



Infosys Navigating the Future of Energy

Report Abstract

March 2020

By John Laherty
IT Services
Senior Research Analyst
NelsonHall

8 pages

research.nelson-hall.com





Who Is This Report For?

NelsonHall's Navigating the Future of Energy report for Infosys is a comprehensive assessment of Infosys' utilities services offerings and capabilities designed for:

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

Key Findings & Highlights

The five dimensions of Infosys' Navigate the Next framework applied to the utilities sector are:

- Insight, enabling grid intelligence and smart asset management through data analytics
- Experience, driving mobile-first customer strategies, including cognitive chatbots
- Innovate, using an industry 4.0 framework and IoT platform to manage Distributed Energy Resources (DERs)
- Accelerate, modernizing both grid and customer service operations
- Assure, ensuring regulatory compliance and grid security.

Infosys supplements a client's existing systems with proprietary platforms and products, including AssistEdge, NIA, Infosys Customer Experience Suite, Infosys Analytics Workbench, Infosys DevOps platform, and Infosys Infrastructure Management Solution Suite (IIMSS), and accelerators.

Scope of the Report

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

- Analysis of the company's offerings and key service components
- 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 outlook.



Contents

1. Utilities Sector Background
2. Infosys' Vision for Utilities
3. Key Offerings
4. Outlook

Report Length

8 pages

Report Author

John Laherty

john.laherty@nelson-hall.com