Infosys

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Infosys BPO at a Glance

We're trusted, collaborative and proven

Infosys BPO is an end-to-end outsourcing services provider, addressing your business challenges through integrated technology and business process outsourcing solutions. As your transformation partner, we unlock business value by applying proven process methodologies and business excellence frameworks to significantly reduce costs, enhance effectiveness and optimize business processes.

Fast facts*

161 clients

30 delivery centers across **15** countries

31640+ employees across **80** nationalities

as on Mar 31st 2015

Our Global Footprint Enables us to 'Follow the Sun'

Fargo, USA
Del Moines, USA
Phoenix, USA
Atlanta GA, USA
Milwaukee, USA
Monterrey, MEXICO
San Jose, COSTA RICA
Aguadilla, PUERTO RICO
Dublin, IRELAND
Eindhoven, THE NETHERLANDS
Lodz, POLAND
Brno, CZECH REPUBLIC
Prague, CZECH REPUBLIC
Dalian, CHINA
Gurgaon
Jaipur
Pune
Mysore
Bangalore
Hyderabad
Chennai
Hangzhou, CHINA
Manila, PHILIPPINES
SINGAPORE
Belo Horizonte, BRAZIL
Johannesburg, SOUTH AFRICA
AUSTRALIA
Perth
Melbourne
Brisbane
Sydney

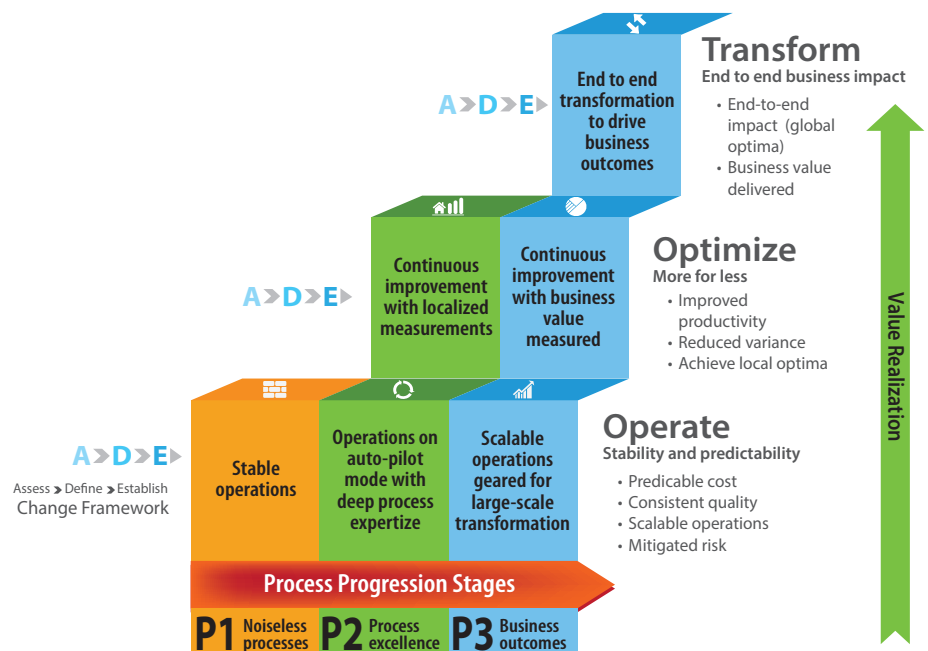**30** Locations
15 Countries

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

Transform
End to end business impact
- End-to-end impact (global optima)
- Business value delivered

End to end transformation to drive business outcomes

A ▶ D ▶ E ▶

Optimize
More for less
- Improved productivity
- Reduced variance
- Achieve local optima

Continuous improvement with localized measurements

Continuous improvement with business value measured

A ▶ D ▶ E ▶

Operate
Stability and predictability
- Predicable cost
- Consistent quality
- Scalable operations
- Mitigated risk

Stable operations

Operations on auto-pilot mode with deep process expertize

Scalable operations geared for large-scale transformation

A ▶ D ▶ E ▶
Assess ▶ Define ▶ Establish
Change Framework

Value Realization

Process Progression Stages

P1 Noiseless processes   **P2** Process excellence   **P3** Business outcomes

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

- Sourcing optimization worth **$123 million** for a telecom major
- 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:* Manage **$92 billion** spend
- *Customer Service:* Cover **300 million** subscribers

Leading the curve

- **Leader and Star Performer** in 2013 Procurement Outsourcing PEAK Matrix™, Everest Group
- In the **Leaders Quadrant** of the Magic Quadrant for Comprehensive Finance and Accounting BPO, Gartner, Inc.
- In the **Winner's Circle** of the HfS Blueprint Report for Procurement Outsourcing (PO) Services, HfS Research
- In the **High Performers** quadrant of the HfS Blueprint Report for Mortgage Services BPO, HfS Research

Winning partnerships

- 2014 Outsourcing Excellence Award
- Best BPO Provider - Global Custodian Awards for Excellence 2013
- CFO Innovation Award 2013 - Best Payroll Vendor in Asia
- Winner of SSON Award for Excellence in shared services from 2010 -13

Tim Connelly
Partner, Investor Services, Brown Brothers Harriman

"One of the things that we enjoyed about working with Infosys was that they could do BPO activities, but also technology or system activities where they could help us develop code or do quality control functions. Additionally, Infosys also has locations in different parts of the world."

Natasja Meeuwisse
Director – Operations, Cisco

"It was really from the get go that Infosys was able to demonstrate a true partnership, true innovative thinking, and bringing the right quality to the table."

Greg Lipper
Vice President – Global Business Services, Staples

"It has just been delightful to see the commitment that Infosys continues to deliver to this account and to our mutual interest. Infosys has invested time, resources, energy, and laid a foundation that is going to last for years and years to come."

Get in touch

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About Infosys

Infosys is a global leader in consulting, technology, outsourcing and next-generation services. We enable clients, in more than 50 countries, to stay a step ahead of emerging business trends and outperform the competition. We help them transform and thrive in a changing world by co-creating breakthrough solutions that combine strategic insights and execution excellence. Visit www.infosys.com to see how Infosys (NYSE: INFY), with US$ 8.7 billion in annual revenues and 176,000+ employees, is helping enterprises renew themselves while also creating new avenues to generate value.

Infosys BPO, the business process management subsidiary of Infosys, provides a broad range of enterprise and industry-specific services. We deliver transformational benefits to clients through our proprietary Process Progression Model™ (PPM). These benefits include cost reduction, ongoing productivity improvements and process reengineering.

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For more information, contact infosysbpo@infosys.com

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