

Enterprise Shared Services - Global Support Center


In the past, organizations worldwide have had great success stories in outsourcing and offshoring the support and maintenance of their Enterprise IT Systems. However, they are compelled to find new ways, especially due to the current economic scenario, to increase operational efficiency, decrease the costs of supporting the IT systems while maintaining the same quality of support to the end users.

Shared Services comes to the rescue...

In a shared services model, the non-core functions of a company are standardized and consolidated to reduce duplication of processes where services that are common to all (or many) customers are supported by a centralized pool of consultants. Shared Services bring in cost savings through optimum resource utilization, improvements due to efficient and standardized processes, increased productivity due to the knowledge acquired across multiple engagements resulting in about 20~30% savings in the long run.

Infosys' Global Support Center provides *Enterprise Application Management Services, remotely, on 24x7x365 basis, to our customers' environments, delivering highest Quality of Service, using superior People, Process and Technology to meet our Customers' business needs.*

Infosys's Global Support Center



Infosys's solution for shared services has the following characteristics:

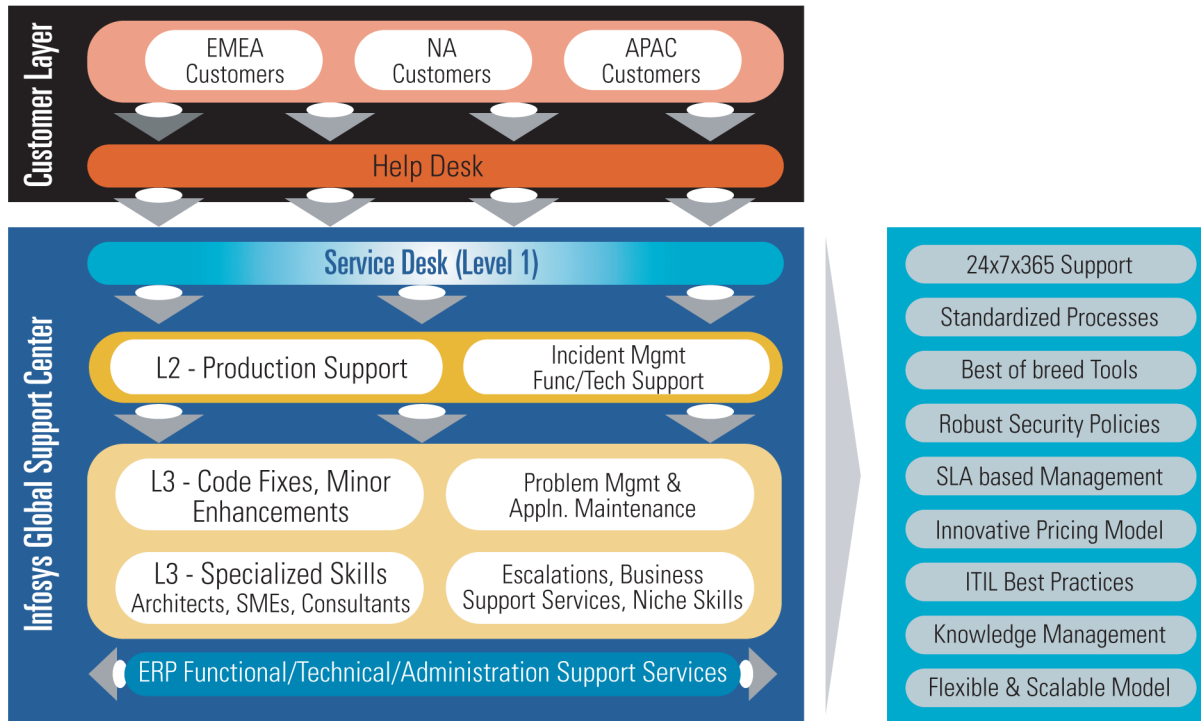
- An innovative service offering providing Application Management Services on Enterprise Packages
- Services delivered by a common resource pool across multiple customers worldwide
- Combined offerings of Application Support, Maintenance and Administration
- Aggressive off-shoring through 24x7 service coverage
- Multiple levels of support L1 ~ L3
- Additional layer of experts to provide consultancy on niche skills
- Innovative pricing models based on service levels and to support pay-for-use concepts
- Standardized support and delivery processes based on ITIL Best practices
- Best-of-breed tools
- SLA based Performance measurement
- Dedicated center with robust Infrastructure and state-of-art security features and policies

Our Service Offerings

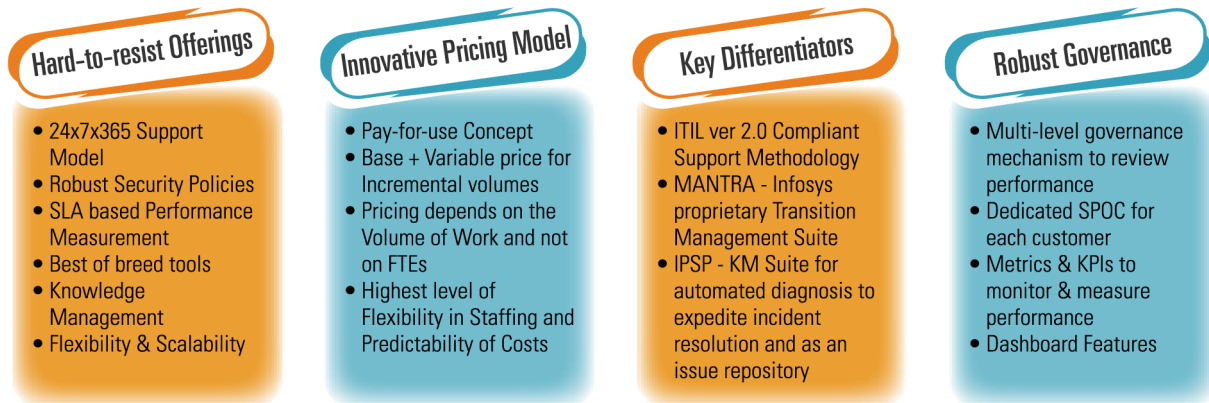
<p>Application Management Services including all three levels:</p> <ul style="list-style-type: none"> L1 Application Service Desk L2 Production Support L3 Maintenance & Specialized Skills Support 	<p>Scope of work includes:</p> <ul style="list-style-type: none"> • Application Support <ul style="list-style-type: none"> • Incident Management • Monitoring • Application Maintenance <ul style="list-style-type: none"> • Problem Management • Code Fixes • Minor Enhancements • Application Administration 	<p>Additional Services include:</p> <ul style="list-style-type: none"> • Business Support (period-end) • Support on Niche skills • Performance Management • Change Management • Configuration Management • Release Management • Service Level Management
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Best solution to 'Keep-IT-on' with 'round-the-clock' support mechanism

Shared Services Operational Model



Infosys Value Proposition



Infosys | Building **Tomorrow's** Enterprise

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.