

# INFOSYS BPM IN A NUTSHELL



## 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 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.

Our Global Footprint Enables us to 'Follow the Sun'

### Fast facts\*

245 clients

47 delivery centers  
across 16 countries

58,000+ employees  
across 110 nationalities

\*as on September 30th, 2024

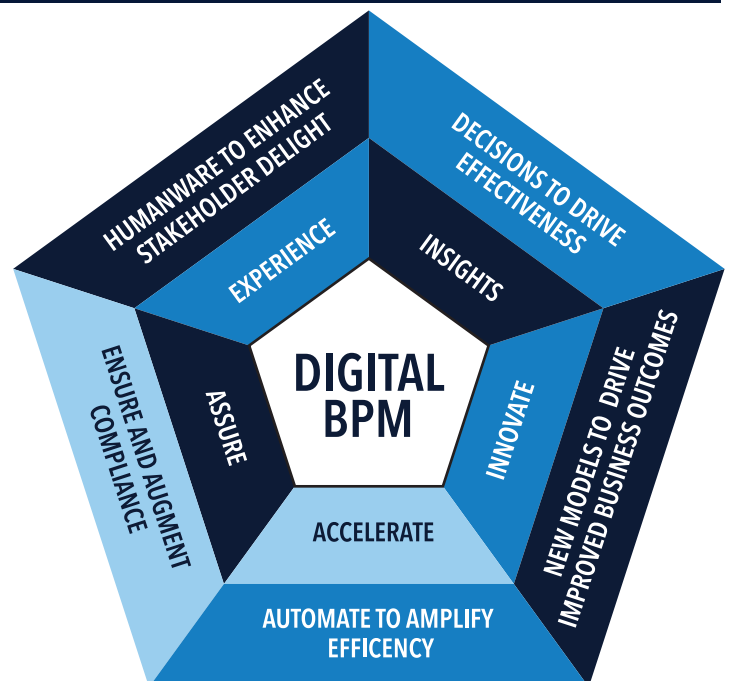


## Infosys BPM Digital Pentagon

We offer end-to-end transformative Digital BPM services. In the last decade we have journeyed through the table-stakes of effectiveness and efficiency and focused towards enhancing stakeholder experience and empathy, to catalyse and co-create enhanced business value. As part of this journey, we have helped clients move from a Digital-first to a cloud-first and AI-first world.

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 as 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

**Services Lines** - Finance & Accounting, Sourcing & Procurement, Sales & Fulfilment, Customer Service, Human Resource Outsourcing, Legal Process Management, Digital Interactive Services, Digital Transformation Services, BPM Analytics, Robotic Process Automation, Annotation Services, Learning Services, Master Data Management, Geospatial Data Services, Business Process as a Service, & Generative AI

**Industries** - Manufacturing, Retail, Consumer-Packaged Goods, Logistics, Financial Services, Healthcare, Insurance, Resources, Services, Energy & Utilities, Communication Services, Media & Entertainment, & EduTech Services

## 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

- Leader in Everest Group Finance and Accounting Outsourcing (FAO) PEAK Matrix® Assessment 2024
- Leader in Everest Group Lending Services Operations PEAK Matrix® Assessment 2024
- Leader in ISG Provider Lens™ Procurement Services 2024 Report
- Leader in ISG Provider Lens™ 2024 Insurance Platform Solutions Report for Life and Retirement (L&R) Insurance Platform Solutions in North America
- Leader in ISG Provider Lens™ Finance and Accounting Outsourcing (FAO) Services Global 2024 study



## Winning partnerships

- SSON North America Impact Awards 2024 with T-Mobile and The New York Times Company
- GSA UK Awards 2023, with BT Enterprise and Unilever
- SSON Europe Impact Award 2023, with BT-EE
- NASSCOM Business Innovation Showcase 2022 Award with ArcelorMittal Business Center of Excellence (BCOE)

### Karel Lagemaat

*Director Operations - Life & Income, Allianz*

"Infosys teams have again performed exceptionally well. By working from home, our customers are simply well served..."

### Priyambhu Arya

*CEO, ArcelorMittal Business Center of Excellence*

"We found Infosys as a supplier to be very reliable, practical, and simple on their solutions and the way of approach towards business... It has been a very good journey till now and we are looking forward to increase the relationship with Infosys..."

### Arbouw A. R. L.

*Deputy Director, Pensions, ASR Nederland*

"We experienced Infosys as a trusted partner because of the crisis...and we didn't experience any problems at all... The Infosys management gave us examples about people really going the extra mile to deliver the service to our customers. We are really happy with it..."

For more information, contact [infosysbpm@infosys.com](mailto:infosysbpm@infosys.com)

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Navigate your next

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