

INFOSYS

TOPAZ FABRIC:

ORCHESTRATING APPLICATIONS, AGENTS & ENTERPRISE INTELLIGENCE



About Infosys Topaz Fabric

Infosys Topaz Fabric blends with an enterprise's existing application ecosystem. It allows organizations to retain proven vendor capabilities while also introducing new AI-based features through pre-built or custom-built agents tailored to their needs. It improves employee productivity by assisting in sifting through historical data, providing recommendations, automatically creating of Standard Operating Procedures (SOPs), and ensuring that only valid tickets are raised.

It can integrate with ticketing and communication systems, automatically raise tickets, and send acknowledgement in the configured manner; for example, sending an email via Microsoft Outlook. This enables organizations to continue leveraging their existing vendors landscape while fine tuning their operating methodologies to align with the rapidly evolving AI ecosystem.

Topaz Fabric provides a layered, composable, open, and interoperable stack of data infrastructure, models, agents, flows, and AI applications that help unify and accelerate IT service delivery across the enterprise landscape.

Design time stack

- Consists of an enterprise-grade agent development and orchestration stack, delivered through a studio that enables business users and developers to build, govern, and evaluate.
- Scales intelligent agents and agentic workflows through a unified no-code to pro-code experience.

Runtime stack

- Enables development of user experiences using the design-time stack, supported by agent orchestration, data foundation, a Responsible AI kit for guardrails.

- Can be hosted in enterprise's cloud infrastructure and allows the developed agents to be published in a marketplace for re-use.

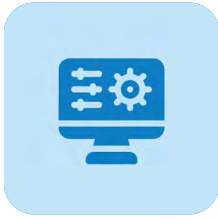
Key Highlights

- Makes it simple for enterprises to access services as software; both integrated and modular; through a comprehensive one-stop solution.
- Unlocks enterprise value by reimagining IT processes, building existing IT investments, and bringing together out-of-the-box AI-led capabilities with no vendor lock-ins.
- Delivers productized services for IT operations, transformation, quality engineering, and cybersecurity.
- Comes with **50+ pre-built agents** for IT operations.
- Integrated with **9 enterprise platforms**, including ServiceNow, SAP, Salesforce, Workday, Oracle E-Business Suite, GitHub, Palo Alto, BMC Helix and Zscaler.



Core Features

No-code, Low-code, Pro-code



- Hit the ground running with **50+ pre-built agents**.
- Build complex scenarios through customization.

Builder



- Build, import and export agents, tools, MCPs, knowledge bases, and guardrails efficiently through respective builder layers. This enables reuse across the enterprise and saves time and effort.

Configuration



- Provide agent instructions using Natural Language (NL) prompts.
- Configure relevant models and structured outputs such as adaptive cards and dynamic/customizable widgets.

Agent Evaluation



- Choose between black-box and white-box evaluation for near-perfect responses based on your needs.



Conversational Interface



- Use a ready-to-use chat app to interact with agents through Natural Language (NL) prompts.

Knowledge Management



- Leverage **Retrieval Augmented Generation (RAG)** based grounding to retrieve secure enterprise context and generate accurate, grounded responses.

Security, Governance, and Compliance



- Protect credentials and sensitive configurations through **Role-Based Access Control (RBAC)** and **Identity & Access Management (IAM)**.

Value Proposition

- **Cloud agnostic, Poly AI architecture.**
- Elevates humans to higher-value work through forward deployed engineers who design and build agents, **24/7 agent availability**, and incorporates human in the loop for necessary approvals.
- Delivers **Services-as-Software (Productized Services)** for business transformation, IT operations, quality Engineering and cyber security



Outcomes

Infosys Topaz Fabric enables enterprises to operate as adaptive, sentient digital organisms capable of learning, evolving, and innovating autonomously.



Higher Velocity:

Orchestrate work with AI to accelerate releases and throughput.



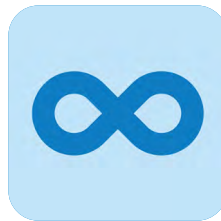
Optimal Cost:

Automate repetitive tasks to lower run costs and reduce manual effort.



Superior Quality:

Apply governed and consistent AI to reduce errors and stabilize outcomes.



Sustained ROI:

Reuse assets across teams and stay cloud agnostic without vendor lock in.





Benefits

Infosys Topaz Fabric offers clear cut benefits to enterprises, delivering **25-45% higher productivity** and **20-40% better customer experience**.



25%- 45%

**Higher
Productivity**

- Automation and AI assisted workflows eliminate repetitive steps, allowing engineers to focus on high value work.
- Orchestrated processes and reusable assets shorten wait times and reduce rework.
- Teams experience higher ticket-closure rates, improved sprint velocity, and stronger SLA adherence.



20%- 40%

**Better Customer
Experience**

- Natural language prompts give agents instant context and recommendations, reducing back and forth interactions.
- Automation and guided workflows improve response times and ensure consistent resolutions.
- Higher CSAT, smoother journeys, and clearer Resolutions collectively drive significant improvements in customer experience.

Customer Success

NuAssist: AI-Powered IT Operations Assistant

Developed for a leading American multi-level marketing company in the wellness and personal care domain, NuAssist enhances IT operations by providing context-aware reasoning and intelligent recommendations for ticket assignment.

Have Questions?

[Topaz Fabric GTM](#)



For more information, contact askus@infosys.com



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