

FAQs

Sapphire 2009



Are your

key business decision makers getting the right
information at the right time?

1. Business Intelligence Credentials

Infosys offers an integrated end to end Enterprise Information Management service portfolio. With a commitment to conserve the information fabric and to provide right information to our customers by transforming their information assets into a robust enterprise engine which would drive agility and create and sustain competitive advantage.

During the present tumultuous economic conditions, most decision makers would agree that it takes an increased organizational maturity to sustain and create value through its Business Intelligence initiatives.

Infosys, with its unique set of credentials, is better prepared to partner with its customers towards this journey.

Mature Business Intelligence Practice

- Over 550 executed BI/PM engagements with over 5000 BI experts in the organization. About 1400 experts on SAP Business Warehouse and Business Objects
- Over 250 active client relationships and geographic spread across Americas, EMEA & Asia Pacific
- Strong focus on functional expertise across industry verticals and sustained people development

Business Intelligence Services

- Optimum basket of services with depth across technologies. Services include Business Intelligence Strategy and Roadmap, BI Competency Center (BICC) set-up, KPI Framework Definition, Architecture Consulting, EDW Implementation and Rollouts, Application Support and Maintenance and Upgrade
- Service Offerings across BI/PM canvas include Integrated Performance Measurement/Analysis Framework, Corporate Strategic Planning & Execution Framework including industry & functional solutions focused on specific needs - viz. Basel II, Trade Promotions Analytics for Retail, Customer Analytics, Data Quality Management in Banking etc

Domain focus

- Expertise across verticals like Financial Services and Insurance, Retail and CPG, Telecom, Manufacturing, Healthcare & Life Sciences and Energy & Utilities
- Industry & functional solution offerings across industry verticals which include pre-built integration accelerators for leading ERP and CRM systems with 30+ custom Initiatives, custom KPI Framework, Dashboards, Scorecards, Reporting, Alerts, White-boarding and Advanced Collaboration

Predictability

- Ready to use repository of Frameworks, Architectural Models, Methodologies & Tools
- Tailored Program Management and Governance Model
- Standard Toolkits, Accelerators, Templates and Checklists for accelerated execution
- Framework for world-class Knowledge Management
- Over 90% engagements operate at CMMi 5
- Global Delivery Mode

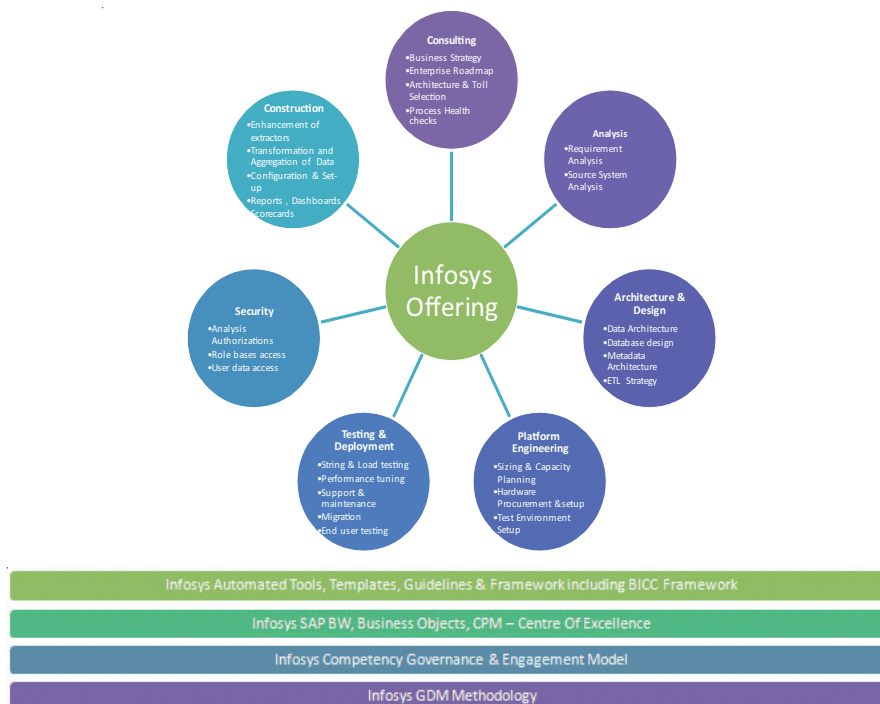
2. Scope of Offering

Infosys BI/PM service offerings cover an entire spectrum from operational intelligence to strategic measurement and management. Infosys solution methodology leverages structured and unstructured information, by viewing information as an asset and Infosys BI/PM consultants thrive to align the customer's processes and performance with the business and BI strategy.



3. Nature of offering

Infosys offers a comprehensive suite of services from conceptualization to deployment of an efficient and holistic BI framework and solution.



4. Business Pains/Problems

As a result of the present crisis, globally, organizations are now seeking proactive information. Answers to questions pertaining to the current and expected state of operations are being profusely sought after. Many organizations also suffer a loss of their enterprise view, as businesses transcend organizational boundaries. But as, organizations face such issues, the concern of their data volumes, quality, traceability etc. poses as a significant opportunity in capturing and leveraging more information to drive business intelligently.

Our holistic approach to BI has created opportunities out of the challenges faced by the customers.

Challenges	Opportunities
Loss of enterprise view	Restore enterprise view and visibility to operating efficiencies
Regulatory pressures	Regulatory compliance
Untraceable data	Information as a service
Disjointed information silos and data quality issues	Collaborative innovation & data governance
Uncontrolled volumes	Economies of scale
Information not available when needed	Corporate Performance Management <ul style="list-style-type: none"> • Access to detailed drill-down data from huge set of operational data • Identification of Key Performance Indicators • Streamline the Budgeting and Planning cycles • Reporting strategy to make the right information available to the right people at the right time
IT spend not having a positive impact on bottom-line	Ensured faster pay back and optimized IT investment by providing visibility across organization.

5. Benefits of offering to Customers

Most of our BI/PM framework implementations lead to results as below.

- One of our large electric utility customers, partnered to implement an EDWH on SAP Business Intelligence, obtained 30% reduction in TCO and 150% speed in deploying information
- The EDWH implementation for a world leading agri-product company resulted in 30% reduction in cost of data analysis (operational & strategic). The company has, since, also been able to reduce the global planning window from 6 weeks in 2006 to 48 hours in 2009 with a reduction of \$15 million in cost of goods sold (COGS)
- A world leader in consumer health care has combined the benefits of central data warehouse with intelligent enterprise reporting to provide YTD KPIs, Sales forecast, P&L forecast to its business users. It has also resulted in 70 person hours of effort saving per month of data analysis by its user community. Reduction of manual work leads to accurate information, thereby reducing wrong decisions

The list goes on and successful ways that BI is leveraged within organizations is endless. The benefits of BI deployment have seen increased efficiency in business performance.

6. Key Differentiators of Infosys

Integrated Solution Approach	<ul style="list-style-type: none"> • Life Cycle Management from Strategy to Implementation and Steady State Support • End-to-end Solution Capability
SAP Business Objects CoE and Reporting Strategy Centre (RSC)	<ul style="list-style-type: none"> • Wide range of depth and expertise across SAP BI /CPM stack • PoVs to demonstrate seamless transition from existing SAP/Business Objects implementations to the new Business Intelligence Platform • Advising customers, both prospective and existing, about how to approach and strategize their BI initiatives • Setting up a governance and engagement model to oversee execution of SAP Business Objects projects
SAP CPM CoE	<ul style="list-style-type: none"> • Planning, budgeting, forecasting application in SAP BPC & IP • Financial Consolidation in SAP BPC, SEM BCS and Cartesis • Balanced Scorecard, Dashboard, Cockpit in SAP SSM - Pilot-Works • PoVs, tools comparisons and accelerators
BI Architectural Council (BIAC)	<ul style="list-style-type: none"> • Best Practices in design and blueprinting stages of project execution • Critical design reviews by SAP BW certified senior consultants • Evaluate SAP BI product suite for project requirements • Spread industry best practices, upcoming BI trends, new tools available in the market etc and shares the same across our practice
BI Competency Center (BICC)	<ul style="list-style-type: none"> • Help customers assess the maturity of their BI environment • Suggest roadmap for moving up the BI maturity curve
Sustained People Development	<ul style="list-style-type: none"> • In-house Academy • Technical Trainings • Domain Trainings • Certifications
Global Deployment	<ul style="list-style-type: none"> • Scalability to serve any geography • Local presence and global delivery • Leverage various time zones to deploy remotely and achieve higher productivity, efficiency and advantage

For more details write to
sap_mktg@infosys.com



For more information, contact 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.