

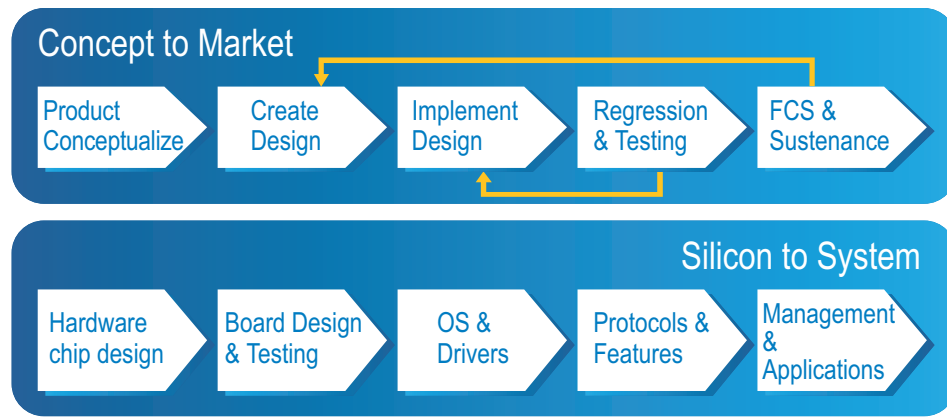
White Paper



The Product Engineering Difference at Infosys

Who are we?

Infosys Technologies Ltd. (NASDAQ: INFY) is a leading software technology services company. We offer a host of services including application development, maintenance, product engineering, R & D, infrastructure services and consulting, to enterprises across the globe. We are the Product Engineering (IPE) Group within Infosys that provides Product Engineering and R & D Services. Our services span the entire life cycle of a product, from conceptualization through product architecture, design, development, product enhancement, maintenance, test/ validation, to product support and go-to-market services. Infosys PE services are truly collaborative - we do not own the Intellectual Property and we do not compete with our product customers.



Product services offered by Infosys PE

Our software services include design and development of software ranging from OS internals, device drivers, protocol stacks, control and management stacks to middleware and system applications. Our hardware expertise includes design & development of silicon chipsets, board design/layout, and test and verification services. Additional services include L1 and L2 support, and offshore R&D labs.

Product Segments

Infosys PE and R&D services are offered to several industry segments as listed below

Segments	Industry / Companies
Automotive and Transport	Auto, aerospace & transportation OEMs and manufacturers.
Business software & Enterprise products	Product companies that develop Infrastructure software, Applications Software, Internet security Software, Business Intelligence Software, Geographical Information Software, Desktop Software, Data warehousing Software, Enterprise Resource Planning Software, etc.
Computing Peripherals & Office automation	Printers, Scanners manufacturers, POS terminals providers, Computer Accessories & Network Interface Card manufacturers.
Consumer Electronics	Handheld device manufacturers, Mobile computing providers, Media and Broadcasting companies.
Digital Media Technologies	Digital media products in broadcast, distribution and playout, product services in 2G, 2.5G and 3G services, H.323-based products, Set-top boxes, integrated DTV solutions, various gateway products for Tier-1 OEMs, solutions for telecom and networking companies, software products for healthcare and education & research programs
Hardware	FPGA, ASIC manufacturers, SoC providers, Board re-design and re-spin providers etc.
Networking & Communications	Communications equipment manufacturers in Telecom, Networking, Broadband, Optical & Transport, Convergence and Network Management segments. Communication Service Providers: Cable, wire-line and wireless.
Semiconductors, Scientific & Industrial equipment	Optical and Photonic equipment providers, Energy and Oil exploration companies, Industrial Control equipment manufacturers, Measuring & Monitoring equipment providers.
Storage & Services	Product Companies that develop Storage Management software, NAS Servers, Network Switches, Adapters and Driver Manufacturers.

What we do?

We provide businesses with an unfair competitive advantage to succeed in their domains through:

Engineering excellence

- 94% of our projects are delivered on time/cost/quality and we execute approximately 300 product-engineering projects at any time
- Predictability in delivery engineering goals with measurable SLAs
- Transparency in execution guaranteeing visibility and control over project and its progress
- Best-in-class people and practices

Reduction in Cost: A minimum of 30% reduction in your cost of product development ensures that you can do more with the same and gain the leadership of your product

Reduction in Time-to-Market: We can dramatically reduce your product engineering time by more than 30%

Flexibility: Infosys PE shoulders the rapid scale “up” and “tear down” costs with no impact to our clients

Innovation: Our sustenance service ensures that our customers focus on innovation while we manage their existing product portfolio

How we do this?

As one of the largest design houses in the world, Infosys Product Engineering group is home to more than 4,000 professionals working on all aspects of Product Development across industry segments. We leverage our proven product engineering global delivery processes to consistently exceed customer expectations. We strictly abide by CMM Level 5 Quality levels and have the most stringent IP protection mechanisms in the industry. The facts speak for themselves:

- Zero IP Infringement lawsuits in 25 years of Infosys’ existence as a company
- 94% of projects delivered on time with quality as compared to the software industry average of 40-50%
- We maintain more than 300 projects at any one time.

Whether our client is a new company or a mature one, we build the teams, the infrastructure, the tools and the processes required to engineer and develop products from a remote location without sacrificing quality. We have developed well-defined product processes that can be customized to the unique needs of our individual clients. The processes are based on the following principles:

- Value individuals and interactions as equally as processes and tools.
- Value working software and comprehensive documentation.
- Value continuous customer collaboration over rigidity
- Value responding to change over blindly following a prescribed preset plan.
- Value managing risk over uncertainty

We employ an Agile approach to allow for changing requirements throughout the product development cycle. We understand the importance of collaboration between software developers and customers for an early product delivery. We process projects in a series of iterations. Prior to each iteration, development teams meet our customers to prioritize the work. At the end of each iteration, the team delivers a potentially shippable product increment.

Our Agile process is ideally suited for:

- Projects with rapidly changing or highly emergent requirements such as Web projects or product development for new markets
- Projects that are complex involving distributed teams. We are the pioneers in introducing, to our clients, agile processes and agile tools for distributed, continuous integration and for distributed, on-line, real-time interaction

We have found that by using our structured process, product defect count fall by 33% and cost and time decrease by 30% in our client projects. This is made possible as we employ the Software Capability Maturity Model to grade and present the capability of our engineers. We also use standardized release processes certified by independent agencies such as ISO (ISO 9001) and CIIT (TL9000).

Your gains by partnering with us

Cost & Pricing Leadership - Infosys assures you a reduction in total cost of ownership and increase in profitability by delivering quality projects on time, at lower costs. This guarantees cost savings of up to 30-35% in steady state over the existing cost structures. Infosys predictability in delivering projects within schedule, cost and quality help you to keep your market commitments. We bring in a metrics and engineering based approach to the product life cycle that enables continuous improvement in productivity and quality.

Rapid Time to Market - Collaborating with Infosys drastically reduces the time to build and market your product. Infosys has reduced the time to market of several of our customers' products by 50% of what was envisioned. We also provide architectural components and research knowledge that further reduces the time to create the product. Next, we employ proven tools and techniques to enhance the time to develop and test the product. Use of KM, project best practices and Software Engineering concepts further reduce the product delivery delays due to unplanned events.

Business Risk Reduction & Flexibility - Our flexibility and predictability ensures that you meet your unpredictable business needs of team size. We provide the same flexibility in meeting your technology needs beyond today; be it in tools, frameworks, languages, methodologies and engineering concepts. Infosys provides you a low-risk, proven long-term, reliable partner who respects your IP and understands your business imperatives.

Product Innovation & Quality Leadership - We can sustain your innovation by working on the 'well proven' parts of your product, while your engineers focus on innovating new products. In an extended period, Infosys will deliver product innovation in ideation, feature sets, performance and usability and enhance the product engineering process as a whole. We bring in the learnings and experience of engineering a wide variety of products so you can deliver superior products to your market.

Eco-system Advantage - We provide not just excellent product engineering capabilities but also an ecosystem that consists of 400+ global enterprises, who are your potential customers. We can act as the "glue" between "technology creators" like you, and "technology users" such as the enterprises that are already Infosys customers.

Agile Processes - We offer you a unique blend of processes which conforms to not just the best industry benchmarks like CMMI, and ISO but are also agile and flexible enough to match your short term, mid term or long term needs. We employ Agile processes to allow for changing requirements throughout the development cycle.

Products Designed & Developed by Infosys

Automotive & Transport Segment

- Design and development of Embedded system based device to measure and track quality
- Design and development of software in Antilock Breaking Systems
- Design of car interior modules
- Development of crash analysis & simulation products
- Embedded control development of Electro Hydraulic Breaking, Adaptive Cruise Control & fuel injection system

Business Software & Enterprise Products

- Enhancement of Business Intelligence Product
- Development of Retail server product
- Development of Enterprises Integration platform components
- Design and development of Internet security product suite
- Development of leading MNP and LNP solutions

Computing Peripherals & Office Automation Segment

- Product development of high-speed label printer, host system drivers and middleware components
- Design and development of device drivers, core printer controller firmware, testing, roll-out and support at sites for the pilot installations
- Solution development for POS product vendor

Consumer Electronics, Mobile & Handheld Segment

- Design and development of an interactive TV application for a European cable service provider
- Development of an embedded multimedia framework and audio/video components for various platforms and operating systems

Digital Media Technologies

- Digital media products in broadcasting, distribution and play out
- Set-top box development and integrated DTV solutions
- Network and Element Management solutions for telecom and data communication products
- Product services in 2G, 2.5G and 3G services
- IPTV Solutions including solutions with Microsoft's IPTV Platform

Networking & Communications

- Development of a WLAN switch for a leading networking company
- Development of VOIP calls manager, Media gateway and Softswitch
- Complete product ownership of a leading enterprise L2- L7 switch
- Development of a leading DSLAM switch
- Development of EMS & NMS systems for wireless & optical networks

Product Development (Hardware & Software)

- Product development of digital video processing card
- Development of key mobile phone components including MMI modules, entertainment modules, Codecs etc

Semiconductors, Scientific & Industrial Equipment

- Design of reservoir monitoring system
- Development of silicon wafer inspection solution
- Development of monitoring solutions for chemical processing industry
- Development and sustenance of defect tracking and diagnostic systems for railway tracks

Storage & Services Segment Solutions based on WOSA-XFS

- Development of ISCSI host and target modules & SCSI drivers
- Development of performance tools for disk mirroring
- Development of a NMS configurator for FC-SAN switch
- Development of Recovery & Storage manager
- Re-engineering of multi platform space manager

For more information, contact PE@infosys.com

Did you know?

Infosys among the world's top 50 most respected companies

Reputation Institute's Global Reputation Pulse 2009 ranked Infosys among the world's top 50 most respected companies.



About Infosys

Infosys provides its clients with business and technology consulting services that deliver measurable business value to help you build tomorrow's enterprise. Through a well-integrated end-to-end range of consulting, technology, engineering and outsourcing, Infosys clients derive the business value they've always been requiring from enterprise transformations. Our extensive research teams, including the award-winning SET Labs, ensure Infosys solutions are always cutting-edge and relevant. Our high investment in training – over 10,000 graduates a year pass through our Mysore campus, the world's largest corporate university – ensures our people stay best-in-class. Infosys (NASDAQ:INFY) also believes in giving back to the communities with scholarships, libraries, schools, and many other fields through the Infosys Foundation.

Global presence

The Americas

Atlanta
Bellevue
Belo Horizonte
Bentonville
Boston
Calgary
Charlotte
Chicago
Detroit
Fremont
Hartford
Houston
Los Angeles
Minneapolis
Monterrey
New York
Philadelphia
Phoenix
Plano
Reston
Toronto

Europe

Amsterdam
Brno
Brussels
Copenhagen
Dublin
Frankfurt
Geneva
Helsinki
Łódź
London
Madrid
Milano
Milton Keynes
Oslo
Paris
Prague
Stockholm
Stuttgart
Swindon
Toulouse
Waldorf
Zurich

India

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

Asia Pacific

Brisbane
Dubai
Hangzhou
Hong Kong
Kuala Lumpur
Manila
Melbourne
Moscow
Perth
Shanghai
Sharjah
Singapore
Sydney
Tokyo
Wellington

Africa

Reduit

For more information, contact askus@infosys.com

www.infosys.com

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Building 
Tomorrow's Enterprise