



Infosys Low Code Application Services

Vendor Assessment
Report Abstract

June 2021

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10 pages

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Who Is This Vendor Assessment For?

NelsonHall's Low Code Application Services Vendor Assessment for Infosys is a comprehensive assessment of Infosys' low code application services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for low code application services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the experience consulting services sector.

Key Findings & Highlights

Infosys has built a low code development platform COE (LCDP COE) within its ADM unit. This COE acts as the central hub for alliance and vendor management, joint go-to-market with vendors, research and development, and proof of concept development. It also works directly with clients to provide advisory services, define roadmaps, create client PoCs, and execute projects.

Infosys LCDP COE also developed IP to support the use of low code development tools. One sample tool is its Infosys Low Code Process Automation Accelerator. This tool is an interface that sits on Appian and enables business resources to define parameters and processes and automate workflow and provide dashboarding capabilities.

Some samples of Infosys IPs/solutions include:

- Rapid Prototyping tool (RPT): drag and drop functionality to create screens and HTML files supported by Angular to generate responsive UI
- Infosys Modernization Suite: Consists of a portfolio of assets. One of the solutions offered as part of it is Infosys Cloud Native Development Platform (ICNDP). Developed jointly with Red Hat, the platform manages environments to stand up development environments quickly. The offering based on a full stack of open-source tools
- Infosys Digital Foundry: prebuilt templates for creating cloud-native applications using integrated code generators, containers, and continuous DevOps. The tool supports development in Java, .Net, Angular, Mean, ReactJS, MongoDB, Postgres, and NodeJS.

To augment the capability it is building, Infosys has also acquired capabilities for larger application platforms, including Salesforce and ServiceNow. These acquisitions include:

- February 2020: Infosys acquired Salesforce specialist Simplus. Simplus, a Salesforce Platinum Partner in the U.S. and Australia, offers cloud consulting, implementation, data integration, change management, and training services for Salesforce Quote-to-Cash (Q2C) applications. Headquartered in Salt Lake City, UT, the company has offices across North America, Sydney, Melbourne, London, and a large delivery center in Manila. Simplus has clients in high-tech, financial services, retail, healthcare, life sciences, and manufacturing.

- 9/18: Infosys acquired Nordics Salesforce specialist Fluido for up to €65m (~\$75.8m). Fluido is one of the largest independent Salesforce Platinum consulting partners in Europe and an authorized Salesforce training delivery partner in the Nordics. Founded in late 2009, Fluido initially focused on Finland then expanded its geographic coverage to the Nordics. In 2015 it reached Platinum partnership level with Salesforce. It received investment from Norvestia (now the CapMan Growth fund), which took a 30% stake, and Salesforce Ventures, which took a smaller minority stake. At the time of acquisition, the company had ~240 employees and offices in Espoo, Finland; Stockholm and Gothenburg, Sweden; Oslo, Norway; Copenhagen, Denmark, and Banská Bystrica, Slovakia. Services include Salesforce consulting, implementation, and training. Its client base includes companies in the manufacturing, energy, retail, and telecoms sectors.
- October 2020: Infosys acquired GuideVision, a ServiceNow Elite partner in Europe. GuideVision's offerings around ServiceNow include consulting, implementation services, and a training academy. Headquartered in the Czech Republic, GuideVision has 240 employees and ~430 ServiceNow and PM certifications and six offices in Prague, London, Budapest, Warsaw, Helsinki, and Munich.

NelsonHall estimates that Infosys had revenues of ~\$13.1bn in CY 2020. NelsonHall estimates that application service revenues account for ~50% of these revenues (~\$6.5bn).

NelsonHall estimates that ~15% of Infosys' Application service revenues are associated with low code application services (exclusive of Salesforce), or ~\$980m.

Infosys offers a broad set of low code development services spanning a large scope of functional areas and end-to-end lifecycle services.

Its top three partners are Pega, where it has been a strategic consulting platinum partner for ~14 years, Appian, where it is a global Tier 1 partner for seven years; and Bizagi, where it has been a global partner for ten years.

It is also focusing on using Salesforce as a development platform for low code development. Infosys has built a separate practice as part of a ten-year partnership; it has developed ~30 IPs in support of Salesforce service and acquired Fluido and Simplus.

In addition, Infosys is preferred partner for Microsoft Power Platform, has a global partnership with OutSystems and is in partnership with Siemens Mendix for ~10 years.

Across its low code application practice, Infosys has ~14.4k employees, including ~6.0k possessing certifications.

Infosys has invested in developing broad low code application capabilities spanning multiple business functions and a large number of platform partners. In addition to working with other platform providers, Infosys has also developed its assets - both built on partner platforms and developing its low code platform. It is looking to use these capabilities as a core capability to accelerate broader digital transformation initiatives, embedding these as one component within broader engagements.

While it possesses these broad capabilities, much of its experience is still focused on a narrower set of low code platforms such as Salesforce, Pega and Appian. Continuing to expand its experience with emerging enterprise low code no code platforms such as Mendix, OutSystems and Microsoft Power Platform will allow it to identify better where these narrower platforms can deliver value. Infosys can also look to see how these smaller platforms may better support the development of proprietary offerings.

Within this broad portfolio of services and offerings, Infosys has built a dedicated capability to help clients adopt low code platforms and enable citizen developers. Helping clients understand the structures required to make this work (governance, metrics, CI/CD pipelines) can be made even more valuable with continuing investment in the soft capabilities that transform a client's culture and organization.

Scope of the Report

The report provides a comprehensive and objective analysis of Infosys' low code application service offerings, capabilities and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- 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 strengths, weaknesses and outlook.



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