

Thursday, 21 October 2004

INFOSYS DRIVES SERVICE IMPROVEMENTS FOR SOUTH EAST WATER THROUGH TECHNICAL INNOVATION

Infosys Australia today announced it has won a \$1.5 million dollar contract to build **South East Water Limited's** (SEWL) new **Field Service Management System** (FSMS), that will deliver improved customer service to the utility's 1.3 million customers in Melbourne's south eastern suburbs.

The system will allow South East Water's staff to manage customer faults and coordinate maintenance on its water and wastewater networks from a single computer system.

Following an extensive tender process, Infosys Australia was selected as the primary contractor who will work closely with South East Water's Infrastructure team to deliver the system.

Gary Ebeyan, Chief Executive Officer of Infosys Australia, said, "Infosys Australia is delighted to partner with South East Water in providing a new IT system that will enable them to continue to improve business efficiency and customer service levels."

The new system will be used by over 200 desktop users and 80 field users, and will provide unified facilities for job planning, creation and scheduling, and real time progress monitoring and reporting. It will be integrated with South East Water's existing management systems including customer and asset information systems, to ensure that South East Water achieves maximum benefit from its investment.

The new South East Water FSMS moves the company forward following the success of its existing and industry recognised Waterlog system, which is reaching the end of its useful life.

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About Infosys Australia

Infosys Australia is a leading provider of business driven technology solutions for the enterprise. We work with our clients in the spirit of partnership to assist them gain competitive advantage, achieve future growth and increased profitability. We deliver world-class solutions cost-effectively, predictably and in the shortest possible time, utilising outstanding local talent, backed by vast global capability, in-depth industry knowledge and technical excellence. Infosys Australia is the Australian subsidiary of Infosys Technologies, a world leader in consulting and information technology services, with over 30,000 employees in over 30 locations worldwide.

Safe Harbor Provision

Certain statements in this release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Infosys has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry. Additional risks that could affect our future operating results are more fully described in our United States Securities and Exchange Commission filings including our Annual Report on Form 20-F for the fiscal year ended March 31, 2003. This filing is available at www.sec.gov. Infosys may, from time to time, make additional written and oral forward looking statements, including statements contained in the company's filings with the Securities and Exchange Commission and our reports to shareholders. The company does not undertake to update any forward-looking statement that may be made from time to time by or on behalf of the company.