

## Inspired in Monterrey

Revealed in an eloquent travel diary, Emmanuel Foreau, Leader - Service Delivery Management South Europe, shares insights from his memorable trip to Mexico visiting our BPO teams.

### Monday 5 July 2010

Fifteen years after my last trip to these Aztec lands of Mexico, I set foot on the soil that is too hastily described as hostile. Over the last few days exceptionally bad weather has devastated the Monterrey region, washing out roads and bridges. Hurricane Alex has ravaged the Gulf of Mexico and thrust its last banderillas this far inland. As dusk fell and I made my way from the airport to the hotel, I felt a sense of exuberance as I reflected on my opportunity to finally meet with our Infosys teams the following day.



### Tuesday 6 July 2010

This morning I travelled to the heart of the University of Monterrey to meet with our

Infosys teams. Ajit, Center Head, and Sam, Operations Manager, welcomed me with an enthusiasm that few European suppliers are capable of. The space allocated in the office to Rio Tinto is bustling with young men and women who are all dedicated to the North American and EMEA activities. One by one, Sam introduced me to the various Bid and Master Data, North America and EMEA teams.

*Infosys Monterrey – The best place to work in Mexico*, read every poster around the Infosys office. This devoted culture became clear as I began to observe the commitment and expertise of our dedicated offshore teams.



The most recently established team, the Buy EMEA team, was gathered around Virginie, RTP's EMEA Buy Manager, who, for more than a week now, has lavished this team with the best advice and the most subtle tricks for navigating in SAP and taking over Rio Tinto's purchase orders. The team was incredibly attentive and focused on the task. I

had the opportunity to meet with this team briefly to discuss any difficulties encountered and talk through the first purchase requests that had started to arrive from France.

My departing advice to them was to "be curious, be open, assert yourselves on our organisation and our processes by being a little more firm, more proactive, and by anticipating the customers' reactions."

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## Inspired in Monterrey – *continued*

**Friday 9 July 2010**

After spending four days with them, I feel reassured about the capabilities of the Infosys, Bid and Buy teams. We have ourselves some very competent, determined, dynamic, interested and interesting resources. While the offshore team has skills to learn from Rio Tinto about the P2P process, we also have a lot to learn from the Infosys team about the effort and the will to make things happen.

When Virginie and I left Mexico today we were full of optimism, leaving behind us a young team with an impressive level of education, with international experience gained in France and in Switzerland, and speaking two, often three, and sometimes even four, different languages.

I am certain that through improving relationships with the team, and by entrusting them with work that involves more responsibility than simple administrative tasks, we can continue to build a robust and efficient offshore team that helps us deliver first quartile value in procured goods and services to our customers.



**L-R:** Emmanuel Foreau - EMEA Process Improvement Leader & EMEA Leader Service Delivery, Virginie Bonvalot - EMEA Buy Manager, Ajit Kumar - Monterrey's Center Head, Sam Ebenezer - Monterey's Operations Manager and Eduardo Aizpuru - Team Leader Bid Team NA & EMEA / Transportation EMEA / Expediting NA.