



Infosys' Fintech Ecosystem leverages the power of AND to meet innovation goals



WINNER: INNOVATION ECOSYSTEM

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The Situation: It is not easy to deliver everything on a platter to clients, however, Infosys works towards getting there. Infosys' Fintech Ecosystem enables collaboration on joint service offerings and solutions development and drives breakthrough transformations in the banking and financial services (BFS) sector.

The Infosys Fintech Ecosystem is an Infosys-led initiative to set up a marketplace for fintech players, incubators, and accelerators to connect to an existing wealth of markets and clients across geographies.

Infosys won the Innovation Ecosystem HFS OneOffice™ Award because of the unique ecosystem Infosys created to deliver to clients' complex needs.

The solution: Collaboration with fintech partners is the key to formulating and launching go-to-market products

Infosys built a fintech ecosystem, a varied marketplace with several components, including fintech business incubation, a sandbox, large partnerships, accelerators, and the Finacle App Center. This marketplace provides access to innovative use cases across different clients for financial institutions, and it offers an opportunity for technology partners to showcase their innovation in this ecosystem. Infosys caters to the entire services spectrum—advisory, living labs (rapid prototyping, systematic innovation experiments resulting in MVPs, contextualized showcasing of ideas), co-creation (joint incubation of products and offerings, pilot engagements), and industrial (end-to-end implementation across client organizations, longer-term support, maintenance).

Infosys has collaborated with various partners to deliver offerings for retail and commercial banking, regulatory and compliance, capital

markets, and cards and payments. Infosys' transformation solutions bring together the right fintechs with customers to solve end-to-end problems. For example, Infosys built an exclusive partnership with FinLocker, a fintech specializing in financial fitness for consumer mortgage readiness, to bring high-value data-driven insights and solutions to mortgage and lending businesses. Partner engagement models are referrals, resellers, or professional services. The chunk of Infosys' fintech is delivered via reseller and professional services models.

Currently, Infosys has 133 engagements with various clients across different geographies (the Americas, Israel, Australia, Europe, and APAC). It aims to achieve at least 200 partnerships, with a vision to make the Infosys Fintech Ecosystem a key service offering enabling seamless transformation for both clients and partners.

The Results: Infosys' FinTech Ecosystem impacted stakeholders across the spectrum of its clients and their end customers

Some prominent collaboration examples with notable business impacts include

- Infosys helped a client, a large Netherland-based bank, develop a password-less authentication solution. Infosys collaborated with one of its partners to create the Touch ID/Face ID solution on iOS devices. It also

tested the solution and integrated features from its partner organization to enable flawless configurations and connectivity.

- Infosys supports a premier US-based digital payment network with its technology and strategic migration to the cloud.

The Bottom Line: Infosys' Fintech Ecosystem enables Infosys to emerge as a single-point solution for BFS clients while keeping pace with rapid innovation to stay relevant

BFS enterprises are always challenged by the ever-growing cycle of technology partners they need to find, select, implement, and manage. The Infosys Fintech Ecosystem can help clients orchestrate their technology partnerships while Infosys continuously evolves and keeps an eye out for emerging technologies and players. The commercial agreements (exclusivity and acquisitions) will also be an important point of consideration for managing success in the long run.

HFS Research authors



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Senior Analyst

Hridika is working on the F&A and BPO/ Outsourcing domain and has recently joined the HFS team. She would like to gradually work on various domains across teams and build connections with clients and providers across different functions.



Tanmoy Mondal

Practice Leader

Tanmoy Mondal is a Practice Leader at HFS, identifying global trends in engineering services from both industry & technology perspectives, tracking global outsourcing deals & investments including partnership agreements & R&D announcements in the sector and supporting the domain leads in secondary research, data analysis, PoV's and research writing.



About the HFS OneOffice™ Awards

Organizations around the globe must now embrace a world where perfectly aligning business outcomes with their enabling technologies demands focus, nerve, and creativity. The HFS OneOffice Awards showcases those teams and organizations that have embraced change, taken decisive steps, and transformed processes and technology to take their businesses into a new era.

HFS OneOffice Awards categories:

OneOffice Mindset ▪ Innovation Ecosystem ▪ Diversity ▪ Sustainability
Native Automation ▪ People and Process Change ▪ Data and Decisions

HFS has a proven history of providing straightforward insights based on research, data, and forward-looking trends. The HFS OneOffice Awards provides a window through which organizations can showcase successful transformation projects and where others can find inspiration and fresh thinking to help them along their journey. Our respected, resourceful, and responsive analyst team brings their experience and knowledge to bear to ensure that successful, proven results are lauded and commended.