



CMMI® Institute

CMMI AIM

Infosys Drives Global AI Innovation, Quality and Governance with CMMI AIM



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About Infosys Limited

Infosys is a global leader in AI first business consulting and technology services. Over 325,000 of our people work to amplify human potential and create the next opportunity for people, businesses, and communities. As navigators of enterprise transformation, we enable businesses in 63 countries to unlock AI value at scale. With over four decades of experience in managing the systems and workings of global enterprises, we accelerate business transformation through our AI-first value framework, deep domain expertise, and our unique ability to orchestrate innovations from our AI-native partner ecosystem. Infosys is counted among the world's Top 100 brands committed to being a well-governed, environmentally sustainable partner for our clients where deep talent expertise, in an inclusive workplace, help them navigate their next.

For more information, visit www.infosys.com

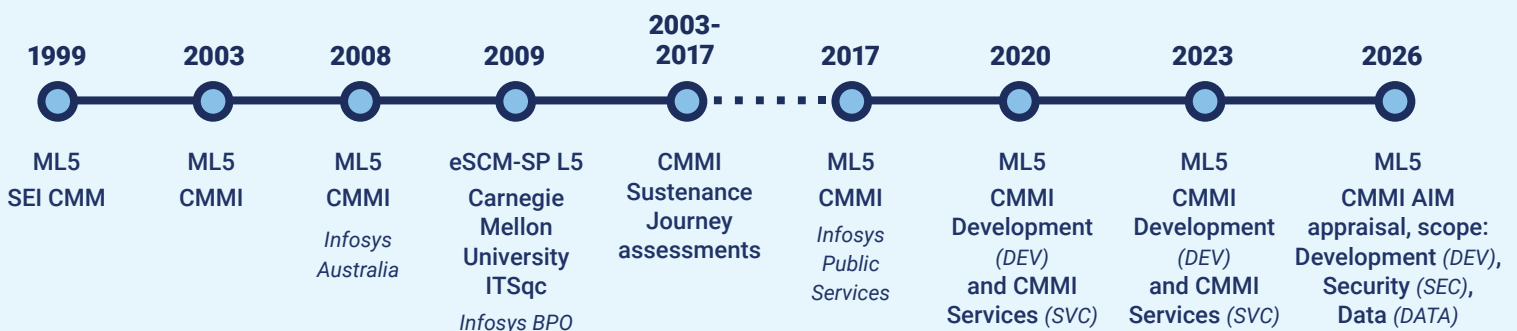
“CMMI AIM pilot assessment has helped us to galvanize the organization towards high maturity AI development and deployment practices with well-defined guardrails, in turn providing enhanced confidence to our clients. CMMI AIM has the potential to influence organizations positively in their AI adoption and innovation journey, so that they can get superior outcomes while managing the risk well”



NABARUN ROY

Executive Vice President, Group Head – Quality

Infosys Maturity Level Milestones



THE CHALLENGE:

Balance AI Innovation with Accountability

The rapid acceleration of artificial intelligence (AI) combined with evolving customer needs introduced challenges at Infosys. Internal teams and external clients demanded faster innovation and AI-enabled transformation while simultaneously requiring strict compliance with governance requirements and increasingly complex international regulations and standards.

Infosys recognized that scaling AI successfully required more than technology adoption—it wanted AI to enhance human capability while proactively mitigating operational, security and bias-related risks. The organization needed a disciplined framework that enabled innovation while ensuring AI initiatives remained responsive, ethical, transparent and aligned with societal values.

“The CMMI AIM pilot marks a significant step in our journey to unlock the true value of AI,” said Dinesh Rao, Executive Vice President and Chief Delivery Officer, Infosys. “As one of the initial organizations to pilot the CMMI AIM framework and contribute to the content and assessment method, we are defining what responsible, enterprise-grade AI adoption looks like in practice. Powered by Infosys Topaz, our sustained investments in AI maturity—across governance, productivity, and outcomes—give our clients a tested, structured path to realize AI value at scale. This milestone reinforces our role as architects of enterprise AI and governance standards the industry will follow.”

Infosys had already established a mature and effective AI-enabled engineering environment. Building on its long-standing success with Capability Maturity Model Integration (CMMI®), Infosys adopted CMMI Artificial Intelligence Maturity (CMMI AIM™) to guide a structured organization-wide approach for secure and compliant AI adoption.

With foundational AI management principles already embedded within its organization, Infosys was well positioned to advance its AI transformation journey with CMMI AIM to further operationalize, benchmark and scale AI adoption consistently across business units and service lines.

Infosys's primary business objectives for CMMI AIM:

- Improve the maturity of AI-augmented software engineering processes.
- Increase productivity through the adoption of AI-enabled tools and platforms.
- Enhance solution quality through AI-enabled quality engineering practices.
- Expand AI adoption across internal operations and client services.

Strategic AI maturity imperatives:

Infosys also established broader business and industry imperatives to guide industry-leading AI adoption:

- Differentiate in the market through a disciplined CMMI AIM-based approach integrating the Infosys Responsible AI (RAI) framework throughout the software engineering lifecycle.
- Strengthen AI governance, accountability and risk management practices.
- Prepare for its 2026 CMMI appraisal, aiding scaling of AI adoption to all projects across the organization.
- Institutionalize AI best practices to drive predictable outcomes.
- Benchmark AI-augmented capabilities and engineering processes.
- Achieve measurable improvements in productivity, quality and client outcomes.
- Contribute industry leadership insights derived from early adoption of CMMI AIM.

Scope of CMMI AIM Evaluation Appraisal

To support its goal of a more structured approach to strategic AI initiatives, Infosys selected eight Practice Areas to be evaluated through the CMMI AIM appraisal:

- Requirements Development and Management
- Technical Solution
- Verification and Validation
- Governance
- Implementation Infrastructure
- Data Management
- Enabling Security
- Risk and Opportunity Management



THE SOLUTION:

AI at the Speed of Intelligence and Innovation

Infosys leveraged CMMI AIM to strengthen service delivery capabilities and drive disciplined AI adoption aligned to strategic business outcomes:

- Accelerated productivity improvement to support faster release cycles.
- Improved service quality and delivery consistency to achieve “First Time Right.”
- Exceeded targeted testing productivity of teams by more than 22 percent using AI-enabled test case authoring, test data generation and regression automation.
- Exceeded targeted defect escape rates by using AI-assisted log analysis, enhanced defect analysis tools and automated reviews.

CMMI AIM enabled Infosys to standardize AI adoption while maintaining the flexibility required across diverse business units and service lines. The initiative validated that CMMI AIM could accommodate organizational complexity across multiple business units and service lines, while allowing Infosys the flexibility to address context-specific needs with rigor and operational accountability.

Further, in an AIM adoption use case with an Infosys healthcare client, post-deployment business outcomes included:

- 15-20 percent reduction in build effort
- 20-25 percent reduction in ticket analysis and triage effort
- 50 percent reduction in ticket resolution time through AI-enabled knowledge management
- Improved transition efficiency and operational scalability

“CMMI AIM is a significant milestone in our endeavor to infuse AI in our solutions and offerings to drive measurable business outcomes. With Infosys Topaz at the core of this journey, this repositions us as a global leader in driving AI adoption at enterprise scale to deliver innovation and productivity gains in a responsible and transparent manner.”



ANOOP KUMAR

*Senior Vice President—Business Excellence—
Head Quality*

Key insights from Infosys’s experience with CMMI AIM

Through its adoption of CMMI AIM, Infosys gained important insights regarding the realities of strategically scaling AI across global operations.

- The CMMI AIM initiative reinforced that AI adoption exists across a broad spectrum—from fully autonomous AI-driven solutions to AI-augmented Human in the Loop (HITL) operating models. CMMI AIM enabled Infosys to assess maturity through a balanced lens, recognizing that sustainable business value is achieved when AI enhances human expertise, judgement and decision-making rather than attempting to replace it.
- CMMI AIM is a critical strength, as **ethical AI is a core design principle that must be embedded across conception, design, deployment, monitoring and continuous operation.** AI cannot function as a standalone governance activity.
- Infosys also confirmed that **AI outcomes are only as reliable as the data quality and security practices supporting them.** Successful AI adoption requires a **tightly integrated ecosystem where AI, data management and cybersecurity operate as unified and interdependent capabilities.**
- Organizations need to strengthen regulatory readiness for AI-enabled solutions. CMMI AIM provided a practical framework for embedding compliance-by-design principles, enabling **Infosys to innovate responsibly while remaining resilient amid rapidly evolving regulatory requirements** across industries and global markets.

What Changed After Infosys Adopted CMMI AIM

One of the most significant benefits of adopting CMMI AIM was Infosys realizing that the convergence of software engineering, service delivery, data governance and security disciplines creates the strongest foundation for scalable and meaningful AI outcomes.

CMMI AIM enabled Infosys to operationalize these domains as interconnected pillars of AI maturity rather than isolated functional capabilities.

“CMMI AIM will help us graduate from high maturity to hyper maturity, enabling AI to be deeply embedded across the enterprise.”



SATYAJIT MOHANTY

Vice President, Senior Business Quality Head

CMMI AIM also provided Infosys with a structured high-level view of its internal AI platform, Topaz Fabric. This platform powers how Infosys runs, transforms, and secures enterprises for the AI era—setting new benchmarks for speed, intelligence, and adaptability. This platform is made available to 40-50,000 Infosys employees, to accelerate IT and business service delivery to enterprises, responsibly. CMMI AIM helped identify organizational strengths while uncovering opportunities to further enhance scalability, security and operational integration.

Equally important, **CMMI AIM reinforced that AI maturity is fundamentally a people transformation** as much as a technology advancement. Infosys recognized that long-term

AI success depends on enabling teams with the right structures, discipline, skills and alignment to support effective innovation at scale.

Through well-orchestrated practices guided by CMMI AIM, Infosys established disciplined, transparent and repeatable AI practices that are essential to sustaining credibility and confidence in AI initiatives.

Overall, Infosys found that CMMI AIM provides a practical, scalable and future-ready framework for assessing and advancing AI maturity. The experience demonstrated that sustainable AI value is unlocked through the combination of disciplined execution, risk-aware management, empowered teams and integrated ecosystems.

“CMMI AIM inspires us to achieve accurate, innovative and mature AI solutions. In the past, CMMI has been the backbone of our delivery excellence; in the future, CMMI AIM will provide further impetus to our AI journey!”



SHREEKANTHA V. AYYA

Assistant Vice President, Senior Unit Quality Head (Corporate Audits)



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CMMI® Institute is trusted by organizations worldwide to help improve performance through proven processes that drive quality, efficiency, and business value. **CMMI® (Capability Maturity Model Integration)** is a globally recognized framework that enables organizations to assess, improve, and benchmark their capabilities while adapting to evolving industry needs. Its flexible architecture supports specialized extensions such as the **Medical Device Discovery Appraisal Program (MDDAP)**, developed to support the FDA's Case for Quality initiative.