

G Cloud 15- Framework Service Definition

Crown Commercial Service

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1. Service Overview

Company Overview

EdgeVerve Systems, a subsidiary of Infosys, is a global enterprise software provider specialising in banking transformation, automation, and AI-driven solutions. Its flagship product, Finacle, powers digital banking for over 100 countries, serving more than a billion customers with cloud-native, API-driven architecture.

Strategic Differentiators

- Proven global deployments across banking, automation, and supply chain.
- Cloud-native, API-driven architecture ensuring scalability and compliance.
- AI-powered automation and document intelligence recognised by industry analysts.
- Agentic AI platform enabling unified orchestration of human and digital workflows.

AI Next is EdgeVerve's agentic AI orchestration platform, designed to unify multiple AI models, enterprise data, and workflows into a single intelligent automation layer. It enables organisations to scale AI adoption across business functions while maintaining governance and compliance.

Business Benefits

- Accelerates AI-driven transformation across business units.
- Improves operational efficiency and reduces manual intervention.
- Ensures security, complaint, and auditable AI adoption.
- Provides future-ready architecture for evolving AI technologies.

2. Service Description

EdgeVerve's AI Next offers a robust, flexible, and responsible platform to orchestrate **multi-agent AI workflows**, enhance shared services, automate document-heavy processes, and enable **AI-first transformations** at enterprise scale.

Core Capabilities

- **Poly-AI Architecture**
Supports multiple LLMs (e.g., GPT-4, LLaMA3) and multimodal AI for text, image, and voice processing.
- **Unified Data Layer**
Integrates structured and unstructured data sources for contextual decision-making.
- **Agentic Automation**
Deploys multiple AI agents that collaborate to execute complex workflows across systems and human tasks.
- **Workflow Orchestration**
End-to-end process automation with adaptive decision flows for GBS/GCC environments.
- **Governance & Compliance**
Built-in security, audit trails, and regulatory adherence for enterprise-grade deployments.

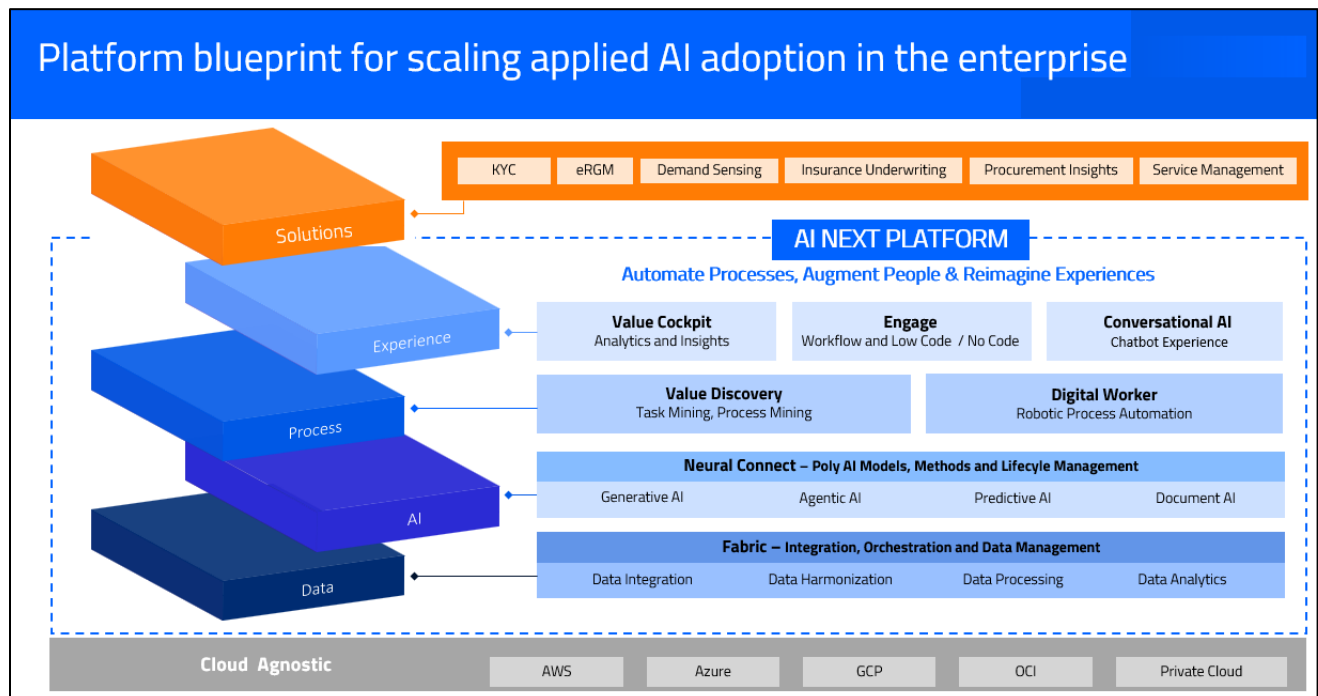


Figure 1. AI Next Platform Modules

3. Assets & Tools

Platform Capabilities:

- **Value Discovery:** Offers insights into Human Systems interactions within the context of a business process or journey and makes new data observable. Provides a unique window into employee experience, quantifying their pain points and revealing where they spend their time, providing a clear path to transformation.
- **Document AI:** Transforms documents from static and unstructured data sources into dynamic and intelligent assets that drive smart decision making and automation.
- **Data Harmonisation:** Solves data inconsistencies across various systems within the enterprise and across the value chain by enabling the creation of an interoperable ecosystem.
- **Neural Connect:** Augments human interventions with AI-powered suggestions and insights, continuously learns and improves and provides a catalogue of co-pilots for various business purposes.
- **Engage:** Offers user-friendly interfaces, to reimagine business processes and journeys. It embraces a user-friendly approach with both no-code and low-code capabilities, empowering employees at moments of truth.
- **Digital Worker:** Enables businesses to achieve end-to-end workflow automation through advanced automation technologies with AI-driven recommendations.
- **Control Tower:** It provides real-time visibility, customisable dashboards, and proactive alerts and helps organisations take prompt actions, sustain peak efficiency, and safeguard business continuity.
- **Value Cockpit:** It provides real-time visibility, customisable dashboards, and proactive alerts and helps organisations take prompt actions, sustain peak efficiency, and safeguard business continuity.
- **Conversational Ai:** Enables contextual, and intelligent interactions by breaking down silos between different departments and information systems. It seeks to enhance the user experience by providing instant access to information, answering queries, and offering personalised support.
- **Fabric:** Combines the transformative capability for Intelligent Integration and orchestration that goes beyond simple data connectivity - offering capabilities for data validation, enrichment, and transformation, thereby ensuring high quality, consumption-ready data for driving interoperability.

4. Credentials

Fortune 100 pharma company speeds up turn around time for HR operations by over 95%.

- AI Next's Digital Worker component was used to automate manual operations of key processes such as compensation processing for a new hire, managing retiree details and servicing employee job changes.
- AI Next's Fabric component also enabled seamless API integration with Zendesk and Workday client applications and ensured automated ticket processing, business validations and fallout / exception management with minimal human intervention.

95% reduction in turnaround time per transaction.

USD 450,000 potential savings annually,

99.8% transaction success.

A leading bank in Middle East wanted to automate the processing of client salaries to improve their customer satisfaction and resource utilization

- AI Next's end-to-end capability was the perfect fit for this challenge and the results were staggering reducing the client's turnaround time by 97%. Before AI Next, the process of crediting salaries to customer accounts would take 48 hours, but with AI Next's Digital Worker component this decreased to just 6 minutes.
- The results prompted the client to shift the entire process workload to AI Next servicing 99% of total request volume with just 5% processed manually due to exceptions in business rules.

97% reduction in turnaround time

92% reduction in manual effort

95% process automation achieved.

A leading Australian University leveraged AI Next to deliver efficiency and better stakeholder experience in HR processes

- AI Next's Digital Worker was used to automate HR operations processes related to Leave delegation, staff movement and onboarding.
- The platform was deployed for SMEs at the university and the results of Digital Worker's actions was shared in the form of a dashboard with corresponding teams with details on status and exceptional messages

Implemented within 4 months in total with 8000+ transactions annually.

50% improvement in processing times

Improved quality of service.



A major UK Telecom company's success story continues as it reduced process documentation by 90%

- AI Next's Digital Observer component helped identify areas of process improvement and where automation could result in significant benefits.
- We helped identify where to reduce manual intervention and eliminate unnecessary steps, to accelerate revenue recognition; resulting in massive cost and effort savings for the client.

Granular processes discovered for improvement & optimization

Identified opportunities for process improvement

Reduced process documentation by 90%



For more information, contact askus@infosys.com

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