# LEAD YOUR BUSINESS INTO A NEW AGE OF CX

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

Infosys gives you a clear path to digitally transform the customer experience with Oracle Cloud CX, leveraging Infosys Cobalt.

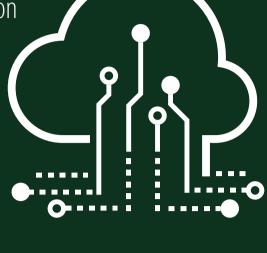
By leveraging an Accelerated Cloud Transformation (ACT) methodology based on Agile principles,

We help you create phenomenal customer journeys through:

### Risk-free implementation > Benefit from preconfigured industry solutions, a rapid

- implementation workbench, tools, and automation platforms—backed by rigorous cloud training
- transformation that meets your customers' rapidly changing expectations better than ever

> Utilize a well-laid roadmap for your digital



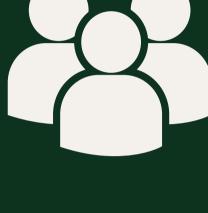
# **Consulting-led engagement**

CX innovation workshops, and business case and return on investment (ROI) planning

Design a customer journey that is personalized to

> Innovate with customer journey mapping workshops,

your industry and your customers

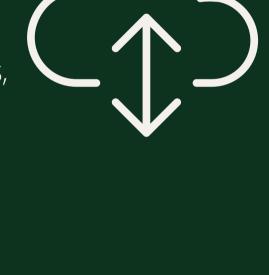


## > Gain the advantage of upgrading your legacy CX

Legacy modernization solutions

Oracle E-Business Suite Customer Relationship Management (CRM), and home-grown systems, to Oracle Cloud CX

solutions, including Siebel, Oracle Configurator,



10%

improvement

Infosys helped a major financial services company<sup>1</sup> deploy a

digital transformation solution utilizing Oracle Cloud CX across

more than 200 of the company's service branches, leading to:

upsell opportunities

increase

in lead generation and

in time to market for campaigns

digital channels

growth

in revenue from

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:

> Legacy Modernization Solution

> Infosys Industry Solutions

> Infosys CX Cockpit

> Infosys Oracle Cloud Suite

**Equipment Industries** Infosys Digital Field

**Service Solution** 

Infosys Digital Sales

and Service Solutions

Infosys CPQ and Subscription

Manufacturing, and Healthcare

Solutions for High Tech,

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.

community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance comes

baked into every solution delivered.

Contact Infosys today.

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

Navigate your next