# Infosys BPO Receives e-SCM-SP Capability Level 5 Certificate from Carnegie Mellon University's ITSqc

*Infosys BPO Ranked High for Delivery Excellence*

**Bangalore, India - May 26, 2009:** Infosys BPO, the business process outsourcing subsidiary of Infosys Technologies, today announced that it has earned the highest rating, Level 5, for the e-Sourcing Capability Model (eSCM–SP:v2.0) by **Carnegie Mellon University's IT Services Qualification Center** (ITSqc).

Infosys BPO is the second company in India and third, globally, to be certified a Level 5 eSCM-SP provider. The certification validates that the company has implemented recognized best practices for the eSourcing industry and demonstrated a sustained commitment to improvement. Infosys BPO was certified at Level 4 in its first evaluation in 2007.

"Operational excellence continues to be a key differentiator and focus area for Infosys BPO. This certification reflects our strong focus on quality and continuous capability improvement. This certification will help us to constantly monitor and improve our delivery capabilities to foster greater customer delight. The eSCM certification validates once again that Infosys BPO is an industry leader in the best practices it follows," said **Swami Swaminathan, Senior Vice President and Head, Global Delivery and Horizontal Practices, Infosys BPO.**

The eSCM-SP is a quality model which addresses critical issues related to the BPO spectrum and is increasingly being adopted by clients in the IT-enabled outsourcing industry worldwide to evaluate, select and monitor service providers. Infosys BPO was evaluated on 84 practices of the eSCM-SP service delivery framework defined for IT and ITeS providers.

"This quality evaluation provides extensive evidence of Infosys BPO's commitment to continuous improvement and to bringing value to their clients," said **Dr. Jane Siegel, Director, ITSqc**. "Certification at Capability Level 5 is a significant accomplishment and it should instill increased confidence in the organization's clients about Infosys BPO's performance."

Infosys BPO commenced its journey towards the eSCM-SP implementation in 2006 and was certified at Level 4 in March 2007, becoming the first organization to directly achieve Level 4 in a multi-country evaluation of several services. For the two years since then, Infosys BPO has demonstrated commitment to consistent performance and improvement initiatives and hence has been certified at Level 5: Sustaining Excellence.

Know more about Infosys BPO's certification at: http://itsqc.cmu.edu/certification/certified-sp.asp

**About eSCM-SP**

The **eSourcing Capability Model for Service Providers** (**eSCM-SP**) is a framework developed by ITSqc at Carnegie Mellon University. The eSCM-SP is a "best practices" capability model with three purposes: (1) to give service providers guidance that will help them improve their capability across the sourcing life cycle, (2) to provide clients with

objective means of evaluating the capability of service providers, and (3) to offer service providers a standard to use when differentiating themselves from competitors.

The Model has 5 Capability Levels and service providers are evaluated via a true third-party rigorous diagnostic of the organization's implementation of all of the Model's 84 Practices. Service providers may be certified at Capability Level 2 if the organization is demonstrating ability to consistently meet the client requirements. Level 3 requires organizations to demonstrate their ability to fully implement 48 Level 2 Practices and also to add 26 Practices for managing organizational performance. Capability Level 4 is awarded to organizations demonstrating compliance to requirements of Level 2 and Level 3 Practices and also to implementing 10 additional Practices to be able to proactively enhance value. Level 5 is awarded in cases where all requirements of Level 4 are met and the organization is able to demonstrate sustained excellence, implementing all 84 Practices over time.

### About Carnegie Mellon University

Carnegie Mellon is a private research university in Pittsburgh, Pa., with a distinctive mix of programs in computer science, robotics, engineering, the sciences, business, public policy, fine arts and the humanities. Carnegie Mellon has contributed to the development and use of other successful quality standards, such as CMMI®, SW-CMM® and People CMM®. For more information, visit www.cmu.edu.

### About the ITSqc

Carnegie Mellon University's IT Services Qualification Centre (ITSqc) is a multidisciplinary group of researchers, practitioners, and organizations that addresses the needs of IT-enabled service providers and their clients. The ITSqc develops quality models and qualification methods for organizations involved in eSourcing. For more details see: http://itsqc.cmu.edu

### About Infosys BPO

Infosys BPO Ltd. (www.infosys.com/bpo), the Business Process Outsourcing subsidiary of Infosys Technologies, was set up in April 2002. Today, it is ranked among the leading BPO companies in India by NASSCOM, Dataquest, the International Association of Outsourcing Professionals, Red Herring, FAO Today, NelsonHall, and others. Infosys BPO focuses on integrated end-to-end outsourcing and delivers transformational benefits to its clients through reduced costs, ongoing productivity improvements, and process reengineering. Infosys BPO operates in India, Czech Republic, China, Philippines, Poland, Thailand and Mexico and employs 17,378 people. It closed FY 2008-09 with revenues of $316.2 million.

### About Infosys Technologies Ltd.

Infosys (NASDAQ: INFY) defines, designs and delivers IT-enabled business solutions that help Global 2000 companies win in a Flat World. These solutions focus on providing strategic differentiation and operational superiority to clients. With Infosys, clients are assured of a transparent business partner, world-class processes, speed of execution and the power to stretch their IT budget by leveraging the Global Delivery Model that Infosys pioneered. Infosys has over 104,000 employees in over 50 offices worldwide. Infosys is part of the NASDAQ-100 Index and The Global Dow. For more information, visit www.infosys.com.

### Infosys Technologies Ltd - Safe Harbor

Statements in connection with this release may include forward-looking statements within the meaning of US Securities laws intended to qualify for the "safe harbor" under the Private Securities Litigation Reform Act. These forward-looking statements are subject to risks and

uncertainties including those described in our SEC filings available at www.sec.gov including our Annual Report on Form 20-F for the year ended March 31, 2009, and our other recent filings, and actual results may differ materially from those projected by forward-looking statements. We may make additional written and oral forward-looking statements but do not undertake, and disclaim any obligation, to update them.

**For more information:**

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