



## Telstra and Infosys Win Top Honours in IT Service Management Awards

**Melbourne, Australia - August 26, 2010** - [Telstra](#) and Infosys Technologies Ltd have won Best ITSM (IT Service Management) Project of the Year, the top industry award bestowed by [itSMF Australia](#), the peak body for ITSM in Australia. The Telstra-Infosys submission tied with one from the Department of Immigration.

Telstra and Infosys were recognised for “iTAM,” a new enterprise IT incident and service ticketing platform within Telstra. iTAM is designed to reduce the cost, complexity and risk of managing IT issues within Telstra, creating a single unified solution to replace or integrate dozens of applications including legacy ticketing solutions, change management tools, alarm and service impact systems. Benefits include improved visibility on performance metrics, more intelligent routing and escalation of issues, automated parts routing, and reduced operational costs.

The project, one of the largest [ITSM](#) implementations in the region with over 16 million configuration items in its Configuration Master Database (CMDB), was jointly developed by Telstra and Infosys over a period of 20 months, successfully launching in June 2010.

“When we set out to upgrade our IT systems a few years ago, we knew we’d need to implement a state of the art service management platform to ensure that we have a comprehensive view of IT issues and allow us to analyse and resolve them – often well before any disruptions arise,” said Ashley Lazaro, acting Chief Information Officer, Telstra. “iTAM is that strategic platform, and will be key in our drive to simplify and streamline our business.

“itSMF is an internationally recognised and independent organisation dedicated to IT Service Management and we are delighted and honoured that it has recognised the iTAM project through this award. It is well-deserved industry recognition for all involved,” said Mr Lazaro.

“We understand that Telstra is absolutely laser-focused on delivering world-class service to its customers, as well as the users of IT within the business,” said Ad Van Amrooij, Head – Telstra Account, Infosys Australia & New Zealand. “As a team, we’ve designed and built a robust solution that will support that mandate now and into the future, and we’re delighted to receive independent recognition of the business value we’ve created.”

In June 2009, [Telstra named Infosys a key strategic partner](#) for applications development and maintenance.

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### **About Telstra**

Telstra is Australia's leading telecommunications and information services company, with one of the best known brands in the country. Telstra offers a full range of services and compete in all telecommunications markets throughout Australia, providing more than 8.8 million Australian fixed line and 10.3 million mobile services, including 7.2 million 3G services

### **About Infosys Australia & New Zealand**

Infosys Technologies (Australia) Pty. Limited ("Infosys Australia & New Zealand") ([www.infosys.com/anz](http://www.infosys.com/anz)), is the Australasian subsidiary of Infosys Technologies Limited. Infosys Australia & New Zealand works with clients in the spirit of partnership to assist them in becoming globally competitive, delivering world-class solutions cost-effectively, predictably and in the shortest possible time, utilising outstanding local talent backed by vast global capability, in-depth industry knowledge and technical excellence. Headquartered in Melbourne, with offices in Sydney, Brisbane, Perth and Wellington, Infosys Australia & New Zealand is home to one of Infosys' largest delivery centres outside India. With over 1300 local employees and a strong local management team, the team collaborates with colleagues all over the world to help Australasia's leading organisations win in a Flat World.

### **About Infosys Technologies Limited**

Infosys (NASDAQ: INFY) defines, designs and delivers IT-enabled business solutions that help Global 2000 companies win in a Flat World. These solutions focus on providing strategic differentiation and operational superiority to clients. With Infosys, clients are assured of a transparent business partner, world-class processes, speed of execution and the power to stretch their IT budget by leveraging the Global Delivery Model that Infosys pioneered. As of June 30, 2010, the Infosys group had approximately 114,800 employees in over 50 offices worldwide. Infosys is part of the NASDAQ-100 Index and The Global Dow. For more information, visit [www.infosys.com](http://www.infosys.com).

### **Infosys Safe Harbour**

Statements in connection with this release, including those concerning our future operational opportunities and growth prospects, may include forward-looking statements within the meaning of US Securities laws intended to qualify for the "safe harbour" under the Private Securities Litigation Reform Act. These forward-looking statements are subject to risks and uncertainties including those described in our SEC filings available at [www.sec.gov](http://www.sec.gov) including our Annual Report on Form 20-F for the year ended March 31, 2010, and our other recent filings, and actual results may differ materially from those projected by forward-looking statements. We may make additional written and oral forward-looking statements but do not undertake, and disclaim any obligation, to update them.



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