, who has seen many secular technology shifts come and go. In his view, we are still in the very early stages of the AI arms race. Yet, crucially, AI models are perishable; therefore, it is all about managing data and working toward outcomes. Thus, it is critical for organizations to enable approaches that support the evolution of AI rather than getting hung up on specific models within Generative or Agentic AI.

Infosys' AI strategy reflects both Nandan's views and the shift in market sentiment around value capture. Its Agentic Foundry is a comprehensive solution that accelerates the development and deployment of reliable, production-grade AI agents. As part of Infosys Topaz, a comprehensive set of GenAI services, the solution provides enterprises with a strategic roadmap for adopting AI agents responsibly and ethically, while ensuring a future-ready architecture that accommodates advances in AI technology. To that end, Infosys positions its Agentic Foundry as a catalyst for transforming enterprise operations with intelligent, reliable agents. The capabilities include:

- **Rapid agent creation and iteration:** Create agents through intuitive natural language commands and a code-based development suite with pre-built design patterns.
- **Export agents & custom UX:** Export agents as APIs for seamless integration with custom UI and enterprise systems.
- **Multi-metric evaluation:** Evaluate and continuously improve agent performance through comprehensive metrics & real-time telemetry.
- **Reliability components:** Provide a framework of components and solutions that enhance agent reliability and enterprise-grade performance.
- **Topaz Fabric:** In addition to the Agentic Foundry, Infosys launched Topaz Fabric, a stack of layered, composable, open, and interoperable data infrastructure, models, agents, flows, and AI apps that help unify and accelerate IT service delivery across the enterprise landscape. The aspiration is to unlock enterprise value by reimagining IT processes, building on existing IT investments, and integrating AI-led capabilities seamlessly, while avoiding vendor lock-ins.



A large Fortune Global 500 Telco is investing in the foundation for customer experience transformation

The customer is one of the world's leading converged video, broadband, and communications companies, and serves as a compelling example for organizations investing in the foundation for AI to prepare the groundwork for more ambitious transformation projects. That engagement is grounded in a strategic partnership, with a strong emphasis on leveraging Infosys Topaz's AI capabilities.

This case study illustrates how organizations can immerse themselves in the capabilities of Generative and Agentic AI while building expansive AI foundations, enabling them to initiate their transformation journey at their own discretion. Therefore, Infosys built an agentic platform for them, in which the initial phase provided foundational capabilities such as an AI gateway, responsible AI, guardrails, observability, context management, an agent evaluation framework, support for all the emerging agentic frameworks, and knowledge management, among others. These capabilities were provided as part of the platform to build, deploy, and scale agentic workflows securely and in alignment with enterprise standards. That platform enabled customers to build agents in two ways. First, through frameworks where you can build custom agents using Langgraph, Google ADK, AWS Strands, or similar frameworks. Second, it also supports third-party agents built as part of COTS products such as Salesforce or Sprinklr. And just for the avoidance of doubt, given the inflationary use of the term "agentic", Infosys refers to an agentic workflow as a problem statement that can be decomposed by an LLM into multiple steps. It utilizes either a separate set of agents, which act as specialists in their respective areas, or accesses enterprise APIs, databases, and other resources to retrieve the necessary information in real time, make dynamic decisions, and respond to the user. However, the platform not only allows the building of agents but also accelerates their orchestration. This will allow the customer to bring in external agents once the market matures. Therefore, when a problem statement

arises, the orchestrator determines the plan of action and then pulls in the appropriate agents through an MCP server, bringing the necessary tools to fulfil that requirement.

Against this background, Infosys has helped deliver key use cases around:

- Empowering Customer Care Agents by providing real-time, context-aware guidance and automated task support, reducing effort and accelerating decision-making operations, thereby improving first call resolution and customer experience.
- Enhancing customer service through multi-lingual, intelligent, multi-agent interactions that reduce response times, improve accuracy, decrease call volume, and elevate the overall customer experience.
- **Improving Employee experience** through a centralized, conversational interface that enables staff to access enterprise knowledge, troubleshoot issues, and complete workflows, thereby improving productivity and reducing reliance on support teams.
- Assisting marketing and strategy teams through AI-driven insights, content creation, and analytical support, enabling them to run faster campaigns, optimize targeting, and make more informed strategic decisions.

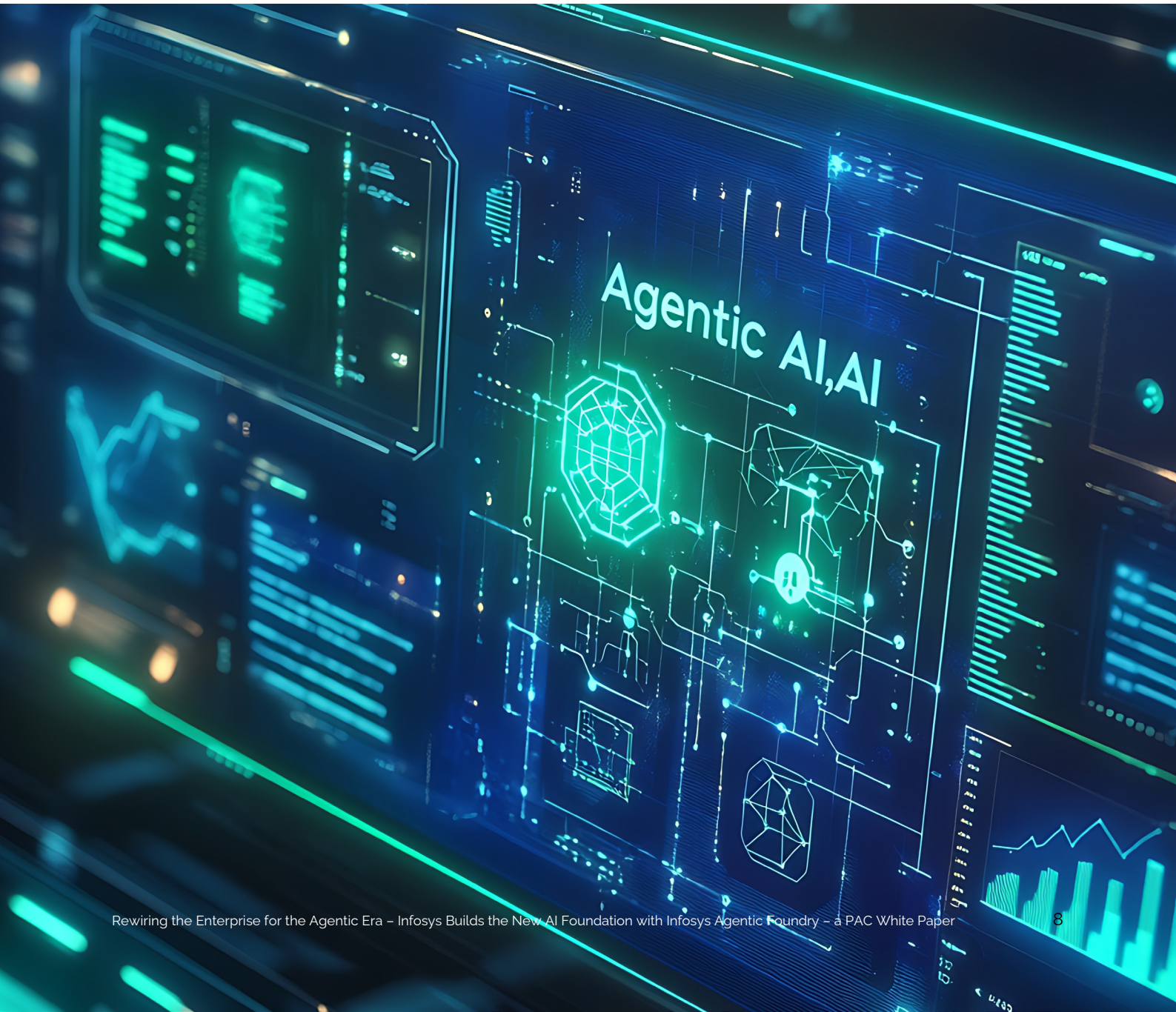
The complexity of the use cases will shift as they transition from B2C to B2B, with back-office challenges at the forefront. Infosys is helping customers identify and prioritize use cases through an embedded discovery team.

Some of the challenges faced were related to supporting multiple languages, switching between languages during a conversation, maintaining effective context throughout the session, ensuring the tone of the voice is strictly followed, and establishing effective guardrails.

Bottom line: Organizations must shift from chasing productivity to redesigning their operating models to capture business value from their investments in AI

While Infosys emphasized the evolution from RPA to Agentic AI, there are many lessons to be drawn from that journey. At the outset, the ambition was the same: to progress toward end-to-end process automation. Yet the goal must be to scale intelligence, not bots and agents. RPA scaled via bot replication. Agentic AI scales through reusable intelligence: model capabilities,

shared knowledge bases, and orchestration frameworks that dynamically adapt to tasks rather than relying on scripts. Business value can be captured only when organizations progress toward a platform operating model rather than getting stuck in siloed projects. Infosys Agentic Foundry can be a catalyst for that transformation.



Action items

To navigate the path toward Agentic AI, enterprise leaders should:



Shift from siloed use cases to an enterprise-wide AI strategy and platform approach:

Organizations must stop treating Agentic AI as a string of isolated experiments. Enterprises that

make real progress adopt a platform-first mindset, with governance, observability, guardrails, and reuse of AI building blocks built once and leveraged everywhere. The lesson is clear: Agentic AI is not a tooling decision; it is an enterprise architecture decision.



Reimagine processes for multi-agent orchestration, not just task automation:

A recurring trap for enterprises is layering agents on top of existing processes rather than redesigning the

process itself. Infosys repeatedly emphasizes that scaling Agentic AI requires rethinking workflows around coordinated, specialized agents, not simply automating fragments. The directive is unambiguous: redesign processes as multi-agent systems with planning, verification, and orchestration baked in.



Strengthen governance, guardrails, and observability as core enablers:

The maturity gap for many clients is not technology literacy but the inability to operationalize Agentic AI safely. Infosys

repeatedly emphasizes governance, responsible AI, metrics, telemetry, and controlled continuous learning as the differentiators that enable enterprises to deploy agents at scale. Enterprises cannot scale Agentic AI until they treat governance as a design requirement, not a compliance afterthought.



Prepare talent and operating roles for agentic workflows:

Perhaps the most overlooked yet essential action is for clients to reconfigure roles, talent models, and responsibilities around

Agentic AI. Fundamentally, organizations must build a talent model in which humans supervise, guide, and align agents, rather than merely consuming outputs.

About Infosys



Infosys is a global leader in next-generation digital services and consulting. We enable clients in more than 50 countries to navigate their digital transformation. With over four decades of experience in managing the systems and workings of global enterprises, we expertly steer our clients through their digital journey. We do it by enabling the enterprise with an AI-powered core that helps prioritize the execution of change. We also empower the business with agile digital at scale to deliver unprecedented levels of performance and customer delight. Our always-on learning agenda drives their continuous improvement through building and transferring digital skills, expertise, and ideas from our innovation ecosystem.

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About PAC



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