



Infosys

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# Analyst Meet

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2018

# Safe Harbor

“Certain statements mentioned 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, 2017. These filings are available at [www.sec.gov](http://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 unless it is required by law.”

# STRATEGY PILLARS

i

**Scale Agile Digital**

ii

**Energize the Core**

iii

**Re-skill our People**

iv

**Expand Localization**

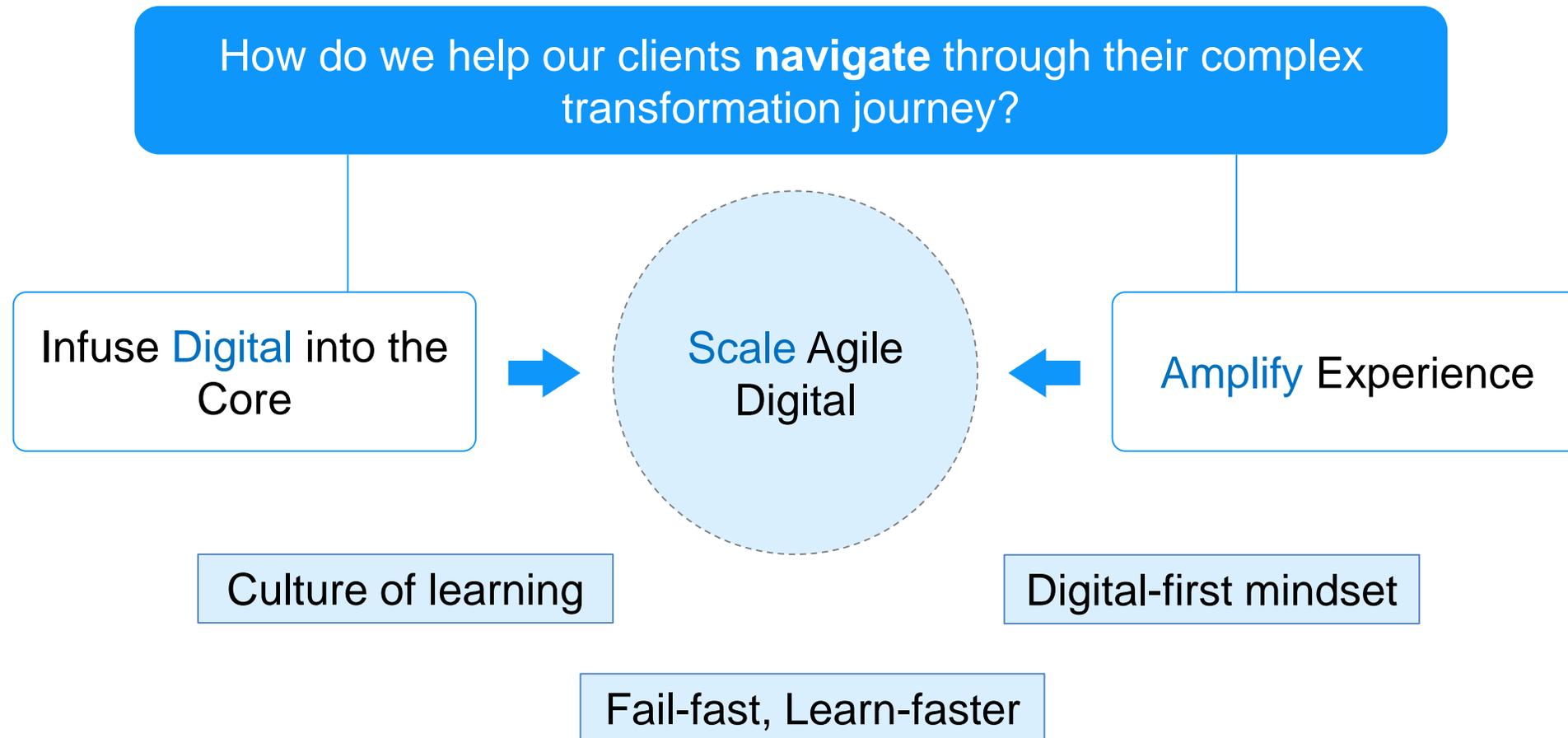


# SCALE AGILE DIGITAL

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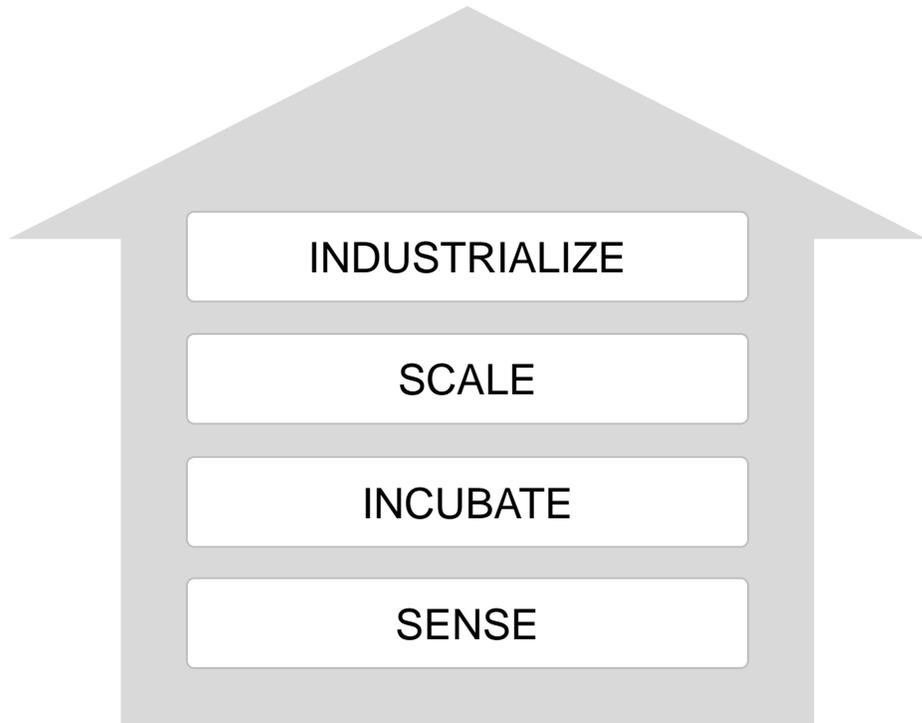
Ravi Kumar  
*President*

# Market forces are reshaping the future, shifting business and operating models



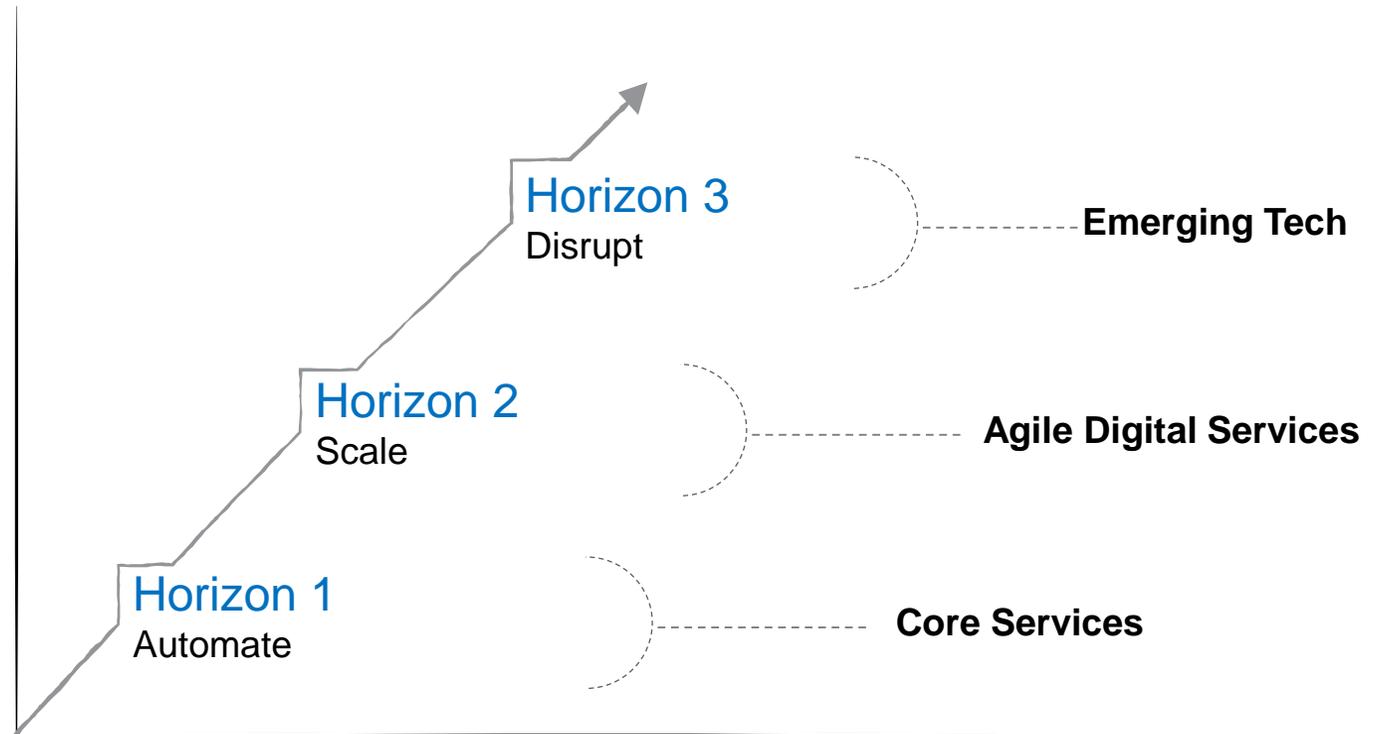
# We are future proofing our service portfolio

## ENGINES OF GROWTH



Trends and Opportunities

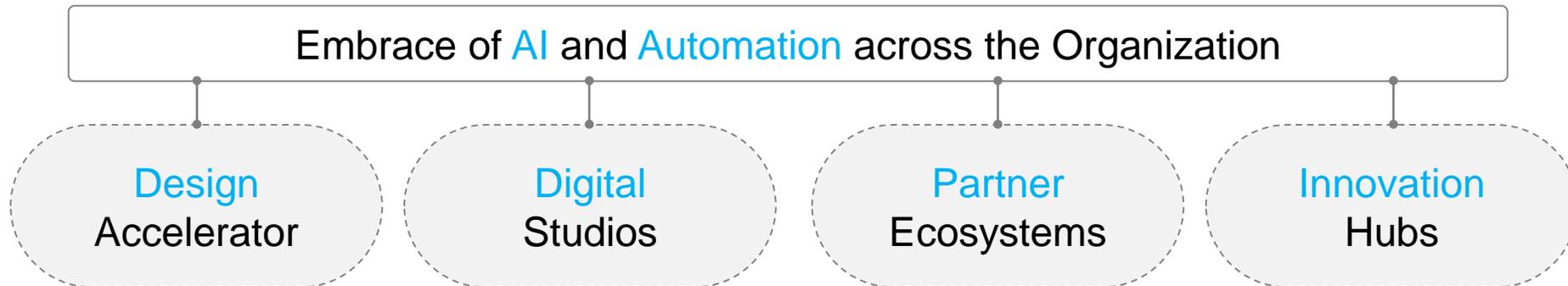
## THE THREE HORIZON FRAMEWORK



Source: *The Alchemy of Growth*

# Scale Agile Digital

Staying relevant to help our clients navigate their digital journey



# Experience

**Design-led transformation. From brand to experience.**



Design accelerator partnership with a leading design school



Strategic design consulting capabilities



New, integrated offerings led by digital experience creation



Refactoring talent



**Digital Studios**

**Brilliant Basics**

4 EMEA studios

**Wongdoody<sup>1</sup>**

2 USA studios

APAC and LATAM studios planned

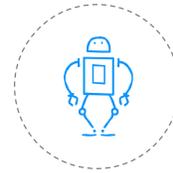
<sup>1</sup>Wongdoody acquisition expected to close in 1Q FY19

# Insight

Do 100x more. Do it yourself



IP led differentiation: Genome, Hawkeye



Emerging AI powered solutions e.g. next gen Chatbots



Bundled solutions with new age partners



Consulting-led demand generation



Campaigns across our client base



Launch of new offerings



Data scientist capabilities



Refactoring talent

# Accelerate

**Keep your Core. Keep Innovating.**



Campaigns to increase adoption of Open Source, DevOps and Agile



Strong relationships with strategic partners for joint GTM and solutions



Differentiation through IP and Solutions



Subscription models bundled with Infosys IP



Full-stack developer & architect capability



'Consult-sell-deliver' capabilities to influence downstream business

# Innovate

**Bridge the physical and the digital, with software and platforms**



Unique collaboration for autonomous technology



Co-creation of IP with clients leveraging NIA



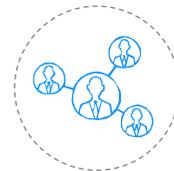
Industry 4.0 Assessment, Future of Production and Infosys Knowledge Platform



Re-skilling for technologies of tomorrow



Ecosystem of partners, startups and academia



Modernizing McCamish platform

# Assure

**Run the Business. Not the Risks.**



Cyber Defense Centers



1 Million+ assurance use case repository



ICSP - Differentiation based on People + Software



Campaigns on 'vulnerability assessment'



Security architect capabilities



New age assurance capabilities

# Ecosystem partnerships are vital to scaling Agile Digital



**LARGE  
ECOSYSTEMS**



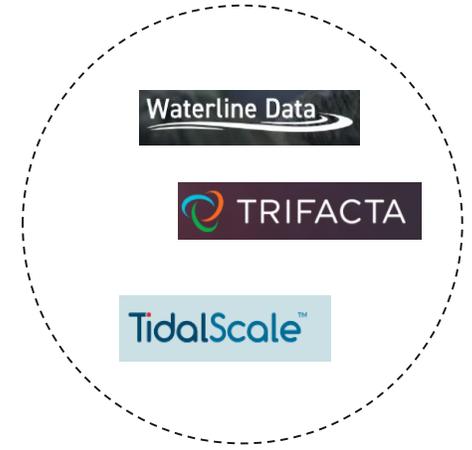
**NEW AGE  
ECOSYSTEMS**



**ENTERPRISE  
PARTNERS**



**INDUSTRY  
GROUPS**



**STARTUP  
ECOSYSTEMS**

# CLIENT SUCCESS STORIES

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Karmesh Vaswani



**A WORLD LEADER IN NETWORKING,  
HI-TECH PRODUCTS AND SERVICES**

# **DELIVERING NEXT-GEN CUSTOMER EXPERIENCE**



**“ We're looking to use digitization to be able to simplify, standardize, and automate many of the processes that drive work.**

***We really appreciate Infosys' flexibility and ability to change with us. ”***

## WHY REINVENT?

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Create world-class customer experience and drive efficiency across operations

## HOW WE DID IT

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Converting back office to Elite agents in front office focusing on customer experience and building value to reinvent customer's operations

- Operations Excellence
- Process Orchestration
- Automation at Scale

## WHAT WE ACHIEVED

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**95%**

***of cases processed through online customer service portal are resolved without human intervention***

**1.5+million**

***Digitized Cases per year***



**80%**

***Savings in dollars spent***

**~50%**

***reduction in Back Office Agents***



**33%**

***Forecasted Cost Savings from baseline "Cost to serve"***

**8Mn**

***hours of wait time eliminated***

★★★★★  
Amanda   
**Excellent**  
Excellent product.. neatly packed .. Ontime delivery.  
What else you can ask for. Satisfied.

★★★★★  
John Wick   
**Very Good**  
Fast delivery and the product is very good

★★★★★  
Nickson   
**Awesome.**  
Awesome pair of shoes! Been using them for the past  
6-7 months, highly satisfied with the brand. Go for it!!



**A WORLD LEADER IN SPORTS GOODS,  
FASHION AND LIFESTYLE PRODUCTS**

# **AN AMBITIOUS DIGITAL VISION. REALIZED.**



***“Infosys helped us to re-imagine and execute our Digital journey at every stage of the value chain to provide a unique, personalized and enriching consumer experience”***

## WHY REINVENT?

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Ambition to quadruple their e-commerce revenue in 4 years.

They leveraged every consumer touchpoint to create insights which shape experiences that are premium, connected and personalized.

## HOW WE DID IT

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- Conceptualized “**Consumer Genome**” by bringing together 5000+ consumer attributes combinations
- Single consumer view through platform agnostic eCommerce
- Conceptualize and accelerate implementation of new Digital capabilities across markets including insights, campaigns, CRM and omni-channel commerce

## WHAT WE ACHIEVED

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**>35%** *Repeat buyer rate*

**2X** *market share growth in the largest market*

**67%** *NPS improvement*



**<30 mins**

*for segmentation of any marketing campaign using consumer genome concept*



**80%** *savings in delivery time*

**50%** *savings in shipping cost*



**ONE OF THE FASTEST GROWING MULTI-MODAL LOGISTICS ENTERPRISE**

# **PLATFORM-LED BUSINESS GROWTH AT A FORTUNE 200 LOGISTICS STARTUP**



***“Infosys has built platforms that have become the new channels of growth for this extremely fast paced high growth logistics organization improving valuation and profitability.”***

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## ***WHY DISRUPT?***

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Client wanted to establish a cloud-based, digital freight marketplace that is fully automated, self-learning and dynamic.

A platform to provide shippers with real-time visibility and opportunities to realize time and cost savings

## ***HOW WE DID IT***

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We were engaged right from the concept stage and we jointly defined the strategy that set stage for this disruption.

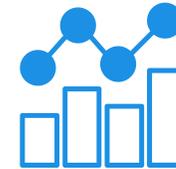
- Build scalable, extensible and agile architecture, rolled out across multiple Business Units
- Capability building through continuous customer and carrier engagement
- Data science-led actionable insights and BI to accelerate adoption and roll out

## ***WHAT WE ACHIEVED***

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**~20% improvement** in Load Profitability



**5 customer acquisitions** within 3 months of launch. Created an additional pipeline of revenues that is on-track to contribute to 15% increase in annual revenues



**93 days** to launch industry disrupting digital marketplace platform for first mile, middle mile and last mile logistics



# ***FROM A TELCO TO A TECH-CO***



***“The value we have been able to create via our global agile delivery model has exceeded all our expectations.”***

***Peter Corrigan,  
Executive Director, Telstra Software Engineering***

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## WHY REINVENT?

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To simplify Telstra's business by providing seamless digital experiences, launch products and services faster with deep involvement from customers

In summary, create a brilliant connected future for everyone.

## HOW WE DID IT

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Telstra & Infosys Co-created a **High Performance Software Engineering (HPSE)** model:

- Adopted digital ways of working
- State-of-the-art digital delivery centers enabling Co Creation and Innovation
- Small and Nimble autonomous teams delivering multiple releases
- Minimal viable product approach to create what is right for customer
- Automation that allows us to move at speed with confidence

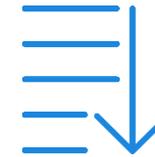
## WHAT WE ACHIEVED

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**~98%**

Requirements to Go Live reduced from 2+ months to on demand



**~77%**

Deployment cycle reduced from 3 months to 3 weeks



THE ADECCO GROUP



# FROM DISRUPTED TO DISRUPTOR



*Developed in close collaboration with Infosys, Adia is a great example of our strategy to co-create new solutions in order to realize our vision of the future of work.*

*Co-creating with leading partners is key to success – not them or us but them and us.*

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*What we have achieved in 24 weeks is more than what our competitors have achieved in 3+ years.*



## **WHY REINVENT?**

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Uber-ize Adecco's business and transform their staffing model to stay ahead of digital disruptors

## **HOW WE DID IT**

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Co-created a digital start-up business Adia to launch a staffing app with:

- 8 Super-Agile sprints for different digital platforms
- Integration from 6 interfacing systems
- Latest technology stack with mobile first, cloud based approach

## **WHAT WE ACHIEVED**

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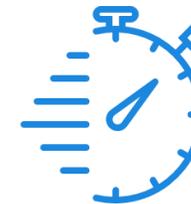


**Significant growth**



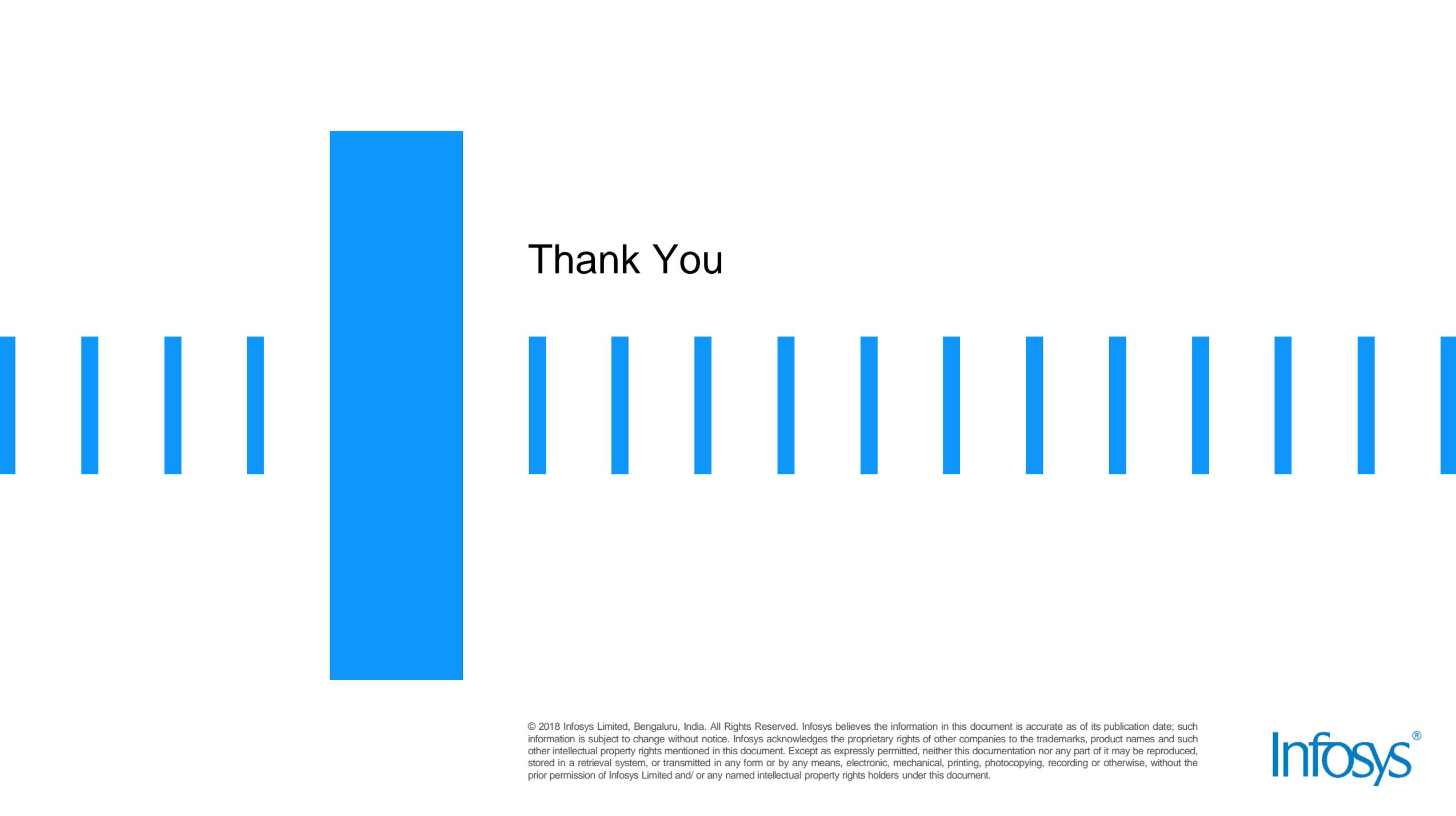
**Just 24 weeks**

from concept to launch with 250+ screens across 7 digital platforms



**<1 minute**

to onboard a candidate, and <48 hours to pay by digitizing payments infrastructure



Thank You