

## IT Services: Cognitive & Self-Healing IT Infrastructure Management Services

# Infosys

### Report Abstract

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### Contents of Full Report

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2. Revenue Summary
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## Who is This Vendor Assessment For?

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NelsonHall's cognitive & self-healing IT infrastructure management services profile on Infosys is a comprehensive assessment of Infosys' offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital services and cognitive & self-healing IT infrastructure management services and identifying vendor suitability for RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector.

## Key Findings & Highlights

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Infosys provides cognitive and self-healing IT infrastructure management services through its Cobalt cloud community. Key capabilities include Infosys Polycloud Platform, ESM café, Infosys Wingspan, and third-party services, solutions, and platforms to accelerate enterprises' cloud journeys. It also includes 16k cloud assets and 225 industry cloud-first solution blueprints.

Infosys takes an agile approach to cloud delivery utilizing Kanban dashboards to keep track of progress. The initial planning and execution phase with a client (1-2 months) will seek to build out an automation backlog. It will then deliver user stories in short 4-5-week sprints to define use cases and enable the immediate realization of benefits (i.e., from automation and AI-ops engine). It further provides ongoing support and automation use case monitoring and performance reporting and automation platform health monitoring.

## Scope of the Report

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The report provides a comprehensive and objective analysis of Infosys' cognitive & self-healing IT infrastructure management services offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

## Cognitive & Self-Healing IT Infrastructure Management Services Vendor Assessments also Available for:

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- Atos
- Coforge
- Cognizant
- CSS Corp
- DXC Technology
- Getronics
- IBM
- LTI
- Mindtree
- Mphasis
- NTT DATA
- TCS
- Trianz
- Unisys
- UST Global
- Zensar.

## About The Author

John is a Senior Research Analyst at NelsonHall. He is a member of the global IT Services research team with shared responsibility for IT Services research with Dominique Raviart, David McIntire, and Mike Smart.

John assists both buy-side and vendor organizations in assessing opportunities and supplier capability in IT Services. John covers IT Services research in the areas of Digital Workplace, Cognitive IT Infrastructure, and Cloud Infrastructure Brokerage, Orchestration, and Management.

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