

Infosys

Engineering and Construction
Digital Services 2024
RadarView™

Service Provider Profile

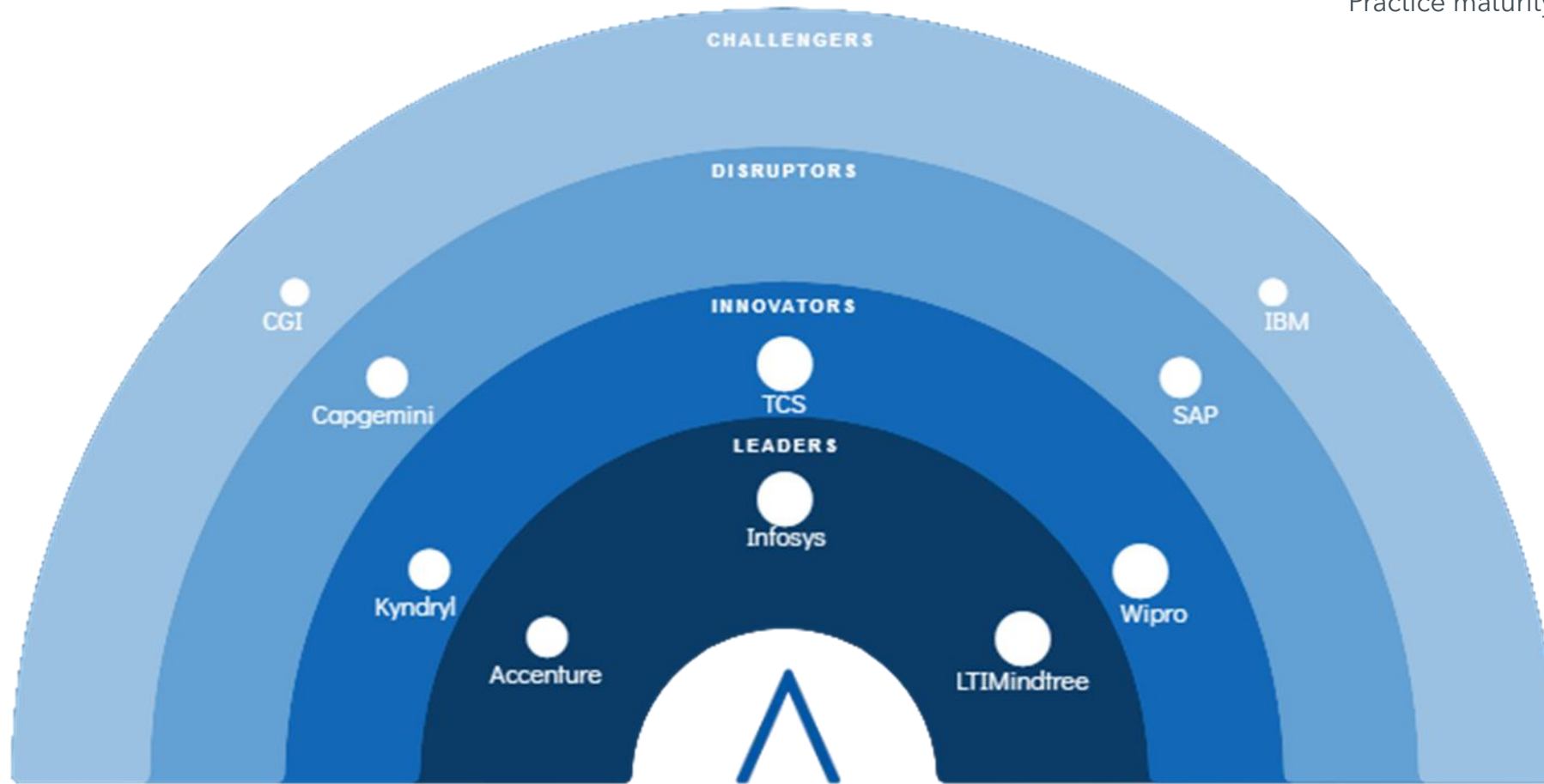
January 2025



Avasant recognizes 10 top-tier service providers supporting the engineering and construction industry in digital transformation

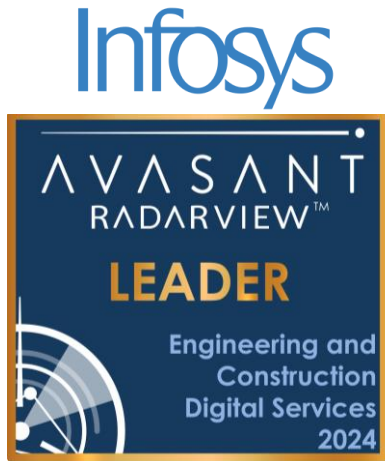


Practice maturity ○ ○ ○



Note: Please refer to Avasant's *Engineering and Construction Digital Services 2024 Market Insights* for a detailed analysis of the enterprises and demand-side trends.

Infosys: RadarView profile



Practice overview

- Practice size: N/A
- Active clients: N/A
- Delivery highlights: Delivers projects through 300+ E&C domain experts

12.9%
Revenue from the manufacturing business segment, incl E&C, FY 2023

70%
E&C revenue from digital projects, FY 2023

Industry-specific solutions/offerings

Critical Rig Equipment Monitoring Solution	An AR solution for the maintenance crew to monitor the real-time health of industrial equipment
KRTI 4.0	An AI/ML solution to lower system maintenance costs using predictive maintenance capabilities
Infosys EPC solution	A solution to enable operational efficiency and traceability using analytical and reporting capabilities
Nia DocAI	A document extraction and processing platform to generate business insights from EPC contracts

Sample clients

- Black & Veatch
- A Canadian E&C consulting company
- A European consulting and engineering firm
- A Japanese engineering and construction firm
- A USA-based E&C firm
- An E&C company

- Practice maturity ★★★★★
- Investments & innovation ★★★★★
- Partner ecosystem ★★★★★

Supports E&C clients with enterprise-wide transformation using digital technologies. Utilizes its partnerships for joint go-to-market for its EPC solutions.

Partnerships/alliances

Utilized ServiceNow IT Service Management platform to optimize operations for clients	Leveraged iModel.js open-source framework to decrease design review time for EPC businesses
Implemented Oracle Cloud Fusion Suite for EPC clients to improve operational efficiency	Devised joint innovation and go-to-market strategies for EPC solutions
Partnered to migrate data centers to Azure to streamline business operations	Modernized IT infrastructure using its cloud by replacing legacy systems for EPC clients
Collaborated to replace legacy ERP systems with SAP S/4HANA systems to reduce manual effort	Teamed up to track the location of equipment for EPC businesses

Value chain coverage

- Design and planning
- Procurement
- Construction and commissioning
- Asset and workforce management
- Project management and operations
- Customer services
- Maintenance

Darker color indicates higher industry concentration: ●●●●●

Infosys: RadarView profile



Case studies

Client	Capability	Summary	Business impact
	<ul style="list-style-type: none"> Intelligent automation 	<ul style="list-style-type: none"> The client wanted to enhance its service management processes by streamlining resource allocation to optimize costs and IT efficiencies. Infosys implemented its ServiceNow IT Service Management platform-based Enterprise Service Management Café solution. It streamlined onboarding/offboarding, procurement, asset management, and security operations. 	<ul style="list-style-type: none"> Deflected 20% volume through self-service Decreased mean time to repair by 25% Improved implementation time by 50% Lowered network issues by 90%
	<ul style="list-style-type: none"> Cloud AR/VR 	<ul style="list-style-type: none"> The client wanted to modernize its design development and employee collaboration process to accelerate project delivery. Infosys deployed a VR solution on the cloud for the client that provided engineers with a real-time 3D view of designs and optimized the complexity of project construction and maintenance. 	<ul style="list-style-type: none"> Improved project collaboration Enhanced engineer productivity Optimized project timelines
<p>A Canadian E&C consulting company</p>	<ul style="list-style-type: none"> Cloud 	<ul style="list-style-type: none"> The client wanted to consolidate legacy systems into a single platform to get operational visibility into project allocation and costs. Infosys utilized agile methodology and implemented Oracle Cloud Fusion Suite with HCM, financial, sales, and procurement solutions across its business units globally. It increased data-driven decision-making by empowering sales and HR users with predictive insights. 	<ul style="list-style-type: none"> Enabled month-end closure from 60 days to 35 days Improved project margins by 10% Lowered project margin erosion by 2%
<p>An E&C company</p>	<ul style="list-style-type: none"> Cloud Intelligent automation 	<ul style="list-style-type: none"> The client struggled with diverse design data sources, leading to performance issues. It also experienced reduced productivity due to manual material identification. Infosys designed an engineering data gateway to enable seamless engineering data synchronization using Siemens and AVEVA software. It further developed a material tracking system to augment material monitoring and reduce the material tracking time. 	<ul style="list-style-type: none"> Improved operational efficiency Achieved code and infrastructure stabilization Reduced engineering design rework by 20%

Analyst insights

Practice maturity



- With years of experience serving engineering, procurement, and construction clients globally, Infosys has established a strong presence in this industry by assisting clients with end-to-end digital transformation, ERP upgradation, and integration and modernization of legacy systems.
- It utilizes emerging technologies such as VR, cloud, AI/ML, and automation, along with its portfolio of digital solutions to assist construction businesses. For instance, it assisted Hatch with real-time data exchange on a VR device using a cloud/automation building information modeling solution for immersive viewing.
- It helps engineering and construction clients with enterprise-wide digital transformation by leveraging emerging technologies such as advanced analytics, automation, and cloud. For instance, it helped WSP with enterprise-wide transformation across sales, procurement, finance, and human capital management by utilizing Oracle Cloud ERP, intelligent automation, and embedded analytics to deliver a unified system for augmenting operational efficiency.
- To support businesses with sustainability, it uses its decarbonization solutions, such as NextGen Grid and carbon management, to help reduce carbon emissions. It assists clients with sustainable IT advisory through capabilities such as sustainable IT governance, IT carbon footprint monitoring, and IT ESG reporting.

Investments and innovation



- Over the past few years, it has invested strategically in strengthening its digital capabilities by acquiring companies such as Oddity to improve its digital design and experience capabilities, Simplus to augment its Salesforce competencies, Kaleidoscope Innovation to enhance its product design and engineering capabilities, Blue Acorn iCi to offer digital customer experience, and GuideVision to support E&C businesses with end-to-end ServiceNow offerings.
- It continuously invests in reskilling and upskilling its employees through Lex, its in-house learning and development platform, which covers courses across emerging technologies, including generative AI. It has also invested in expanding its local workforce across the US, the UK, Europe, Japan, Canada, and Australia.
- It also invests in startups through the Infosys Innovation Network to experiment with solutions and provide innovative services to E&C clients.

Partner ecosystem



- It utilizes its robust network of cloud service providers such as Microsoft for migrating data centers to Azure to optimize business operations and AWS and Google Cloud to assist engineering and construction clients with the modernization of legacy systems to achieve operational efficiencies.
- It has strengthened its partner ecosystem through partnerships with technology providers such as ServiceNow to assist E&C clients with IT service management capabilities, Oracle to improve decision-making using Oracle Cloud Fusion Suite, and UiPath to support industrial clients with automation capabilities.
- It partners with industry players such as Dassault Systèmes and AVEVA for co-innovation and joint go-to-market strategies for E&C solutions and with Esri to assist engineering and construction businesses with equipment tracking by leveraging its geospatial capabilities.

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