

Infosys Digital Banking Services

Vendor Assessment Report Abstract

January 2022

by Andy Efstathiou Director NelsonHall

12 pages







Who Is This Vendor Assessment For?

NelsonHall's 'Digital Banking Services: Transforming the Financial Services Industry' Vendor Assessment for Infosys is a comprehensive assessment of Infosys's banking industry digital services offerings and capabilities designed for:

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



Key Findings & Highlights

Infosys has invested in many proprietary digital IP and digital accelerators. It has complemented this with a large ecosystem of digital product vendors and FinTechs. Infosys began providing digital services in 2005 for data extraction employing its AssistEdge solution. Its Finacle platform, developed in 2000, has been modularized for each banking product line of business and offers a front-to-back digital suite. AI initiatives began in 2012 when it deployed AI into a mortgage client to support their loan onboarding process. Today, Infosys applies Ai to all banking industry processes.

Infosys has acquired capabilities in the past decade that have expanded its digital BFS consulting (e.g., Wongdoody) and product services (e.g., Guide Vision) capabilities. Infosys has also acquired client operations where it can transform the client environment and deliver ongoing BPS services, as in the case of Stater in the Netherlands.

Scope of the Report

The report provides a comprehensive and objective analysis of digital services offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases 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.



Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
4.	Delivery Capabilities & Partnerships
5.	Target Markets
6.	Strategic Direction
7.	Strengths & Challenges
	7.1 Strengths
	7.2 Challenges
8.	Outlook

Report Length

13 pages

Digital Services Vendor Assessments Also Available for:

Accelirate Atos Capgemini Coforge Cognizant FIS Happiest Minds Infostretch Infosys LNT Infotech Mindtree Quantiphi Sopra Steria Sutherland TCS Tech Mahindra UST Virtusa Wipro WNS Xebia