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 unlocks 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*

<table>
<thead>
<tr>
<th>212  clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>33 delivery centers across 15 countries</td>
</tr>
<tr>
<td>43300+ employees across 120+ nationalities</td>
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</table>

* as on June 30th, 2020

Infosys BPM Digital Pentagon

We offer end-to-end transformative Digital BPM services. We have journeyed through the table-stakes of effectiveness and efficiency and are now increasingly focused towards enhancing stakeholder experience and empathy, to catalyze and co-create enhanced business value.

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 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


**Industries** - Manufacturing, Retail, CPG & Logistics, Financial Services, Healthcare, Insurance, Life Sciences, Services, OEMs, Utilities & Energy, Resources, Communications, Media & Entertainment

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**

- 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

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Winning partnerships

- GSA UK Excellence in Partnership Award 2018, 2019 with BT EE
- NASSCOM Customer Service Excellence Award 2019 in the Process Efficiency category
- SSON Orlando Creative Talent Management Impact Award 2019 with T-Mobile US
- SSON Australia Excellence Awards 2016, 2015 with Rio Tinto

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Todd Crandall

**Director of Shared Service - Finance, Apergy USA Inc.**

“What I like about the partnership between Apergy and Infosys is that, people focus on the issues, and what I don’t here is ‘us vs them’ in the counter sections... they are not just focused on the issues, but the expedience to which issues are being addressed...”

Terry Salipas

**CFO, Visy Industries**

“Infosys had the right attitude, a shared sense of urgency and domain expertise. Infosys experts ensured standardization, plus 50 percent in terms of cost savings. That’s an experience Visy can vouch for...”

Gilles Leyrat

**SVP, Customer and Partner Experience, Cisco Systems**

“Infosys is really there to support our customer and partner operations across pretty much all of our processes that we have to offer... that gives us a very solid backbone that we can build our business on...”