



Whitepaper

Infosys BPM: from Legacy BPO to Digital BPM

Report Abstract

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x-pages

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Who is This Vendor Assessment For?

Infosys BPM changed its company name in 2019. This white paper looks at the significance of this in terms of Infosys BPM's positioning in Business Process Services, and its reimagination of business process management with an integrated people plus software approach ('humanware plus technology'), also how its Digital BPM model aligns with Infosys Group's digital pentagon. There is a clear emphasis on business value, also on 'igniting employee minds' in the service delivery.

The paper discusses the range of benefits that Infosys BPM offers to clients in terms of 'four Es':

- Efficiency
- Effectiveness
- Experience improvement
- Empathy

And with this a concomitant focus on 'igniting employee minds'

And it provides three client case studies that illustrate the '4 Es':

- SPS Global
- Rio Tinto
- Microsoft.

About The Author

Rachael is SVP at NelsonHall where she has global responsibility for multiple programs including the Key Vendor Assessments, from which she has a deep knowledge of key vendors in the ITO and BPO industries and the NelsonHall Industry Insight database.

Known for her no-nonsense style and ability to get the heart of complex issues, Rachael is sought after by clients for a variety of custom research and advisory engagements, including one-on-one advisory sessions with C-level executives in the leading IT services companies.

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We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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