

FAQs

Sapphire 2009



Infosys

Business Platforms

PROCESS • APPLICATION • INFRASTRUCTURE • SKILLS

PROPOSITION

1. Brief Description of the Offering

It is a complete Managed Service Offering for the “Source to Pay” process known as Infosys Business Platform for Indirect procurement

- Managing Procurement Categories and performing Procurement Transactions
- “built-in, best-in-class process”
- Provisioning and Enabling technology to manage indirect spend
- Scalable infrastructure in a hosted environment

2. How will this model benefit clients?

- **Process excellence:** Infosys will enable clients to refine and evolve their processes by bringing in process improvements, latest technology and appropriate skills. Infosys will bring benefits to clients beyond labor arbitrage in the form of enhanced spend visibility, spend manageability, spend reduction and better process control in the, source to pay process for indirect procurement
- **Faster technology adoption, less pain:** Infosys will ensure availability of latest functionality and features per client’s requirements to enable customer service delivery. Thus the client saves valuable business time and effort that would have otherwise gone into managing technology change
- **Enhanced user experience:** Clients can access the platform through the internet using secured connections. Applications provide rich user interface and allows for easy navigation to perform business activities. Easy process steps allow for faster turnaround.
- **Predictability in Expenses:** The offering will be priced on a variable basis as a percentage of the spend managed by Infosys. This will provide clients an operational model for running procurement operations and will provide predictability in outflow.

3. Can you provide the offering in a modular form?

- Infosys Solution is designed to provide “end to end” as well as, “modular offerings” to clients.
- The offering can be modularized such that it can be offered as below
 - Source to Procure
 - Procure to Invoice
 - Invoice to Pay
 - E-sourcing
 - Contract management

4. Would the pricing be uniform for all models?

Across all the models pricing shall vary with the extent of functionality used and transaction volume and the amount of spend processed. The price for the client will be arrived at after analyzing all the above factors. Standard pricing model is based on spend processed through the platform.

5. How do you account for existing client investments in SAP SRM?

Infosys shall develop a business case to work out the financial details for clients. As part of this exercise Infosys shall determine the investments made towards application license and also understand the licensing agreement. Post this we shall jointly work with SAP to account for the current investments

6. What best practices does Infosys use to support the platform solution?

Infosys Quality philosophy guides Platform offering. The quality systems at Infosys match the best in the world. We benchmark ourselves against international quality standards, like ISO 9000, CMM and recently, the Malcolm Baldrige framework. In addition, we use world-class techniques like the Six Sigma Cross Functional Process Mapping (CFPM) methodologies (from Motorola University) to facilitate process improvement. However, Infosys Quality is more than a mere adherence to these benchmarks, but a proactive quest for process improvement, beyond conventional limits.

A number of quality tracking methodologies, tools, and processes are put in place to ensure superior quality products and service to Infosys clients - in each engagement and also across engagements, at the relationship level.

At Infosys BPO there is a strong focus on Six Sigma. Around 1500 + people are six sigma trained. In addition to the above, Infosys is currently implementing the e-SCM framework and Balance scorecard framework for BPO operations. Application of such best in class techniques enables us to address client requirements with the high quality standards and with minimum variance.

Infosys follows the ITIL Service Support processes of Incident, Problem, Change, Configuration and Release Management to ensure all IT Operations activities follow a structured methodology. This proven framework ensures there are minimum service disruptions to the production environment by providing appropriate controls and escalation processes thus providing high service quality and optimized service operations which is scalable and manageable.

The technology configuration of the underlying applications will adhere to CMM L5 Standards and Infosys Quality Analysts will regularly audit the ongoing project to ensure that it is in adherence

7. Will resources be shared across clients?

Infosys standard offering on platform model will be in a shared environment. However, Infosys has provisioned for an exclusive offering for a one to one dedicated environment. The exclusive offering shall be offered on a premium vis a vis the standard offering

8. Who all are your partners in this solution?

Infosys has partnered with leading organizations to bring the best solution possible for its clients. For procure to pay process Infosys has chosen to partner with world class ERP provider SAP. Infosys has a strategic partnership with SAP under the BPO provider program. The alliance fosters collaboration between SAP and Infosys to address client needs across the lifecycle of the entire engagement with clients from sales to contracting to business process delivery.

9. What are the current offerings from Infosys in the procurement space?

Currently Infosys offers gamut of offerings in the Procure to pay process, a brief mention is as follows.

eBusiness Solutions: eSourcing, eProcurement, Technology Selection, Implementation of Niche Procurement Technology Products and ERP Solutions, Technology Hosting

Tactical Procurement: Requisition Review & Approval, Purchase Order Award & Processing, Purchase Order Administration, Expediting & Logistics Coordination, Receipt & Return Management, Rental Equipment Management, Supplier Helpdesk, Vendor Master Management, Catalogue & Content Management, Payment Processing

Strategic Procurement: Supplier Adoption & Collaboration, Spend Analytics & Reporting, Strategic Sourcing (Indirect Services), Commodity Consulting, Reverse Auction Management, Demand Planning, Inventory Management

Compliance & Performance Management: Transformational Consulting, Contract Compliance, Invoice Accuracy Audit, Procurement Dashboard, Supplier Scorecard

PROCESS



Infosys proposes to use a phase wise time bound methodology to transition client's indirect procurement process. The transition process begins with an analysis and assessment phase. During this phase Infosys shall understand and assess the current process state and will draft a road map for transition. During this phase Infosys also identifies key requirements for delivering business process with a platform delivery model, keeping in mind client specific requirements.

Once the client gives a go ahead next phase involves deployment of the necessary resources for service delivery. This involves technology provisioning and ramping up the process execution team, On-boarding phase involves transitioning client processes by category or by locations. During this stage we shall also initiate change management process, along with the identified client team to acquaint the users of the changes taking place.

Alternately Infosys also can explore the option of providing pilot set ups for a predefined category and time.

2. What is the time required to transition an existing process to Platform delivery model?

Typically it will take anywhere around 3 - 6 months starting from the requirement gathering phase till the complete handover of business process. Timelines will vary depending on the number of process' transitioned and complexity of system being transformed.

3. What is your strategy regarding updates to the system?

System upgradation will be done to ensure that the additional functionalities offered in the latest version are available to our customer. Our partners are established vendors in their respective markets and historically publish their release calendar well in advance. Infosys has ample amount of experience in carrying out upgrades across multiple packages/systems and this knowledge will be used in the up gradation of the platform.

Sourcing	Procurement	Accounts Payable
Access Supplier Networks	PR generation	Receive Invoice and imaging
Catalog and Content Management	PR validation	Invoice processing
Sourcing Events	PR approval	Vendor payment
RFx Management	Helpdesk operations	Payables reconciliation
Contract Management	Generate Purchase orders	Supplier/buyer query management
Supplier Management	Supplier interaction	

4. Describe the process scope that you offer as part of the standard offering?

Infosys Business Platform covers the entire gamut of strategic and tactical procurement by offering the following processes within the three main stages of Sourcing, Procurement and AP.

5. How will you account for the client specific process variations?

We understand that each client will have unique business needs and expect the solution to address such needs. Infosys Business Platform is configured with the best in class process. Infosys will maintain a golden template and will strongly encourage the client to adopt this template. Client specific process variations will be identified during the due diligence study and incorporated in the client template that will be configured in the system

6. Describe your approach for integration with client systems?

Data Integration: Infosys Business platform will pull the master data from client systems and push the transaction data back to the client as needed. The approach for integrating each master and transaction data entity depends on the volume and frequency. When on boarding the necessary data will be migrated to the platform in an offline batch mode. In the steady state if the frequency of update/addition to master/ transaction data is low the integration will be managed by using offline batches and if addition/updates are frequent then RFC calls using SAP XI will be used for integration.

APPLICATION

1. What underlying technology are you using?

The technology that powers our platform is a combination of the select tools & technologies aimed at enabling the best in class process. SAP at the core is complemented by surrounding application providing additional functionalities that complete the process.

2. Can you integrate the platform with our financial systems?

Yes we can. We have built-in interfaces/gateways on the platform using industry standard technologies. This should integrate with your financial system with minimum effort. This aspect is also part of our requirement gathering exercise and we will analyze in-depth the integration required at that stage.

3. Can you workout a solution with the data residing in our premises and not hosted in your facility?

Infosys has designed the offering to have the data stored in a secured data center facility and has ensured that the architecture supports the required levels of response time, to ensure SLA compliance. However in a situation where there are some restrictions due to government policies on data transfer, Infosys will evaluate the same during the assessment study (Discovery Phase) which happens during the initial stage of the engagement and suggest suitable steps.

4. How does your platform support multi-tenancy?

The multi-tenancy aspect is supported within the platform in multiple different ways. We have explored the multi-tenancy provisions within the SAP Applications (One SAP Application Instance serving multiple customers) & also designed an architecture that enables multi tenancy with a multiple instance strategy.

The preferred model would be to have a multiple client-single instance strategy (Single SAP Instance supporting multiple customers). There are triggers defined in the Architecture that allow us to move from a multiple-client single instance strategy to a multiple instance strategy. We could also have a situation where when we are on boarding a client, the client could insist on a dedicate instance. There are provisions within the architecture to allow us to move between these two models at a cost to the customer.

5. What is the service level performance offered by the Platform?

Infosys shall bind itself to the business level SLA and ensure the platform availability to adhere to the business level SLA. These business SLAs shall be frozen after due diligence of clients requirements. The architecture for platform is built to provide high availability and redundancy at application and hardware level.

INFRASTRUCTURE

1. What level of visibility will Infosys provide to the clients as regards security?

- Infosys shall ensure security at data level and physical level.
 - Data level - secured log in , VLAN, encrypted data transfer
 - Physical security - Employee background & profile check, restricted access to production area, 24 x 7 security
- Infosys would be open to client audits and would also be ready to submit periodic reports like log reports etc.

2. Where does Infosys host the platform solution?

All Infrastructure related to hosting the platform solution is located at Infosys' partner data center facility. Infosys partners with leading hosting providers to provide state of the art data center hosting at its data center facility in the United States.

3. What capacity is the platform solution capable of supporting?

The platform solution's infrastructure is designed to support a scalable architecture in terms of storage capacity, processing capacity and network capacity. A SAN based storage system enables storage capacity to grow up to 2TB initially. The computing platform is based on an Intel based Blade Architecture which enables processing power to scale easily without disruption at the web, application and database layer.

4. How will Infosys connect to the customer network?

Infosys would connect to the customer network on a dedicated T1 link from the Datacenter to Customer network. We have provided a base bandwidth of T1 capacity but during the due diligence phase this need to be re-worked based on the customer requirements and RFC load.

5. How will Infosys ensure availability of the solution?

Infosys ensures availability in two ways. Infosys has designed the infrastructure platform solution with high availability to ensure there are no single points of failure. Apart from HA, Infosys has also setup monitoring tools that monitor all critical elements of the infrastructure for availability and performance monitoring. These tools enable Infosys engineers to detect any breach in pre-defined thresholds and enable proactive incident resolution. All critical alerts create an incident ticket in the incident tracking system and ensure appropriate support engineers are assigned the ticket for resolution. Infosys provides a 24x7 monitoring and management solution to ensure high levels of availability to the customer.

5. Does Infosys BPO provide robust business continuity planning?

Infosys BPO has a comprehensive business continuity plan within city (Bangalore), within country (Pune) and outside country (Eastern Europe).

SKILLS

1. What is the strength of your BPO team to carry out process transactions?

Infosys has a strong practice with 1200 + people working in the procure to pay processes across process and technology, and the number is growing everyday. We manage 10 Bn USD of spend through our BPO services to multiple clients.

2. What competencies does Infosys have on Procurement and Supply chain at large

Within ES, there are multiple domain based groups focusing on ERP, CRM, BI, EAI, SCM etc. In the supply chain we focus on four key areas

- Supply side where we focus on strategic sourcing & e-procurement working on packages like SAP-SRM & Ariba
- Supply chain planning covering demand planning, manufacturing planning and so on where we work on packages like SAP APO, Oracle APS, Manugistics & i2
- Supply chain execution side which has multiple areas around fulfillment like warehouse management, transportation management and distributed order management. Sterling Commerce is our key offering here, we also work on packages like i2 TM/TO, Red Prairie WMS, G-Log etc.
- The 4th functional area is Enterprise Asset Management which deals with Maintenance, Repair & Overhaul for capital intensive industries like Utilities, Oil & Gas etc., focusing on work management, asset management, procurement, inventory management and related areas for keeping assets running 24X7 where Maximo is the package.

Specifically for Retail industry, we work on Retek or Oracle Retail, as it's called post its acquisition by Oracle, which is an all-in-one suite for the Retail vertical, focusing on store management activities.

In the package space, we classify all services into 3 distinct tiers

1. The upstream tier would be package-related consulting like package evaluation, RFP creation for a client, supplier enablement, functional fit assessment, package diagnostics etc
2. The middle tier would be implementation and upgrade which are service offerings once a client has decided on a specific package
3. The downstream tier would be steady state maintenance, enhancements and other sustenance activities

We have a strong focus on the SAP SRM package. Our expertise spans across implementation, roll out, maintenance and upgrades. We have a strong alliance with SAP on various fronts which allows us to exchange information and access knowledge from SAP on the latest technology developments

- Infosys is partner for SRM 7.0 ramp up
- Preferred Validation partner for SAP SRM 7.0 release
- Partnered with SAP in the creation of industry specific value scenarios
- Dedicated center of excellence for SAP SRM

3. What competencies will Infosys bring to the table in package implementation, and integrating new products with the existing solution?

Infosys through its Enterprise Solutions arm provides services and solutions spanning the enterprise value chain with focused groups aligned to products and functions built around centers of excellence. ES has delivered services and solutions in more than 28 countries spread across the globe. The services include global implementation and rollouts which involves package implementation, customisations & integration between different enterprise systems.

4. How will Infosys ensure resource availability for client operations?

- The brand equity that Infosys enjoys helps in recruiting the best students from India's elite engineering and management institutes. Infosys recruits Graduates /Post- Graduates with backgrounds in Engineering, Science and Management.
- Infosys also has a world class training facility to orient and train young professionals as per the Industry requirement. Talent management at infosys ensures ready to deploy pool of resources and also enables skill enhancement for the workforce through continuous learning programs.
- Infosys has set up a procurement academy to create a pool of professional with procurement knowledge - as we have realized that curriculum's in the country today do not cover procurement as a stream.

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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.

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