

# Experience



Ben Wiener

November 6, 2019

# Safe harbor

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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 the outcome of the pending investigation into recent whistleblower complaints, 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, 2019. 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.



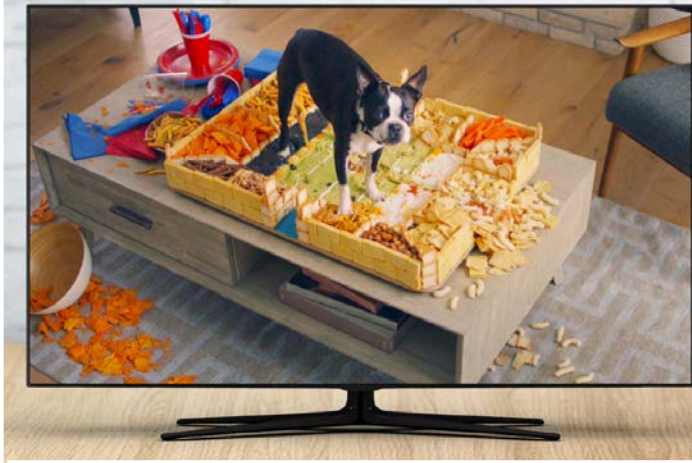
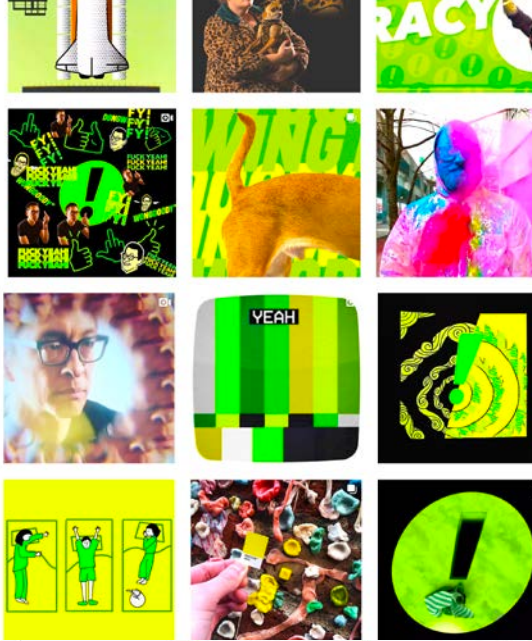


**WE ARE A  
HUMAN  
EXPERIENCE  
COMPANY.**

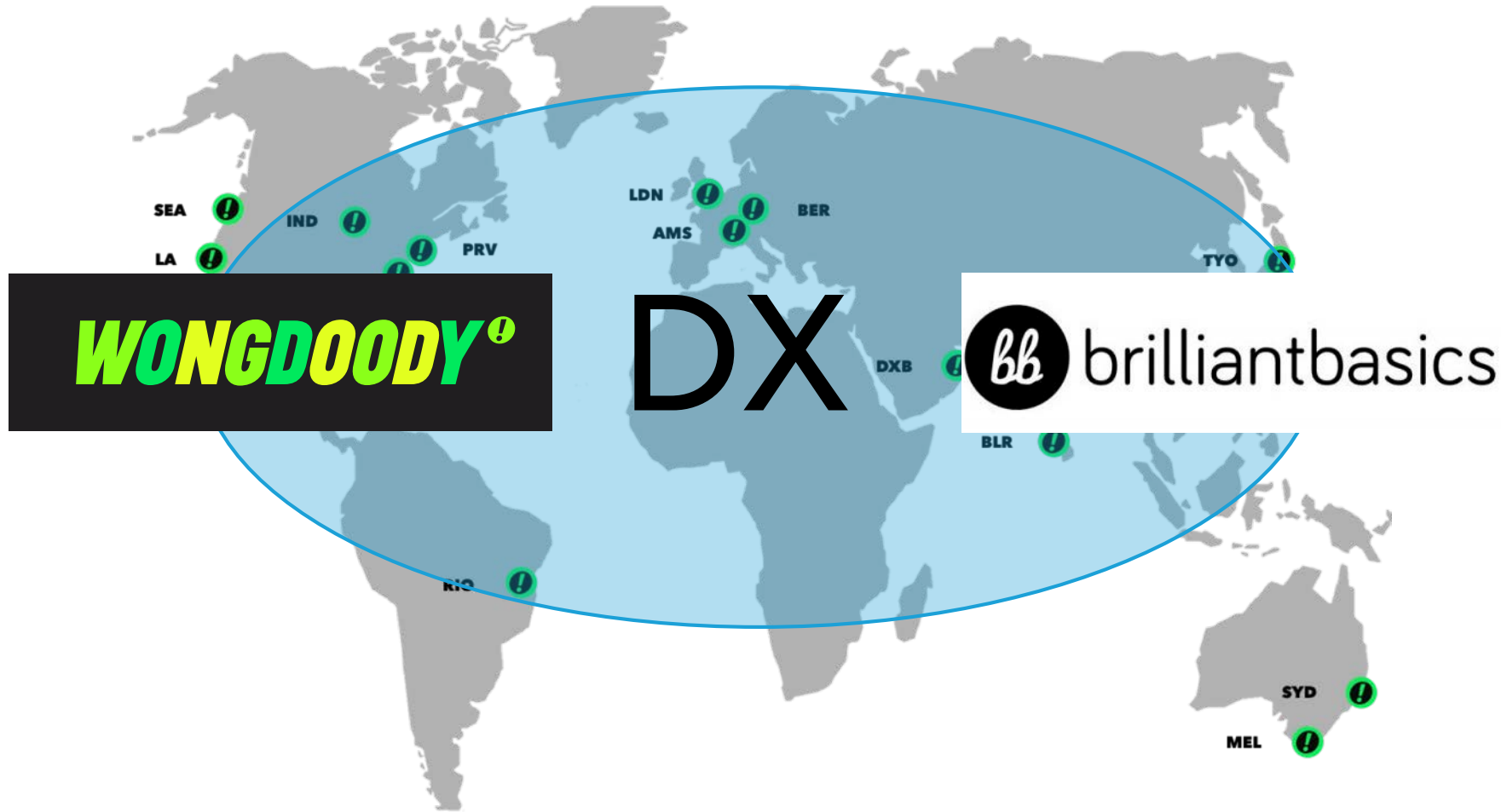
**HUMAN  
EXPERIENCE  
EQUALS BRAND  
ENGAGEMENT.**



LIVE ENTERPRISE



# ! THE INFOSYS HX ECOSYSTEM







**A BETTER  
EXPERIENCE  
GENERATES  
CUSTOMERS  
WHO ARE:**

**7X**

more likely to buy

**8X**

more likely to try  
new products

**15X**

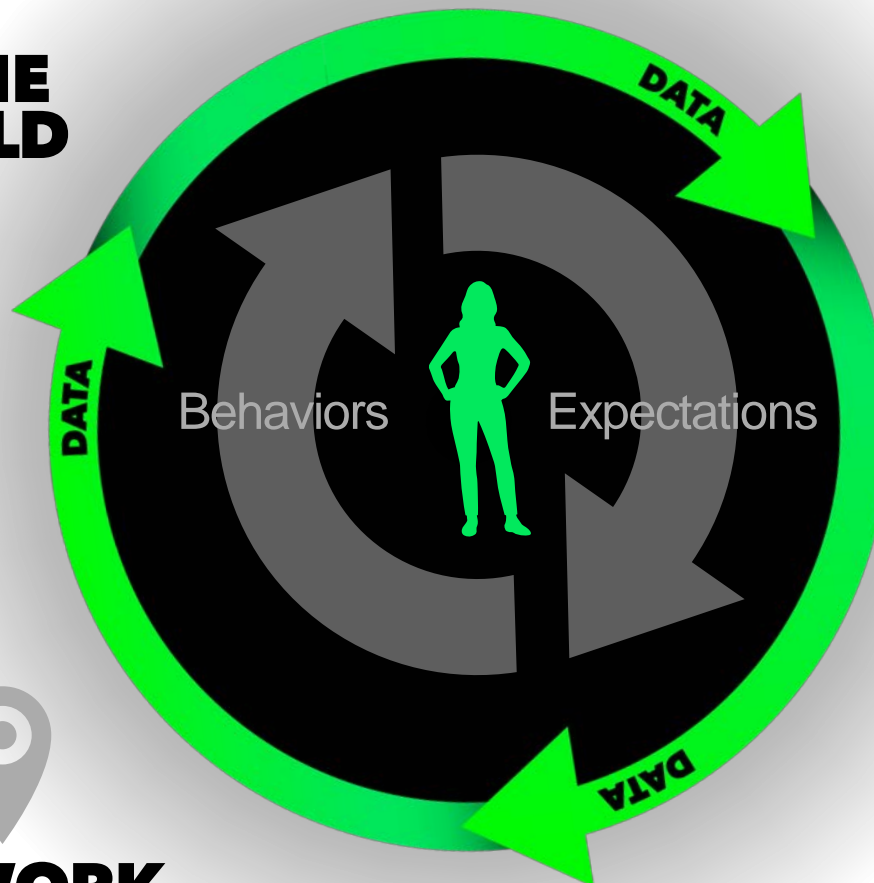
more likely to share  
positive WOM

# 8 OUT OF 10 COMPANIES HAVE A STAGNANT CX RANKING.



# HUMAN EXPERIENCE FRAMEWORK

  
**IN THE  
WORLD**



  
**ONLINE**

  
**AT WORK**





# INSIGHT FUELS CREATIVITY: THE INFOSYS AGILE INSIGHTS PRACTICE

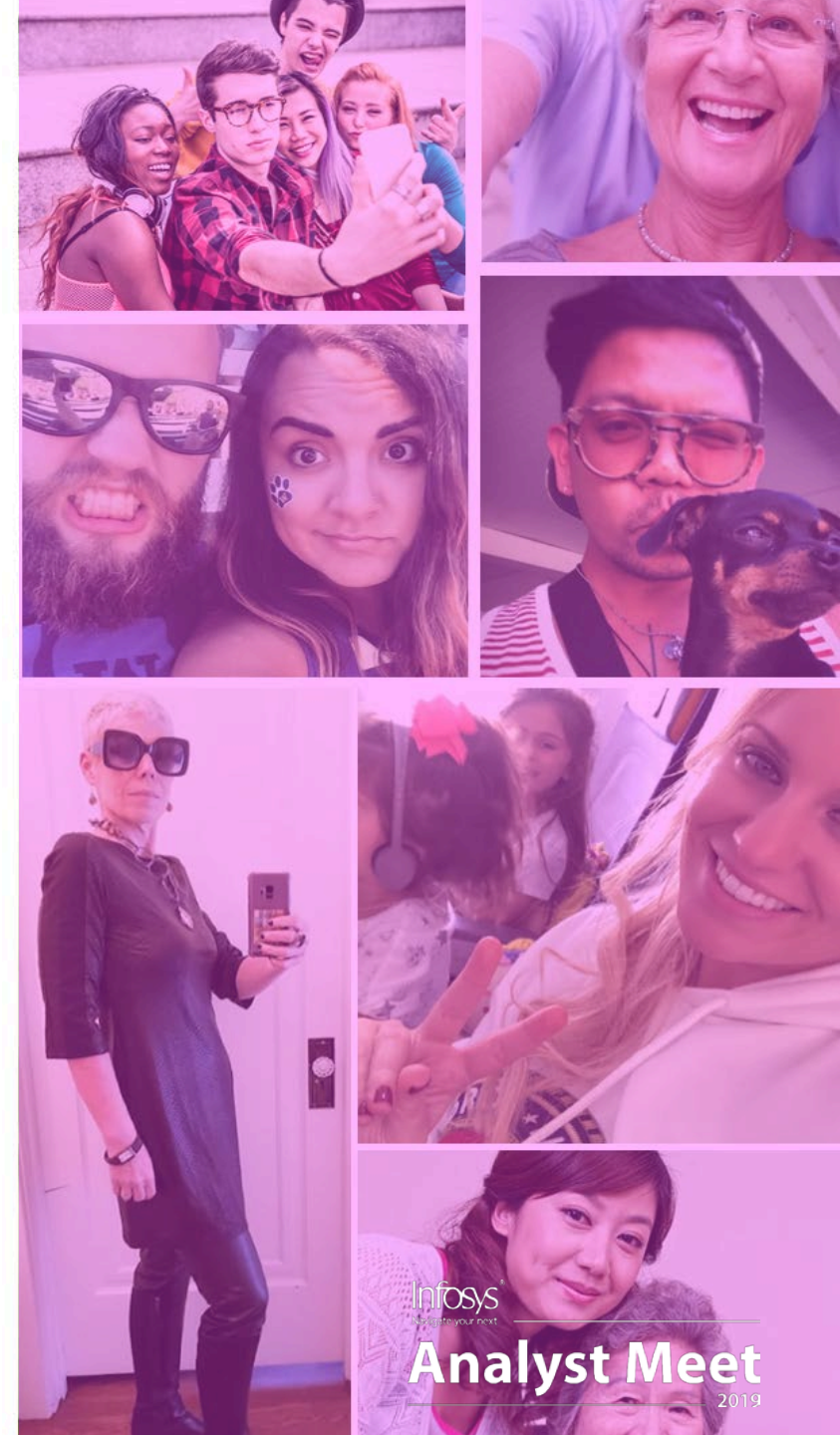
## THE MOTHERBOARD

The Motherboard - our always on community of Moms eager to share their thoughts and opinions to help brand innovate and shape consumer experiences, is the foundation for our Agile Insights Practice - a research approach that allows us to quickly inform and validate our ideas with consumers at all stages of digital transformation with qualitative data.

Understanding what customers need and want before we develop new experiences, services and products drives significant business growth for our clients.



*2019 FAST COMPANY WORLD CHANGING IDEAS HONOREE AWARD*



Infosys  
Next to your next  
**Analyst Meet**  
2019



# CREATIVITY EARNS GREATER RECOGNITION

# 74

awards for HX in the last 2 years



# 300+

global creative awards in the  
past 25 years



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2019

# CREATIVITY ENHANCES END-TO-END DIFFERENTIATION FOR INFOSYS

“I think it’s an incredible vision, it feels very close to the customer, the kind of colleague-and customer-centric experience we need. **This is a massive step forward.**”

**EVP, FINANCIAL SERVICES**



# ! INFOSYS HX CASE STUDIES

## BUILDING LOYALTY FOR A GLOBAL APPAREL BRAND

Customized content.  
Omni-channel experience.  
Insider access to  
exclusive merchandise.



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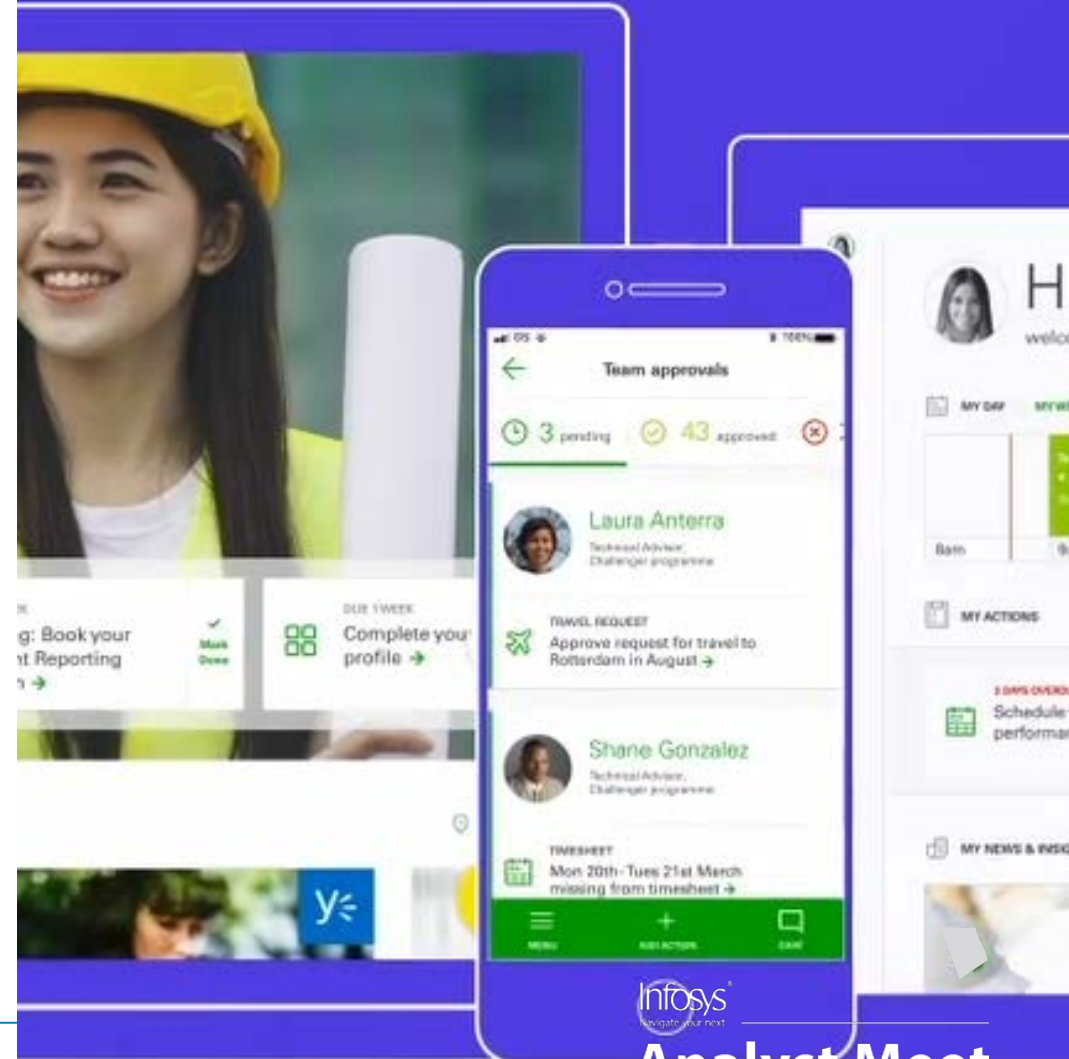
# ! INFOSYS HX CASE STUDIES

## ENABLING NEXT GENERATION EMPLOYEE EXPERIENCES

Redesigned employee platform for a global workforce



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# ! INFOSYS HX CASE STUDIES

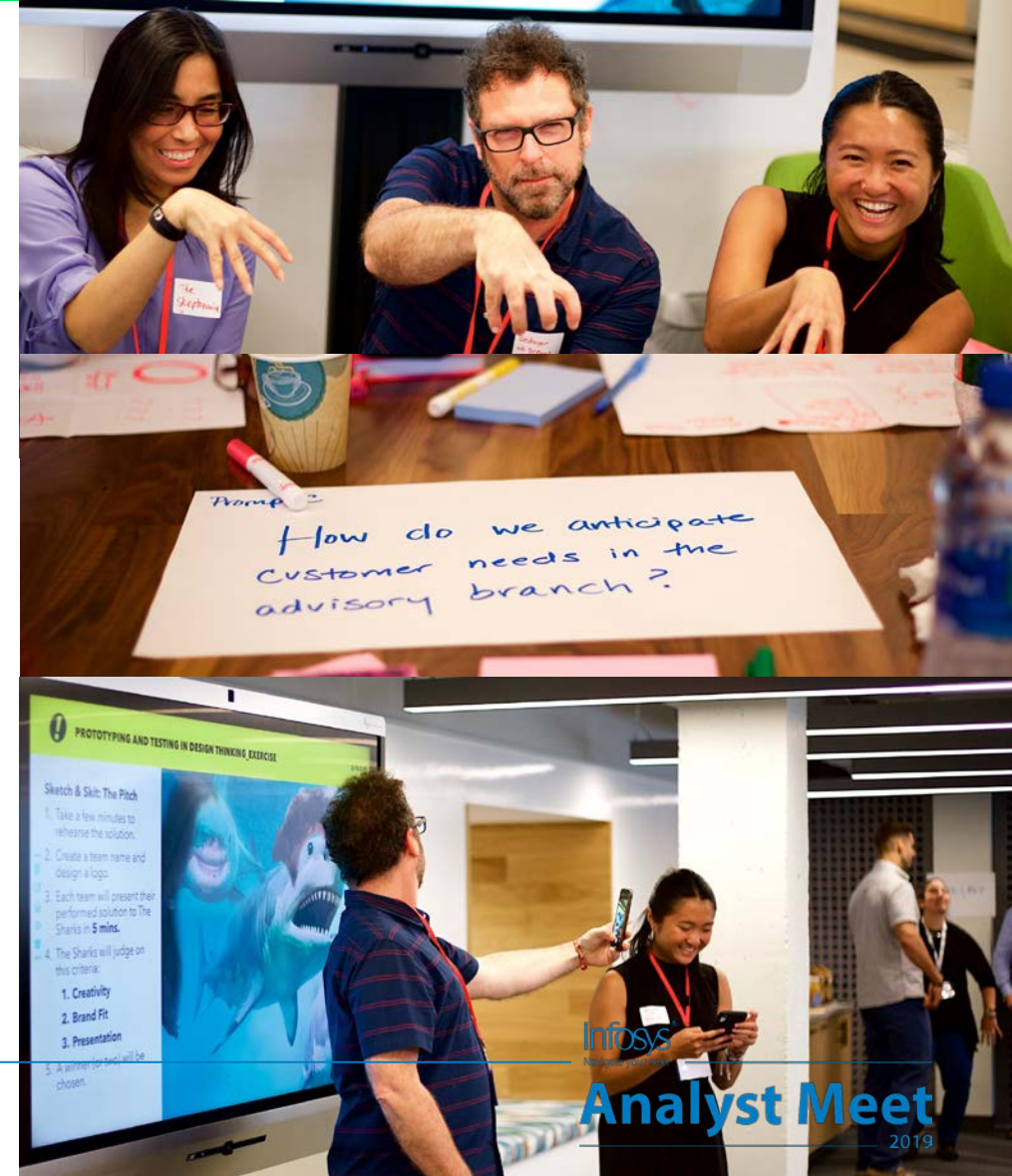
## REDESIGNING THE BANK BRANCH EXPERIENCE

“This really shifts our POV on how to plan for spaces... a defining moment for our organization.”

**EVP, HEAD OF RETAIL NETWORK  
TRANSFORMATION**



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# ! INFOSYS HX CASE STUDIES

## PUTTING CONTROL IN THE CUSTOMER'S HAND

A unified, mobile view of data  
and entertainment



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# EXPERIENCE: DRIVING GROWTH AND ADDING SCALE

## GROWTH & SCALE

Onshore + Offshore Network  
Expanded Talent Pipelines  
Experience As Managed Service



# ! NEW BUYERS AND AUDIENCES FOR INFOSYS

## STRATEGIC INITIATIVES





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