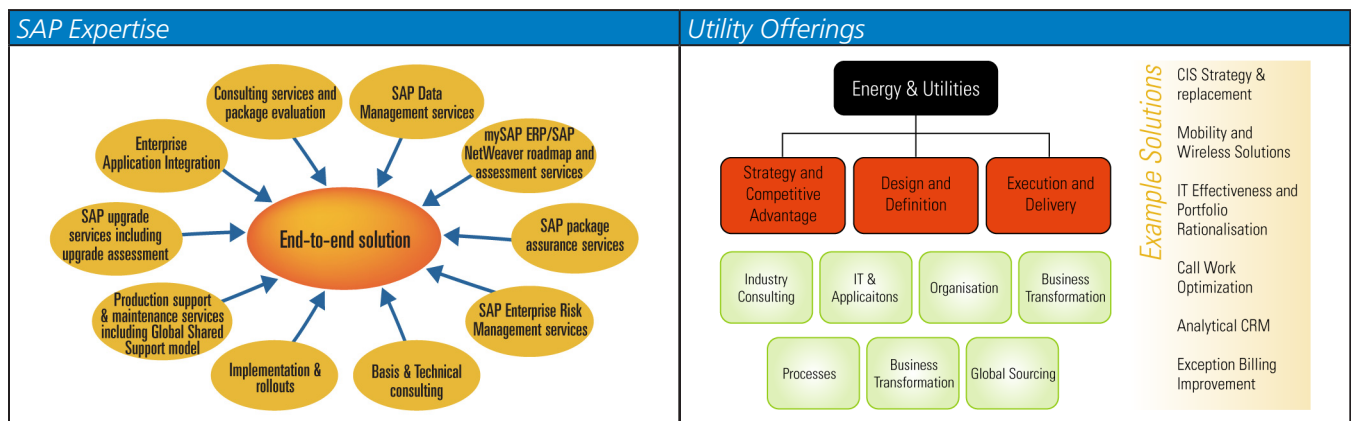


## SAP Offerings for Utilities

### SAP Offerings for Utilities

The current regulatory and competitive environment in the Utilities space is resulting in mergers and de-mergers and leading to radical redrawing of the business landscape. Utilities today need trusted transformation partners who can help them enhance financial performance by improving customer service, operational efficiencies, reliability and productivity while addressing regulatory compliance.

Infosys' comprehensive offerings across Business Consulting, Technology and Business Process Outsourcing offers end-to-end industry solutions delivering reduced customer churn, increased regulatory compliance, optimal asset utilization, faster time-to-market and efficient back office operations. Leveraging its rich utilities domain expertise, vast SAP experience, the SAP CoE and its strategic alliance with SAP, Infosys is helping organizations lower their operating costs and improve their focus on strategic business needs.



### SAP Capabilities across the Utilities Value Chain

Infosys provides customized offerings across the entire Utility Value chain through our expertise around Utilities specific solutions like SAP IS- Utilities, SAP CRM for Utilities along with other relevant generic offerings like SAP SCM, SRM, PLM, HCM etc .

	GEN.	DIST.	MET OPER	SERV.
Asset Life Cycle Management	●	●		
Supply Operations		●	●	
Meter Reading Services			●	
Energy Capital Management	●	●	●	●
Selling of Energy and Services			●	●
Customer Services Management			●	●
Billing of Energy and Services		●	●	●
Customer Financial Management		●	●	●
Collaborative Services and IDE		●	●	●

## Key Success Stories

Infosys partnered with a Hong Kong based utility group for their SAP implementation and rollouts. Infosys also provided an e-tendering system integrating mySAP SRM with mySAP PLM, streamlining client's procurement process.

Infosys is engaged in a comprehensive Transformation exercise spanning Business Consulting, System Integration and Process Consulting services, for a major California utility. The engagement has already started delivering significant improvements in customer satisfaction within service operations and enhancing the operational information flow.

Asset and work management for a New Jersey based electricity major.

Legacy CIS replacement for a Norwegian Utility company empowering them for deregulation requirements in the new customer service system

Alliance Speak	SAP Alliances
<p><i>Infosys offers strong capabilities across the SAP implementation and support life cycle. Not only does Infosys have the necessary implementation skill, but Infosys Consulting also uniquely positions the firm for high-value, pre-implementation work. In addition Infosys' training capability, delivered through its Enterprise Solutions University, insulates the firm from some resource constraint issues that are currently affecting the Indian SAP IT services market.</i></p> <p>Source: The Forrester Wave™: Indian SAP Services, Q4 2005 (October 21, 2005)</p>	<ul style="list-style-type: none"> <li>• Infosys is an SAP Service Partner in North America, Australia and Japan.</li> <li>• Infosys is a Charter Partner of SAP's ESA Community.</li> <li>• Infosys and SAP are partnering across various industry verticals to bring out relevant Industry specific solutions.</li> <li>• Infosys is the first System Integrator to be fully certified by ITRON, enabling latest solutions in Metering, MDM &amp; Applications to our clients.</li> </ul>

## Allied Services

### Business Consulting

Our range of services is geared to keep your operations running smoothly and reduce costs. Services include infrastructure planning, auditing, data center and application management and help-desk services.

### Modular Global Sourcing

A strategically mature alternative to total outsourcing and ad-hoc offshoring. Align your sourcing strategy to your business strategy, modularize your applications and processes and leverage the power of the Global Delivery Model (GDM).

### Independent Validation

Infosys provides adequate validation services to ensure that you get the best value from your applications. A "must have" service if you are serious about long term leverage of your application assets.

### Enterprise Application Integration

Make the whole of your IT applications much greater than the sum of its parts. Infosys leverages Global Delivery Model (GDM) to deliver immediate and dramatic productivity growth like no one else can.



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

### 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).