

Case Study



SAP transformation project for a Californiabased utility company

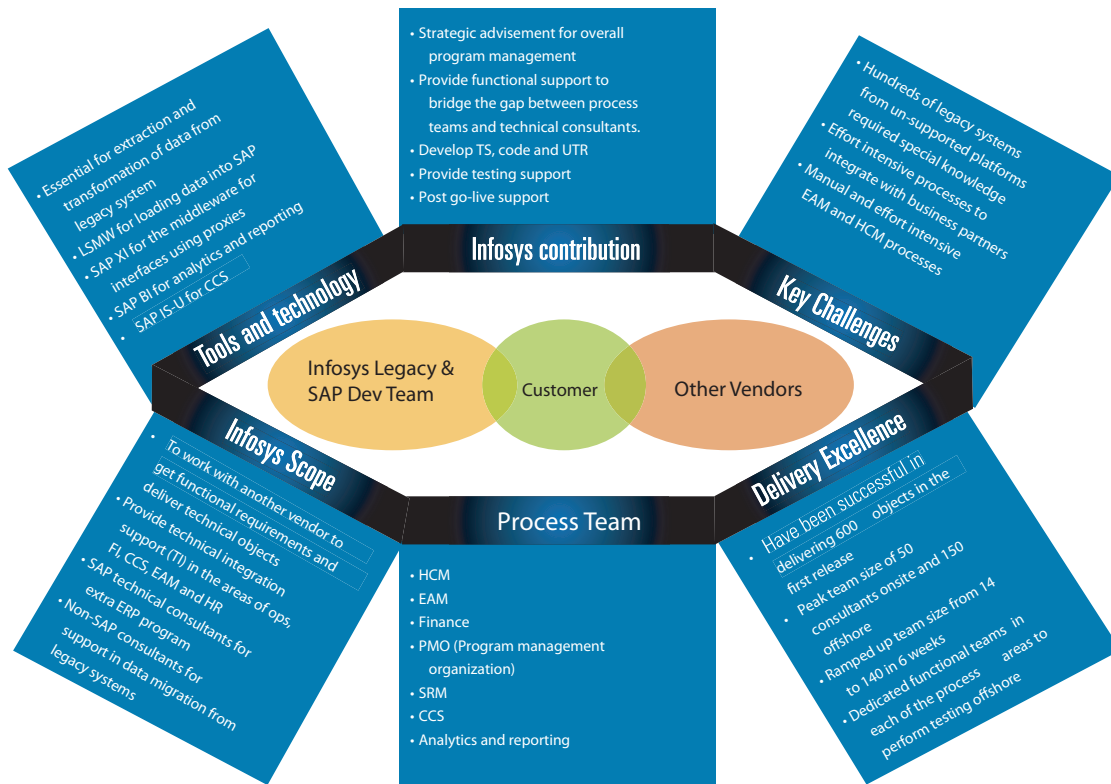
Utilities have been undergoing package-enabled Business Transformation to achieve competitive advantage. Infosys' long relationship and rich experience with the client and their business processes allowed it to play the role of the key technical implementation partner. Quality processes, flexibility and scalability demonstrated by Infosys have been key factors in the success of this program.

Business Need

- The client wanted to transform their business via SAP enabling technologies, replacing their business processes and systems with improved SAP technologies, as well as decommissioning most of their existing systems
- The client wanted to reduce investments in the infrastructure and streamline its processes to make itself regulatory compliant
- The client aimed to introduce portals for employee self-service, and to develop automated workflows that would accelerate approval processes. They wanted to automate payroll processing
- The client needed a repeatable and sustainable customer centric, cross functional process to improve and measure customer satisfaction

Infosys Solution

Infosys played a multifaceted role that spanned from pre-implementation phase to post go-live consulting



major responsibilities

Infosys' major responsibilities include:

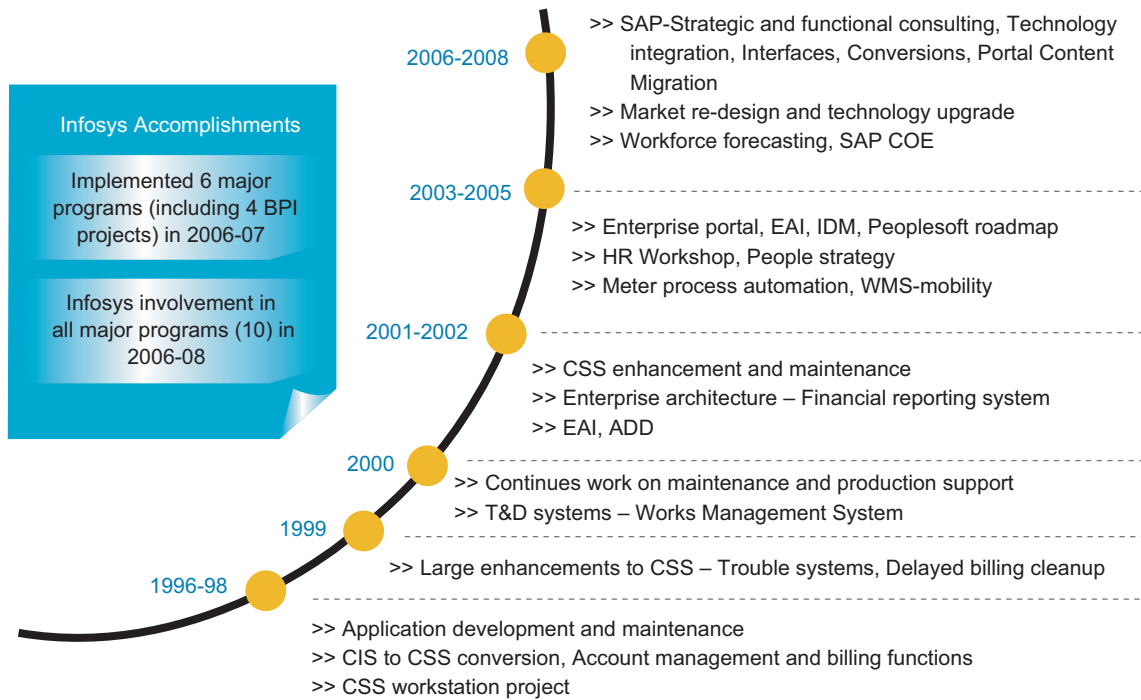
- Quality management across all critical phases of this business transformation program for all major releases
- Technical and business integration to effectively integrate and bridge the gap between process and technology
- Development of 600+ custom objects
- Legacy system data conversion using the Ascential toolset and interfaces development with XI as middleware, thus reducing multiple middleware solutions and licensing
- Enterprise Data Warehouse solution implementation using SAP Business Intelligence

Value Delivered

- Strategic advice for overall program management
- On time delivery of objects as per committed dates
- Implemented complex business process for “Document management distribution” resulting in a fully controlled and automated document management system using DM/RM in SAP

Relationship

Infosys has been a part of all major programs with this client for the last 13 years.



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.

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