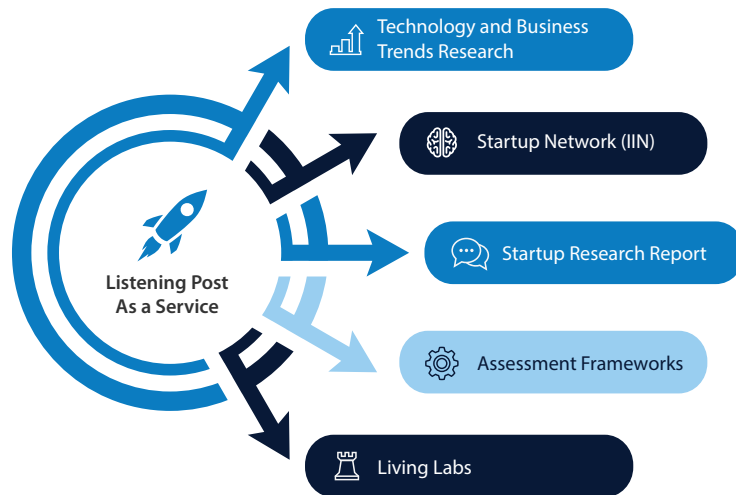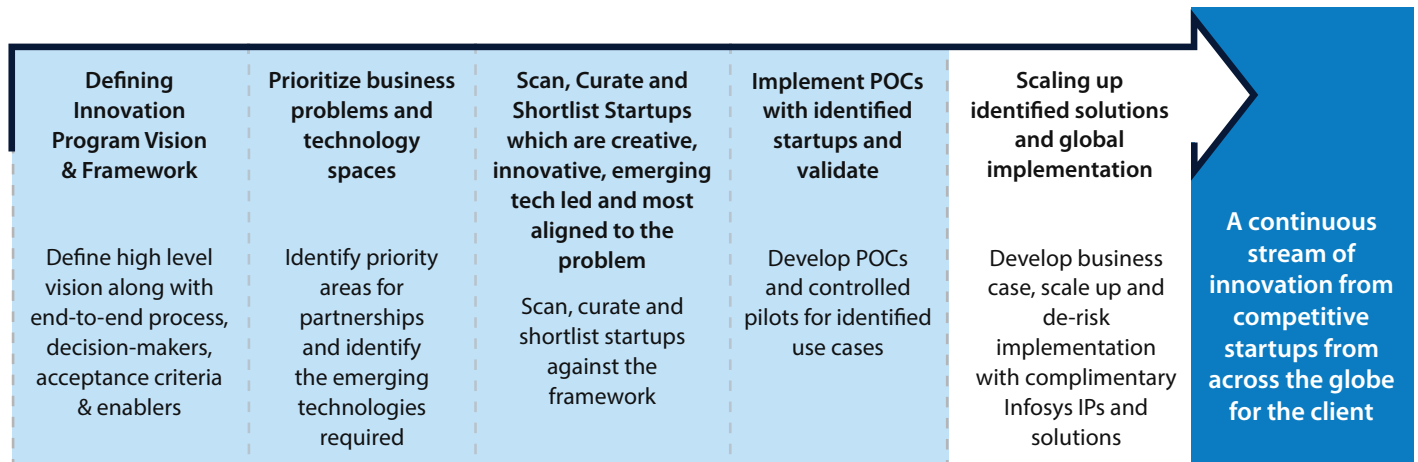# LISTENING POST-AS-A-SERVICE

Listening Post-as-a-Service is the latest offering from Infosys aimed at providing key technological trends, innovative startups (IIN), and assessment frameworks for client specific problems/opportunities.

We bring together the holistic capabilities of trends research, emerging tech incubation, startups & university networks, and our understanding of client businesses to provide startup recommendations.

Listening Post As a Service

- Technology and Business Trends Research
- Startup Network (IIN)
- Startup Research Report
- Assessment Frameworks
- Living Labs

Listening Post-As-A-Service Offering Design

Defining Innovation Program Vision & Framework	Prioritize business problems and technology spaces	Scan, Curate and Shortlist Startups which are creative, innovative, emerging tech led and most aligned to the problem	Implement POCs with identified startups and validate	Scaling up identified solutions and global implementation
Define high level vision along with end-to-end process, decision-makers, acceptance criteria & enablers	Identify priority areas for partnerships and identify the emerging technologies required	Scan, curate and shortlist startups against the framework	Develop POCs and controlled pilots for identified use cases	Develop business case, scale up and de-risk implementation with complimentary Infosys IPs and solutions

A continuous stream of innovation from competitive startups from across the globe for the client
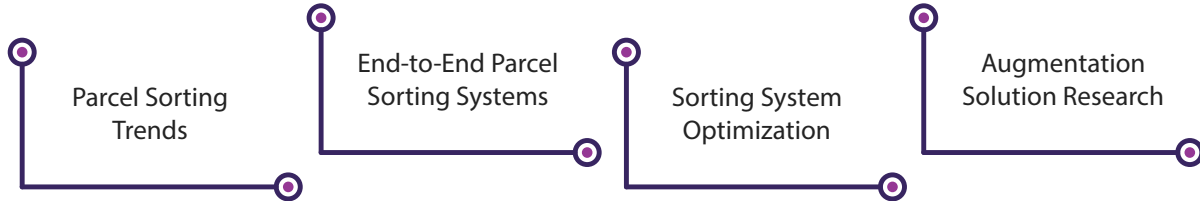
Listening Post-As-A-Service Client Implementations

Infosys has been working with clients in delivering Listening Post As A Service. We have completed several engagements, are in talks with other clients and have many deals in the pipeline.

Trends In Sortation Technology for a leading European Postal & Logistics Service Company
Research Themes

Parcel Sorting Trends — End-to-End Parcel Sorting Systems — Sorting System Optimization — Augmentation Solution Research

- Identified key trends in sortation technology
- Defining startup evaluation and company assessment framework for end-to-end parcel sorting systems and optimizing parcel sorting
- Risk evaluation framework and recommendation quadrants
- 140+ companies and 80+ startups screened and evaluated
- Final recommendation of 3 startups and 5 companies for pilots

Call Center Productivity Innovation & Customer Experience for an American Multinational Telecommunications Conglomerate

Research Themes

Call Center Behavioral Profile Pairing — Retail Store Theft Prevention Solutions — Call Center Knowledge Management — Retail Stores Back-Office Operation Automation

- Contextualized business research in areas such as call center behavioral profile pairing, retail store theft prevention, call center knowledge management and Optimization of Retail Back Office Operations
- 90+ companies and startups were screened and evaluated
- Recommended 50+ startups and companies across multiple problem statements

About Us

The incubation center of Infosys called 'Infosys Center for Emerging Technology Solutions' (iCETS) focuses on incubation of NextGen services and offerings by identifying and building technology capabilities to accelerate innovation. Reach out to iCETS@infosys.com for more information.

Infosys®
Navigate your next

For more information, contact askus@infosys.com

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