

Infosys BPM at a Glance

We're trusted, collaborative 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 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.

Fast facts*

193 clients

32 delivery centers
across **14** countries

36900+ employees
across **80+** nationalities

*as on Sep 30th, 2018



Catalyzing transformation

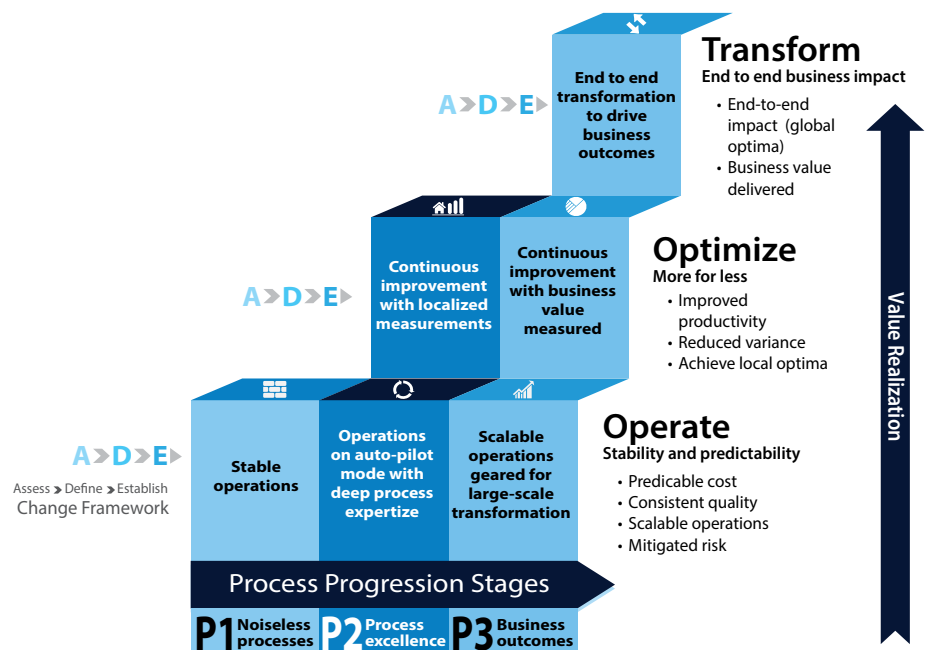
Our **Process Progression Model™ (PPM)** is a holistic model to transform business processes of our clients. PPM is woven into our operations and helps clients seamlessly traverse the stages of operate, optimize, and transform across business cycles. This enables them to fast-track their readiness for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

The PPM journey

P1, Noiseless processes: Operational stability through predictable delivery

P2, Process excellence: Continuous improvements realized through optimization initiatives

P3, Business outcomes: Best-in-class operations through global process transformation



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 industries

- **Financial Services and Insurance:** **1.8 million** corporate action notifications per annum
- **Manufacturing:** **20+ industry** segments served across six functions
- **Retail, CPG and Logistics:** Manage **410,361 SKUs** across 20 countries
- **Energy, Communications and Services:** Managing inventory of **155,511 circuits across 131 countries**

Delivering scale across functions

- **Finance and Accounting:** Process **25 million** invoices
- **Human Resources:** Work on **5.4 million** pay slips
- **Sales and Fulfillment:** Complete **\$80 billion** orders
- **Sourcing and Procurement:** Administer **\$100 billion+** spend
- **Customer Service:** Cover **300 million** subscribers

Industry Recognition

- "Winner's Circle" in HFS Industry Blueprint Report on Telecommunications Operations 2018, HFS Research
- Named a Leader in Everest Group Procurement Outsourcing (PO) BPO - Service Provider Landscape with Services Peak Matrix™ Assessment 2018, Everest Group
- "Winner's Circle" in HFS Blueprint Report on Smart Analytics 2018, HFS Research
- Named as a Leader in Magic Quadrant for Life Insurance Policy Administration Systems, North America, Richard Natale, 22nd August 2018, Gartner, Inc.*



Winning partnerships

- GSA-UK Offshoring Project of the Year Award 2017 with RSA Insurance
- SSON Australia Excellence Awards 2016, 2015 with Rio Tinto
- Outsourcing Excellence Award 2014 with P&G
- ISG Paragon Award 2014 with Transfield for Best BPO Sourcing Relationship

Monique Alder
Operations Director,
Brit Insurance

"We found that Infosys would be the partner that would be able to take us on the journey into the future and we saw a partnership there that would really help us... Over the journey of the last two years that faith in Infosys has been borne out."

Claire Barber
Chief Digital
Officer, Spark NZ

"I'd like to say a massive thank you for all your immense hard work and dedication – we couldn't have done this without you."

Rogier van Wijk
CFO - Europe, TP Vision

"..We rely on their internal expertise to help us solve cases and give directions and help us set, direct us within the group. They are very responsive to our needs... The partnership has absolutely delivered on expectations."

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