

## Infosys McCamish Systems Announces VPAS® Customer Service Work Desk System with Pegasystems Technology

**Atlanta, Georgia – December 11, 2013:** Infosys McCamish Systems LLC, an Infosys BPO company, today announced the release of a transformational customer service platform, VPAS® Customer Service Work Desk (CSWD). VPAS®CSWD blends the flexibility and configurability of the leading [Business Process Management \(BPM\) software](#) from Pegasystems, with the comprehensive [VPAS® Policy Administration System](#) from Infosys McCamish to create a powerful and unique web-based customer service platform to enhance operational excellence and customer experience.

### VPAS®CSWD Platform Highlights

- The platform offers a unique, configurable desktop with multiple communication options for service representatives. Irrespective of the insurance product, the distribution channel, or the underlying Policy Administration System, it enables delivery of unsurpassed flexibility through customized display of available information
- The platform delivers service efficiencies by linking business-critical systems on a single platform
- Enterprises can access detailed metrics to track task performance, thereby increasing real-time visibility into operations
- The platform has the ability to leverage multiple Policy Administration Systems for end-to-end servicing of all types of life insurance and annuity contracts
- It accelerates go to market with customized business processes, while providing an individualized service experience to the agent and policy owner at reduced costs
- VPAS®CSWD delivers customized workflows on a single platform, by enabling multiple options to change the system specific to each client's needs, while retrieving data from multiple policy administration platforms
- The platform delivers predictable business outcomes by prompting service representatives to ask the client for key information that can be customized on the basis of different policies, products, and clients

### Quotes

**Gordon Beckham, President and CEO, Infosys McCamish Systems:**

*"Infosys McCamish is firmly committed to delivering a service experience that enhances our clients' brand in the market and impacts their business in a tangible manner. We view VPAS®CSWD as a game-changer, effectively addressing customer experience challenges faced by companies and enabling improved servicing of clients. This optimized, integrated platform underscores our industry-leading ability to on-board new clients faster, and roll out new products more rapidly."*

**Tom King, Senior Director of Insurance, Pegasystems:**

*"Insurance carriers today are looking to find a way to adapt to changing environments while improving time to market and customer experience. This is precisely what the team at Infosys McCamish has done with their use of Pega technology. Their clients will be getting the benefit of an advanced Pega system. Combined with the expertise of Infosys McCamish, they will have an exceptionally powerful and competitive solution for one of the critical problems facing the industry today: improving customer experience while also staying laser-focused on strategic business goals."*

### Additional Resources

- [Athene Annuity first to market with enhanced repetitive payout service from Infosys McCamish Systems, an Infosys BPO company](#)
- [McCamish Systems, an Infosys company, announces strategic alliance with Resonant Software](#)
- [McCamish Systems, an Infosys BPO company, announces Producer Services Strategic Business unit](#)

### About Pegasystems

Pegasystems (NASDAQ: PEGA) Build for Change<sup>®</sup> technology is the heart of better business software. It delivers business agility and empowers leading organizations to rapidly close execution gaps and seize new opportunities. Pegasystems is the recognized leader in business process management and is also ranked as a leader in customer relationship management and mobile application development platform solutions by leading industry analysts. For more information, please visit us at <http://www.pegacom>

### About Infosys

Infosys is a global leader in consulting, technology and outsourcing solutions. We enable clients, in more than 30 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](http://www.infosys.com) to see how Infosys (NYSE: INFY), with \$7.4B in annual revenues and 160,000+ employees, is Building Tomorrow's Enterprise<sup>®</sup> today.

### About Infosys BPO

Infosys BPO Ltd. ([www.infosysbpo.com](http://www.infosysbpo.com)), the business process outsourcing subsidiary of Infosys Ltd., was set up in April 2002. 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, Poland, the Czech Republic, the Netherlands, South Africa, Brazil, Mexico, Costa Rica, the United States, China, the Philippines, Japan and Australia, and as of September 30, 2013, employed 28,277 people. It closed FY 2012-13 with revenues of \$583.1 million.

### About Infosys McCamish Systems

Infosys McCamish ([www.infosysmccamish.com](http://www.infosysmccamish.com)), a U.S. based subsidiary of Infosys BPO, a part of Infosys (NYSE:INFY), is a leader in providing best in class technology platforms and service solutions for the financial services industry. With deep domain experience with Life Insurance companies, Work Site Product providers and Retirement companies globally, we partner with our clients to help them stay ahead of the innovation curve. Our technology platforms and services combined with execution excellence and proven best practices, optimize our clients' operations today while building tomorrow's enterprise.

### Safe Harbor

Certain statements in this release concerning our future growth prospects are forward-looking statements, which involve a number of risks and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, fluctuations in foreign exchange rates, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, industry segment concentration, our ability to manage our international operations,

reduced demand for technology in our key focus areas, disruptions in telecommunication networks or system failures, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Infosys has made strategic investments, withdrawal or expiration of governmental fiscal incentives, political instability and regional conflicts, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry. Additional risks that could affect our future operating results are more fully described in our United States Securities and Exchange Commission filings including our Annual Report on Form 20-F for the fiscal year ended March 31, 2013 and on Form 6-K for the quarter ended September 30, 2013. These filings are available at [www.sec.gov](http://www.sec.gov). Infosys may, from time to time, make additional written and oral forward-looking statements, including statements contained in the company's filings with the Securities and Exchange Commission and our reports to shareholders. The company does not undertake to update any forward-looking statements that may be made from time to time by or on behalf of the company unless it is required by law.

**For more information, please contact:**

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