SYSTEMS OF COGNITIVE WORK

BROCHURE



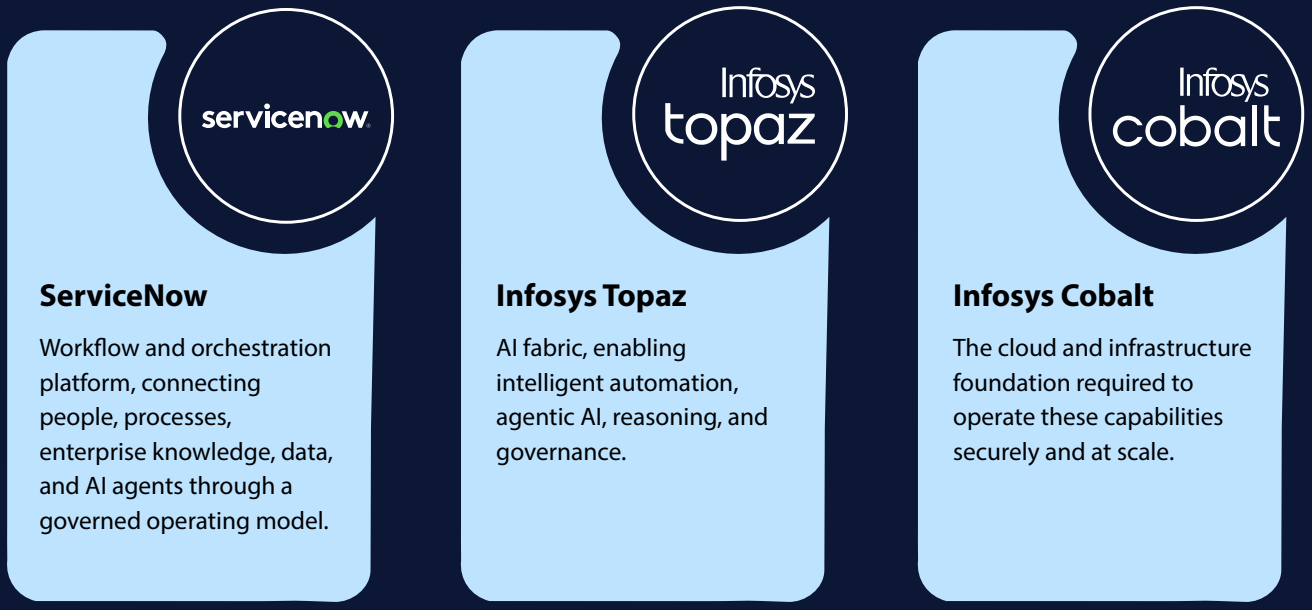
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Delivering governed, autonomous execution for judgment-intensive work, built on ServiceNow, powered by Infosys Topaz, and scaled on Infosys Cobalt.

Systems of Cognitive Work is an integrated enterprise architecture where AI agents, reasoning models, knowledge fabrics, and human workflows combine to autonomously execute complex, judgment-intensive tasks that previously required trained human effort.

Systems of Cognitive Work provides an enterprise AI blueprint paired with a portfolio of consulting services, industry solutions, and transformation accelerators that help organizations adopt AI at scale.

Foundational Elements of Systems of Cognitive Work



Together, these elements enable enterprises to operate with greater intelligence, agility, and foresight in the AI era.

Rise Beyond Fragmented AI Pilots to Governed, Enterprise-Wide Execution

Enterprises have already moved through systems that stored information and systems that connected people. The next shift is toward Systems of Cognitive Work: AI agents completing judgment-intensive work end-to-end, orchestrated through the Now Platform's agentic AI and Infosys Topaz's AI capabilities, coordinated across business workflows rather than confined to isolated pilots.

Built on Now

Orchestrated on ServiceNow's Now Platform, powered by Infosys Topaz's AI fabric, and scaled on Infosys Cobalt's cloud and infrastructure foundation, this architecture enables governed, agentic execution across business workflows, not just within IT.

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Key Features

Agentic AI Layer
AI agents that execute complex, judgment-intensive tasks end-to-end

Cognitive Fabric
Connects enterprise knowledge, AI agents, and governance frameworks

Workflow Orchestration
Coordinates cognitive, end-to-end workflows across business functions

Reasoning & Decision Systems
Enables reasoning and decision-making for complex work

Human-AI Partnership
Humans set direction, review edge cases, and validate outcomes while AI agents execute the work

Functional Architecture of the Systems of Cognitive Work

Core Platform
Orchestration, data models, and enterprise-aligned strategy, running on the cloud and infrastructure foundation built on Infosys Cobalt.

AI Layer
LLMs, SLMs, and agents working through an AI fabric of Infosys Topaz, connecting enterprise knowledge, AI agents, and governance frameworks.

Competencies
IT, HR, Finance, Legal, Supply Chain, Retail, Telecom, and many more.

AI Governance with Control Tower:
Anchored in Responsible AI through explainability, human-in-the-loop oversight, and regulatory/compliance alignment at every control point.

Benefits Realization

Faster transition from pilots to enterprise-wide execution

Enhanced governance and accountability across agentic workflows

Improved human focus on strategic, judgment-intensive decisions

Scalable, secure, and compliant autonomous execution.

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The bottom line?

Systems of Cognitive Work helps enterprises move beyond isolated AI pilots to governed, autonomous execution at scale, with humans shifting from doing the work to directing it.

Organizational Challenges and Solutions

Challenge	Solution
Enterprises remain stuck in assistive AI while humans still execute, limiting the enterprise-wide value realized from AI.	Systems of Cognitive Work shifts AI from advisor to executor, integrating agents, reasoning models, and workflows to autonomously perform judgment-intensive tasks, previously requiring trained human effort.
Human-only operating models can't scale, and the challenge is no longer the technology itself, but a trusted way to run it.	The AI Control Tower supports governed agentic workflows, anchored in Responsible AI through explainability, human-in-the-loop oversight, and compliance alignment at every control point.
Disconnected AI initiatives leave orchestration siloed from execution.	The Agentic AI Layer and Cognitive Fabric, powered by Infosys Topaz, connect enterprise knowledge, AI agents, and governance frameworks to support governed execution across business workflows.
Scaling agentic AI safely takes real engineering depth, not just platform configuration.	Our integrated AI and cloud foundation provides the engineering and cloud capabilities required to scale agentic AI safely and at enterprise scale.

For more information, contact askus@infosys.com

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