

## INFOSYS BPM IN A NUTSHELL



### We are collaborative, innovative, and proven

Infosys BPM is an end-to-end transformative services provider, addressing your business challenges through our integrated IT and business process management solutions approach. As your trusted transformation partner, we unlock business value across industries and service lines and enable you to achieve your cost reduction objectives, improve process efficiencies, enhance effectiveness, and deliver superior customer experience.

### Our Global Footprint Enables us to 'Follow the Sun'

#### Fast facts\*

**247** clients

**44** delivery centers  
across **16** countries

**59,000+** employees  
across **108** nationalities

*\*as on March 31st, 2025*



**44**  
Locations



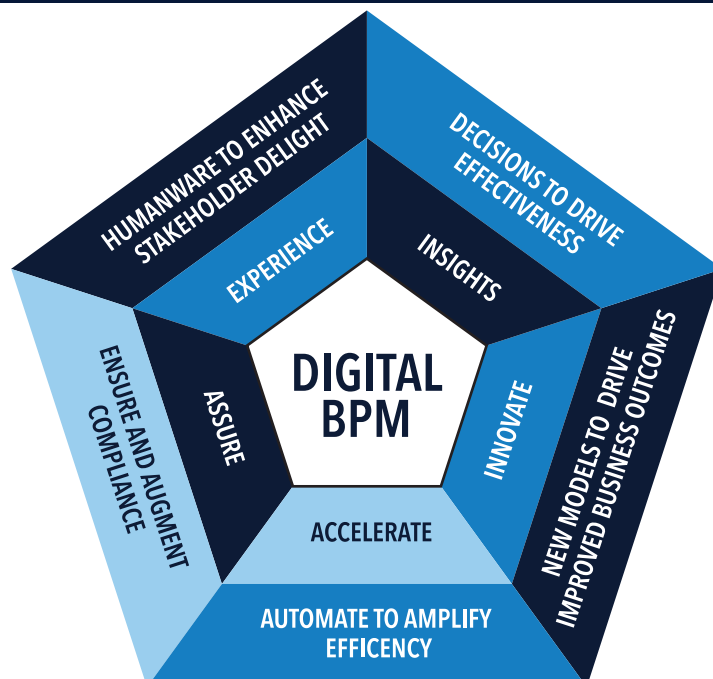
**16**  
Countries

## Infosys BPM Digital Pentagon

We offer end-to-end transformative Digital BPM services. In the last decade we have journeyed through the table-stakes of effectiveness and efficiency and focused towards enhancing stakeholder experience and empathy, to catalyse and co-create enhanced business value. As part of this journey, we have helped clients move from a Digital-first to a cloud-first and AI-first world.

We drive the digital journey for our clients using 5 key facets:

- Deliver actionable **Insights** through advanced analytics, big data, reporting and visualization services, and AI-led services such as MDM and point solutions
- **Innovate** to enhance effectiveness through our vertical platforms, IoT, and digital product engineering such as BPaaS solutions and point solutions
- **Accelerate** the digital experience through RPA, cloud migration, legacy modernization, and digital system integration
- **Assure** compliance through services such as cyber security monitoring, business risk and GDPR monitoring
- Redefine end-user **Experience** through digital CX, tech-enablement, point solutions, and digital studio services



## Simplifying complex processes

- Trade funds management in consumer packaged goods (CPG)
- Claims adjudication in healthcare
- SOX testing and compliance in financial services
- Engineering support in the heavy engineering and construction business

## Enhancing value with tangible outcomes

- Over **\$100 million** delivered as value to a major consumer products manufacturer
- Over **\$38 million** savings for a leading consumer electronics manufacturer through transformation projects
- Reduced approximately **35%** total cost of ownership for a large US retailer
- Increased free cash flow of **\$21.5 million** for a Fortune 100 insurer

## Creating impact across

**Services Lines** - Finance & Accounting, Sourcing & Procurement, Sales & Fulfilment, Customer Service, Human Resource Outsourcing, Legal Process Management, Digital Interactive Services, Digital Transformation Services, BPM Analytics, Robotic Process Automation, Annotation Services, Learning Services, Master Data Management, Geospatial Data Services, Business Process as a Service, Generative AI, Financial Crime Compliance, and Trust & Safety

**Industries** - Manufacturing, Retail, Consumer-Packaged Goods, Logistics, Financial Services, Healthcare, Insurance, Resources, Services, Energy & Utilities, Communication Services, Media & Entertainment, & EduTech Services

## Catalyzing transformation

### Our Process Progression Model™

(PPM) is a holistic model to transform business processes of our clients. PPM is woven into our operations and helps clients seamlessly traverse the stages of operate, optimize, and transform across business cycles. This enables them to fast-track their readiness for today's realities and tomorrow's opportunities.

Our PPM journey traverses the path from 'noiseless processes' through 'process excellence' to delivering 'business outcomes'.

## Industry recognitions

- Leader in the 2025 ISG Provider Lens™ Global Capability Center (GCC) Services Study
- Winner of the 'Outsourcing Impact Champion' award at the Outsourcing Impact Review (OIR) 2024 for 'Project Genesis'
- Leader in the IDC Market Scope - Worldwide Enterprise Analytics and AI Business process services for Finance and Accounting 2024 Vendor Assessment
- Leader in ISG Provider Lens™ 2024 Global Financing & Accounting Outsourcing Services Study Global (P2P, O2C, R2R and FP&A)
- Leader in Everest Group Finance & Accounting Outsourcing (FAO) PEAK Matrix Assessment 2024
- Leader in ISG Provider Lens™ Quadrant study on Procurement Services 2024
- Infosys McCamish ranked as Leader in ISG Provider Lens™ 2024 Study - Insurance Platform Solutions, North America (Life and Retirement)



## Winning partnerships

- SSON North America Impact Awards 2025 with T-Mobile
- SSON North America Impact Awards 2024 with T-Mobile and The New York Times Company
- SSON Europe Impact Award 2023 with BT-EE
- GSA UK Awards 2023, with BT Enterprise and Unilever
- NASSCOM Business Innovation Showcase 2022 Award with ArcelorMittal Business Center of Excellence (BCOE)

### Ashish Krishna

Head - IT Infrastructure,  
Americana Restaurants

"There was high level of accountability and responsibility defined from day 1...The most important thing we achieved was closing the milestones on time and going live with 14 countries and all the processes within one year...The best part was that we had the comfort that we are working with the best in the industry."

### Anurup Pruthi

CFO, Centric Brands

"We have benefitted from a very close working style in terms of our communication, in terms of sharing initiatives, in terms of building a vision together in the future...We continue to look to Infosys to be a thought partner along with us in our journey ahead."

### Servio Cuevas

Senior Manager - Site  
Operations, Elanco

"During all phases of the team project, we have found an ally in Infosys, who has been able to overcome all the challenges and deliver value according to the expected outcomes..."

For more information, contact [infosysbpm@infosys.com](mailto:infosysbpm@infosys.com)

**Infosys**<sup>®</sup>  
Navigate your next

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