



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

Services Lines - Finance & Accounting, Sourcing & Procurement, Sales & Fulfilment, Customer Service, Human Resource Outsourcing, Legal Process Management, Digital Interactive Services, Robotics Process Automation, Business Transformation Services, & BPM Analytics

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) – Service Provider Landscape with Services PEAK Matrix® Assessment 2020
- Ranked 2nd in HFS Top 10: Insurance services 2019
- Mentioned as a Leader across multiple archetypes in ISG Provider Lens™ Finance & Accounting (F&A) Digital Outsourcing Services - Archetype Report 2020
- Ranked a Leader in Mortgage and Loan Services NEAT Assessment 2020



Winning partnerships

- SSON North America Impact Awards 2019, 2020, 2021 with T-Mobile
- SSON Europe Impact Awards 2021 with Royal Philips & BT-EE
- GSA UK Excellence in Partnership Award 2018, 2019 with BT-EE
- NASSCOM Customer Service Excellence Award 2019 in the Process Efficiency category

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 expediency 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..."

For more information, contact infosysbpm@infosys.com

Infosys®
Navigate your next

© 2022 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/or any named intellectual property rights holders under this document.