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Infosys Cobalt: Creating value from the confluence of technology forces

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CTO

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Director, IT

Cisco

Tero Hottinen

Head of Strategic IoT Partnerships

KONE Corporation

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Agenda

Creating business value from the confluence of technologies

Client Story 1: The Value of Cloud
Speaker: John Wei, CTO and SVP, Comerica

Client Story 2: Cisco CX Services Transformation
Speaker: Nasir Mohammed, Director - Service Delivery IT, Cisco Systems Inc.

Client Story 3: KONE – Impacting People's Daily Lives with IoT
Speaker: Tero Hottinen, Head of Strategic IoT Partnerships, KONE

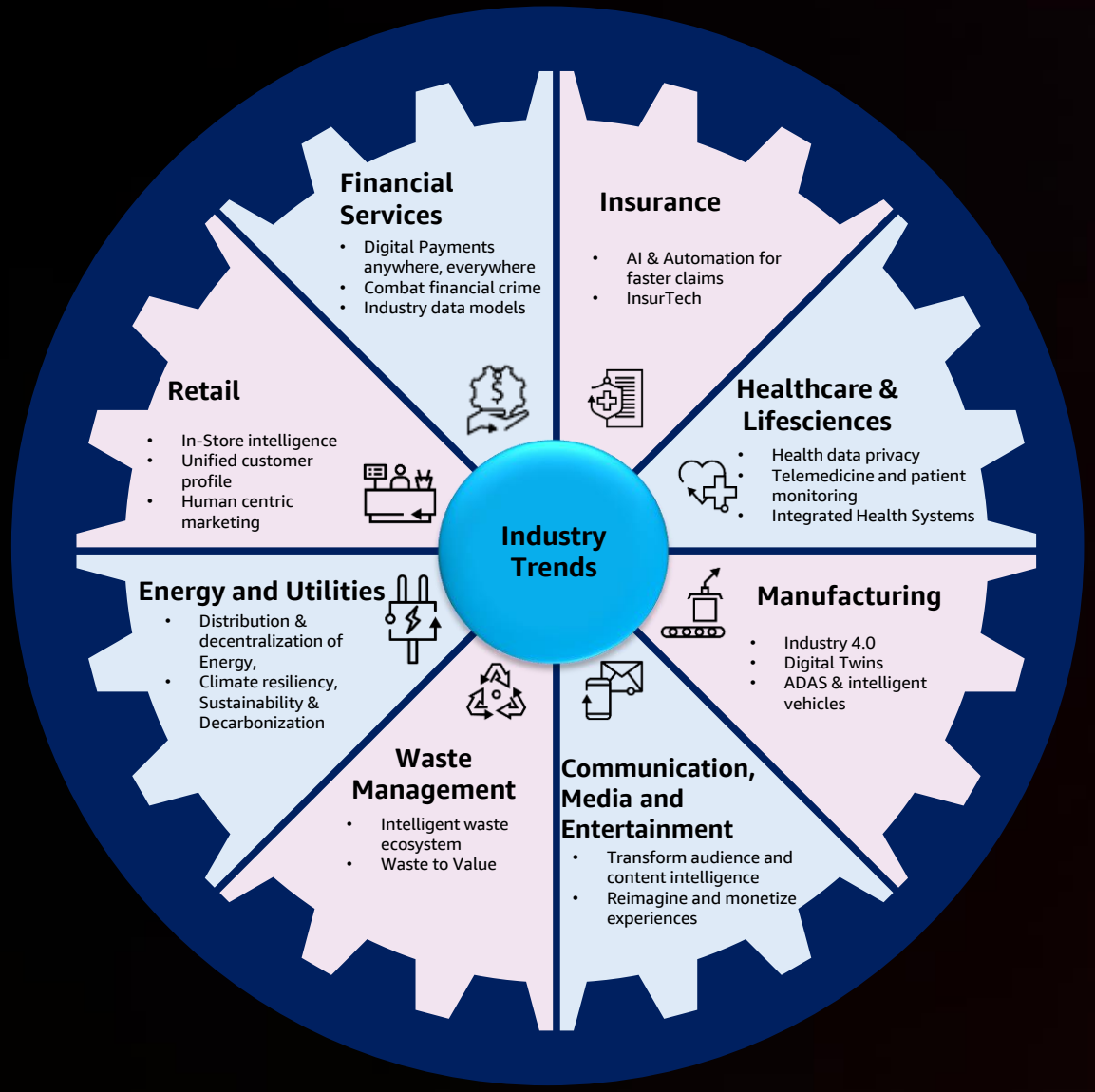
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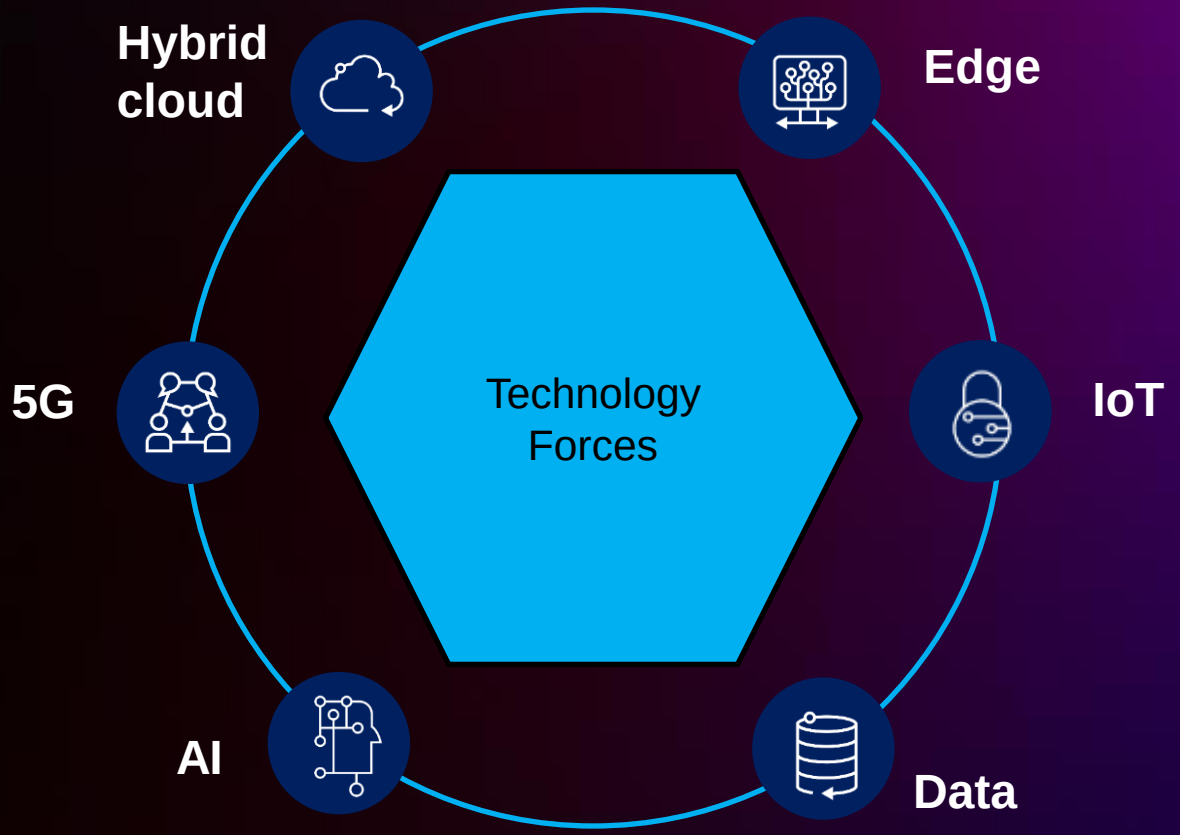
Creating business value from the confluence of technologies

Speaker:
Nageswar Cherukupalli (Nages)
SVP & Sales Head – Financial Services and Insurance, Infosys

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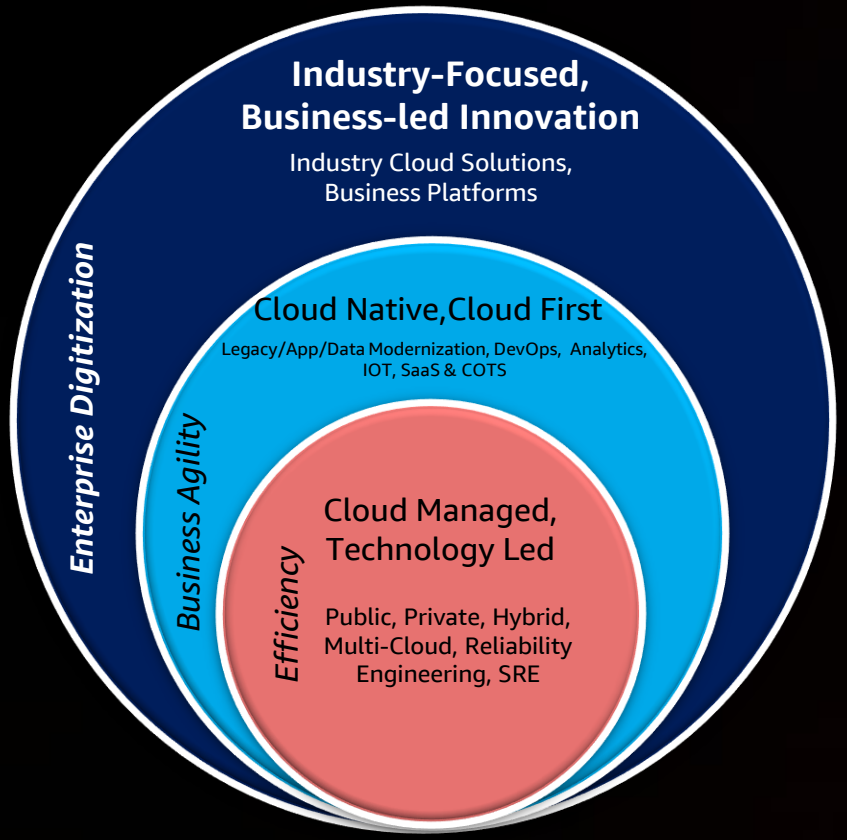
Industry trends and technology priorities





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Infosys Cobalt: Driving enterprise digital strategy through acceleration to Cloud Native and Business-led innovation



Hybrid Cloud · Edge · 5G

IoT · AI · Data

Business-led Innovation

- Automated guided vehicles for Smart warehouse
- Smart Fault Tree for asset troubleshooting
- ESG , Sustainability initiatives

Cloud Native

- User experience
- Modernization
- Unlocking new value to clients & Infosys via technology solutions

Cloud Managed Services

- Intelligent cloud operations
- Reliability engineering
- Multi-cloud operations

Outcomes

- ✓ Drive high growth, Market cap Expansion & profitability
- ✓ Superior Customer Experience
- ✓ Cloud Native Culture
- ✓ Business process efficiency gain
- ✓ Improved social responsibility
- ✓ Security by design

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Infosys cobalt

Infosys Cobalt – CTO aligns closer to core business outcomes

Business Outcomes

Industry Cloud Solutions

Infosys Transaction Reconciliation System| Financial Crime solution | Telco on Tap | Mortgage in a box | Engineering Cloud

Industry Data Models

Mortgage | Healthcare | Supply Chain

Business Blueprints

Reference Architecture | Plug-Play Models

Cloud Foundation

Multi-cloud infrastructure

Public | Private | Poly-Cloud | Compute | Storage | Network

Cloud Native

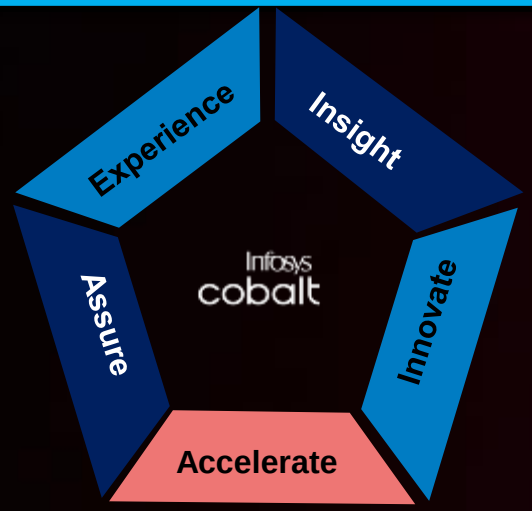
Domain specific API | Micro UI | Modernization

Cyber Security

Infosys Cyber Watch

Technology Cloud

Cortex | Genome Solution | LEAP | Cyber Watch



Technology Platforms

Industry Platforms

Helix | Finacle | Infosys Digital Commerce Platform(EPOCH) | Equinox – Human centric commerce platform | Telecom - DOE

IIN

Listening Post as a Service (LPaaS) : Rapid prototyping, incubation | Startups embedded into our Platforms & Solutions

Business-Led Transformation Delivering Outcomes

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Comerica: The Value of Cloud

Speaker:
John Wei
CTO and SVP, Comerica

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Leading in the Public Cloud (SaaS, PaaS and IaaS)

Comerica Bank
Innovation Team

4000+ bankers using CRM platform as a service

225% increase in virtual desktops for remote worker



~200 Business application being delivered In the public cloud

100% of call center agents on AWC Cloud Service

20%
Energy Consumption Reduction

225 Cloud critical controls

>70%
of all applications hosted in the public cloud

Instant Scalability

4.7 out of 5.0
AppStore rating for our latest cloud based mobile app



1,500
Servers Retired

CLOSED

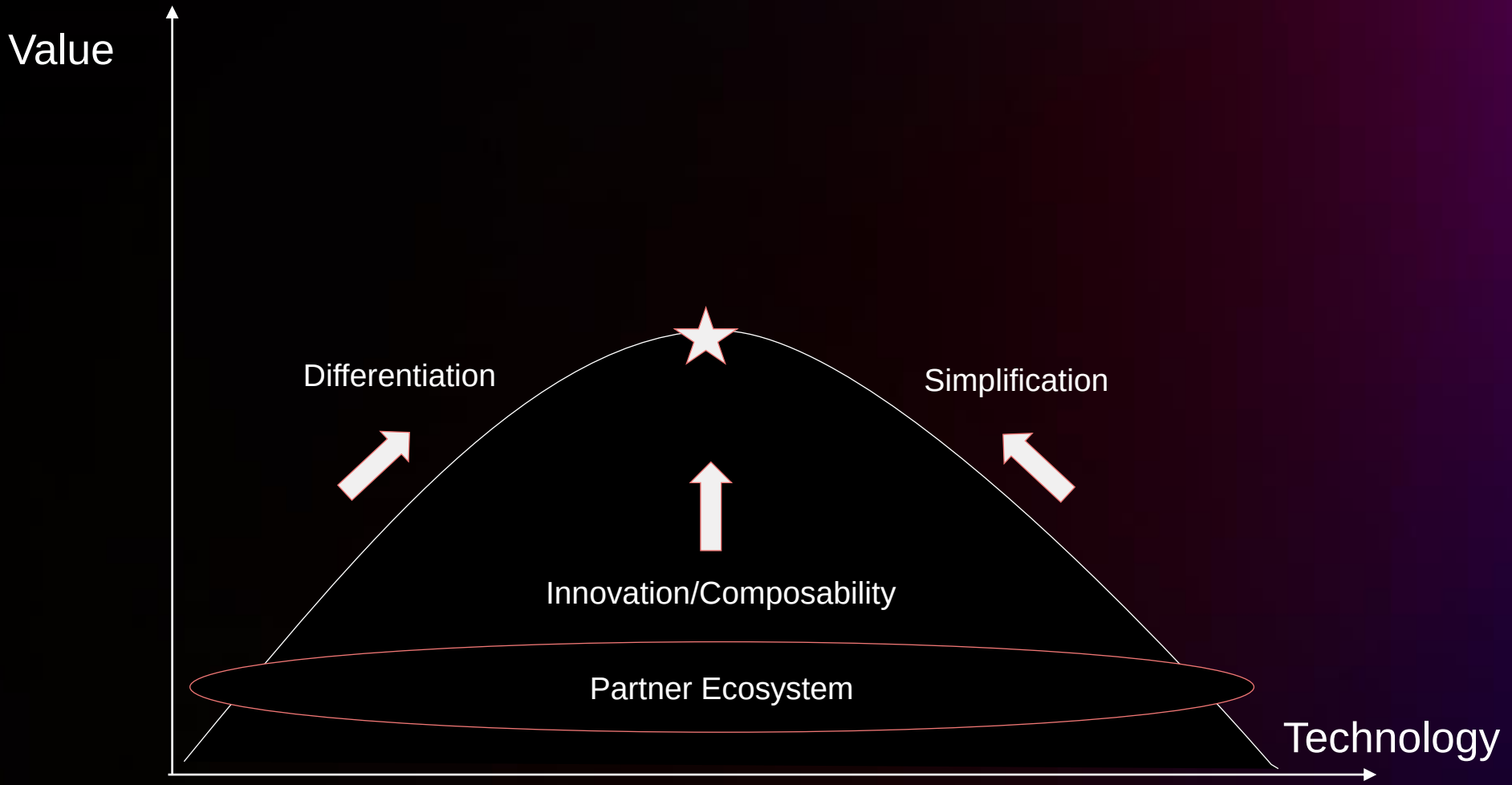
2 of 3
Data Centers

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A Technology Value Mental Model

CLOUD IS AN ECONOMIC MODEL



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Comerica Bank
Innovation Team

“…we have been rapidly adopting cloud computing to help us become more scalable, resilient and agile in the development and deployment of solutions for both colleagues and customers.”

Curtis C. Farmer
Chairman, President
and Chief Executive Officer

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The Value Of Cloud

Comerica Bank
Innovation Team

Focused on achieving four value-based outcomes



Customer Focus

Enables us to emphasize value added investments and minimizes our data center operations



Speed

Accelerates our digital initiatives by using composable services to shorten application development time and speed to market



Pay By the Drink

Allows for cost optimization through consumption-based pricing while also eliminating physical assets and space



Security

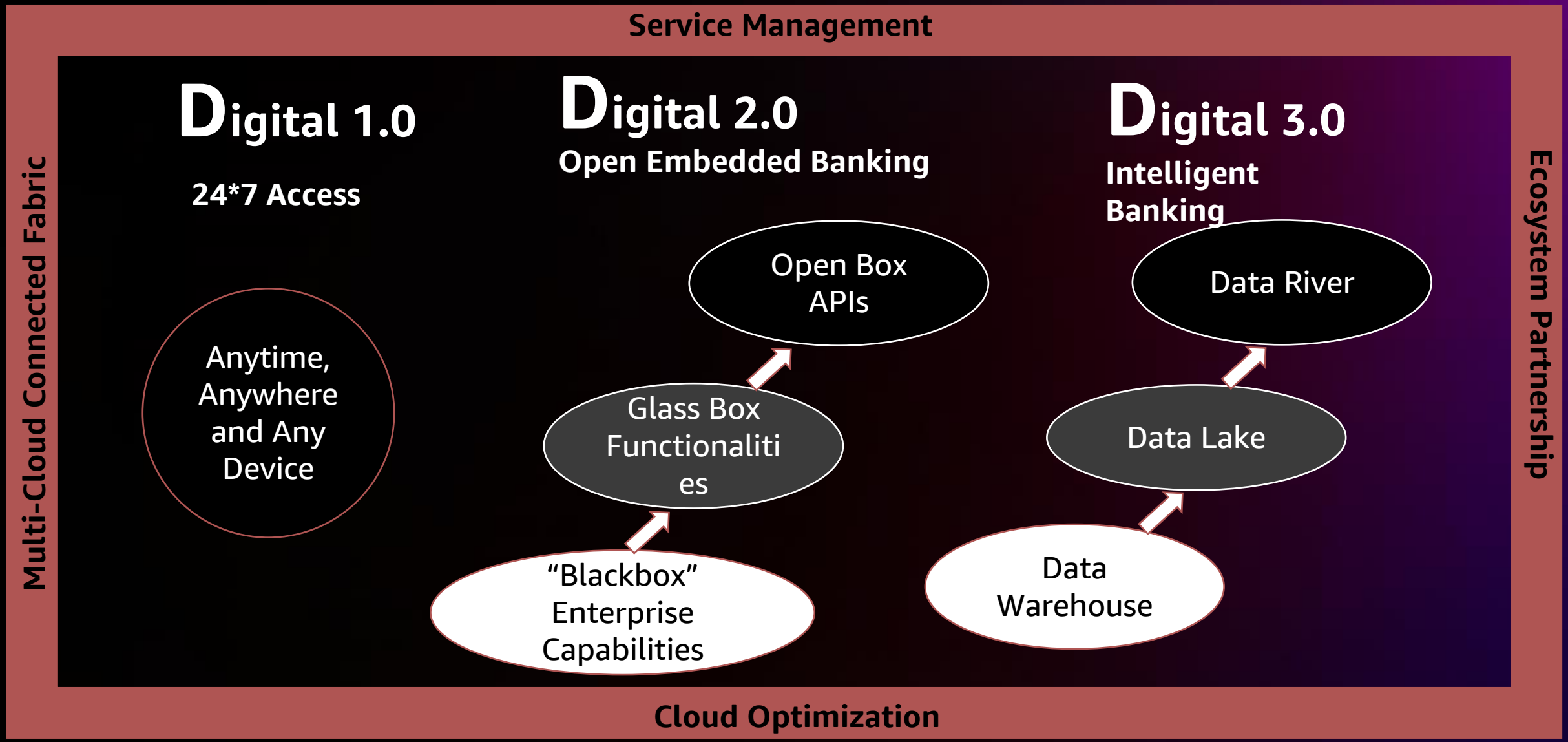
Enhances our compliance, security, resiliency, and environmental commitments

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Cloud Unleashes Digital Opportunities

Comerica Bank
Innovation Team



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Cisco CX Services Transformation

Providing an enhanced user experience leveraging AWS

Speaker:
Nasir Mohammed
Director - Service Delivery, IT – Cisco Systems Inc.

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Cisco CX Files Transformation

- The Business Imperatives for transformation
- The Solution – AWS Cloud Adoption
- Business benefits achieved

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Cisco Technical Support

Revenue FY22



$10.7B

Service Requests
Per Year



2.7M

Engineers



18K

Customer Portals
Unique users per quarter



700K



Customers & Partners



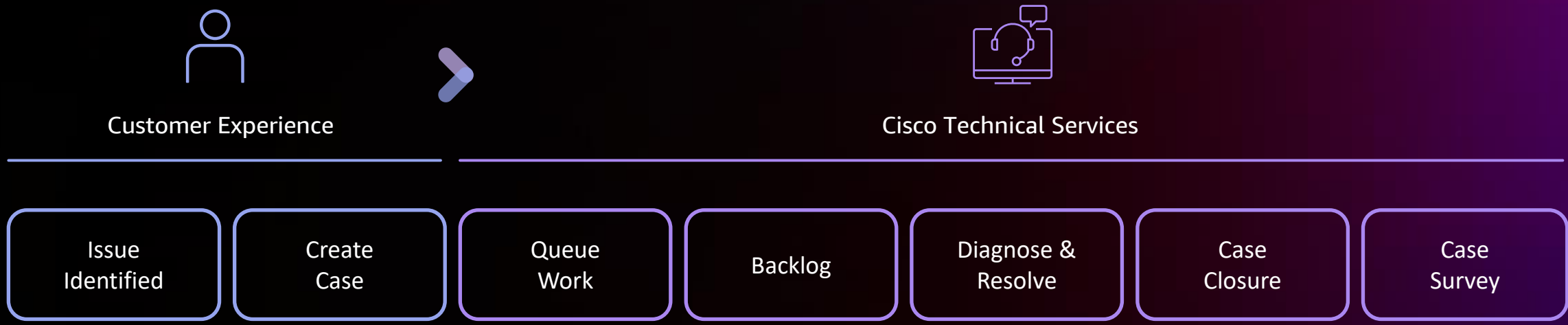
Cisco TAC

Case Management Platform

secure, cloud native, intelligent digital platform

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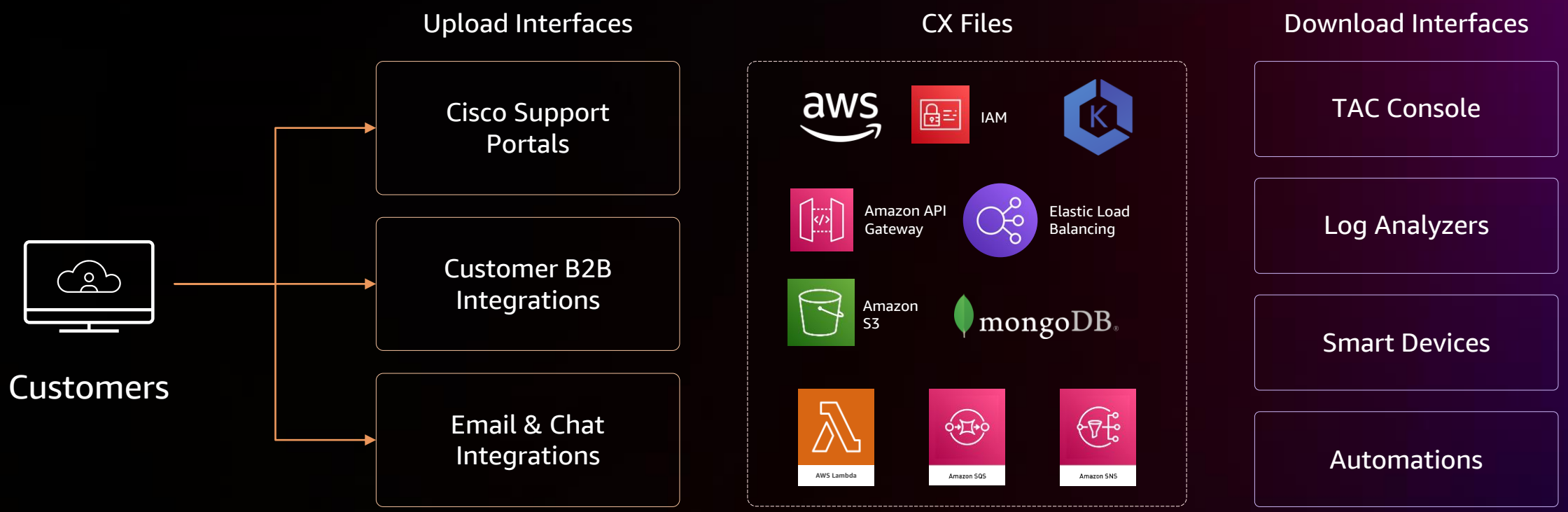
Case Management Lifecycle



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What is CX Files?

CX Files is a cloud-native solution to store & retrieve Customer device data needed for CX workflows



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How did Infosys & Cisco design the solution for the problem at hand?

AWS Cloud Platform Adoption
~1.75 PB Data on NAS
(300% increase YoY)

1. How do we **move it to AWS?**
2. How do we improve **read & write latency?**
3. How do we ensure **security on the cloud?**
4. How do we ensure **zero disruption migration?**
5. Where will the **metadata go?**
6. How do we build **Resilient System ?**

AWS Snowball (80TB)

Amazon S3 Transfer Acceleration

AWS KMS

ClamAV

An intelligent Switch based logic

MongoDB Atlas

Amazon Route 53

Region - 1

Region - 2

Design Considerations

- Cost
- Scalability & Reliability
- Migration / Availability
- Performance
- Storage
- Security
- Flexibility/Adaptability

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Usage metrics and outcomes

USAGE

700K
unique users

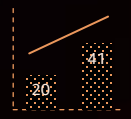
25 TB
data monthly

4.5M
file monthly

45M
requests monthly



5% increase in CSAT for Automation workflow using CX Files



Client applications increased from 20 to 41



Certified 100% Secure



20% improvement in upload/download times



Availability increased to 99.99%



100% Compliant with Data Retention policies

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Impacting people’s daily lives with IoT

Speaker:
Tero Hottinen
Head of Strategic IoT Partnerships, KONE

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Impacting people's daily lives with IoT



Tero Hottinen
Head of Strategic IoT Partnerships, KONE




5G

Digital Platform Renewal in Numbers



10+
KONE DIGITAL SOLUTIONS

6
IOT DEVICE TYPES

10+
RELEASES

20+
DATA PLATFORM USE CASES / DASHBOARDS

230,000+
IOT DEVICES

50+
COUNTRIES

500+
PEOPLE CLOSELY INVOLVED

10,000+
GLOBAL USERS

3
MAIN PARTNERS

Solid Platform Enabling Impactful Services

EXISTING SOLUTIONS AND APPLICATIONS

Building management

Tenant experiece

KONE DIGITAL PRODUCTS

KONE 24/7
Connected Services

KONE
Office Flow

KONE API Ser

Elevator Call API

Robot call API

Equipment Status API

Service info API

KONE DIGITAL PLATFORM

THIRD PARTY PRODUCTS ENABLED BY API'S

Service robots

Smart home applications

Access solutions

Visitor management solutions

Wayfinding / navigational apps

40%
50%
70%
<CO2



IoT – Impacting the Daily Life of People!



Thank you!

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Tero Hottinen
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