

THE SERVICE EXPERIENCE IMPERATIVE



Real-world transformations
powered by trust, technology,
and collaboration

Infosys
Navigate your next

The Service Experience Transformation Practice exists to make enterprises move beyond systems that simply record and respond toward ones that sense, decide, and act

- for the customers who depend on it, the employees who deliver it, and the teams who keep it running. It runs across customer engagement, employee experience, industry-specific workflows, and autonomous IT operations, turning each area of work into something faster, simpler, and less dependent on manual effort.

We call this a shift towards cognitive work - AI agents operating in concert, control towers that surface only what leaders need, and experiences reshaping around how people work.

400+

Joint customers globally

98%

Repeat revenues

10+

Years of partnership

#2

In ServiceNow certifications
& accelerations globally

3,150+

ServiceNow
professionals

“We didn’t just implement technology - we transformed industry processes to reimagine work, orchestrated the change and organization culture to make it last, and put customer and user experience at the heart of it all. With a decade of partnership, 400+ customers, and 3500+ professionals later, 98% of our clients still choose to walk this journey with us. That’s not a milestone. It’s the starting point for what comes next - enterprises that don’t just manage work but orchestrate intelligent outcomes. Powered by AI, automation, and human ingenuity, and together with ServiceNow, we’re building that future today.”

SATISH H.C. - CHIEF DELIVERY OFFICER, INFOSYS

77% Case Deflection for a Leading Singapore Bank with Agentic AI



Industry
Finance



Location
Singapore



People
85,000+
employees

PRODUCTS & SOLUTIONS:

Agentic AI | AI Control Tower | Raptor DB Pro | Human Resources (HR) | Knowledge Management | Employee Center Pro

77%

Case deflection rate

25%

Increased user experience

90%

First contact resolution

~ 350

HR services globally



A decade of Infosys–ServiceNow innovation, the AI Control Tower and agentic AI journey - recognized by **APAC AI Customer Value Partner** Award



3X Faster Procurement for a Global Hi-Tech Organization with ServiceNow Source-to-Pay



Industry
Hi-tech



Location
USA



People
End users,
procurement
users and
Suppliers

PRODUCTS & SOLUTIONS:

ServiceNow Source-to-Pay | SAP Integrations | Procure to Pay and Contracts Management | Now Assist | **Focus:** Business Enterprise Workflows, System of Cognitive Work

140

Countries

~400+

Suppliers

~20%

Reduction in Manual
Agents efforts

~3X

Faster Direct Procurement



10+ years.

One alliance.
Global Elite impact.

30% Productivity Improvement with ServiceNow CRM for a US Telecom Provider



Industry
Telecom



Location
United States



People
Help desk,
subject matter
experts

PRODUCTS & SOLUTIONS:

ServiceNow TSM | ServiceNow CSM & ITSM | Now Assist | **Focus:** OSS & BSS, Automation & AI

212

Average incidents
handled per month

10

Automation / AI use
case in flight

30%

Productivity / effort
saving

Business impact

Improved governance, reduced manual effort, and faster knowledge sharing helped drive higher efficiency, better delivery control, and stronger operational resilience.

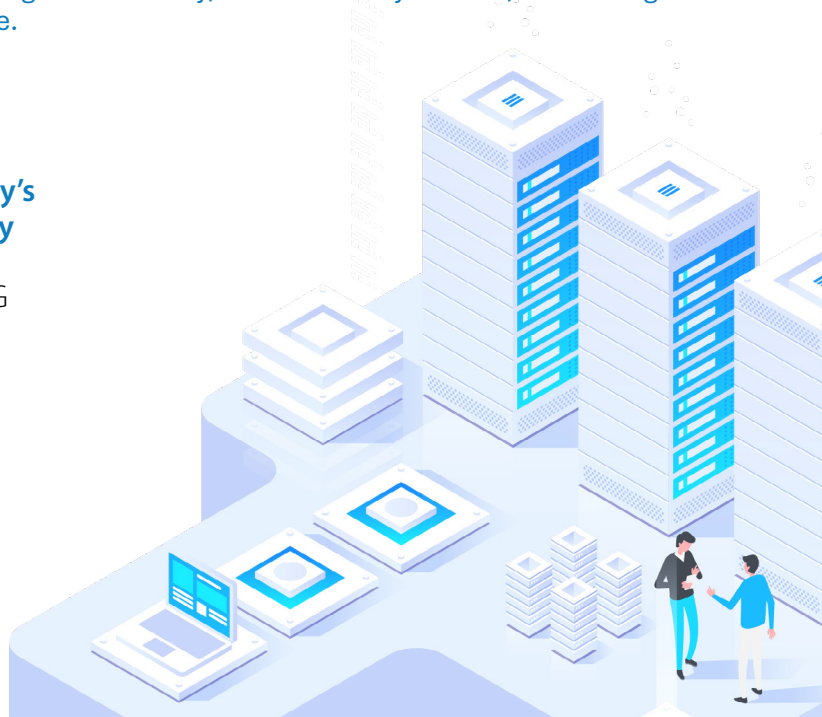
Everest Group®

***ISG**

NelsonHall
ANALYST FIRM

Success that earned Industry leadership validated by industry's recognized analyst and advisory firms

NelsonHall, Everest Group, and ISG



Accelerating Incident Resolution by 50% for a Telecom Leader with ServiceNow FSM



Industry
Telecom



Location
United States



People
Service desk,
field technicians,
dispatchers, IT &
operations teams

PRODUCTS & SOLUTIONS:

ServiceNow FSM and
Case Management

KEY CAPABILITIES IMPLEMENTED:

Incident & work order management | NOTAM & FAA
compliance | Major incident management | On-call
scheduling & dispatch | SLA & notification management |
Foundational data hydration

100+

Workflows
automated

50%

Cut in mean time to
resolution

20%

Increase in self-
service requests

Business impact

Enhanced operational efficiency, improved compliance, better technician utilization, and improved citizen experience through automation and end-to-end visibility.



Co-innovating with ServiceNow:
**15+ joint offerings. Industry-leading
talent. Worldwide recognition.**

Winner of **Talent Excellence Partner of
the Year 2026 – Worldwide**

80% Faster Complaint Management for a Leading Americas Bank with ServiceNow FSO



Industry
Financial Services
(Transaction
Banking)



Location
Americas
region



People
60,000+
employees

PRODUCTS & SOLUTIONS:

ServiceNow FSO | Complaints Management Solution and Now Assist

2X

Reduction in Case
resolution timelines

40%

Automation across critical
workflows

80%

Faster ops resolution

20-25%

Reduced compliance risk



Transforming operations
through autonomy and
resilience. A proven approach to
autonomous operations by **5 x**
Americas Partner of the Year



30% Order-to-Cash Efficiency Gain for a Global Pharma Major with ServiceNow CRM



Industry
Healthcare

KEY CAPABILITIES IMPLEMENTED:

Covers all regions for Global Application and Customer Segmentation | Global implementation planned in multiple phases, including the Global template definition & refinement, and various localization releases | Improved efficiency and reduced manual errors via Integration | ERP Integration for Order to Cash workflow automation

PRODUCTS & SOLUTIONS:

ServiceNow CRM & Customer Services | ERP Integrations

20%

Reduction in effort for customer case handling

30%

Improved efficiency via automation, reduced legacy costs

Business impact

Reduced manual effort through fewer handoffs and less rework, improved efficiency with clearer case management and enhanced customer visibility into OTC cases.



Speed and precision recognized with:

2026 **Worldwide Transformation Partner of the Year** Award.
3 X Global Partner of the Year champion.

54% Ticket Deflection for a Leading Furniture Retailer by Leveraging GenAI



Industry
Retail



Location
Europe



People
Service desk,
field technicians,
IT operations

PRODUCTS & SOLUTIONS:

ServiceNow ITSM | ServiceNow HRSD | ServiceNow GenAI |
Focus: System of Cognitive Works | Automation & AI

4,000

GenAI actions per month

~54%

Ticket deflection

~45%

Service desk adoption

~20%

MTTR reduction observed

Boosting Self-Service Adoption by 60% for a Global Confectionery Provider



Industry

Retail /
Manufacturing



Location

Europe



People

End users, HR
personnel

PRODUCTS & SOLUTIONS:

ServiceNow HRSD | ServiceNow Employee Center | ServiceNow Language Translation (18 countries) | **Focus:** Employee Experience

~60%

Self-service adoption

~40%

MTTR reduction observed

25%

Increased employee
satisfaction

~25%

Improved data accuracy
& reliability



Driving outcomes across Europe
**3× EMEA Partner of the Year
winner**



40% Lower MTTR for Europe's Major Life Sciences Company with ServiceNow Source-to-Pay



Industry
Life Sciences



Location
Europe



People
End users,
procurement
users

PRODUCTS & SOLUTIONS:

ServiceNow Source-to-Pay | ServiceNow Language Translation |
Focus: Global Business Service | System of Cognitive Work

200K

User base

~25%

Self-service adoption

~30%

Automation

~40%

MTTR reduction observed

The Transformation Framework

Where Our Focus Lies



CUSTOMER ENGAGEMENT

1 Customer journey mapping

2 Service model foundation

3 Intelligent experience/Moveworks



EMPLOYEE EXPERIENCE

1 Employee empowerment

2 Employee journey mapping

3 Workplace intelligence



INDUSTRY MODERNIZATION

1 Predict & transform industry workflows

2 Optimize core business processes

3 Platform & legacy modernization



AUTONOMOUS IT

1 AIOps & predictive operations

2 Agentic AI & self-healing

3 AI governance

Looking Ahead: This Is Only the Beginning

Every story in this book started the same way: an enterprise willing to rethink how work gets done. As agentic AI, autonomous operations, and intelligent experiences mature, the enterprises that sense, decide, and act fastest will set the pace for everyone else.

Infosys and ServiceNow will keep building that future together - one enterprise, one experience, one outcome at a time. The stories in this book are not a finish line; they are proof of what is possible when trust, technology, and partnership move in the same direction.





Let's Build What's Next, **Now.**

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