



Experience-Led HR Transformation Services

Infosys

Report Abstract

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NelsonHall

7 pages

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Who is this Vendor Assessment for?

NelsonHall's Experience-Led HR Transformation Services profile on Infosys is a comprehensive assessment of Infosys' offerings and capabilities, designed for:

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

Key Findings & Highlights

Infosys Human Resources practice offers HR transformation services including:

- HR Consulting: advisory services including HR strategy and roadmap design, digital HR transformation, HRIT architectural services, HR process consulting, HR analytics and benchmarking, and maturity assessments
- HR Technology: including HRIT strategy, evaluations, implementations and upgrades, custom developments, system integrations, support, and RPA and AI/ML solutions
- HR outsourcing: multi-process HR services, including benefits administration, payroll, learning services, and recruitment.

Infosys leverages AI and GenAI to enhance talent management and employee and client experience service. Infosys offerings include the following technologies:

- Infosys XtractEdge, which uses AI/ML and NLP-based resume sourcing, screening AI profiling, NLP job search and ranking. This is for talent acquisition
- Infosys LaunchPad, a mobile-first design offering multimedia content delivery. This is a guide for new joiners which offers a branded onboarding experience
- Infosys Wingspan, which provides learning services, to help accelerate talent journeys
- Infosys Orbit, an employee experience App offering a conversational AI for the employee helpdesk. Orbit aims to enhance employee experience and includes ~100 predefined EX modules and accelerators, ~25 universal service blueprints, an API library supporting major EX platforms, and an extensive prototype library
- Infosys Topaz optimizes HR operations and services. It offers a broad framework of technology platforms, tools, and approach based on AI and GenAI technologies. Infosys Analytics ("Hawkeye"): reporting platform
- Analytics ("Hawkeye"), a reporting platform that connects multiple systems to a data lake
- Infosys Digital Command Console offers a unified view aggregating operational metrics (KPIs/SLAs).

Scope of the Report

The report provides a comprehensive and objective analysis of Infosys' Experience-Led HR Transformation Services offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, opportunities, 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 centers.

Experience-Led HR Transformation Services Vendor Assessments available for:

Capgemini

Conduent

HR Path

Infosys

SD Worx

Strada

TCS

Zalaris.

About The Author

Liz is NelsonHall's HR & Talent Transformation Research Director, with global responsibility for HR research and client support.

Her focus areas are payroll transformation and broader HR transformation, including multi-process HR services and technologies.

Liz leads the HR team in providing the most comprehensive and in-depth coverage of HR & Talent Transformation markets in the world, and is a leading voice on how HR and Talent can be reimagined globally, blending the human touch with automation and AI, revolutionizing experiences, and offering new ways of working to drive improved outcomes both at an enterprise and individual level.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

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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