

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*

177 clients

32 delivery centers across **14** countries

34,625+ employees across **80** nationalities

**as on Apr 15th, 2017*



Our Global Footprint Enables us to 'Follow the Sun'

Catalyzing transformation

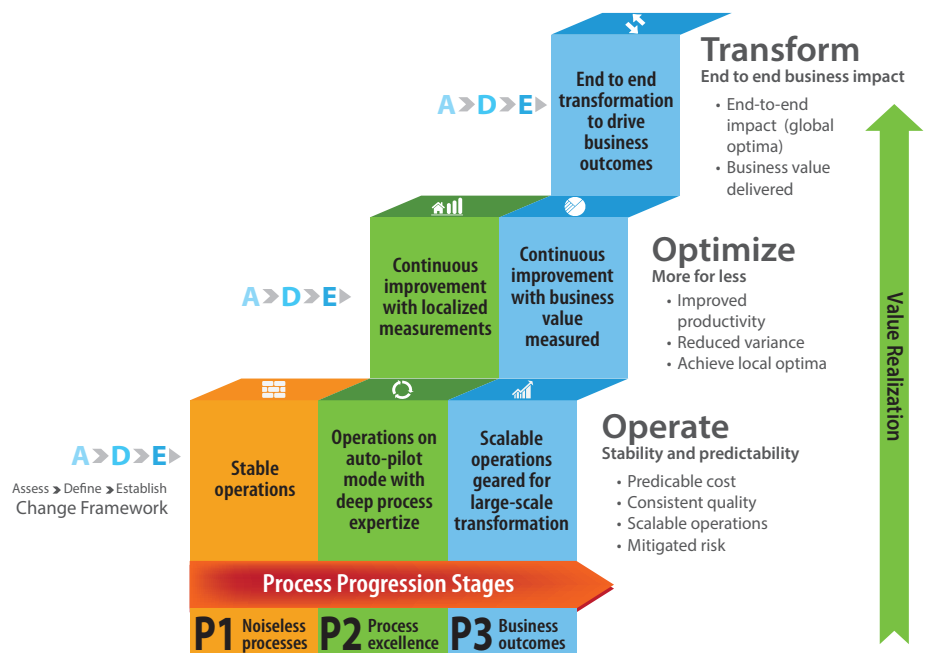
Our **Process Progression Model™ (PPM)** is a holistic model to transform business processes of our clients. PPM is woven into our operations and helps clients seamlessly traverse the stages of operate, optimize, and transform across business cycles. This enables them to fast-track their readiness for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

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

Leading the curve

- **Leader and Star Performer** in 2016 and 2015 Procurement Outsourcing PEAK Matrix™, Everest Group
- In the **Leaders Quadrant** of the Magic Quadrant for Comprehensive Finance and Accounting BPO 2015, Gartner, Inc.
- Ranked **Leader and High Achiever** in NelsonHall Retail Banking BPS, 2016
- In the **High Performers** quadrant of the HFS Blueprint Report for Mortgage Services BPO, HFS Research

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



Winning partnerships

- 2016, 2015 Winner of SSON Excellence Awards – Australasia
- 2014 Outsourcing Excellence Award
- 2014 ISG Paragon Award - Best BPO Sourcing Relationship
- Corporate LiveWire Business Awards 2014 – Global Corporate Outsourcing Provider of the Year

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**

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.”

For more information, contact infosysbpo@infosys.com

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