

Infosys<sup>®</sup>

**37<sup>TH</sup>**

**ANNUAL  
GENERAL  
MEETING**

[www.infosys.com](http://www.infosys.com)

# 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.



# OUR STRATEGIC DIRECTION

Salil Parekh

Chief Executive Officer and Managing Director

# Clients trust Infosys



“ You are best positioned to **deliver our Digital Future!** You have been our trusted delivery partner for 15 years, **you understand our technology foundation** ”

“ You define **high performance agile delivery** ”

“ One company I can **trust to deliver what they promise** ”

“ Give us **big ideas on Digital** and core transformation ”

# Employees are proud to be in Infosys

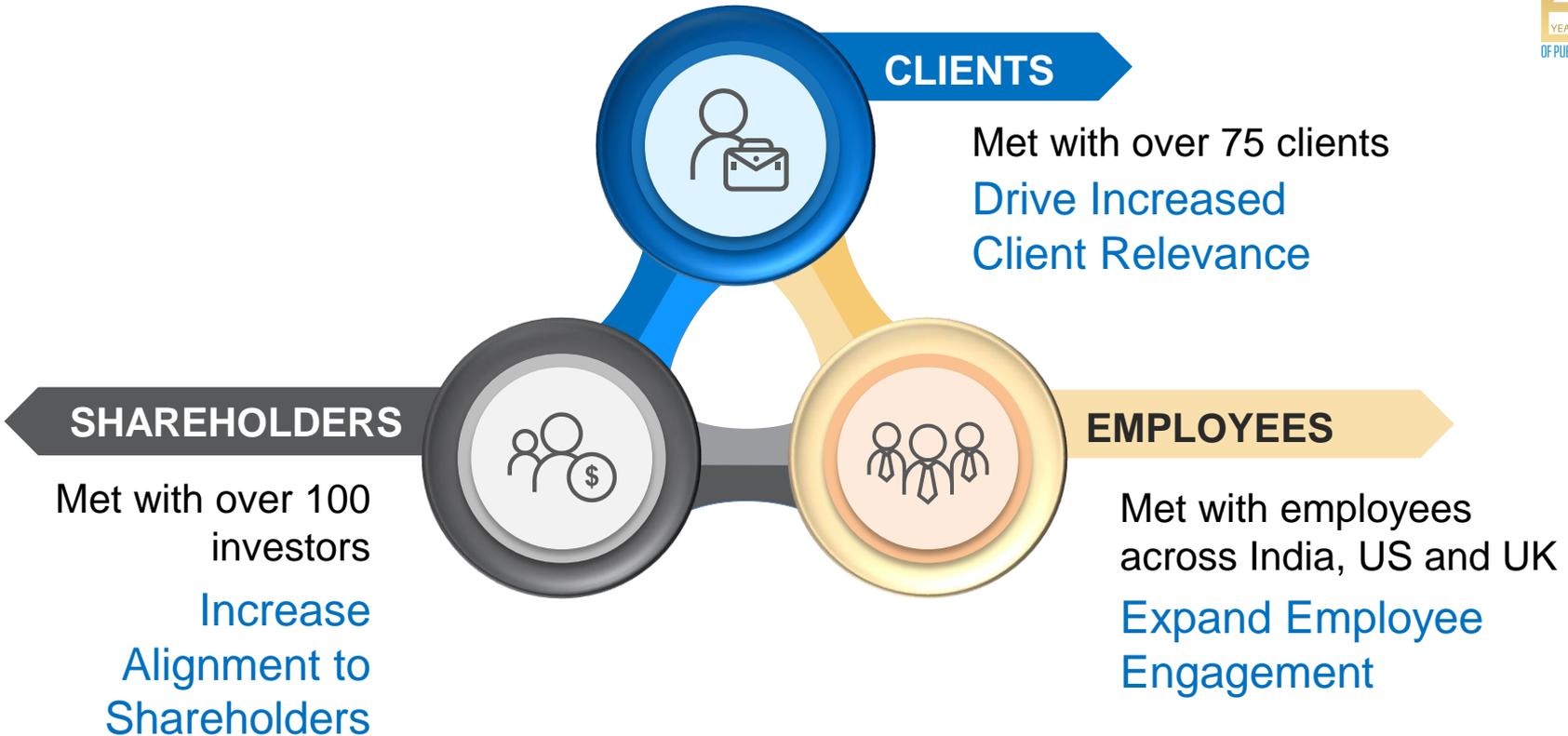


Our employees  
are exceptional  
and **want to  
be #1**

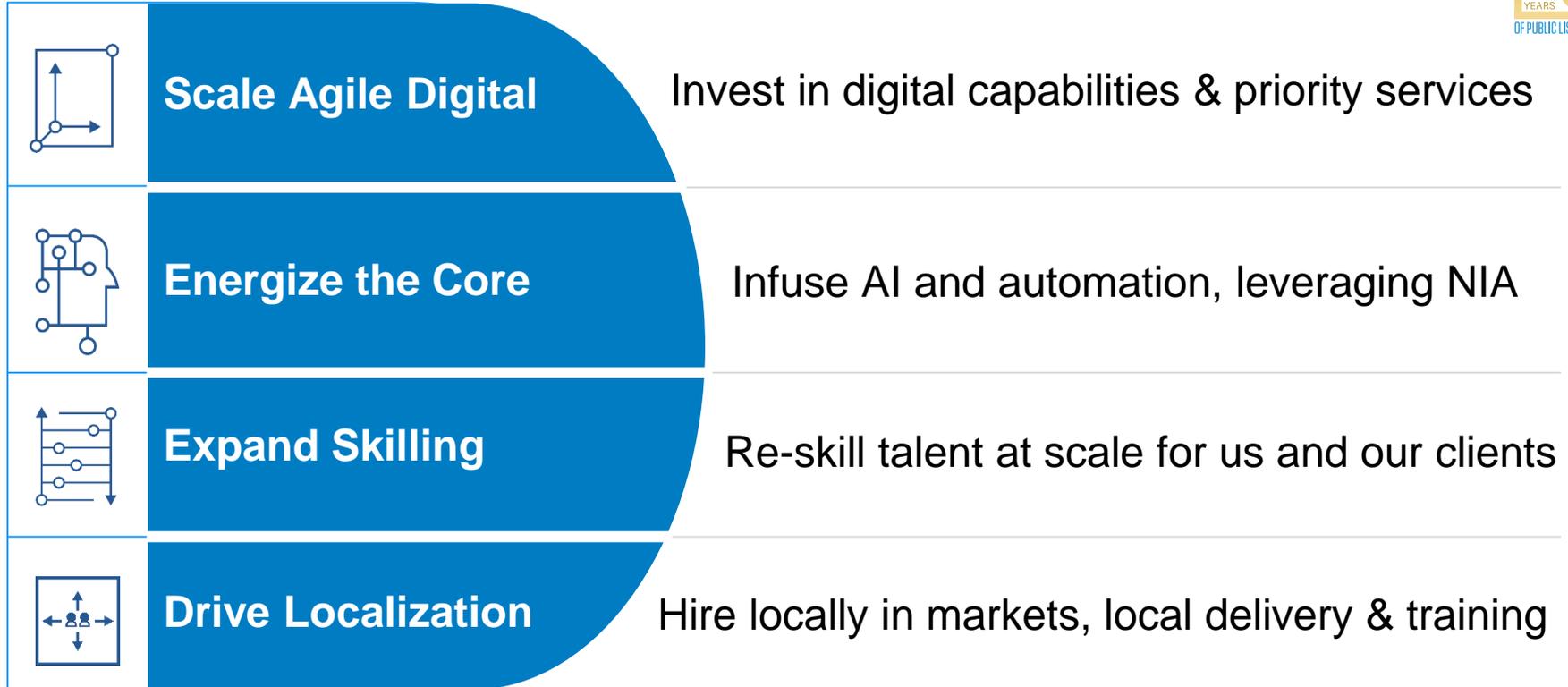
Tremendous  
**motivation,  
drive and  
pride** in being  
Infosysians

Very eager to play  
an **active part**  
in the success  
of Infosys

# Clients, Employees, Shareholders guide our approach



# Our strategic direction – four pillars for our future

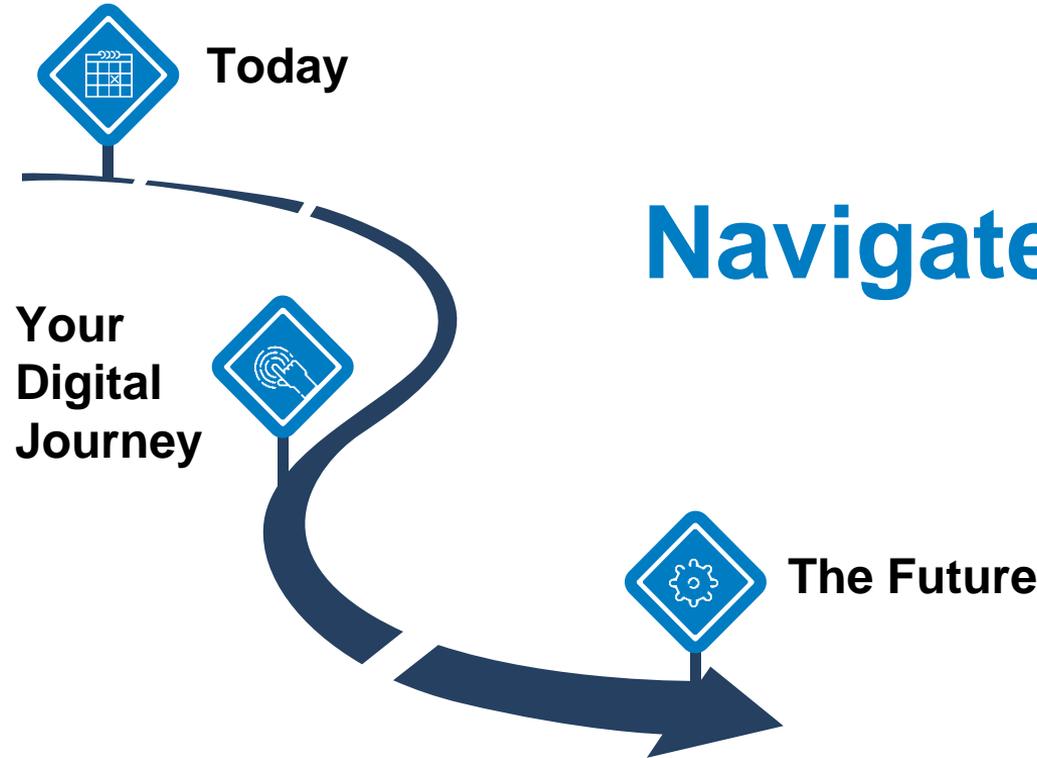


# Our Agile Digital Service Architecture is comprehensive



Addressable Market  
~ \$160Bn to \$200Bn

We are well positioned to help our clients navigate their digital journey



# Navigate your Next

# We already have a large and growing Agile Digital portfolio



**\$2.79 Bn**

**Digital Revenues  
FY18**

**25.5%**

**of our total  
FY18 revenues**

**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?

Create world-class customer experience and drive efficiency across operations

## HOW WE DID IT

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



**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



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

★★★★★

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!!!

**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?

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

- 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



**>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.”***



## WHY DISRUPT?

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

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



**~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





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.*

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

## WHY REINVENT?

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

## HOW WE DID IT

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



**Significant growth**



**Just 24 weeks**

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



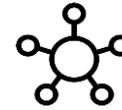
**<1 minute**

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

# Our AI & automation services energizes our client's "core"



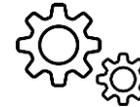
**AI & automation  
Consulting**



**AI & automation  
COE execution**



**Cognitive Solutions**



**AI & automation  
Managed Projects**

## In-house Solutions

**Infosys NIA**  
Purposeful Artificial Intelligence

iECP

**assistedge**  
Robotic Process Automation



**A FORTUNE 100 U.S.-BASED  
INSURER**



# **AUTOMATION DRIVES THE NEW MONITORING COMMAND CENTER**

*With 75,000+ batch jobs running, the client faced stability issues with 24,000 abends (abnormal ends) every year.*

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*Infosys got engaged in identifying automation opportunities that would save 50,000 hours in application maintenance.*



## WHY REINVENT?

Transform the application landscape with a single view of operations driven by automation

## HOW WE DID IT

After extensive value stream analysis (VSM) and day-in-the-life-of (DILO) analysis, set up an automation-intensive **Batch Process Command Center** using Infosys Nia

- Provides aggregated performance metrics at portfolio, application and business process level in real time
- Detects SLA and downstream impact
- Smart pattern analytics for actionable insights

## WHAT WE ACHIEVED



**7 use cases** for automation using Infosys Nia, with 30 ideas identified for implementation



**30%** reduction in batch abends within 3 months



**12%** effort savings in monitoring activities



# Our learning ecosystem makes high quality training available easily



**Make it Convenient**

**Accessibility**

**Make it Relevant**

**Content**

**Make it Fun**

**Engagement**

**Make it Matter**

**Assessment**



# We are building local innovation & tech hubs, closer to our clients



# We have a structured approach to creating investor value

01



## Growth with strategic investments

Scale Agile Digital  
with key investments:

Go-to-market  
Localization  
Capabilities

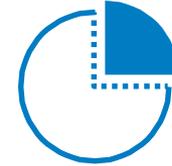
02



## Programmatic inorganic moves

Invest in inorganic  
moves to expand client  
relevance

03



## Disciplined capital allocation

Given high RoE,  
return up to 70% of free  
cash flows

# We have set a 3-year roadmap to achieve our objectives



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THANK YOU