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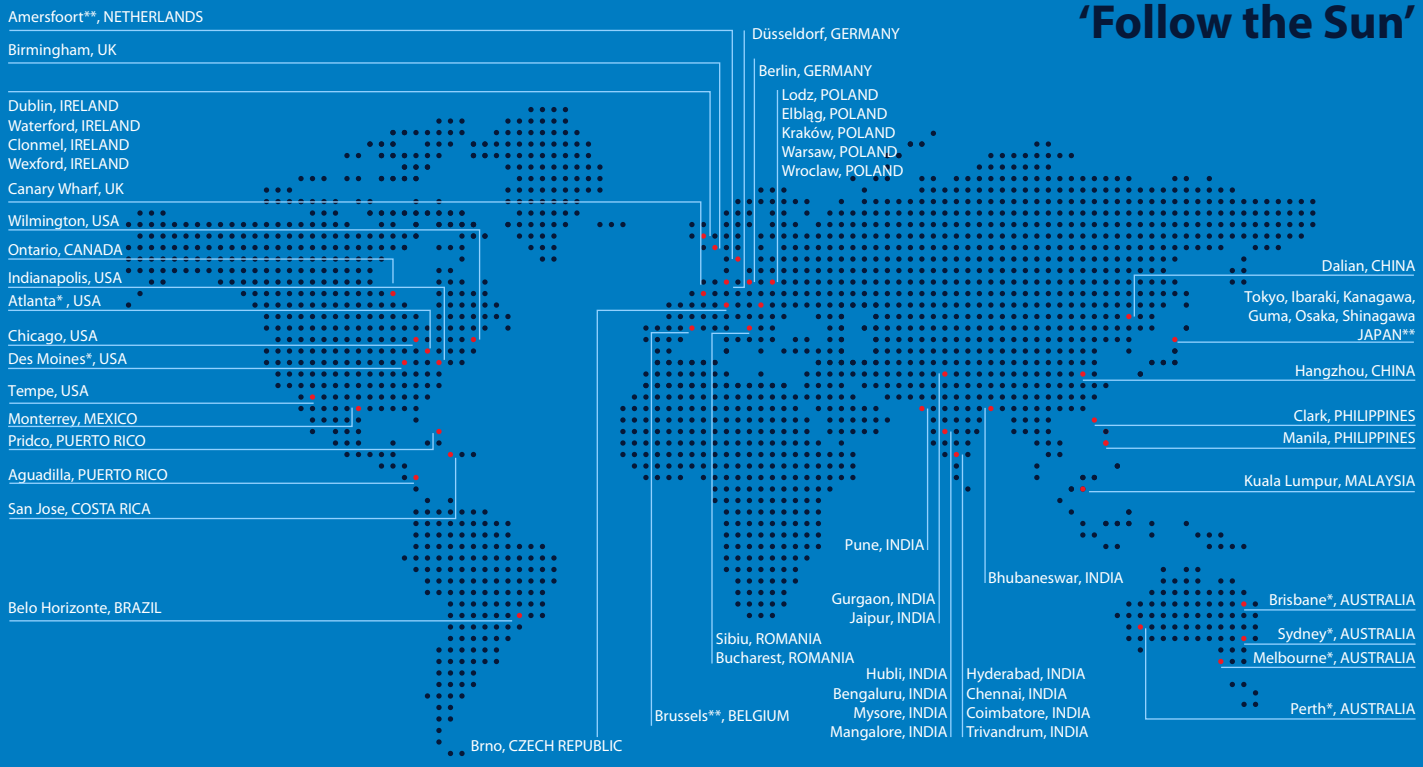
# INFOSYS BPM IN A NUTSHELL



## We are innovative, collaborative and proven

Infosys BPM is an end-to-end transformative services provider delivering integrated IT and business process management solutions. With our AI-first approach and best-in-class, next-generation digital services, we enable our clients to achieve their cost reduction objectives, improve process efficiencies, enhance effectiveness, and deliver superior customer experience.

## Our global footprint enables us to **'Follow the Sun'**




***Infosys BPM Subsidiaries**
**Infos McCamish Systems** - Atlanta, Des Monies (USA)
**Infosys Portland** - Sydney, Melbourne, Brisbane, Perth (AUSTRALIA)

****Infosys BPM JVs**
**HIPUS** - Tokyo, Ibaraki, Kanagawa, Guma, Osaka, Shinagawa (JAPAN)
**Stater NV** - Brussels (BELGIUM), Amersfoort (NETHERLANDS)

Fast facts* | **258** clients | **42** delivery centers | **14** countries | **60,229** employees | **101** nationalities
**as of September, 2026*

# 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.

Our strategy is focused on delivering AI-first, intelligence-led operations that create superior business value for our stakeholders.

We do this through four key levers:

## AI-led process transformation

We embed AI across core and enterprise processes to reimagine end-to-end workflows, drive faster cycle times, and improve accuracy and productivity.

## Dual approach to value creation

We augment existing services with AI to improve efficiency and effectiveness, while scaling AI-first process offerings (Process AI) to capture new demand across enterprise and business functions. This approach enables our clients to accelerate digital transformation, enhance responsiveness to market changes, and improve experiences for both customers and employees.

## Outcomes-driven delivery

Backed by Infosys Topaz and domain-led, integrated human-AI operating models, we are transitioning from traditional service delivery to outcomes-driven partnerships, enabling clients to realize measurable gains in growth, resilience, and innovation.

## Future-ready operating model

We continuously advance our global digital service delivery through innovative operating, pricing, and talent models, while fostering an AI-first culture to empower our employees, scale capabilities, and unlock our collective value.

## 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

## 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'.

## Enhancing value with tangible outcomes

- Delivered $800M in working capital improvement for a leading US telecommunications company through finance transformation
- Reduced operational risk exposure by $500M for a giant US investment management company through intelligent trade automation
- Improved free cash flow by $52M for a global IT services and consulting company through an Agentic AI-powered accounts receivable transformation

## The AI impact

- 50% faster, 99% accurate, and 4x scalable processes delivered using an AI profiling assistant for a global investment leader
- 5,800+ hours saved through AI and automation for an American regional bank
- 50% clearer spend insights, 5x faster procurement, and up to 6% savings powered by AI agents for a French food leader

## Creating impact across:

### Services

- Finance and Accounting
- Human Resources
- Financial Crime Compliance
- Master Data Management
- Sales and Commercial
- Supply Chain Management
- Sourcing and Procurement
- Trust and Safety
- Customer Experience
- Learning Services
- Legal Process
- Annotation Services
- BPM Analytics
- Robotic Process Automation
- Business Process as a Service
- Digital Interactive Services
- Generative AI
- Geospatial Data Services
- Global Capability Centers

### Industries

- Communication Services
- Consumer Packaged Goods
- Edutech Services
- Energy and Utilities
- Financial Services
- Healthcare
- Insurance
- Logistics
- Manufacturing
- Media and Entertainment
- Resources
- Retail
- Services
- Travel and Hospitality

## Industry recognitions

- Leader in Everest Group's Marketing Transformation Services PEAK Matrix® Assessment 2026
- Leader in NelsonHall NEAT for Operational Transformation Leveraging Agentic AI 2026
- Leader in ISG Provider Lens™ Global Capability Center Services 2026 Study
- Leader in ISG Provider Lens™ Procurement Services 2026 Study
- Leader in NelsonHall NEAT 2026 Supply Chain Transformation Services
- ISG 'Star of Excellence™ BPO Award' for Top Customer Satisfaction Score at the ISG Sourcing Industry Awards 2025
- 'Growth Honor of the Year' by Everest Group, as a recipient of the 2025 Elevate Honors
- Leader in Frost & Sullivan's Global AI-Powered Finance and Accounting (F&A) Outsourcing Services Enabled Technology Assessment
- Leader in Everest Group's Financial Crime and Compliance (FCC) Operations Services PEAK Matrix® Assessment 2025
- Leader in ISG Provider Lens™ Finance and Accounting Outsourcing (FAO) Services 2025 Study



## Winning partnerships

- GSA UK Awards 2026 with Microsoft and Lloyd's Register
- SSON Australia Impact Award 2025 with Telstra
- GSA UK Award 2025 with Lloyd's Register
- SSON North America Impact Awards 2025 with T-Mobile
- SSON Asia Impact Awards 2025 – Honorable Mention with Newmont Corporation
- 'Outsourcing Impact Champion' award at the Outsourcing Impact Review (OIR) 2024 for 'Project Genesis'
- SSON North America Impact Awards 2024 with T-Mobile and The New York Times Company
- SSON Europe Impact Awards 2023 with BT-EE

## Client testimonials

**Jeff Newcom -** *COO, Old National Bank*

"Our relationship with the digital delivery team has been another example of how Infosys' expertise and resources have accelerated our ability to optimize and automate processes. Now, we're exploring AI and Agentic AI to further advance our capabilities and delivery to our clients, so that we can continue to focus on putting our clients first without needing to build all of the capabilities ourselves."

**Harsh Bansal -** *CFO & CGO, 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 benefited 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."

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For more information, contact **infosysbpm@infosys.com**

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