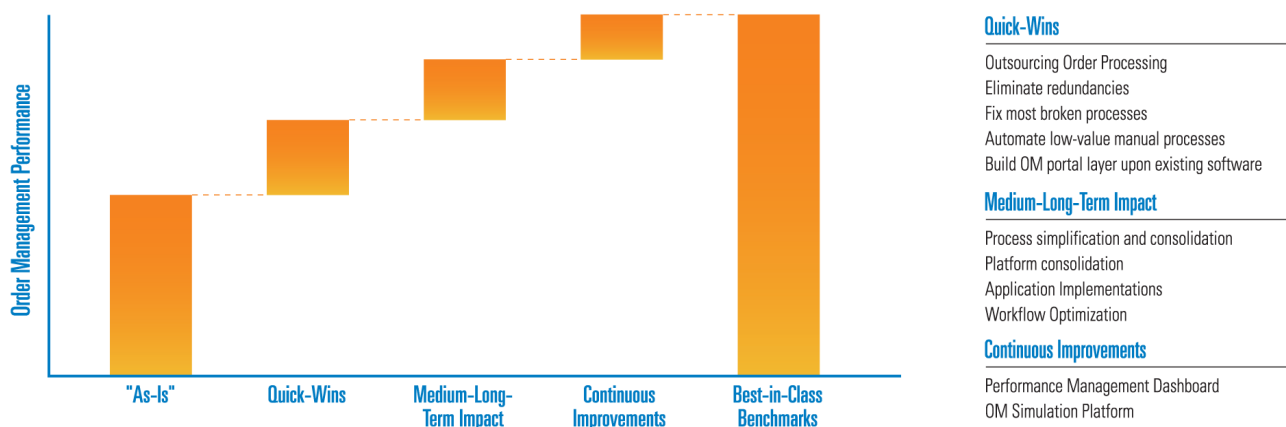


Infosys' Transformational order Management Solution

Traditionally, Order Management (OM) processes and systems have been structured along product lines or geographies. Current customers expect to have greater control over configuring the products and services they consume. This is especially true today when they enjoy the luxury of a vast array of choices available over a variety of channels. Modern businesses serve customers across the globe, which demands transparency and visibility across processes and data, adequate corporate control, and adherence to regulatory compliances like Sarbanes-Oxley. The capability to bundle complementary products, as well as products and services is imperative.

Leading companies are discovering the benefits of standardizing processes, personalizing the customer experience and effectively analyzing sales order data. While traditional approaches to OM required trade-off between customer experience and operating efficiencies, a comprehensive solution-oriented approach to OM can deliver both - an enhanced customer experience while addressing cost and control imperatives.

Value Driven Roadmap



Our comprehensive assessment and recommendation process identifies key performance improvement areas and the expected quantified benefits. An intensive cost-leverage matrix is used to prioritize and phase out improvement and enhancement initiatives. All this implemented with a systematic and customized roadmap to achieve your business objectives – Customer Experience, Compliance & Control, Operational Excellence and Working Capital Efficiency. The solution delivers these benefits leveraging:

- Business process improvements derived from industry-leading practices, maturity models and diagnostics for Order Management
- Technology augmentation based on an open and flexible approach
- Global sourcing of Technology Management and Process execution

Infosys unlocked \$ 30M for a High-tech OEM	Infosys enabled dynamic OM for an equipment provider
<p>Infosys helped a Fortune 500 high-tech OEM client achieve:</p> <ul style="list-style-type: none"> Order processing at highest possible level of customer satisfaction Reduction of 50% in cost per order processed Average productivity improvement of 10-15% across multiple processes Reduction in order cycle by 25%, releasing up to US \$30 million in working capital Continuous ongoing improvement in workflow efficiency and customer satisfaction through root cause analysis 	<p>For a large office equipment provider Infosys delivered an Order Management solution that offered:</p> <ul style="list-style-type: none"> A robust and scalable platform for handling both low volume-quick response and customized high volume orders Feedback capability from captured orders into product configuration library Consolidation of the disparate OM system instances Deployment of a web-based OM portal

Companies that leverage Order Management effectively can gain a competitive advantage in the industry

By linking your key operational capabilities to their impact on your shareholder value the Infosys' Transformational Order Management Solution can enable you to focus and prioritize their investments to optimize performance and success.

Infosys Competitive advantage framework:		Companies derive Competitive Advantage from		
		Better Customer Operations	Better Product Operations	Better Corporate Operations
Shareholder Value is created through:	Increased Profits	Objective: Enhance Customer Experience and Revenue <ul style="list-style-type: none"> Increased accuracy of order promise date, pricing Margin improvement via cross-sell, up-sell bundling 		Objective: Achieve operational excellence Reduce cost per order enter, processing and monitor
	Improved Asset Efficiency		Objective: Optimize Working Capital <ul style="list-style-type: none"> Quote to cash time Shaping demand to streamline inventory Routing orders to multiple fulfillment centers/ systems 	Objective: Reduce Non-earning Assets <ul style="list-style-type: none"> Integrated IT and Process Sourcing Variable capacity through global sourcing
	Better Positioning for Future	Objective: Build Customer Loyalty <ul style="list-style-type: none"> Ease (personalization, choice, guided buying) Flexibility (configuration, channel) Speed (response, delivery) Predictive customer and order analytics Order history & tracking 		Objective: Ensure Compliance and Controls <ul style="list-style-type: none"> Performance dashboard Automated workflow and authority levels Regulatory compliance (e.g. Sarbanes-Oxley) Contractual compliance

Infosys High-tech & Manufacturing Expertise

Infosys has delivered measurable business results to numerous Fortune 500 and multinational clients in the High Tech and Manufacturing industries. Our clients span all parts of the high-tech and manufacturing value chain, including OEMs, EMS providers, semiconductor and component manufacturers, and electronic distributors. The solutions cover all areas of our customers' operations ranging from product engineering, customer management, and supply chain to finance and HR.

Infosys' Transformational Order Management Solution offering, leverages the following services to help your enterprise realize greater competitive benefits

Technology Expertise

Our experience covers the entire range of technologies spanning your enterprise needs: from the legacy to the cutting-edge. We view technology architecture, infrastructure, information and processes as the building blocks used by agile enterprises to transform themselves.

Business Process Outsourcing

We offer business process outsourcing solutions to our global clients by leveraging process, domain and people management expertise. At Progeon, we have built our organization around managing risk for our clients through a scalable, cost-effective and predictable delivery platform.

Business Consulting

The primary goal of our consulting service aims to give you a competitive advantage, which we define as strategic differentiation + operational superiority. Our consultants have deep domain expertise and represent the finest in the business.

Infosys Predictability

Infosys assures you 'peace of mind' through predictability of delivery, our commitment and organizational transparency. Our proven and mature processes enable us to consistently deliver high quality solutions while executing a growing number of engagements from multiple locations.



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), t www.infosys.com.

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