

Infosys cobalt INFOSYS ENTERPRISE SERVICE MANAGEMENT CAFÉ

Delivering next-generation enterprise efficiency with 100+ deployment-ready apps and industry solutions - built on ServiceNow, powered by Agentic AI, enabling 40% accelerated implementation timelines.

Navigate the Complexities of Enterprise Service Management with Ease

Infosys Enterprise Service Management Café (ESM Café) is an AI-powered solution that seamlessly integrates with your ServiceNow ecosystem, enabling rapid business transformation without disruption. The Café replaces legacy systems and siloed workflows by delivering intelligent automation, dynamic decision-making, and personalized, context-aware insights.

Key Features

100+ deployment-ready apps and pre-configured industry solutions

AI-powered automation with Agentic AI and GenAI agents

Rapid deployment—reduce timelines by up to 40%

Cost optimization for licenses and subscriptions

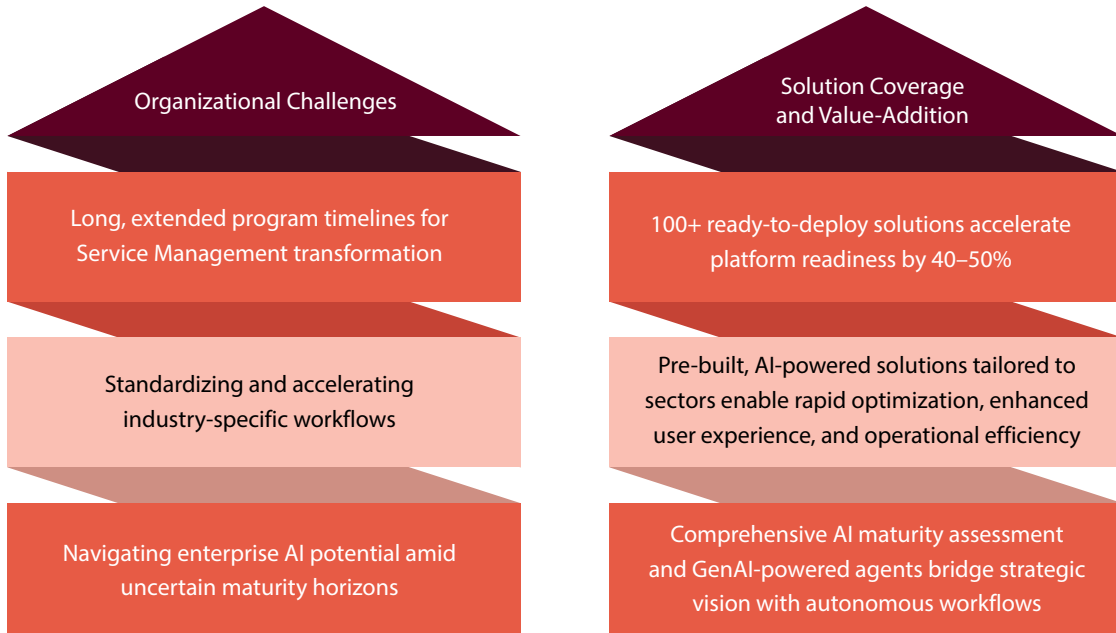
Enhanced user experience—25% improvement in CSAT

Scalable, flexible, and secure—meet compliance standards

Accelerate your ServiceNow journey with Infosys' industry-first, AI-first approach. Consolidate tools, boost satisfaction, and drive persona-based adoption with ready-to-deploy, AI-powered solutions across IT, GBS, and industry business functions.



Challenges and Solutions



Benefits Realization



Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 14,000 cloud assets, over 200 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With **Infosys Cobalt**, regulatory and security compliance, along with technical and financial governance comes baked into every solution delivered.

For more information, contact askus@infosys.com

Infosys[®]
Navigate your next

© 2026 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/or any named intellectual property rights holders under this document.