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**ENABLING
TECHNOLOGY
LEADER**

*Leveraging Vital Technology to Enhance
Products and Applications*

*RECOGNIZED FOR BEST PRACTICES IN THE
GLOBAL AI-POWERED FINANCE AND
ACCOUNTING OUTSOURCING SERVICES INDUSTRY*

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Best Practices Criteria for World-class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each recognition category before determining the final recognition recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. Infosys BPM excels in many of the criteria in the AI-powered finance and accounting outsourcing services space.

RECOGNITION CRITERIA	
<i>Technology Leverage</i>	<i>Customer Impact</i>
Commitment to Innovation	Price/Performance Value
Commitment to Creativity	Customer Purchase Experience
Stage Gate Efficiency	Customer Ownership Experience
Commercialization Success	Customer Service Experience
Application Diversity	Brand Equity

The Transformation of the AI-powered Finance and Accounting Outsourcing Services Industry

Enterprises strive to achieve better business outcomes by standardizing and optimizing workflows that transform their legacy operations. Increasingly, outsourcing technology, finance and accounting (F&A), trust and safety, customer experience, supply chain and procurement, and other essential business processes offers significant value. Outsourcing models have evolved from labor-intensive services to hybrid models that combine technology innovation with human expertise.

As enterprises navigate the challenges brought on by a fast-paced business environment, optimizing core finance operations, including payables, receivables, and reporting, while ensuring adherence to controls and compliance policies, is becoming crucial. One of the critical areas for managing financial obligations is the accounts payable (AP) function, which enables an effective procure-to-pay cycle and ensures smooth supply chain operation. However, payment processes have been hindered by inefficiencies arising from manual data entry, paper-based documentation, inconsistent and slow invoice processing, payment fraud, payment processing, and records reconciliation and closure. Furthermore, margin pressures and industry regulations are pushing enterprises to reassess their internal F&A and supply chain functions. Disruptive technologies such as automation, artificial intelligence (AI), machine learning (ML), analytics, data visualization, data management, digital operations, and point solutions are reshaping how businesses operate and engage with stakeholders.

Infosys BPM: Forefront of Technology Innovation in Business Process Optimization

With over 20 years of industry experience, Infosys BPM, a leading integrated IT and business process management (BPM) solutions provider, specializes in delivering services encompassing F&A, sales and fulfillment, sourcing and procurement, customer services, legal process management, human resource outsourcing, digital transformation, and consulting. The company offers end-to-end F&A outsourcing services that help finance leaders design, operate, and transform finance functions in a digital environment. Globally, the company has 14,000 F&A professionals serving over 100 clients across several industry verticals from 23 delivery centers across the globe.

Infosys BPM remains at the forefront of innovation and has reimagined its BPM solutions by combining digital technology along with humanware (human element + automation) capabilities to develop industry-specific platforms. The company has shifted to an AI-first BPM strategy, aiming for a unique “AI-first with human-in-the-loop” model. This is a strong differentiating factor that sets it apart from its competitors by leveraging the power of both technology and human intelligence to create high-quality AI-based solutions. Enterprises continue to struggle with complexities arising from inherent legacy systems, siloed platforms and databases, and implementing and scaling next-generation technologies. Embracing an AI-first mindset can help enterprises address these challenges by building AI at their core. Infosys BPM has embedded intelligent automation and AI capabilities deeply into its BPM operations and offerings, driving significant business value for enterprise clients. Additionally, the company has successfully leveraged AI to transform financial services from transaction-based processing to more complex, value-added activities with a strong emphasis on AI and digital transformation. The company’s services focus on enhancing operations

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across risk and compliance, retirement services, capital markets, banking, wealth management, and mortgage and insurance services through the strategic use of AI and advanced analytics.

Integrating AI, including generative AI (GenAI) and agentic AI, into BPM processes has enabled the company to unlock the twin benefits of reducing repetitive tasks while enabling smarter decision-making in complex activities. As an illustration, Infosys Topaz, its AI-first set of services, solutions, and platforms, uses GenAI technologies to build an AI-first core, designed to amplify human potential, optimize workflows, and drive autonomous decision-making, delivering cognitive solutions and accelerating value creation. Clients benefit from Topaz’s 12,000-plus AI use cases, more than 150 pre-trained AI models, and 5-plus

BPM-focused platforms fast-tracking the application of new cognitive solutions.

The company has built an ecosystem of software and intelligent platform vendors and engineering teams to develop and execute a comprehensive AI roadmap. Infosys BPM’s commitment to an AI-led transformation approach is exemplified in its AI Center of Excellence (CoE) for BPM, which spearheads the development of next-generation solutions across industries. The AI CoE brings a dedicated focus on

building new solutions, thought leadership, and enhancing partnerships. It offers value to enterprises by enabling joint intellectual property (IP) creations and encouraging AI adoption, solution experimentation, and implementation. The AI CoE provides enterprises with a structured framework for AI journeys and helps define business goals, build robust data infrastructure, develop talent, and ensure ethical AI practices.

Frost & Sullivan recognizes that for Infosys BPM, the application of AI into business processes is not only about achieving business outcomes but also about solving complex problems that may otherwise be quite challenging to address. This strategic difference sets it apart in the BPM industry, offering a more holistic and forward-thinking perspective.

Transforming Account Payable Processes Through Agentic AI Competencies

Infosys BPM is moving towards agentic AI solutions to enable self-learning systems, autonomous processing, and advanced problem-solving capabilities, further driving innovation and efficiency in business processes. Agentic AI helps address several key challenges and transforms business processes by making them more intelligent, faster, and less error-prone through AI-driven automation.

- **Efficiency reduction:** The solution aims to reduce manual effort by 50% to 60% in processes like accounts payable and bill-to-cash.
- **Minimize errors:** By using AI agents with multiple validation steps, agentic AI significantly reduces human errors, especially in complex processes with numerous variations (like different invoice processing methods).
- **Improvement in processing speed:** The AI agents can reduce the average handling time (AHT) by 50%, accelerate invoice processing, speed up cash collection, and automate repetitive tasks.
- **Flexibility:** The micro-agent architecture allows for modular, configurable solutions that can be tailored to client-specific needs.
- **Complex process handling:** The solution can manage intricate tasks like multilingual invoice translation, extracting data from complex documents, identifying specific invoice types, and handling handwritten and multi-page documents.

Infosys BPM has developed multiple agentic AI platforms enabling enterprises to achieve touchless processing for high-volume and judgment-intensive tasks. The company has successfully imbibed agentic AI solutions in functional areas like accounts payable, order management, customer service, collections, and master data management to enhance scalability and adaptability, driving its AI-first BPM strategy. These intelligent solutions enable autonomous processing and advanced problem-solving capabilities, further driving efficiency and innovation in business processes. Infosys BPM offers Accounts Payable on Cloud (APOC), a business process-as-a-service (BPaaS) platform that hyper-automates the invoice-to-pay process using an agentic AI framework supported by industry expertise and engineering excellence. The platform aims to transform AP from a manual, error-prone process to an intelligent, efficient, automated workflow. The AI-powered platform acts as a single layer of engagement, streamlining the entire invoice and payment processing value chain to improve critical business levers—efficiency, effectiveness, and experience—and provide real-time insights to stakeholders.

Users can self-upload invoices to the APOC platform via email and eInvoicing portals. The platform's agentic AI-powered capabilities capture data instantly, extract data in over 100-plus languages, and enrich data in seconds. Additionally, AI-powered large language models (LLMs) improve invoice coding and general ledger account mapping, reducing the risk of errors and miscategorization. The platform provides real-time insights and an analytics dashboard for all AP-related service-level agreements and key performance indicators. Additionally, the self-service supplier secures online collaboration between the enterprise and its suppliers.

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In 2025, Infosys BPM introduced AI agents for invoice processing as part of its Infosys APOC solution, designed to manage complex business scenarios with enhanced accuracy and speed. This solution leverages Infosys Topaz to enable an autonomous, AI-first approach that supports advanced decision-making and boosts operational efficiency. The autonomous AI framework facilitates end-to-end workflow management, allowing AI agents to navigate dynamic processes, adapt to evolving business logic, and execute sophisticated tasks with minimal human intervention. The platform seamlessly integrates with Microsoft's AI stack, including Azure AI Foundry and other LLMs and cognitive services with Azure's Platform-as-a-Service (PaaS), enabling AI agents to deliver scalable, intelligent AI solutions.

The combination of Infosys AI engineering excellence and domain expertise ensures significant improvements in enterprise business outcomes. The company's agentic AI solution is a unique blend of autonomy, cognitive capabilities, and human-in-the-loop learning, enhanced by its domain- and industry-specific knowledge. Frost & Sullivan recognizes that Infosys BPM has successfully demonstrated its strong focus on driving outcome-based innovative models using an AI-first, BPaaS model.

Building Trust Through a Customer-centric Approach

Infosys BPM employs a comprehensive strategy to deliver exceptional customer value, focusing on acquiring new customers and retaining existing ones. This strategy is built on the foundation of service delivery excellence, relationship management, and innovation. The company ensures flawless service delivery by aligning its delivery management department towards customer success, resulting in a high rate of repeat business. It maintains strong relationships with client stakeholders across all levels, ensuring a deep understanding of their needs and perspectives. Infosys BPM conducts regular joint program reviews, such as the annual client value survey, and has robust engagement-level feedback mechanisms, facilitating continuous improvement in performance and meeting client expectations.

With its customer-centric philosophy, Infosys BPM operates on the central tenet that its success depends on customer satisfaction. The company establishes genuine partnerships with its clients rather than vendor-client relationships. It actively engages with its clients, cultivating long-term connections and encouraging clients to transform into a 'live enterprise' by augmenting their core digital capabilities. As a

trusted transformation partner, the company helps clients unlock business value by enabling them to “navigate the next” through a structured approach based on transformation governance and continuous improvement principles. These principles effectively support clients in navigating their digital transformation journeys and achieving strategic business objectives.

The company involves its clients in the entire AI solution development process, collaborating with them to enable rapid prototyping, incubating, and piloting of innovative solutions through Infosys living labs. It organizes design thinking workshops, feedback sessions, and iterative development to gain deep insights into client challenges and goals. This collaborative approach ensures the solution aligns perfectly with the client’s business objectives and delivers maximum value. Additionally, Infosys BPM deploys a transformation office as part of the overall governance with existing clients to identify opportunities for improvement with a strong emphasis on AI-led solutions to solve client business and operational challenges.

Frost & Sullivan observes that Infosys BPM positions itself as a partner that can curate the optimal technology and industry solutions to drive transformation for enterprises. The company’s keen focus on delivering measurable business outcomes, rather than just providing labor arbitrage, helps it differentiate itself in the industry.

Building Brand Equity

Frost & Sullivan recognizes Infosys BPM as an innovative technology leader in the BPM services industry. The company acts as a comprehensive solution provider for enterprises, seamlessly integrating core IT and BPM services under a single brand. In response to the rapidly evolving digital landscape, Infosys BPM has been fortifying its BPM services through ongoing research and development, creating new cutting-edge BPM solutions, developing close collaboration with technology partners to incorporate emerging technologies into its solutions portfolio, and placing a strong emphasis on agility to meet the evolving needs of clients. Leveraging deep industry expertise, Infosys BPM identifies opportunities and delivers best-in-class solutions, fully harnessing the potential of new and emerging technologies. The company creates value across all business operations by being more data-driven, process-minded, automated, AI-powered, and cloud-enabled. With strong execution of digital transformation strategies and a forward-looking approach, Infosys BPM is well-positioned to ride the next wave of AI-powered business process transformation. Its continued focus on hyper-automation, AI-driven insights, and intelligent operations will ensure continued leadership in the evolving BPM landscape. The company has achieved substantial growth driven by demand for its digital services, reflecting the transition from legacy BPM to AI-driven, automation-led BPM solutions. Furthermore, the company’s investments in GenAI, agentic AI, intelligent analytics, automation, and cloud transformation services are paving the way for future growth.

Conclusion

Infosys BPM's comprehensive suite of F&A solutions enables enterprises to optimize their procurement, invoice, and payment processes for goods and services, driving greater efficiency and ensuring compliance. The company's accounts payable solutions empower enterprises to streamline operations, reduce costs, adhere to compliance policies, and enhance supplier relationships.

Infosys BPM stands as a trailblazer in exemplifying excellence through its commitment to innovation, customer service, and technological advancement. The company leverages an AI-first approach alongside innovative business excellence frameworks, ongoing productivity improvements, process reengineering, automation, digitalization, and cutting-edge technology platforms. With its strong overall performance, Infosys BPM earns Frost & Sullivan's 2025 Global Enabling Technology Leadership Recognition in the AI-powered F&A outsourcing services industry.

What You Need to Know about the Enabling Technology Leadership Recognition

Frost & Sullivan's Enabling Technology Leadership Recognition is its top honor and recognizes the market participant that exemplifies visionary innovation, market-leading performance, and unmatched customer care.

Best Practices Recognition Analysis

For the Enabling Technology Leadership Recognition, Frost & Sullivan analysts independently evaluated the criteria listed below.

Technology Leverage

Commitment to Innovation: Continuous emerging technology adoption and creation enables new product development and enhances product performance

Commitment to Creativity: Company leverages technology advancements to push the limits of form and function in the pursuit of white space innovation

Stage Gate Efficiency: Technology adoption enhances the stage gate process for launching new products and solutions

Commercialization: Company displays a proven track record of taking new technologies to market with a high success rate

Application Diversity: Company develops and/or integrates technology that serves multiple applications and multiple environments

Customer Impact

Price/Performance Value: Products or services offer the best ROI and superior value compared to similar market offerings

Customer Purchase Experience: Purchase experience with minimal friction and high transparency assures customers that they are buying the optimal solution to address both their needs and constraints

Customer Ownership Excellence: Products and solutions evolve continuously in sync with the customers' own growth journeys, engendering pride of ownership and enhanced customer experience

Customer Service Experience: Customer service is readily accessible and stress-free, and delivered with high quality, high availability, and fast response time

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty, which is regularly measured and confirmed through a high Net Promoter Score®

Best Practices Recognition Analytics Methodology

Inspire the World to Support True Leaders

This long-term process spans 12 months, beginning with the prioritization of the sector. It involves a rigorous approach that includes comprehensive scanning and analytics to identify key best practice trends. A dedicated team of analysts, advisors, coaches, and experts collaborates closely, ensuring thorough review and input. The goal is to maximize the company's long-term value by leveraging unique perspectives to support each Best Practice Recognition and identify meaningful transformation and impact.

VALUE IMPACT			
STEP		WHAT	WHY
1	Opportunity Universe	Identify Sectors with the Greatest Impact on the Global Economy	Value to Economic Development
2	Transformational Model	Analyze Strategic Imperatives That Drive Transformation	Understand and Create a Winning Strategy
3	Ecosystem	Map Critical Value Chains	Comprehensive Community that Shapes the Sector
4	Growth Generator	Data Foundation That Provides Decision Support System	Spark Opportunities and Accelerate Decision-making
5	Growth Opportunities	Identify Opportunities Generated by Companies	Drive the Transformation of the Industry
6	Frost Radar	Benchmark Companies on Future Growth Potential	Identify Most Powerful Companies to Action
7	Best Practices	Identify Companies Achieving Best Practices in All Critical Perspectives	Inspire the World
8	Companies to Action	Tell Your Story to the World (BICEP*)	Ecosystem Community Supporting Future Success

*Board of Directors, Investors, Customers, Employees, Partners

<http://www.frost.com>.

is fuelled by the Innovation Generator™.

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Key Impacts:

- **Growth Pipeline:** Continuous Flow of Growth Opportunities
- **Growth Strategies:** Proven Best Practices
- **Innovation Culture:** Optimized Customer Experience
- **ROI & Margin:** Implementation Excellence
- **Transformational Growth:** Industry Leadership



of which occur at the points of these perspectives.

Analytical Perspectives:

- Megatrend (MT)
- Business Model (BM)
- Technology (TE)
- Industries (IN)
- Customer (CU)
- Geographies (GE)

