

## Infosys to lead the evolution of Global Delivery Model to next level

**New Delhi, April 15, 2004:** Close on the heels of its billion-dollar achievement announcement, Infosys today reiterated that it was ready for a longer marathon that started early this week. Nandan Nilekani, CEO, Managing Director and President, Infosys Technologies Ltd, addressing newsmen in New Delhi, said that the company had come a long way from receiving a loan of Rs 24 lakhs sanctioned in record time by KSSIDC and KSFC\* in 1983.

Acknowledging the landmark achievement, Nandan Nilekani said, "This is not a moment to rest, but to surge towards our goal of being a multi-billion dollar organization." He attributed the success of the company to Infosys pioneered and perfected Global Delivery Model (GDM), which changed the traditional business model of the industry. "By making GDM mainstream we have shifted the battle to our battlefield. It has become a global outsourcing standard and has helped us create and perfect the science of global project management."

Describing the new role of Infosys as one of "proactive problem definers" rather than "reactive problem solvers", Nandan said that Infosys would take a lead in leveraging GDM to help clients compete in their businesses. Alluding to its catalytic role in powering the company's strategic initiatives, Mr Nilekani said, "We will bring the power of GDM to high-value services like consulting and system integration. With this objective we formed Infosys Consulting Inc which will see the evolution of new consulting paradigm emanating from the strong combination of high value added consulting with the excellence of GDM."

Infosys Consulting Inc has been set up to offer a new consulting alternative to businesses using traditional consulting firms. For current Infosys clients, it presents an additional way to use the global delivery model to their fullest advantage, given that it is baked into the Infosys DNA.

Commenting on the next growth phase of Infosys, Mr Nilekani said that the company would focus on customer-centricity, meeting shareholder expectations and building a multi-cultural workforce - a seamlessly integrated team of talented, global professionals. The company was already geared to meet these challenges given its organization into multiple business units focused on clients' businesses.

\* KSSIDC- Karnataka State Small Industries Development Corporation Ltd; KSFC- Karnataka State Financial Corporation

### **About Global Delivery Model**

Pioneered by Infosys, the Infosys Global Delivery Model (GDM) is a framework for distributed project management and multi-location engagement teams. The Global Delivery Model is a key driver of engagement success and value realization for our clients. It provides clearly defined process guidelines emphasizing the importance of information flow and communication. The robustness of Global Delivery Model combined with the infrastructure and quality orientation reduces engagement risk for a client compared to conventional delivery models. It is based on the principle of taking work where it can be done best, makes the most economic sense, with the least amount of acceptable risk.

### **About Infosys Technologies Ltd. (NASDAQ: INFY)**

Infosys is a leading global technology services firm founded in 1981. Infosys provides end-to-end business solutions that leverage technology for our clients across the entire software life cycle: consulting, design, development, re-engineering, maintenance, system integration, package

evaluation and implementation. In addition, Infosys offers software products to the banking industry, as well as business process management services through its majority-owned subsidiary, Progeon. For more information, visit us on the World Wide Web at [www.infosys.com](http://www.infosys.com).

**Safe Harbor**

Certain statements in this release 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, 2003 and on Form 6-K for the quarters ended June 30, 2003; September 30, 2003 and December 31, 2003. 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.