

Order Management Practice at Infosys BPO

The Order Management (OM) process plays a crucial role in defining the operational and financial efficiency of an organization, often becoming the competitive differentiator. Today, as businesses become more complex and OM processes evolve, there are myriad OM systems and processes working within organizations.

Multiple Order Platforms, Channel Partners, Market Variances in tax laws and Fulfillment Systems means that process efficiency - through process harmonization and centralization - rarely comes through seamlessly. The pressing need now, is for a multi-layered OM system to seamlessly integrate various individual order processes

Infosys BPO offers a unique transformational OM practice, that utilizes global benchmarking and optimized technological solutions to deliver best-in-class OM processes for leading organizations worldwide.

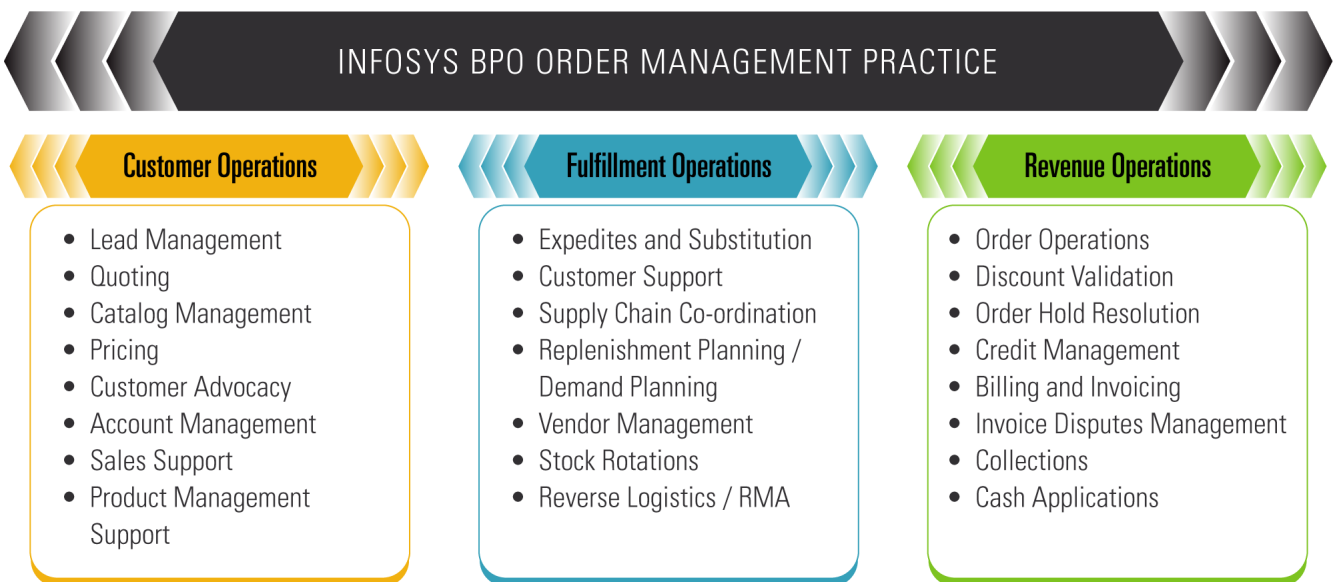
The OM offering at Infosys BPO is structured using a business transformation and metric-driven approach, to provide organizations with a customized roadmap aimed at achieving business excellence by:

- Reducing costs and increasing revenues, through improved order accuracy, faster response time and guided selling
- Achieving scale and cost savings by transforming the OM processes to enhance customer experience through improved service levels
- Automating the OM process leveraging the latest technological tools thereby reducing costs and driving operational excellence
- Helping organizations adopt best-in-class OM technology platforms by providing a flexible and scalable solution with minimal capital investment
- Flexible, cost effective and innovative pricing models

Infosys BPO OM Services

The Infosys BPO OM practice has been designed using a 3 Towered approach to address the range of services in the Order-to-Cash cycle:

- Customer Operations
- Fulfillment Operations
- Revenue Operations



IOM^{Plus} - The Infosys BPO OM Platform

To leverage best-in-class benchmarked processes and solutions, the OM practice at Infosys BPO has partnered with leading solution providers to offer a flexible hosted platform based OM solution: IOM^{Plus} (Infosys Order Management Plus) - an on-demand convergence of Process, Technology, and Operations to drive Order Management process transformation. IOM^{Plus} features deliver a multitude of business benefits:

- An end-to-end “Inquiry to Cash” process view instead of traditional silo functional view
- A competitive and cost efficient pay-as-you-go pricing model
- A platform that easily integrates into and enhances the existing enterprise systems – reducing business disruptions and delivering powerful new capabilities

By combing process outsourcing with technology, IOM^{Plus} provides an integrated offering to manage the order to cash life cycle with the advantages of [Built in Business Value](#), [Accelerated Time to Result](#), [Lower TCO](#) and [Reduced Risks](#).

The Infosys BPO OM Benefit

The Infosys BPO OM Offering is designed with the objective of being a strategic differentiator for our partner clients.

- Infosys BPO focuses on delivering Business Metrics as opposed to Process Metrics
- The benchmarking based approach, measures and works, towards increasing efficiency in sync with the industry standards and competitor levels
- Positively impacting COGS in addition to influencing General & Administrative costs
- Providing a Flexible and Scalable delivery platform to partner with organizations in the long run
- Delivers Flexible and Innovative pricing models that result in the most cost efficient offering
- Global footprint to service customers across geographies

Infosys BPO OM Offering - Delivering best-in-class results for some of our Marquee clients across the globe

Global Network Equipment Manufacturer	B E N E F I T S	<ul style="list-style-type: none">• Resulted in 40% reduction in FTE count whilst maintaining productivity levels• Reduced the OM cycle time by 32% (from 56 hrs to 38 hrs), thereby releasing \$72 Million in Working Capital to the client• Reduced the processing cost per order by 79% from \$34 to \$7 for fax orders and by 51% from \$8 to \$3.9 for EDI (Electronic Data Interchange)
Global Security Solutions Provider		<ul style="list-style-type: none">• Improved the productivity level by 35% within 7 months of initiating operations
Global Hardware & Software Distributor		<ul style="list-style-type: none">• Resulted in 25 MUSD savings in initial cost arbitrages



For more information, contact askus@infosys.com | bpo_marketing@infosys.com

About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

For more information about Infosys (NASDAQ:INFY), visit www.infosys.com.