

Infrastructure Management Services

Anand Nataraj

Vice President

570* Customers

104,000* Employees

496,000* Shareholders

240,000* Social beneficiaries

3,500* Vendor partners

One Infosys

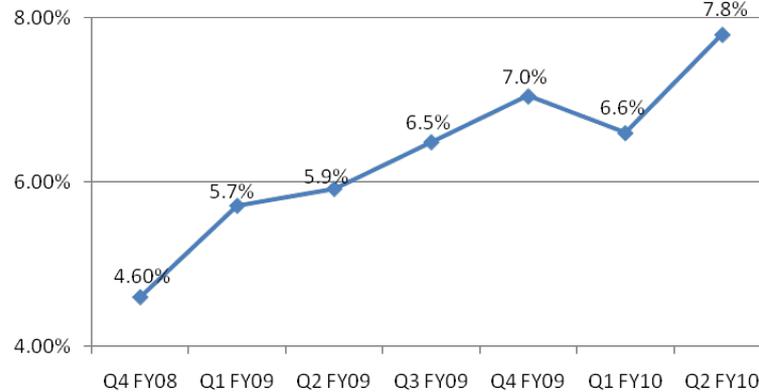
Safe Harbor

Certain statements made in this Analyst Meet 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, industry segment concentration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks or system failures, 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 and regional conflicts, 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, 2009 and on Form 6-K for the quarter ended June 30, 2009. These filings are 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 statements that may be made from time to time by or on behalf of the company.

Infrastructure Services – On growth path

With an increasing contribution to Infosys revenues

Infrastructure Revenues as % of Infosys revenues

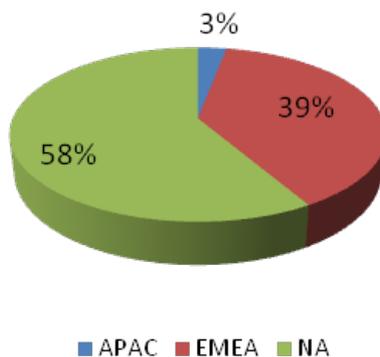


Diversified revenues from clients across the globe...

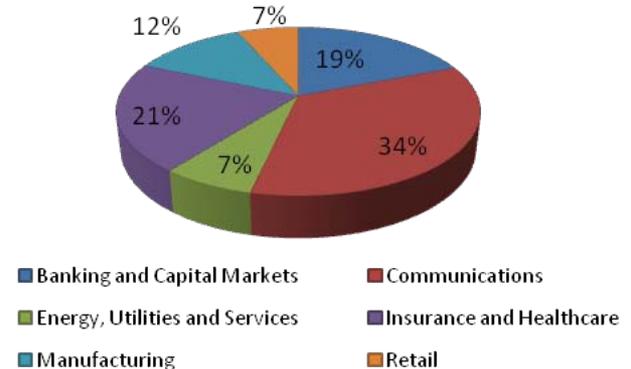
... and growing our business across verticals

* LTM Revenues

Geo wise breakup



LTM Revenue breakup across verticals



Market forces shaping the emergence of a new generation of Infrastructure services

Rapid advances in technology leading to creation of 'Infrastructure-as-a-Service vendors

- Entry of Amazon, Google and Microsoft in Cloud based computing
- Rise of VMware in Virtualization technology

Recession is forcing CIOs and enterprises to conserve capital and re-look at traditional IT sourcing methods

- Increased CIO comfort levels with Remote Infrastructure Outsourcing- *In 2006 McKinsey CIO Survey, 10% CIO polled were willing to outsource, in 2007, this increased to 27%**
- Forrester Enterprise IT Survey-Q2 2008- *48% respondents willing to use RIM services over next 12 months***

The traditional total outsourcing deal market is declining

- Increase in the number of smaller value deals – *Average TCV decreased from \$ 709 mn in 2003 to \$ 205 mn in 2007**
- *Average infrastructure contract lengths have declined by over 20 percent in the past five years(2003-2007)* from 8.1 years in 2003 to 6.4 years in 2007**
- Gartner says worldwide Cloud services revenue will grow 21.3 % in 2009**

Data Center investments are coming under close scrutiny from corporates interested in their green credentials for sustainability

- Gartner has cited that organizations are increasingly interested in adopting cloud and virtualization-based technologies that will help them reduce their carbon footprints***

In short- the time is right for the Next Generation Infrastructure Services from Infosys

**Source- NASSCOM-McKinsey report –" Igniting India's leadership in Remote Infrastructure Management Services", Jan 2008;*

*** Gartner Press Release, March 2009*

**** Forrester Research – "New Market Pressures Will Drive Next-Generation IT Services Outsourcing", by Dr. Paul Roehrig October 9, 2008*

The “tipping point” for RIM adoption is here...

Technology Developments

- Cloud Computing and Virtualization technologies are bringing in a disruptive trend in the way infrastructure is sourced and consumed by enterprises and IT users
- Declining bandwidth costs and reliability of networks has made making RIM propositions attractive
- Plummeting hardware and technology costs leading to labor becoming a large cost component
- Enterprises have overcome security concerns over RIM due to improvements in security technologies and IT Service Management tools and frameworks

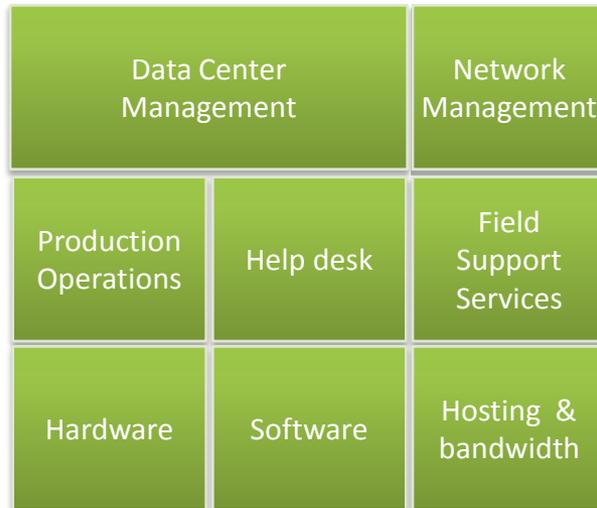
- Increased availability of RIM skills in Low Cost Countries, particularly India
- High market perception of RIM as a stable offering and maturity recognition of service providers by market influencers such as Gartner, Forrester etc
- Significant productivity improvements through leaner offshore operations
- RIM vendors seen as more flexible and creative in including future-ready solutions such as Virtualization, Cloud components etc in proposed RIM solution architecture

Changes in RIM Supply Environment

Ease of Application Manageability

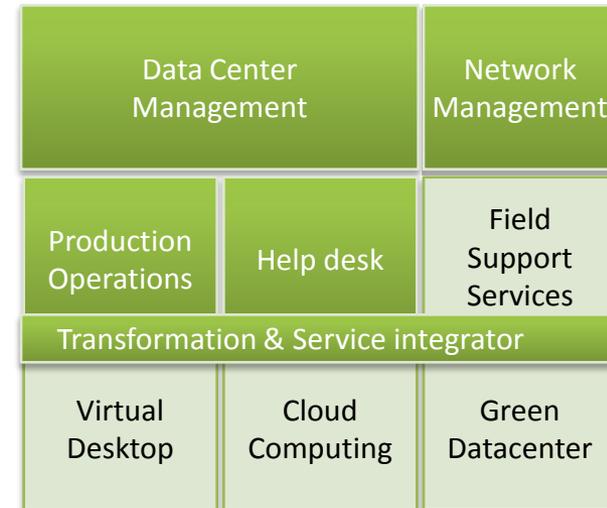
- Applications in most large enterprises today are accessed remotely
- "Office-in-a-box"-type strategies are used to support assets that have to stay local
 - File/print appliance servers
 - Remote management tools
 - Outsourced break-fix services to minimize local support

Next Generation IT Infrastructure services from Infosys



“Traditional” Model

- “Hypermart” approach
- Lower Margins(<~10%) business with lower ROCE and poor capital utilization
- Inability to adopt fast changing trends such as Cloud Computing, Virtualization etc. because of “sunk costs”
- Threat of technological obsolescence
- Inability to forge strategic partnerships due to competitive threat



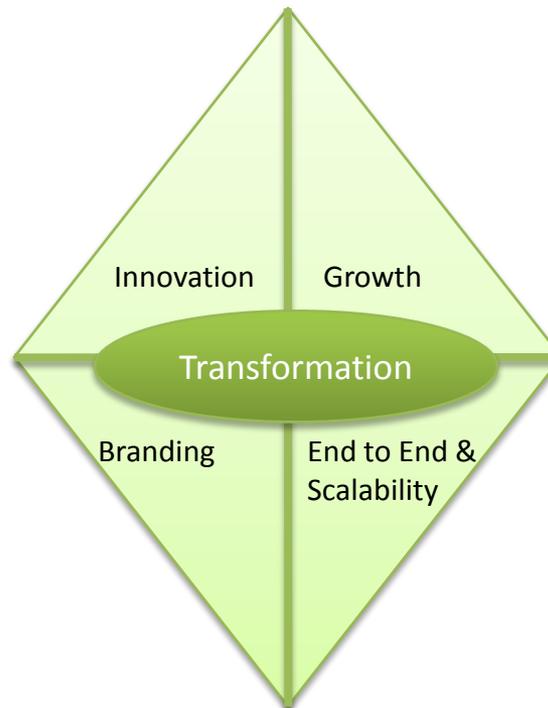
Infosys led “Next Gen” IT Infrastructure services

- Core competency based approach
- ‘Asset Lite’ methodology with better margins and better ROCE
- Flexibility to adapt to emerging Green and Cloud computing trends
- Partnerships with “Best-of-breed” market leaders such as Microsoft, NTT etc.
- Consulting-led selling approach with emphasis on Infrastructure transformation
- Service Integrator proposition

Infrastructure growth driven by a holistic strategy

- Deploying non-linear pricing models like “work based”, device based
- Creating IP like iPrise* (process repository), I2MP*** (patent underway)

- Significant coverage expansion with wins in non US / UK markets (Continental Europe, Canada, Middle-East, India, ANZ)
- Large deal wins and healthy deal pipeline of infrastructure services deal pursuits

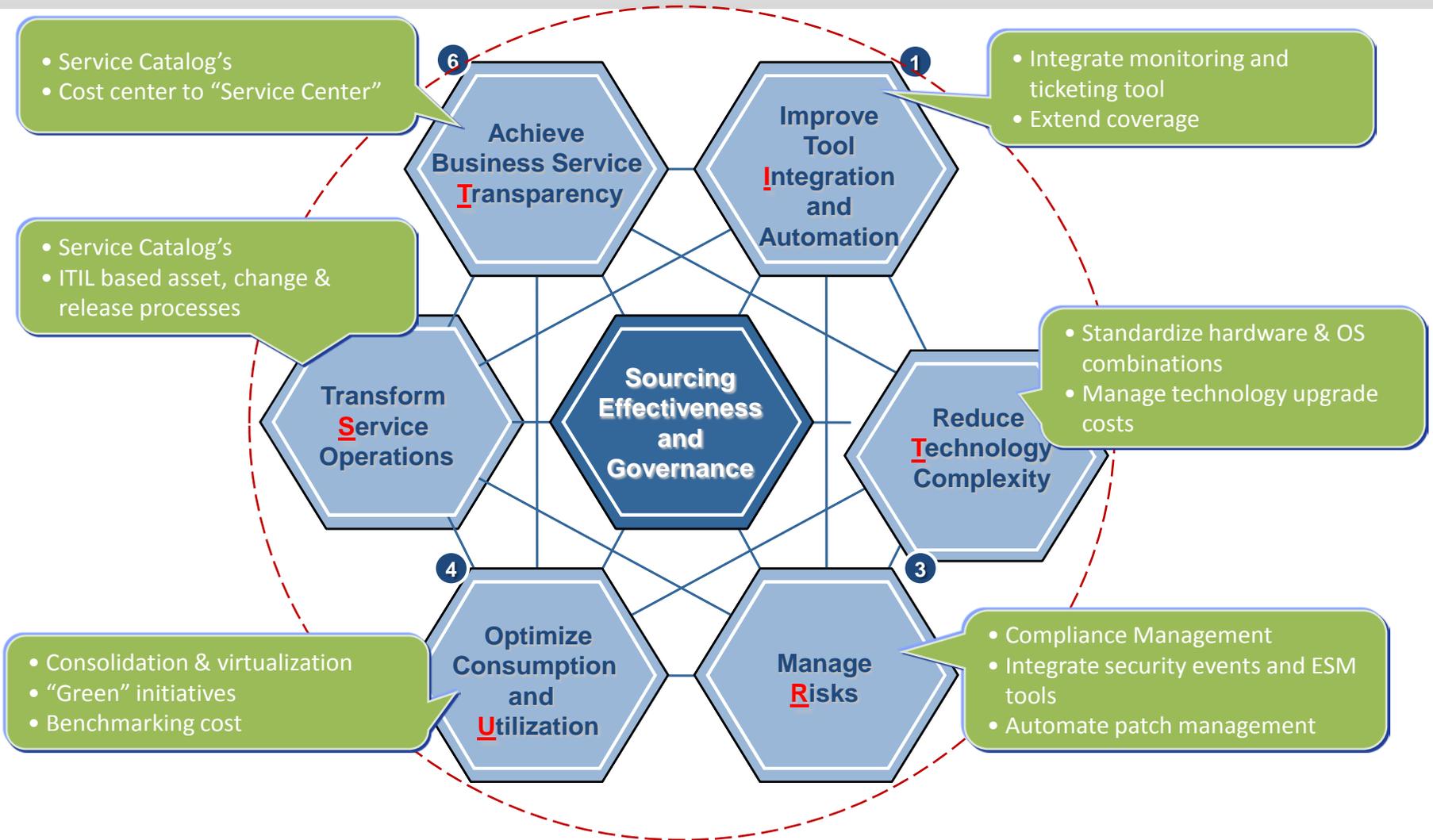


- Infosys Rated “Leader” in the recent Global Infrastructure Management Wave” by Forrester
- Only vendor rated ‘Leader’ with “perfect client scores”
- Stand out story on innovation
- Investments in building credentials with sourcing advisors paying off resulting in 3 such wins in H1

- Build a consulting led transformation service capability
- Invested in strong alliances ecosystem
- Enhancing sales infrastructure in identified regions of Continental Europe and Australia
- Invested in key Infra technologies to handle growth

*iPrise- Infosys Integrated Process Repository for IT Infrastructure Services Excellence,
 *** I2MP – Infosys Infrastructure Management Platform

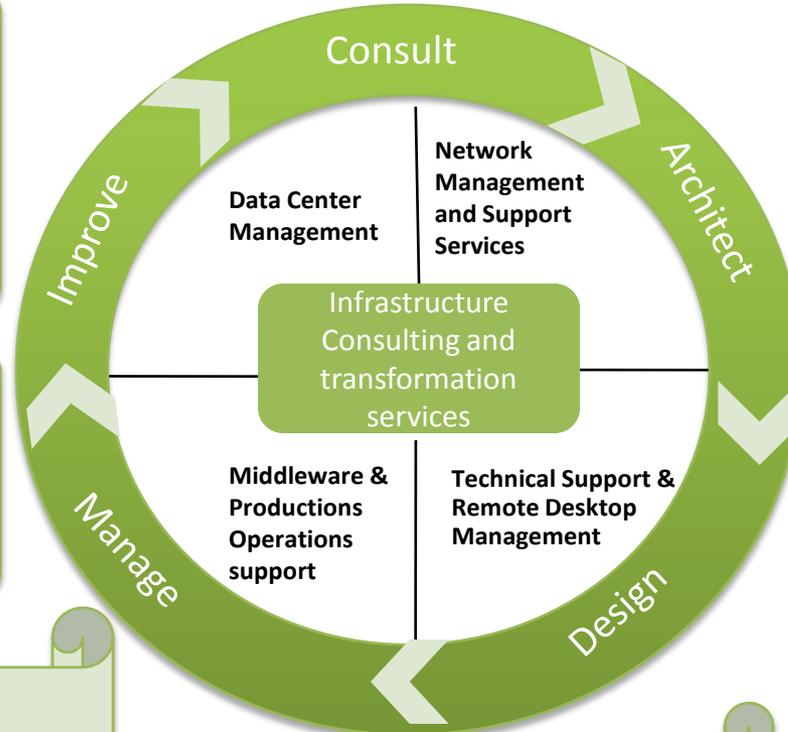
“ITRUST “- Infrastructure Innovation and Transformation framework



Illustrative deal wins for IT Infrastructure services

Client Details	Services Offered
US based alcoholic beverages manufacturer	<ul style="list-style-type: none">• End-to-end hosted solution for Digital Marketing Platform leveraging virtualization• Solution provided along with key global hosting partner
US based home entertainment store chain	<ul style="list-style-type: none">• Cloud based email service using Microsoft Azure platform• Infosys has partnered with Microsoft Online Services & Binary Tree to successfully execute the deployment program
UK-based bank	<ul style="list-style-type: none">• Infosys has been engaged as 'Strategic Partner' across infrastructure services• Large Mainframe capabilities were key for clinching the deal
European pharma major	<ul style="list-style-type: none">• End-to-end Infrastructure support for mission critical SAP infrastructure• Transparency based on "Work Packet" based pricing as the differentiator
Global financial services player	<ul style="list-style-type: none">• Consulting led to transform IT from "Cost Center" to "Service Center" using ITSM Service transparency model• Case study presented at several forums such as ITSMF & Gartner Outsourcing Summit
Global technology player	<ul style="list-style-type: none">• Service-oriented Infrastructure catalog design for customer's cloud services platform

Clients are testimony to our deep end to end Infrastructure Capabilities



A Leading Pharma major:

"...senior management's decision to award global SAP Infra support to Infosys was attributed around the transparent commercial model..(in contrast to the incumbent's "black box" approach).."

A Leading Banking major:

"Solution fitment and deal structure flexibility along with continuous & wide customer engagement were key success factors (in selecting Infosys).."

A Leading Alcoholic Beverage manufacturer-

"Infosys provides the right balance of value and experience needed to deliver the ..critical success factors. ... (the)model calls for a partner with the flexibility, agility and technical capabilities to deliver the platform, but who also understands how agencies and brand teams operate to facilitate innovation.."

A Leading European Telecom services provider-

"... (Infosys) are very flexible and keep client interest in mind when it comes to agreeing on changes rather than strictly sticking to what the Contract states"...."

A Global Software Product Organization-

"...Infosys is not only passionate about infrastructure management, but have significant experience in this space. The information presented was incredibly informative and helped to elucidate your position in the marketplace, organizational capability and the financial aspects of your proposal".."

A Global Agri-business major:

Infosys has offered much needed focus, transparency, and quality service delivery for our Steady State Service. Infosys consultants were a great asset during the Infrastructure upgrade and brings a fresh perspective to enhancing our steady state processes. Infosys consultants have been instrumental in providing input in our Continuous Improvement Process with other vendors as well

The recognitions keep coming....



Infosys recognized as “ITSM Leader of the Year” by QAI for its paper on Power Levers for ITSM Transformation



One of our clients – a Europe based telco major awarded us “L2C Best Team Award” for our consistent delivery performance

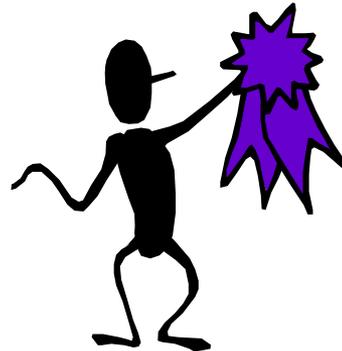


Infosys awarded “Gold Card” for Q2 2009 by the client - a Global financial services major



Microsoft awarded “Exchange Audit” Award to our client based on their audit on the operational, technical and performance of their Microsoft Exchange environment

Only vendor to be rated both as a “Leader” as well as get outstanding reference client scores in the “The Forrester Wave™ “ Report



Service Level Bonuses received from multiple clients throughout H1 FY10

- A leading gaming and Hospitality player,
- a Leading Logistics player,
- a Global financial services provider and a
- Global Technology manufacturer



Infosys rated “Positive” in Gartner RIM Marketscope



Infosys wins HDS award for Best Virtualization Strategy



Platinum Award for 'Best Green Strategy for a Data Center' at the HDS Asia Pacific IT Inspiration Awards

Thank You

www.infosys.com



570* Customers

104,000* Employees

496,000* Shareholders

240,000* Social beneficiaries

3,500* Vendor partners

One Infosys