

## Amdocs Expertise

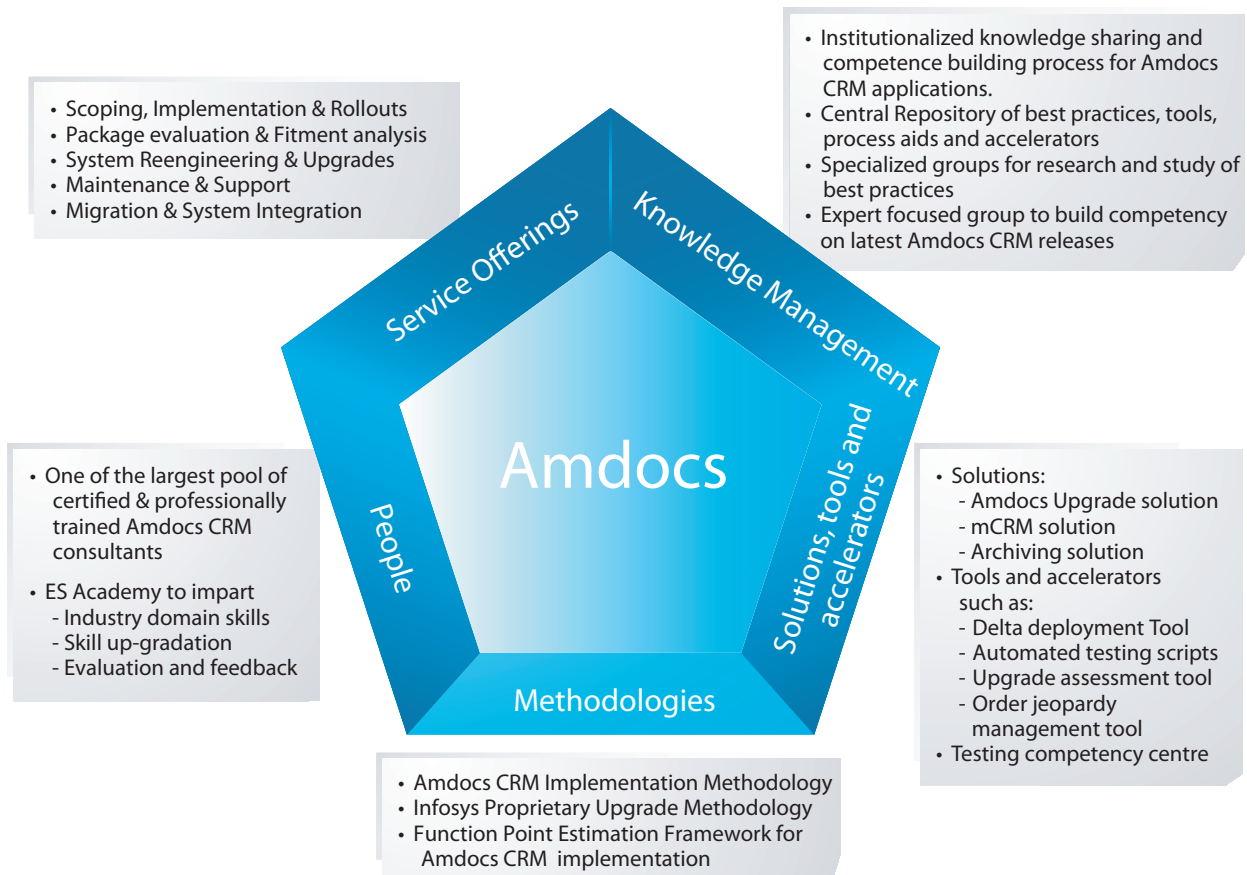
Ever-increasing competition and evolving customer expectations have made it imperative for companies to effectively adapt to changing market dynamics to retain and sustain their edge in the market. Staying ahead of the game requires a robust Customer Relationship Management (CRM) solution that is affordable, has extensive customization capabilities and integrates easily with the customer's existing Enterprise systems.

Infosys' Amdocs competency is bolstered by skilled resources, proven tools, methodologies, templates, and accelerators and supported by an Amdocs Center of Excellence. It ensures a high-quality strategic package evaluation and roadmap, robust implementations and rollouts, faster upgrades, and dependable production support.

### Key Capabilities in Amdocs

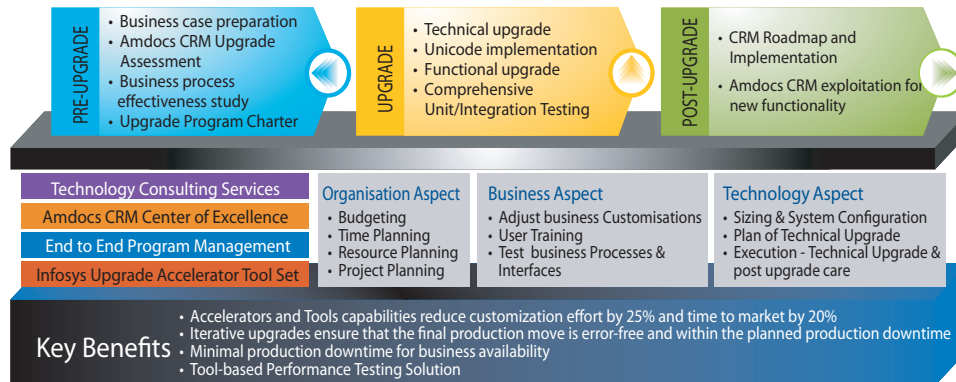
- Large resource pool of Amdocs-certified and professionally trained CRM consultants
- Over 50 engagements executed by leveraging our Amdocs Center of Excellence
- Robust methodologies supported by best practices, tools, process aids, and accelerators. These include:
  - Function Point Estimation Framework for the Amdocs CRM implementation
  - Amdocs CRM implementation methodology augmented by the Infosys Proprietary Upgrade Methodology

### Value Proposition



## Our Key Differentiator: Amdocs Upgrade Solution

Our Amdocs upgrade solution guarantees a seamless transition for your company by ensuring continued support from the product vendor, ease of deployment for new releases and reduced customization effort by leveraging functionalities in the newer versions. Infosys has executed several trouble-free upgrade projects over the years making use of an array of tools that make its upgrade process predictable and its estimation model highly accurate.



## Additional Value Adding Solutions

Solution	Purpose
mCRM solution	Seamlessly integrates mobile devices with CRM packages enabling the sales, support and field personnel to operate away from the work place.
Archiving solution	Data Archiving solution for Amdocs Clarify CRM implementations provides functionalities for archiving and purging from large production databases.

Client	Engagement Highlight
AMERICAN HI-TECH ENTERTAINMENT DEVICES MANUFACTURER	Implementation of Amdocs CRM 7.5 for the client's Managed Service Division led to an estimated annual cost savings of USD 1.4 million by leveraging current resources to increase efficient call handling by more than 50%.
LEADING AUSTRALIAN TELECOM MAJOR	Upgrading from Clarify 10.1 to Amdocs CRM 7.5 enabled efficient management of high-transaction volume, improved application performance/availability and removed physical limitation on database growth.
LEADING EUROPEAN TELECOM MAJOR	Complete ownership of Amdocs CRM application portfolio (More than 10 Applications) resulting in 40% cost savings for support operations through increased offshoring and decrease in 'Order-To-Fulfill' timelines by 10% due to increased automation.

**Infosys** | Building **Tomorrow's** Enterprise

For more information, contact [askus@infosys.com](mailto:askus@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](http://www.infosys.com).