

LEAD YOUR BUSINESS INTO A NEW AGE OF CX

Transform your customer experience (CX) to become a cloud-connected enterprise

By leveraging an Accelerated Cloud Transformation (ACT) methodology based on Agile principles, Infosys gives you a clear path to digitally transform the customer experience with Oracle Cloud CX, [leveraging Infosys Cobalt](#).

We help you create phenomenal customer journeys through:

1

Risk-free implementation

- > Benefit from preconfigured industry solutions, a rapid implementation workbench, tools, and automation platforms—backed by rigorous cloud training
- > Utilize a well-laid roadmap for your digital transformation that meets your customers' rapidly changing expectations better than ever



2

Consulting-led engagement

- > Innovate with customer journey mapping workshops, CX innovation workshops, and business case and return on investment (ROI) planning
- > Design a customer journey that is personalized to your industry and your customers



3

Legacy modernization solutions

- > Gain the advantage of upgrading your legacy CX solutions, including Siebel, Oracle Configurator, Oracle E-Business Suite Customer Relationship Management (CRM), and home-grown systems, to Oracle Cloud CX



Infosys helped a major financial services company¹ deploy a digital transformation solution utilizing Oracle Cloud CX across more than 200 of the company's service branches, leading to:

10%

increase

in lead generation and upsell opportunities



10%

improvement

in time to market for campaigns



10%

growth

in revenue from digital channels



Infosys brings strong industry expertise, implementation experience, and investments in solutions, innovations, and automation to its Oracle Cloud CX offerings. Some of our key offerings and innovations include:

- > Infosys Industry Solutions
- > Infosys CX Cockpit
- > Legacy Modernization Solution
- > Infosys Oracle Cloud Suite
- > Infosys Digital Sales and Service Solutions
- > Infosys CPQ and Subscription Solutions for High Tech, Manufacturing, and Healthcare Equipment Industries
- > Infosys Digital Field Service Solution

Are you ready to accelerate your CX cloud transformation?

With our cloud-connected approach to transformation, Infosys and Oracle help you leverage the full potential of Oracle Cloud CX for unparalleled customer experiences.

[Contact Infosys today.](#)

¹"Infosys Helps India's Stock Holding Corporation Transform Customer Service," Infosys, 2022, <https://www.infosys.com/oracle/insights/documents/transform-customer-experience.pdf>.

Oracle offers integrated suites of applications plus secure, autonomous infrastructure in the Oracle Cloud. For more information about Oracle (NYSE:ORCL), please visit us at www.oracle.com

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