

Infosys[®]

37TH

**ANNUAL
GENERAL
MEETING**

www.infosys.com

Safe Harbor

Certain statements mentioned in this presentation concerning our future growth prospects are forward-looking statements regarding our future business expectations intended to qualify for the 'safe harbor' under the Private Securities Litigation Reform Act of 1995, 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, 2017. These filings are available at 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.



OUR STRATEGIC DIRECTION

Salil Parekh

Chief Executive Officer and Managing Director

Clients trust Infosys



“ You are best positioned to **deliver our Digital Future!** You have been our trusted delivery partner for 15 years, **you understand our technology foundation** ”

“ You define **high performance agile delivery** ”

“ One company I can **trust to deliver what they promise** ”

“ Give us **big ideas on Digital** and core transformation ”

Employees are proud to be in Infosys

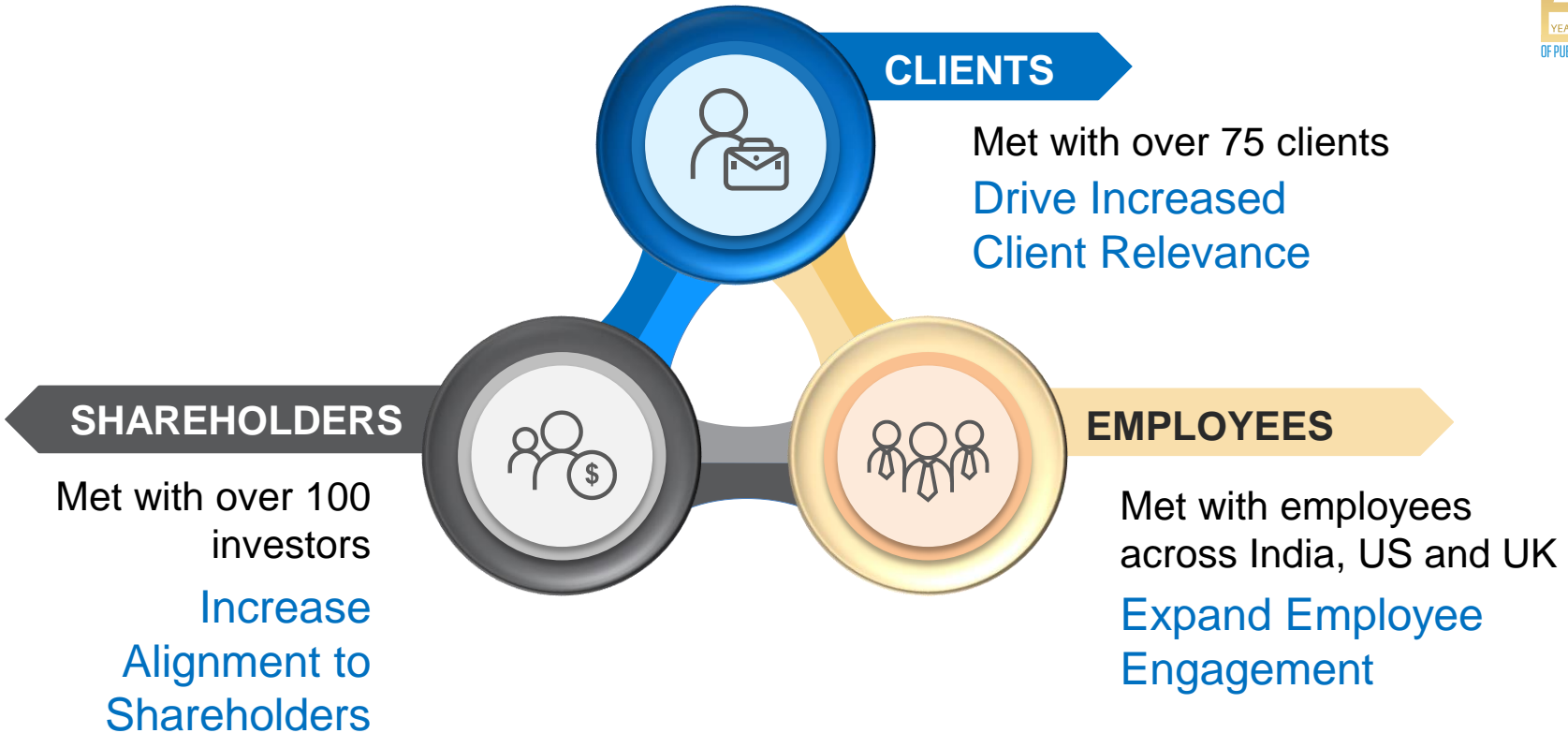


Our employees
are exceptional
and **want to
be #1**

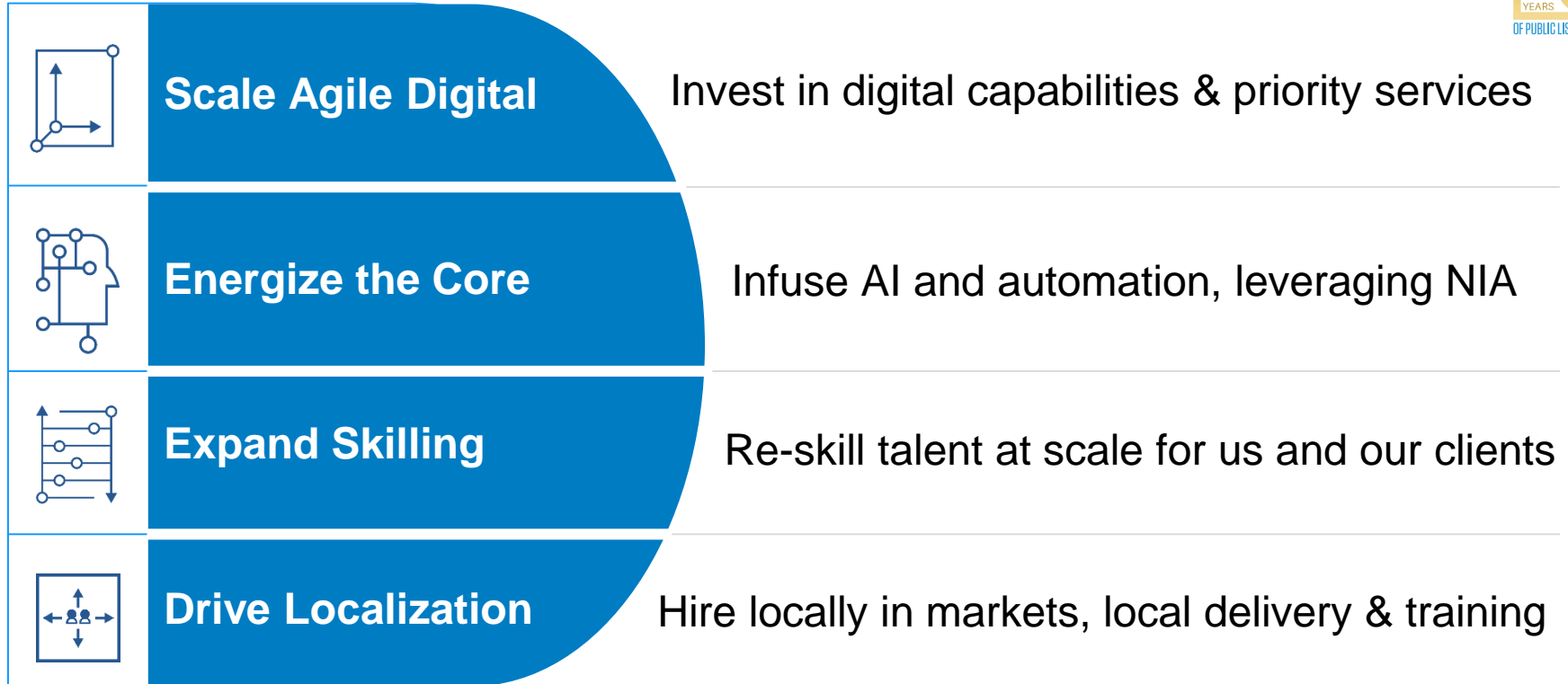
Tremendous
**motivation,
drive and
pride** in being
Infosysians

Very eager to play
an **active part**
in the success
of Infosys

Clients, Employees, Shareholders guide our approach



Our strategic direction – four pillars for our future

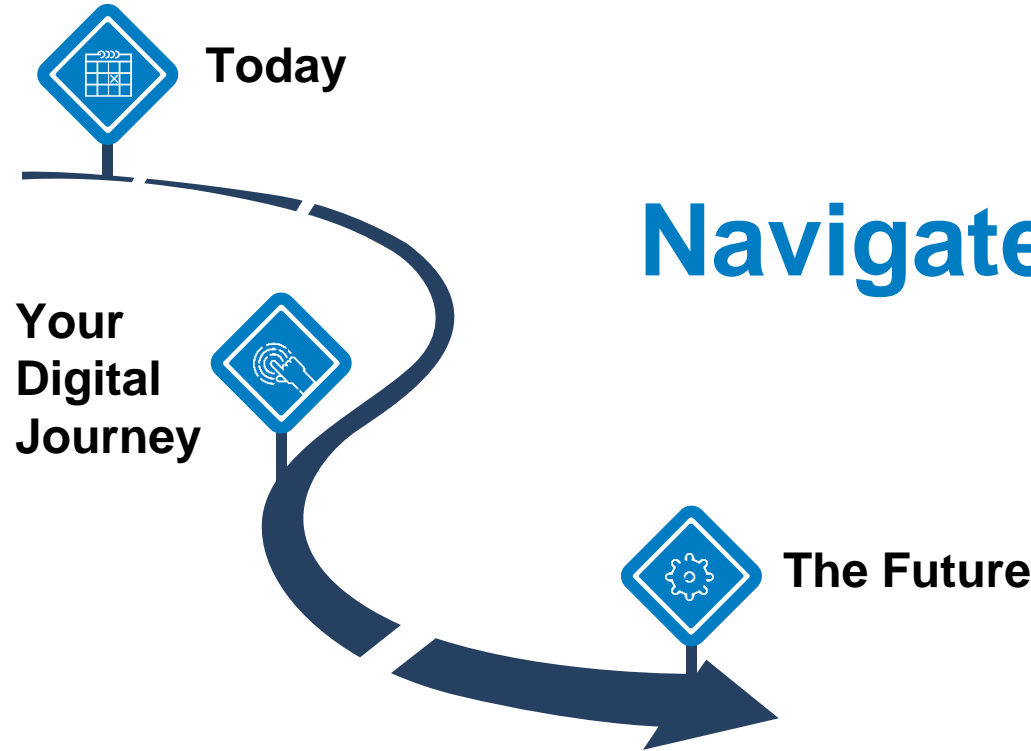


Our Agile Digital Service Architecture is comprehensive



Addressable Market
~ \$160Bn to \$200Bn

We are well positioned to help our clients navigate their digital journey



Navigate your Next

We already have a large and growing Agile Digital portfolio



\$2.79 Bn

**Digital Revenues
FY18**

25.5%

**of our total
FY18 revenues**

**A WORLD LEADER IN
NETWORKING, HI-TECH
PRODUCTS AND SERVICES**

DELIVERING NEXT-GEN CUSTOMER EXPERIENCE



***“ We’re looking to use digitization to be able to simplify, standardize, and automate many of the processes that drive work.*”**

We really appreciate Infosys’ flexibility and ability to change with us.”

WHY REINVENT?

Create world-class customer experience and drive efficiency across operations

HOW WE DID IT

Converting back office to Elite agents in front office focusing on customer experience and building value to reinvent customer's operations

- Operations Excellence
- Process Orchestration
- Automation at Scale

WHAT WE ACHIEVED



95%

of cases processed through online customer service portal are resolved without human intervention

1.5+million

Digitized Cases per year



80%

Savings in dollars spent

~50%

reduction in Back Office Agents



33%

Forecasted Cost Savings from baseline "Cost to serve"

8Mn

hours of wait time eliminated



**A WORLD LEADER IN SPORTS
GOODS, FASHION AND LIFESTYLE
PRODUCTS**

★★★★★

Amanda



Excellent

Excellent product... neatly packed... On-time delivery.
What else you can ask for. Satisfied.

★★★★★

John Wick



Very Good

Fast delivery and the product is very good

★★★★★

Nickson



Awesome.

Awesome pair of shoes! Been using them for the past
6-7 months, highly satisfied with the brand. Go for it!!!

**AN AMBITIOUS
DIGITAL VISION.
REALIZED.**



***“Infosys helped us to re-imagine and execute our
Digital journey at every stage of the value chain
to provide a unique, personalized and enriching
consumer experience”***

WHY REINVENT?

Ambition to quadruple their e-commerce revenue in 4 years.

They leveraged every consumer touchpoint to create insights which shape experiences that are premium, connected and personalized.

HOW WE DID IT

- Conceptualized “**Consumer Genome**” by bringing together 5000+ consumer attributes combinations
- Single consumer view through platform agnostic eCommerce
- Conceptualize and accelerate implementation of new Digital capabilities across markets including insights, campaigns, CRM and omni-channel commerce

WHAT WE ACHIEVED



>35% Repeat buyer rate

2X market share growth in the largest market

67% NPS improvement



<30 mins

for segmentation of any marketing campaign using consumer genome concept



80% savings in delivery time

50% savings in shipping cost





**ONE OF THE FASTEST GROWING
MULTI-MODAL LOGISTICS ENTERPRISE**

PLATFORM-LED BUSINESS GROWTH AT A FORTUNE 200 LOGISTICS STARTUP

“Infosys has built platforms that have become the new channels of growth for this extremely fast paced high growth logistics organization improving valuation and profitability.”



WHY DISRUPT?

Client wanted to establish a cloud-based, digital freight marketplace that is fully automated, self-learning and dynamic.

A platform to provide shippers with real-time visibility and opportunities to realize time and cost savings

HOW WE DID IT

We were engaged right from the concept stage and we jointly defined the strategy that set stage for this disruption.

- Build scalable, extensible and agile architecture, rolled out across multiple Business Units
- Capability building through continuous customer and carrier engagement
- Data science-led actionable insights and BI to accelerate adoption and roll out

WHAT WE ACHIEVED



~20% improvement
in Load Profitability



5 customer acquisitions

within 3 months of launch.
Created an additional pipeline of revenues that is on-track to contribute to 15% increase in annual revenues



93 days

to launch industry disrupting digital marketplace platform for first mile, middle mile and last mile logistics





THE ADECCO GROUP



FROM DISRUPTED TO DISRUPTOR

“ *Developed in close collaboration with Infosys, Adia is a great example of our strategy to co-create new solutions in order to realize our vision of the future of work.*

Co-creating with leading partners is key to success – not them or us but them and us.

What we have achieved in 24 weeks is more than what our competitors have achieved in 3+ years. ”



WHY REINVENT?

Uber-ize Adecco's business and transform their staffing model to stay ahead of digital disruptors

HOW WE DID IT

Co-created a digital start-up business Adia to launch a staffing app with:

- 8 Super-Agile sprints for different digital platforms
- Integration from 6 interfacing systems
- Latest technology stack with mobile first, cloud based approach

WHAT WE ACHIEVED



Significant growth



Just 24 weeks

from concept to launch with 250+ screens across 7 digital platforms



<1 minute

to onboard a candidate, and <48 hours to pay by digitizing payments infrastructure



Our AI & automation services energizes our client's "core"



**AI & automation
Consulting**



**AI & automation
COE execution**



Cognitive Solutions



**AI & automation
Managed Projects**

In-house Solutions

Infosys NIA
Purposeful Artificial Intelligence

iECP

assistedge
Robotic Process Automation



**A FORTUNE 100 U.S.-BASED
INSURER**



AUTOMATION DRIVES THE NEW MONITORING COMMAND CENTER

With 75,000+ batch jobs running, the client faced stability issues with 24,000 abends (abnormal ends) every year.

Infosys got engaged in identifying automation opportunities that would save 50,000 hours in application maintenance.



WHY REINVENT?

Transform the application landscape with a single view of operations driven by automation

HOW WE DID IT

After extensive value stream analysis (VSM) and day-in-the-life-of (DILO) analysis, set up an automation-intensive **Batch Process Command Center** using Infosys Nia

- Provides aggregated performance metrics at portfolio, application and business process level in real time
- Detects SLA and downstream impact
- Smart pattern analytics for actionable insights

WHAT WE ACHIEVED



7 use cases

for automation using Infosys Nia, with 30 ideas identified for implementation



30%

reduction in batch abends within 3 months



12%

effort savings in monitoring activities



Our learning ecosystem makes high quality training available easily



Make it Convenient

Accessibility

Make it Relevant

Content

Make it Fun

Engagement

Make it Matter

Assessment



We are building local innovation & tech hubs, closer to our clients



We have a structured approach to creating investor value

01

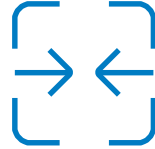


Growth with strategic investments

Scale Agile Digital
with key investments:

Go-to-market
Localization
Capabilities

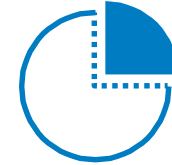
02



Programmatic inorganic moves

Invest in inorganic
moves to expand client
relevance

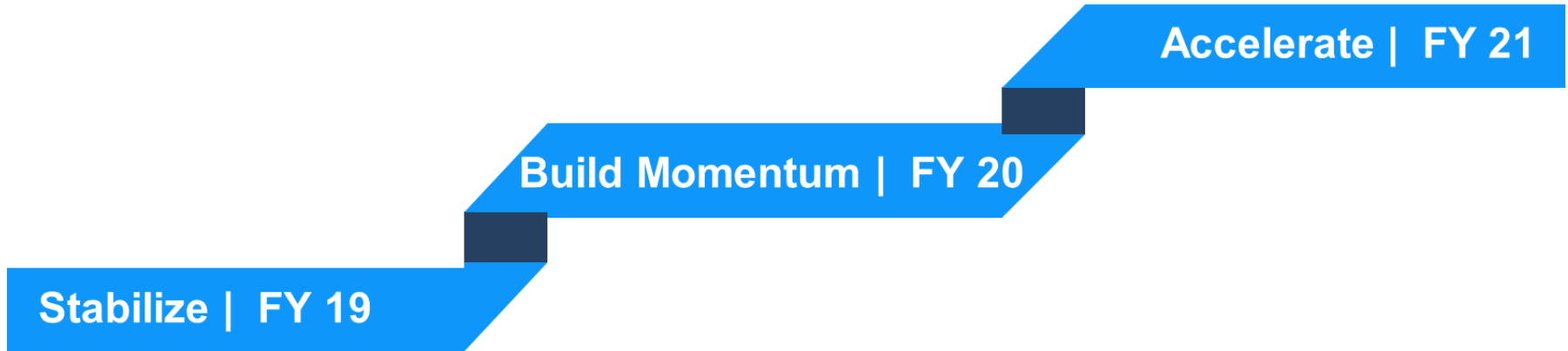
03



Disciplined capital allocation

Given high RoE,
return up to 70% of free
cash flows

We have set a 3-year roadmap to achieve our objectives



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THANK YOU