

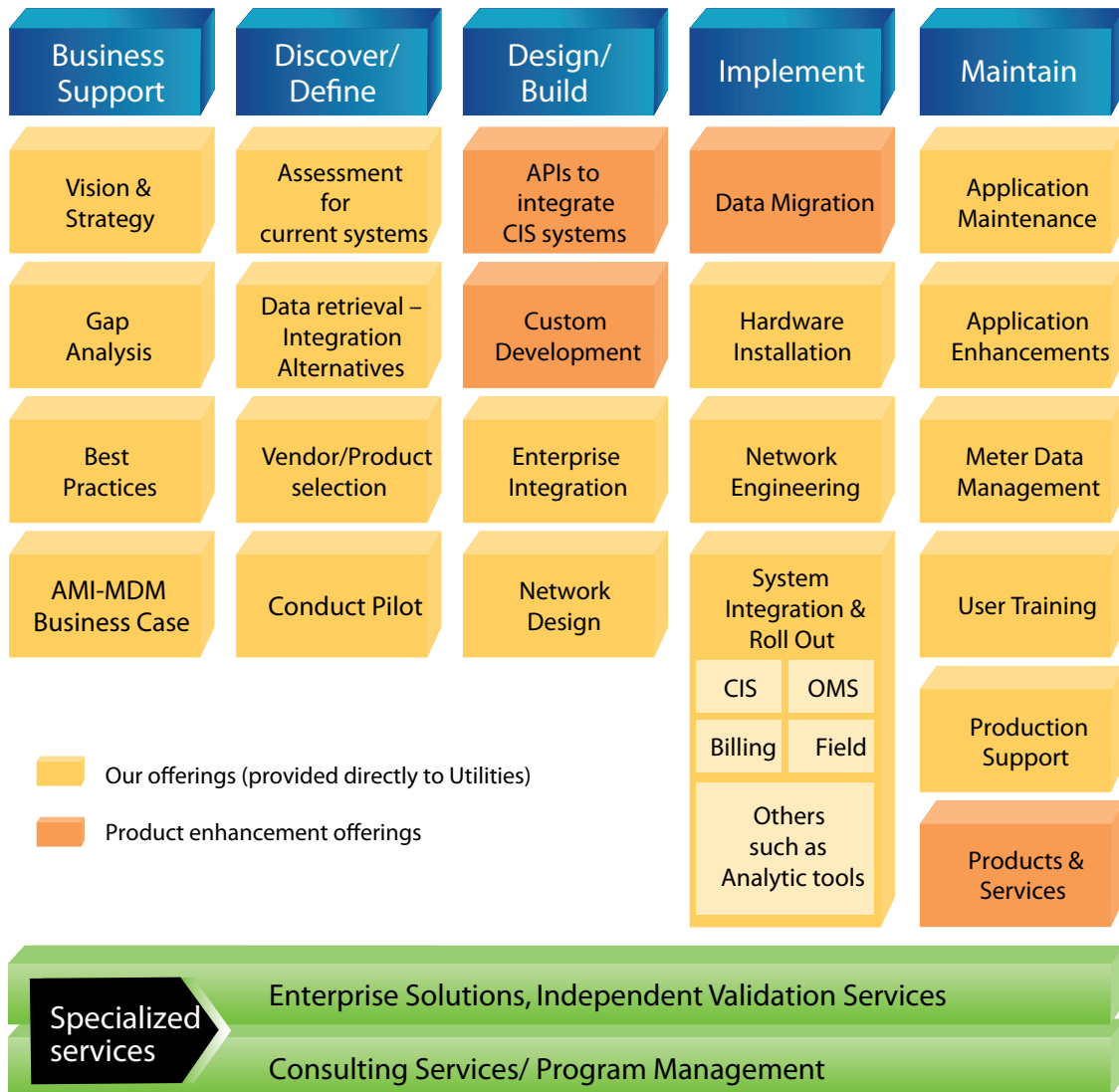
## AMI Practice

### Enabling The Utility of the Future

The Utility Industry is undergoing a radical change. Intelligent grids and smart metering are two vehicles for increasing operational efficiency and delivering enhanced customer experiences. The Infosys AMI Practice and Center of Expertise helps utilities capitalize on these new technologies.

The next generation of metering will deliver a tidal wave of data to utilities. To help utilities ride the wave, Infosys' AMI Practice provides expert resources ranging from strategy consulting to solutions design and implementation. Infosys provides a 'stair step' methodology for implementing AMI and MDM, beginning with enhanced meter data collection and expanding to real-time demand response, home networking, pre-paid metering and non-traditional services.

### Infosys' offerings in AMI & MDM



## Alliances and Market Experience

Alliances with leading consulting and AMI vendors

Active programs and projects for utilities and AMI vendors across the globe

AMI business knowledge: conducting workshops with major utilities, publishing papers in leading journals

AMI Center of Expertise with AMI Technology Lab

## Self-service as Part of Overall Customer Contact Optimization and Customer Service

Business Need	Infosys Services
<ul style="list-style-type: none"> <li>Automate business operations related to meter reading and field services</li> <li>Manage interval meter data effectively and utilize the data for various analytics</li> <li>Establish processes and systems to support demand-side management</li> <li>Implement intelligent processes for early outage detection</li> <li>Reduce power theft</li> <li>Create customer-centric processes for higher customer satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>Business requirements definition</li> <li>Program management</li> <li>Technical and business integration</li> <li>Process mapping between the ASIS model and the TO-BE model</li> <li>Business requirements definition for AMI and MDM vendors</li> <li>System integration services for aligning technology and business solutions (CIS-MDM-AMI)</li> <li>Application customization and enhancements</li> <li>Testing services for performance and functionality</li> </ul>

Infosys provides a complete set of enterprise solutions and services to enhance your AMI journey

### Business Consulting

Provides you with strategic differentiation, operational superiority, proprietary industry analyses, assessment, and projects that are structured around our Value Realization Method (VRM).

### Enterprise Solutions

Our Enterprise Solutions help you automate your value chain using off-the-shelf packages. Our solutions span ERP, CRM, SCM and EAI. They help you mitigate your risks, achieve faster returns and lower TCO.

### Legacy Customization Systems Integration

Provides deep business process knowledge with cutting-edge technological capabilities to optimize information sharing, minimize exposure, and integrate business processes.

### Enterprise Application Integration

Make the whole of your IT applications greater than the sum of its parts. Infosys can leverage the Global Delivery Model (GDM) to deliver immediate and dramatic productivity growth.



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

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)