

Infosys®



FOSTERING  
INNOVATION

T H R O U G H

RESEARCH AND  
EDUCATION

# Innovation at Infosys

Innovation as a culture at Infosys is integrated with the company and extends to its external customers, partners and its networks. To keep pace with the fast changing business scenario and advances in technology, continuous investments in innovation and its management are of paramount importance to Infosys. SETLabs, Infosys' research unit was established in year 2000, as a strategic initiative for technical competency development and deliver competitive differentiation through the creation of intellectual assets.

The mission of SETLabs is to support and impact Infosys' vision of helping clients innovate in the Flatworld through use of ICT

- harnessing innovation and ideas
- driving market competitiveness through technology thought leadership and business relevant R&D
- creating compelling reasons for enterprises to invest in technology
- driving greater operational efficiency and profitability



# Co-creating with clients

BT Research and SETLabs, the companies' respective R&D divisions have been working in collaboration, utilizing their respective intellectual assets to create combined solutions. A solution created and rolled out at the end of 2006 is now a fully automated resource management system that uses advanced intelligent algorithms to enhance a company's productivity by accurately forecasting, optimally planning and positioning a large field workforce to adapt to changing demands. The Field Optimization Suite, jointly developed by Infosys and British Telecom (BT), won the National Outsourcing Association (NOA) award for Innovative Outsourcing Project of the Year 2007. Further, BT has signed a memorandum of understanding (MoU) with Infosys to collaborate on research and innovation. The two companies are now working to integrate their IPs with a multi-year joint Go-To-Market agreement for the combined solution.

"It's great example of seeking innovation beyond the boundaries of the payroll for both organizations."

Matt Bross  
Group CTO  
British Telecom – BT





# Innovating with partners

Infosys has been working closely with partners to create innovative solutions that target industry and market specific problems.

Bharti Airtel, India's leading integrated telecom services provider, recently entered into an innovation and technology partnership with Infosys to deliver superior customer experience to the customers of Airtel digital TV, its Direct-To-Home (DTH) TV service. As part of its Digital Convergence Platform, Infosys will provide a suite of products including devices, application servers and interactive applications that will focus on providing an enhanced digital lifestyle to Airtel digital TV customers.

Infosys and Microsoft share a strategic relationship - as mutual customers, providers and partners. The Infosys Microsoft Technology Centre is an outcome of and a commitment to this alliance. The alliance is in its fifth year and is growing from strength to strength. In listening to our customers and field, we determined the need for a clear joint value proposition to consistently explain the business value of our partnership and drive its awareness. Together, Microsoft and Infosys are Accelerating Competitive Impact.

In partnership with two global engineering giants, Infosys set up global engineering centers (GEC) in Bangalore. The R&D centre in partnership with ALSTOM, a global leader in power generation and rail transport infrastructure, will enable us to jointly create next-generation solutions for the power sector. Infosys has also set up a GEC with Spirit AeroSystems, the world's largest independent supplier of structures for commercial aircraft. The center will focus on high-end engineering services including product development, design and analysis of airframe structures, engineering change management and stress engineering support.

Infosys has partnered with SAP in the "Global Ramp-up of NetWeaver" and supports SAP in its efforts on SAP NetWeaver stack. As SAP's strategic services partner, Infosys combines technical and industry-best practices to deliver successful business solutions..

The Infosys Oracle Centre of Excellence is setup jointly with Oracle with following objectives:

- Develop & Showcase Infosys solutions & PoC's on Oracle Platform
- Thought Leadership, Product updates & Trainings
- Provide consultancy on latest oracle technology to projects



## Nurturing talent

In its pursuit to build a world-class training facility, Infosys decided to consolidate its learning activities in Mysore and started the Global Education Center.



The GEC managed by the Education and Research team at Infosys

- Accommodates 10000 people at any given time
- Has 500 faculty rooms
- Has 10000 rooms to accommodate trainees
- Hosts an 18 week residential training program
- Focuses on Information Technology training
- Hosts the Infosys ECC—an Employee Care Facility
- Boasts a 60000 Sft state-of-the-art-library that can house 75000 books

The Infosys Leadership Institute ( ILI) is a harmonious blend of leadership and managerial development.ILI has created and nurtured a unique ambience for thinking and learning on its residential campus, which is situated on a beautiful landscape of over 300 acres in Mysore. It was set up with the mandate to:

- Enhance managerial capabilities to enable better customer satisfaction
- Develop leaders to help achieve organizational vision
- Partner with Customers to create high performing multicultural teams

Keen to make the learning experience more effective and useful to the participants and to understand the benefits of the program offerings to the organization, ILI has adopted the competency approach to learning and development.

- Mapping of Technical and Behavioral competencies for the various roles that exist in the organization
- A select population of high potential employees identified as Tiers I, II and III

The tools and aides used in this process include:

- Competency based Developmental assignments
- Personal Development Plans
- Various Assessment mechanisms

Rather than thinking of certifications purely in terms of a performance metric, we think of them as catalysts for business efficiency.

- Role-based organization demands objective ways to measure competencies
- Fair, objective ways of assessing and measuring competencies for each role
- A clear roadmap of the competencies required to move ahead and enrich your career

Infosys Product Engineering group focuses on providing services & solutions to established and emerging Product companies. The product R&D services cover the concept-to-market needs of the product and include product design & conceptualization, development, testing & automation and product L3-support services. Another key service is the offshore product development centre that provides an offshore extension of your engineering setup in a seamless, low-risk manner. We operate mainly in Communications, Media & Storage, Consumer Electronics, Semiconductors, Scientific & Industrial equipment, Enterprise software and Computing peripherals space.

# Connecting academia





A unique academia-industry initiative to  
"architect the education experience"

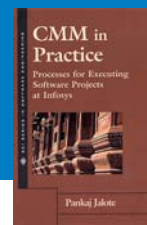
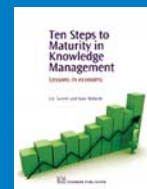
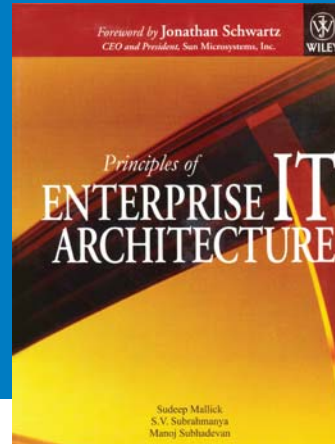
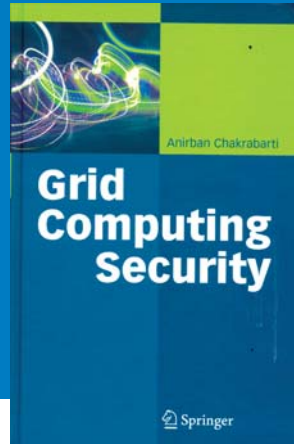
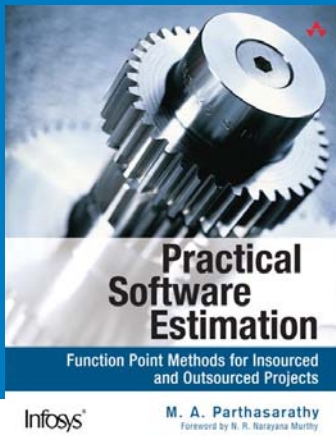
- Portal access to all students nationwide  
<http://www.campusconnect.infosys.com>
- Seminars at college level
- Technology festival sponsorships for participating colleges
- Sabbaticals at Infosys for faculty from academia
- Faculty Enablement Program



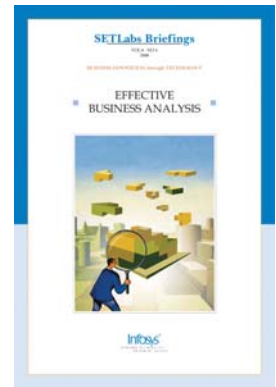
Infosys' Global Internship Program

- Provides a platform for undergraduate, graduate and PhD students from top academic institutions around the world, to work on live technical and business projects, ranging from application development to business consulting in Infosys' offices worldwide
- Over 7000 applications were received for 125 positions in the past year
- This program adds to the diversity at Infosys and has had representation from 30 nations
- Represented 75 leading educational institutions worldwide
- Interns from leading institutions: Harvard, Stanford, Yale, Tsinghua, MIT, Berkeley, Cornell, Wharton, Duke, University of Illinois Urbana Champaign, TU Darmstadt, RWTH Aachen and Oxford University.

# Creating Thought Leadership



## Books & Periodicals



SETLabs Briefings: A first of its kind peer-reviewed journal published by SETLabs every quarter offering fresh perspectives on boardroom technology and business issues.

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Pick from a wide range of books about a plethora of topics ranging from service-oriented architecture and grid computing to various software and knowledge management.

# Creating Innovation Networks

Infosys is working with the Indian Institute of Information Technology, Hyderabad on unstructured data analytics, inference and diagnostics, image mining and development of next-generation business intelligence tools.

Infosys has collaborated with the Indian School of Business, Hyderabad on managing and driving innovation in services organizations. This project led to a better understanding of areas where we can innovate operationally in our customer engagements.

Infosys has invested in the future of Australia's IT services industry, committing up to AUD\$1.9M in cash and services to the newly formed Smart Services Cooperative Research Centre (CRC). The program will bring together the best technology minds from industry, six Australian universities and Government to develop an ambitious R&D programme aimed at creating intellectual property (IP) of value to Australia's services market – with initial demonstrators planned for the finance, media and government sectors.



# Rewarding Innovation



Dr. Daphne Koller wins first-ever ACM-Infosys Foundation Award

Dr. Daphne Koller won the 2007 ACM-Infosys Foundation Award for her work in combining relational logic and probability that allows probabilistic reasoning to be applied to a wide range of applications, including robotics, economics and biology.

The Association for Computing Machinery (ACM)-Infosys Foundation Award recognizes innovation by young scientists and system developers in Computing Sciences. The winner receives US\$ 150,000 from the Infosys Foundation endowment.

In her acceptance speech, Dr. Koller said, "I'm deeply honored to be the first recipient of the ACM-Infosys award. I would like to thank the Infosys Corporation, and its chairman, Narayana Murthy, for endowing this generous award, which will undoubtedly help highlight the importance of basic computer science research to pushing forward the cutting edge in information technology. The ACM-Infosys award has been described as a mid-career award, which is a wonderful thing, because now is a particularly exciting time to do research in

computer science. Computing now pervades virtually every aspect of our social fabric, and every field of intellectual endeavor, setting up a whole new range of problems that require sophisticated computational solutions. Thus, computer science has a unique opportunity to apply itself to a new stream of exciting computational problems, while making a tremendous impact on society, scientific discovery, and human health. I feel fortunate to take part in this endeavor."

S. Gopalakrishnan, CEO, Infosys, said that the award will set an example and inspire students to consider careers in computing science and innovate. "Our goal is to identify breakthroughs that have broad implications well beyond the scope of the innovation itself, and that reflect an underlying scientific or engineering methodology that is remarkable for its rigor or for its sheer audacity."

ACM is an educational and scientific society that unites the world's computing educators, researchers and professionals to inspire dialogue, share resources and address the field's challenges.

# Infosys Technology Forum

The Infosys Technology Forum (ITF) is an online collaboration portal which allows users to participate in online discussions, create their own blogs, and collaboratively develop joint points of view. The Infosys Technology Forum is part of an overall initiative to help build out an ecosystem of partners who will leverage each other's strengths to deliver whole solutions that help solve today's market problems.

The ITF is comprised of the Infosys Technology Roundtable (TRT) Forum, the Infosys CTO Inner Circle and the Infosys Research Collaboration Program

## **Infosys Technology Roundtable (TRT) Forum**

Subscribers to the Technology Roundtable Newsletter (TRT) are invited to form the first external communities on the ITF. The Infosys Technology Roundtable is an influential interest group consisting of Technology Architects and executives representing key Infosys clients who are responsible for realizing innovation through technology in their organizations. Members of the Infosys Technology Roundtable receive monthly reports from SETLabs on the research areas. The TRT Members can use this platform to share their viewpoints with other members from varied industries and domains.

## **Infosys CTO "Inner Circle"**

Executive sponsorship and participation will also be invited as we institute a select group of around 25 technology leaders from among Infosys' client organizations. This elite group will get to view and influence the collaborative technology research agenda of the entire group on the ITF.

## **The Infosys Research Collaboration Program**

The 'Research Collaboration' Program is Infosys' initiative to partner with clients in anticipating, creating and directing their future. It combines the expertise and resources of SETLabs with the client's vision of the future and together, it harnesses Information Technology to anticipate evolving business needs and ensure that our clients retain their competitive edge.

## **Academic partnerships**

Infosys is also independently pursuing joint research collaborations with the research groups from various universities across the globe.

The collaboration and engagement with multiple clients and academicians with a "research" focus is expected to result in multi-level engagement models with identified common objectives and will serve to strengthen and institutionalize the SETLabs innovation model.



## Global Presence

### North America

Atlanta, Bellevue, Bridgewater,  
Charlotte, Detroit, Fremont, Houston,  
Lake Forest, Lisle, New York, Phoenix,  
Plano, Quincy, Reston, Toronto

### Europe

Brussels, Copenhagen, Frankfurt,  
Geneva, Helsinki, London, Milano,  
Oslo, Paris, Stockholm, Stuttgart,  
Utrecht, Zurich

### Asia Pacific

Beijing, Hong Kong,  
Mauritius, Melbourne, Shanghai,  
Sharjah, Sydney, Tokyo

### India

Bangalore, Bhubaneswar,  
Chandigarh, Chennai, Hyderabad,  
Mangalore, Mumbai, Mysore,  
New Delhi, Pune,  
Thiruvananthapuram

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## About Infosys

Infosys Technologies Ltd (NASDAQ: INFY) defines, designs and delivers IT-enabled business solutions that help Global 2000 companies win in a flat world. These solutions focus on providing strategic differentiation and operational superiority to clients. Infosys creates these solutions for its clients by leveraging its domain and business expertise along with a complete range of services.

With Infosys, clients are assured of a transparent business partner, world-class processes, speed of execution and the power to stretch their IT budget by leveraging the Global Delivery Model that Infosys pioneered.

**Infosys**<sup>®</sup>  
POWERED BY INTELLECT  
DRIVEN BY VALUES

[www.infosys.com](http://www.infosys.com)