SUMMITAI

# SummitAI takes center stage as the preferred IT service management platform for Infogain's digital transformation

Infogain is a fast-growing human-centered digital platform and software engineering company based in Silicon Valley, with over 6,000 employees around the globe, including India, Uruguay, Poland, the UK, the US, Canada, and Singapore. It empowers companies in the travel, retail, insurance, and technology verticals to utilize the capabilities of cloud, artificial intelligence (AI), and emerging technologies to create extensible platforms that leverage data and delight users. Operating in the digital transformation domain, Infogain works with 24 Fortune 500 enterprises and has an enviable client retention rate of 95%. The company was looking at digitally transforming its own operations to serve its customers and employees better.

## Driving Human-Centered Digital Transformation With SummitAI

Infogain believes in solving clients' problems with a customer-centric focus and a human-centered approach. Its human-centered approach is built on the foundational concepts of employee engagement, employee collaboration, and the user experience of employees.

Infogain needed a solution that could help drive and achieve its human-centered digital transformation ambitions.

> We're focused on the best of needs. An IT/Enterprise Service Management platform that we can fit in with our human-centered approach.



– Manish Anand
Vice President & Chief Information Officer

infogain
Engineering Business Outcomes

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The company's IT strategy is focused on making its employees more efficient through improved engagement, efficiency, ease of use, and productivity. Infogain emphasized that its users shouldn't do ten clicks when only one click would suffice.

## Why Infogain Chose SummitAI?

For Infogain, the pricing offered by SummitAI was a good starting point. Moreover, the flexibility and agility offered by SummitAI are the perfect fit for the 'best of needs' focus area of Infogain. Manish Anand has adopted the ITSM platform from SummitAI for the third time. This time as the CIO of Infogain. "What I've always found with SummitAI is that their ITSM platform has been able to fit my needs," added Manish Anand.

SummitAI is now a core pillar of Infogain's digital transformation initiatives, helping them meet their need for human-centric digital transformation, especially the provision of self-service and automation. For Infogain, scalability was also vital to support the doubling of employee numbers over the next two years. Plus, no code/low code was critical to agility as Infogain converted its application stack.





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The ease of integration with other systems and tools was also a key factor to consider for the selection of SummitAI, with one of the critical digital transformation goals of Infogain being the integration of multiple platforms to have them work together. For example, the procurement tool is integrated with Oracle Financials to automate invoices. There's also a heavy investment in a data lake. Microsoft Power BI is employed to strengthen business analytics, including self-analytics, where employees can create graphs and use their preferred data visualization techniques.

Infogain started with ServiceNow, but after an in-depth evaluation and deliberation, it chose SummitAI because it offers a very flexible, agile, and highly scalable AI-powered platform with self-service and automation capabilities.

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# Digital Transformation at Infogain: Changing IT Capabilities for the Better

Infogain's IT digital transformation needs were split into two parts:

**Business Technology**

**IT Operations**

## SummitAI helped Infogain realize benefits in the following areas:

### Self-service

Infogain's strategy for business technology is to make it more efficient, especially in terms of the user interface. This approach also applies to IT operations, with self-service being key to moving users to better experiences and self-sufficiency. The goal was not to make business users depend on the IT team for resolving their IT-related issues. It didn't want its users to log into SummitAI to raise a ticket and route it to the IT team, resulting in an engineer walking up to the end user's desk.

The platform removed the dependence on the IT personnel, using self-service automation designed on open-source components with SummitAI as the back end. If a user wants a software to be installed, then the user visits a self-service portal to look for what's needed in a catalog of approved applications. The user selects the required software, and the installation happens in the background. No human is involved. At the start of the software installation, a ticket is automatically created on the SummitAI platform. If the installation is successful, then the ticket automatically closes. If there's an issue, then the ticket stays open, and an engineer helps the user to resolve the problem.

### HR Workflow

If an employee experiences a challenge when applying for leave, filling and managing timesheets, or managing the recruitment process, then a wizard is made available to them to seek help. The wizard captures a screenshot and logs a ticket, and that's it. The employee doesn't need to visit a support portal to create a ticket, send an e-mail, or even use a mobile app. The application does it automatically.

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## Data Center Support

This approach is extended to data center operations as well. If a change is needed – for example, a code needs to be changed – then the IT team creates a change control request. The change control workflow alerts the application owner, who reviews the request in the change management console, and approves or rejects the change. If approved, then SummitAI automatically triggers the automation portal and executes the change control clause. Again, there is no human intervention required.

## Developer Support

The developer community at Infogain needs machines for testing their code. Now, a developer can log into the cloud and request a machine easily. There are standard templates; the machine is automatically deployed, and they can quickly start testing. Once they're done, they can just as easily "kill" the machine.

These examples reflect just two elements of the digital transformation that Infogain is driving with SummitAI. Importantly, though, these new digitally-enabled ways of working don't require business or IT users to visit a support portal to create a ticket.

> If not carefully planned, ITSM is the worst investment that you can make. Because all you are doing with ITSM is opening and closing tickets. That's it. I don't think that this is the purpose of IT operations. Instead, IT operations have to keep an eye on the worthiness and effectiveness of your operations. So, it has to be fed with the correct data. We find the ITSM platform from SummitAI to be very helpful.

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## Digitally Transforming Beyond Core ITSM

Infogain has integrated SummitAI with Ansible for asset discovery and its automation platform, which is Python and Flask. There is also an integration with the corporate application platform, Practically. In the future, Infogain will integrate it with its private cloud platform based on Ubuntu, which is again open source, and open stack.

The workflow automation capabilities are proving to be valuable in other business functions too. For example, employee onboarding and exit – which traverses multiple business functions. Infogain has leveraged SummitAI to automate these workflows, with some parts being automatically executed. Some parts of the workflows are intelligently executed using AI. It means that the entire workflows are no longer dependent on human intervention. Continuous progress is visible and transparent.

## About SummitAI

SummitAI, formerly SymphonyAI Enterprise IT, delivers AI-native service and operations for the enterprise. With deep domain knowledge, enterprise context, intelligent ontologies, workflows, and agentic AI, SummitAI understands how organizations operate and turns that intelligence into autonomous action. From service management and asset management and enterprise workflows, SummitAI helps organizations resolve more work with less human intervention.

SummitAI is recognized by leading industry analysts, including Gartner, Forrester, and IDC, for its innovation in AI-powered enterprise service and operations.

## Request a demo

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