

INFOSYS BPM IN A NUTSHELL



We are collaborative, innovative, and proven

Infosys BPM is an end-to-end transformative services provider, addressing your business challenges through our integrated IT and business process management solutions approach. As your trusted transformation partner, we unlock business value across industries and service lines and enable you to achieve your cost reduction objectives, improve process efficiencies, enhance effectiveness, and deliver superior customer experience.

Fast facts*

248 clients

38 delivery centers
across **13** countries

60,000+ employees
across **106** nationalities

**as on June 30th, 2025*



Our Global Footprint Enables us to 'Follow the Sun'



Our Strategy

We are reimagining business process management with our guiding principle that the most effective business transformation is holistic, where people, process, and technology move in harmony.

At the core of this philosophy is the belief that technology should empower rather than overshadow. AI, automation, and digital platforms are critical enablers, but the real transformation happens when these tools amplify human judgment, strengthen decision-making, and enhance organizational capabilities.

Infosys BPM, powered by the AI capabilities of Infosys Topaz, brings this vision to life, turning disruption into sustainable competitive advantage. We help enterprises achieve faster decision cycles, smarter operations, and measurable business impact through four key dimensions:

◆ AI-led solutions

Transition from rule-based automation to agentic and generative AI for adaptive, predictive, and end-to-end automation that improves speed, accuracy, and outcomes.

◆ Accelerated digital experience

Seamless, scalable operations powered by Agentic AI, integrated with RPA and cloud-native platforms, delivering superior digital experiences for customers and employees.

◆ DomAI-driven

Industry- and domain-specific AI solutions that address unique challenges and accelerate business transformation.

◆ Assured governance and talent

Responsible AI frameworks and specialized roles like AI Orchestrators ensure ethical adoption, while the BPM AI Learning Academy builds future-ready talent for clients.

With this approach, we enable enterprises to scale responsibly, empower their workforce, and drive measurable transformation across the value chain.

Simplifying complex processes

- Trade funds management in consumer packaged goods (CPG)
- Claims adjudication in healthcare
- SOX testing and compliance in financial services
- Engineering support in the heavy engineering and construction business

Enhancing value with tangible outcomes

- Over **\$100 million** delivered as value to a major consumer products manufacturer
- Over **\$38 million** savings for a leading consumer electronics manufacturer through transformation projects
- Reduced approximately **35%** total cost of ownership for a large US retailer
- Increased free cash flow of **\$21.5 million** for a Fortune 100 insurer

Creating impact across

Services Lines - Finance & Accounting, Sourcing & Procurement, Sales & Fulfilment, Customer Service, Human Resource Outsourcing, Legal Process Management, Digital Interactive Services, Digital Transformation Services, BPM Analytics, Robotic Process Automation, Annotation Services, Learning Services, Master Data Management, Geospatial Data Services, Business Process as a Service, Generative AI, Financial Crime Compliance, and Trust & Safety

Industries - Manufacturing, Retail, Consumer-Packaged Goods, Logistics, Financial Services, Healthcare, Insurance, Resources, Services, Energy & Utilities, Communication Services, Media & Entertainment, & EduTech Services

Catalyzing transformation

Our **Process Progression Model™ (PPM)** is a holistic model to transform business processes of our clients. PPM is woven into our operations and helps clients seamlessly traverse the stages of operate, optimize, and transform across business cycles. This enables them to fast-track their readiness for today's realities and tomorrow's opportunities.

Our PPM journey traverses the path from 'noiseless processes' through 'process excellence' to delivering 'business outcomes'.

Industry recognitions

- Leader in the 2025 ISG Provider Lens™ Global Capability Center (GCC) Services Study
- Leader in ISG Provider Lens™ Procurement Services 2025 Study
- Winner of the 'Outsourcing Impact Champion' award at the Outsourcing Impact Review (OIR) 2024 for 'Project Genesis'
- Leader in the IDC Market Scope - Worldwide Enterprise Analytics and AI Business process services for Finance and Accounting 2024 Vendor Assessment
- Leader in ISG Provider Lens™ 2024 Global Financing & Accounting Outsourcing Services Study Global (P2P, O2C, R2R and FP&A)
- Leader in Everest Group Finance & Accounting Outsourcing (FAO) PEAK Matrix Assessment 2024



Winning partnerships

- SSON Australasia Impact Awards 2025 with Telstra
- SSON North America Impact Awards 2025 with T-Mobile
- SSON North America Impact Awards 2024 with T-Mobile and The New York Times Company
- SSON Europe Impact Award 2023 with BT-EE
- GSA UK Awards 2023, with BT Enterprise and Unilever
- NASSCOM Business Innovation Showcase 2022 Award with ArcelorMittal Business Center of Excellence (BCOE)

Harsh Bansal

CFO & Chief Growth Officer, Americana Restaurants

"With AI-powered Infosys Accounts Payable on Cloud, we have made invoice processing faster, enhanced accuracy, and improved efficiency. The addition of Agentic AI takes this a step further, reducing manual dependencies and bringing more intelligence and autonomy into our invoice processing. We are delighted that we have pioneered this initiative with Infosys and look forward to closely working with Infosys BPM to lead us collectively into a future of smarter and more agile operations."

Anurup Pruthi

CFO, Centric Brands

"We have benefitted from a very close working style in terms of our communication, in terms of sharing initiatives, in terms of building a vision together in the future...We continue to look to Infosys to be a thought partner along with us in our journey ahead."

Servio Cuevas

Senior Manager - Site Operations, Elanco

"During all phases of the team project, we have found an ally in Infosys, who has been able to overcome all the challenges and deliver value according to the expected outcomes..."

Infosys
Navigate your next

For more information, contact infosysbpm@infosys.com

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