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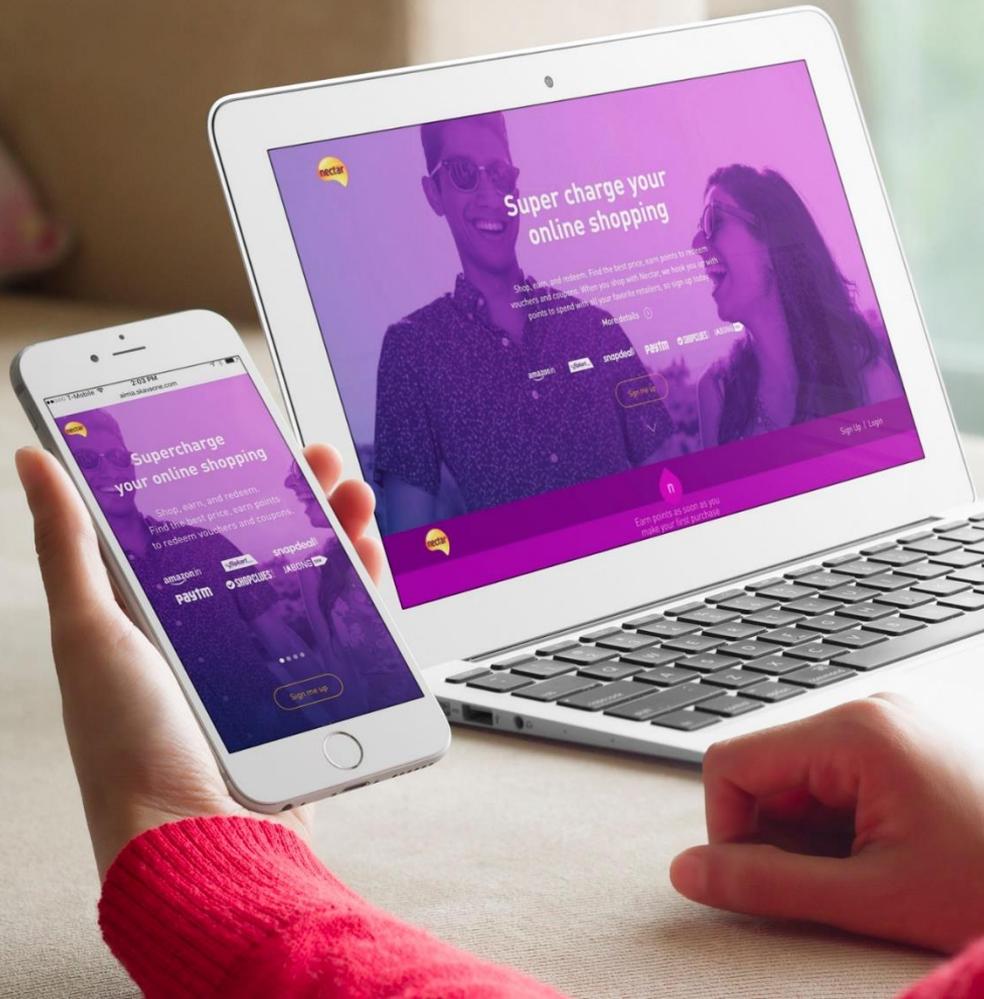
New Services

Sandeep Dadlani

President and Head – Manufacturing, Retail, CPG & Logistics

SAFE HARBOR

Certain statements in this presentation concerning our future growth prospects are forward-looking statements regarding our future business expectations intended to qualify for the 'safe harbor' under the Private Securities Litigation Reform Act of 1995, 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, fluctuations in foreign exchange rates, 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 or expiration 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, 2016. 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. In addition, please note that the date of this presentation is August 26, 2016, and any forward-looking statements contained herein are based on assumptions that we believe to be reasonable as of this date. 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 unless it is required by law.



Nectar.in

Global loyalty brand's ecommerce website launch in India. The **responsive** website is different from traditional e-commerce site in look and feel and navigation structure – it eschews a traditional navigation hierarchy and instead provides a **dynamic search-based navigation** capability.

The site features **25 million + SKUs** across various shopping categories including fashion and accessories.

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An Infosys company

Credit Memo Processing through AssistEdge at a Large US Retailer

AssistEdge's Robotic Process Automation (RPA) Solution for Process and Productivity Improvement



Overview

- Global Shared Services Organization
- Targeting 15 Use Cases for implementation by Dec'16 across different GSS centers in US, Canada, South America, Mexico
- E2E automation of processes involving *complex validation* of invoices/POs before vendor payment approvals



Business Challenges

- Extensive manual intervention and processing during invoice/PO validation
- Increased backlog of invoice/PO for validation

Project Highlights



- Credit Memo Process – Invoice/PO Processing and Validation for **8000+ Stores**
- Implementation of Robotic Processing Automation (**RPA**)
- **Quick Turn Around Time** of 6 weeks for release 1

Business Benefits

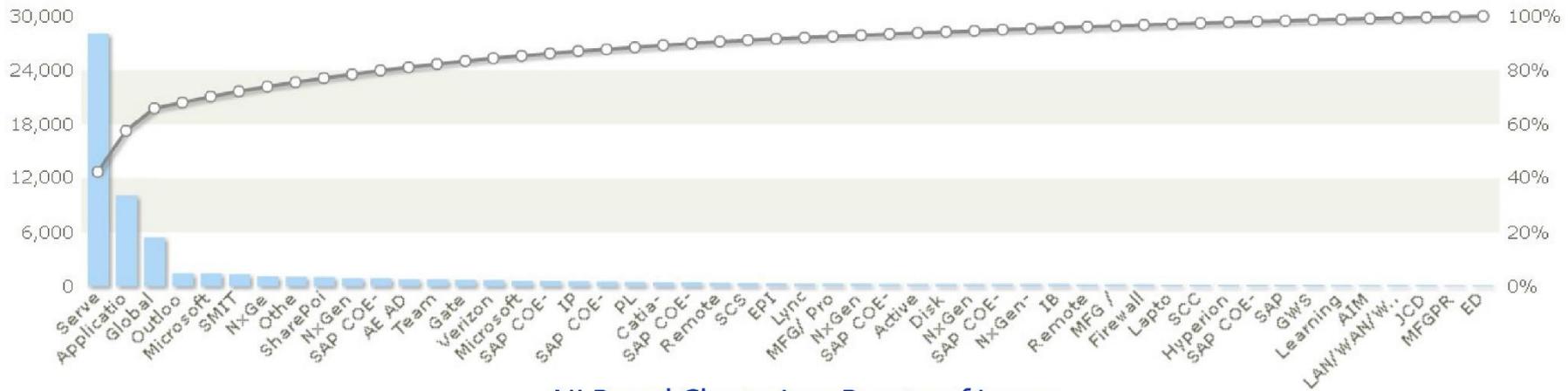


- **Productivity Improvement** **Reduced backlog** of 160K cases within weeks & processed 2,500 case validations per day as compared to 1,500 earlier)
- **75% Reduction in AHT** – from 4 minutes to ~ 1 minute



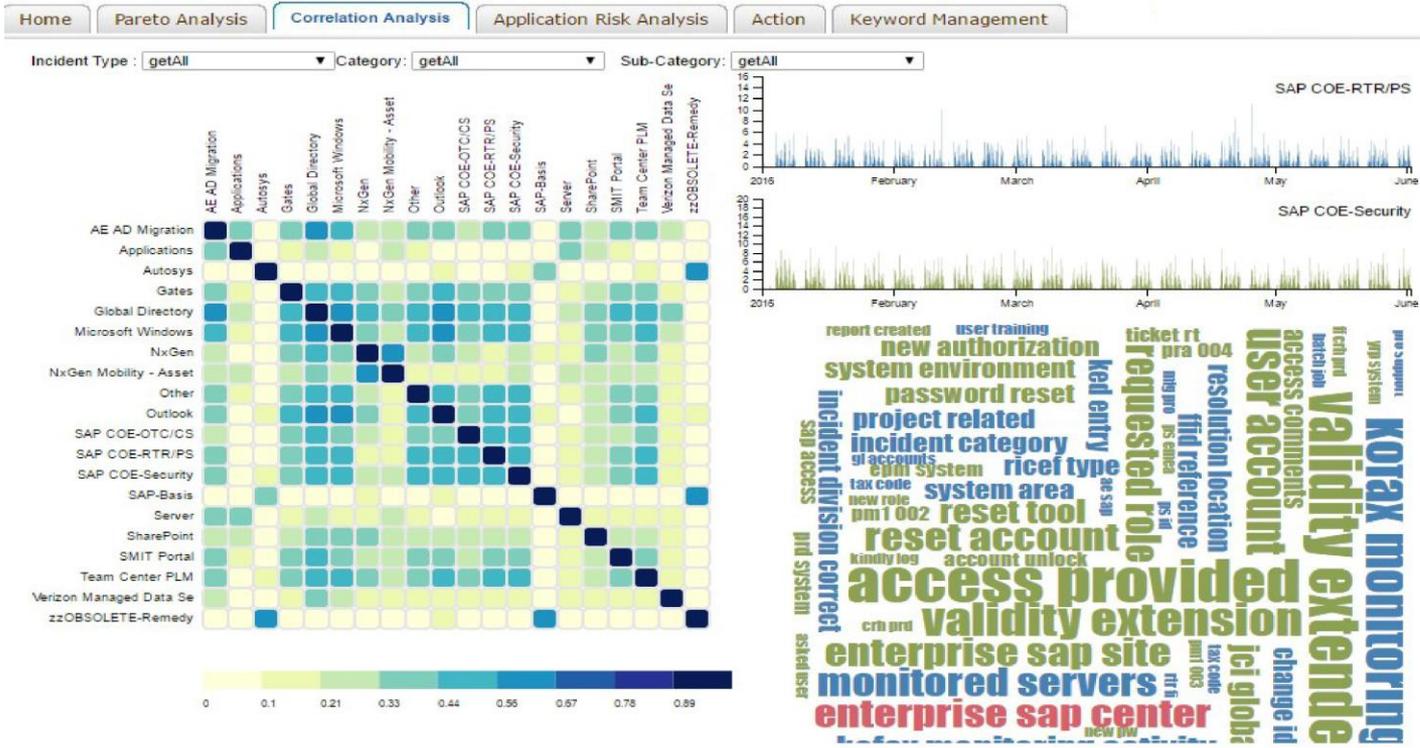
Mana uncovers \$21M in annual savings in 2 months of analysis for a client

Ident Type : Category : Sub Category : Start Date End Date



NLP and Clustering: Pareto of Issues

Mana uncovers \$21M in annual savings in 2 months of analysis for a client



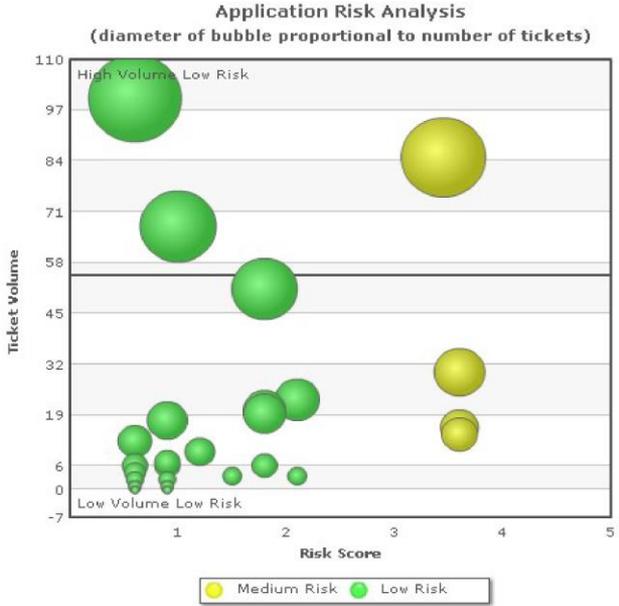
Correlation Strength as per Ticket Arrival Pattern

Mana uncovers \$21M in annual savings in 2 months of analysis for a client

[Home](#) | [Pareto Analysis](#) | [Correlation Analysis](#) | **[Application Risk Analysis](#)** | [Action](#) | [Keyword Management](#)

Incident Type: | Category: | Sub-Category: | Start Date: | End Date:

Right click to export.



Ticket Distribution Per Category for

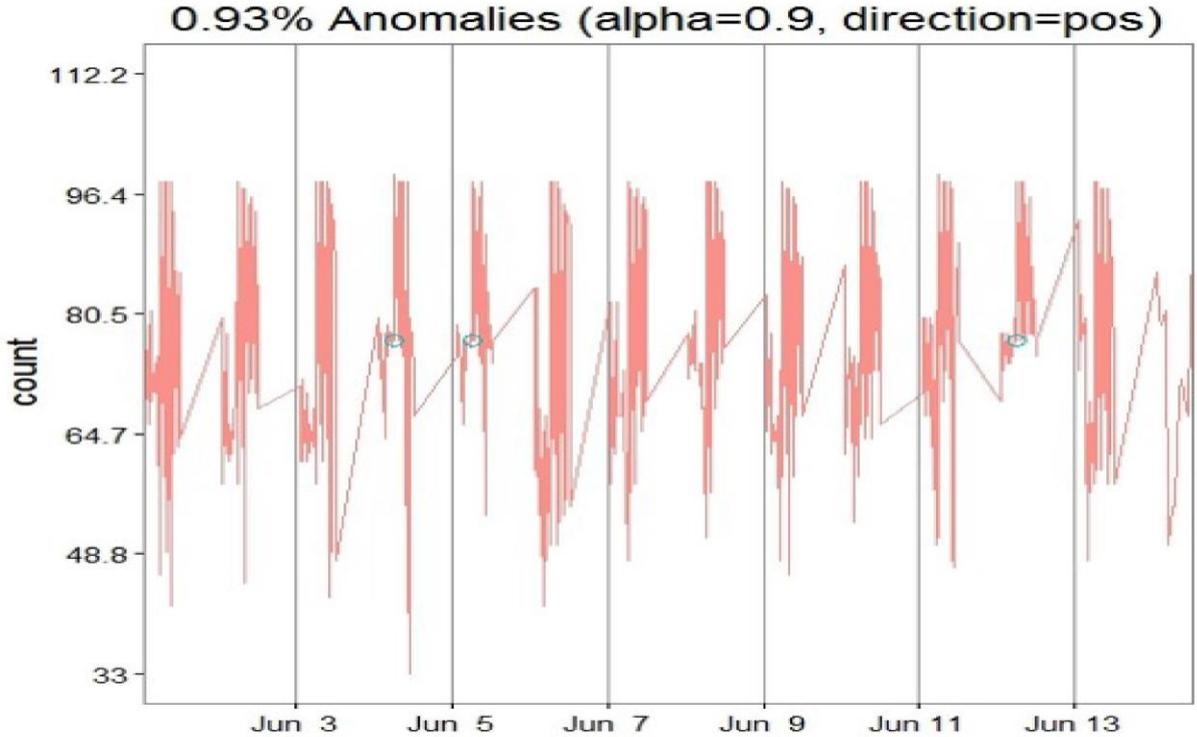
Kronos

Priority	% of Tickets		Tickets Per Assignee		No of Assignees (Application)
	Application	Portfolio	Application	Portfolio	
2	5.88 ▲	0.63	1 ▼	4	1
3	5.88 ▲	3.49	1 ▼	22	1
4	35.29 ▲	18.38	6 ▼	116	1
5	52.94 ▼	77.5	9 ▼	489	1

Weighted Avg Risk Score of Application: 3.6

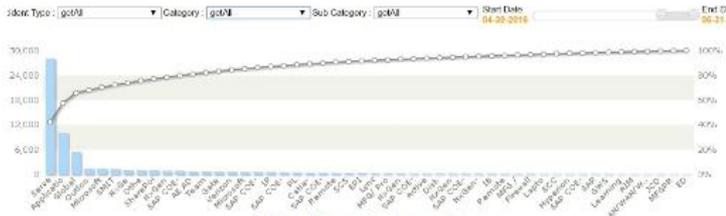
Application Risk Analysis as Function of Ticket Severity, Volume etc.

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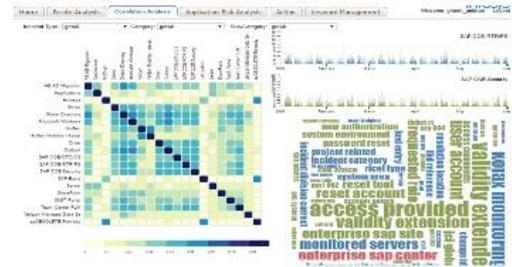


Process Anomaly Detection: Memory Usage on Server

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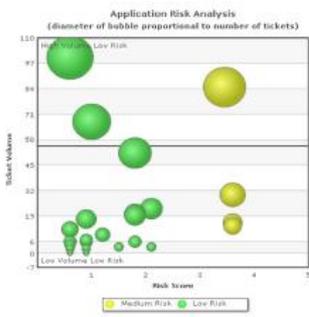


NLP and Clustering: Pareto of Issues



Correlation Strength as per Ticket Arrival Pattern

Total Incidents analyzed : **353,223**
 Potential Mana Addressable by Automation: **227,842**

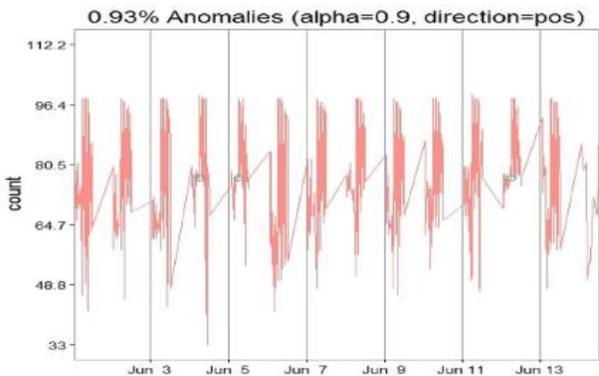


Application Risk Analysis as Function of Ticket Severity, Volume etc.

Ticket Distribution Per Category for Kronos

Priority	Application	% of Tickets	Portfolio	Tickets Per Assignment	Portfolio	No. of Assignments (Applications)
2	5.88	0.63	1	4	1	1
3	5.88	3.46	1	22	1	1
4	35.29	18.38	6	116	1	1
5	52.94	77.5	9	489	1	1

Weighted Avg Risk Score of Application: 3.6



Process Anomaly Detection: Memory Usage on Server



“We have chosen Infosys Mana, a Knowledge-based Artificial Intelligence Platform, to help us with insights, drive automation, innovation, efficiency and excellence across the organization.”

– Robert Weltevreden, Head of SBS



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– Jeff Augustin, Vice President and CIO

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Thank you