

## Infosys and ServiceNow Expand AI Collaboration to Revolutionize Service Delivery

Bengaluru, India (ots/PRNewswire) -

To jointly accelerate digital transformation for enterprises with Infosys ESM Café

[Infosys](#) (NSE: INFY) (BSE: INFY) (NYSE: INFY), a global leader in next-generation digital services and consulting, today announced an expanded strategic collaboration with [ServiceNow](#) to provide end-to-end managed services, leveraging AI capabilities of the [Now Platform](#) and the [Infosys Enterprise Service Management Café \(ESM Café\)](#) for enterprise business transformation.

As part of this engagement, Infosys will aim to accelerate the ServiceNow implementation for enterprises such as [First Abu Dhabi Bank \(FAB\)](#), by almost 30 to 40 percent, allowing faster time-to-value – and also deliver a comprehensive suite of services and solutions. These include licenses, services, and implementation of the Infosys ESM Café, an AI-powered plug-and-play solution, part of [Infosys Cobalt](#), a set of services, solutions and platforms for enterprises to accelerate their cloud journey. The Infosys ESM Café offers more than 70 applications covering various modules and ServiceNow capabilities, including AI and sustainable digital solutions.

**Cathy Mauzaize, President, Europe, Middle East and Africa, ServiceNow**, said, "We are delighted to see Infosys leveraging our AI platform for business transformation of globally reputed financial institutions like FAB. This collaboration showcases the power of our platform to revolutionize service delivery and improve operational efficiency. This is another milestone in our successful collaboration with Infosys as they continue to drive refined digital transformation and deliver exceptional value to their clients through our platform."

**Umashankar Lakshminpathy, EVP and Head of Cloud, Infrastructure and Security Service, EMEA, Infosys**, said, "We are excited to collaborate with ServiceNow to support enterprises with comprehensive managed services by leveraging the ServiceNow platform. Our long-standing relationship with ServiceNow and deep expertise in their platform, combined with the Infosys ESM Café, will enable companies like FAB to drive efficiency, productivity, and continuous service improvement across their enterprise. The outcome of this collaboration shows how cutting-edge AI capabilities can create transformative solutions and tangible business value for our clients."

### About Infosys

Infosys is a global leader in next-generation digital services and consulting. Over 300,000 of our people work to amplify human potential and create the next opportunity for people, businesses and communities. We enable clients in more than 56 countries to navigate their digital transformation. With over four decades of experience in managing the systems and workings of global enterprises, we expertly steer clients, as they navigate their digital transformation powered by cloud and AI. We enable them with an AI-first core, empower the business with agile digital at scale and drive continuous improvement with always-on learning through the transfer of digital skills, expertise, and ideas from our innovation ecosystem. We are deeply committed to being a well-governed, environmentally sustainable organization where diverse talent thrives in an inclusive workplace.

Visit [www.infosys.com](http://www.infosys.com) to see how Infosys (NSE, BSE, NYSE: INFY) can help your enterprise navigate your next.

### Safe Harbor

Certain statements in this release concerning our future growth prospects, or our future financial or operating performance, are forward-looking statements intended to qualify for the 'safe harbor' under the Private Securities Litigation Reform Act of 1995, which involve a number of risks and uncertainties that could cause actual results or outcomes to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding the execution of our business strategy, increased competition for talent, our ability to attract and retain personnel, increase in wages, investments to reskill our employees, our ability to effectively implement a hybrid work model, economic uncertainties and geo-political situations, technological disruptions and innovations such as Generative AI, the complex and evolving regulatory landscape including immigration regulation changes, our ESG vision, our capital allocation policy and expectations concerning our market position, future operations, margins, profitability, liquidity, capital resources, our corporate actions including acquisitions, and cybersecurity matters. Important factors that may cause actual results or outcomes to differ from those implied by the forward-looking statements are discussed in more detail in our US Securities and Exchange Commission filings including our Annual Report on Form 20-F for the fiscal year ended March 31, 2024. These filings are available at [www.sec.gov](http://www.sec.gov). Infosys may, from time to time, make additional written and oral forward-looking statements, including statements contained in the Company's filings with the Securities and Exchange Commission and our reports to shareholders. The Company does not undertake to update any forward-looking statements that may be made from time to time by or on behalf of the Company unless it is required by law.

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