



Best Digital Stories

Infosys[®]

Developed **IoT based cooler monitoring solution** for a leading **confectionery brand** to guarantee product quality

Minimized product returns

Better retailer compliance

Increased **online penetration** and
customer retention for a **leading
telecom company**

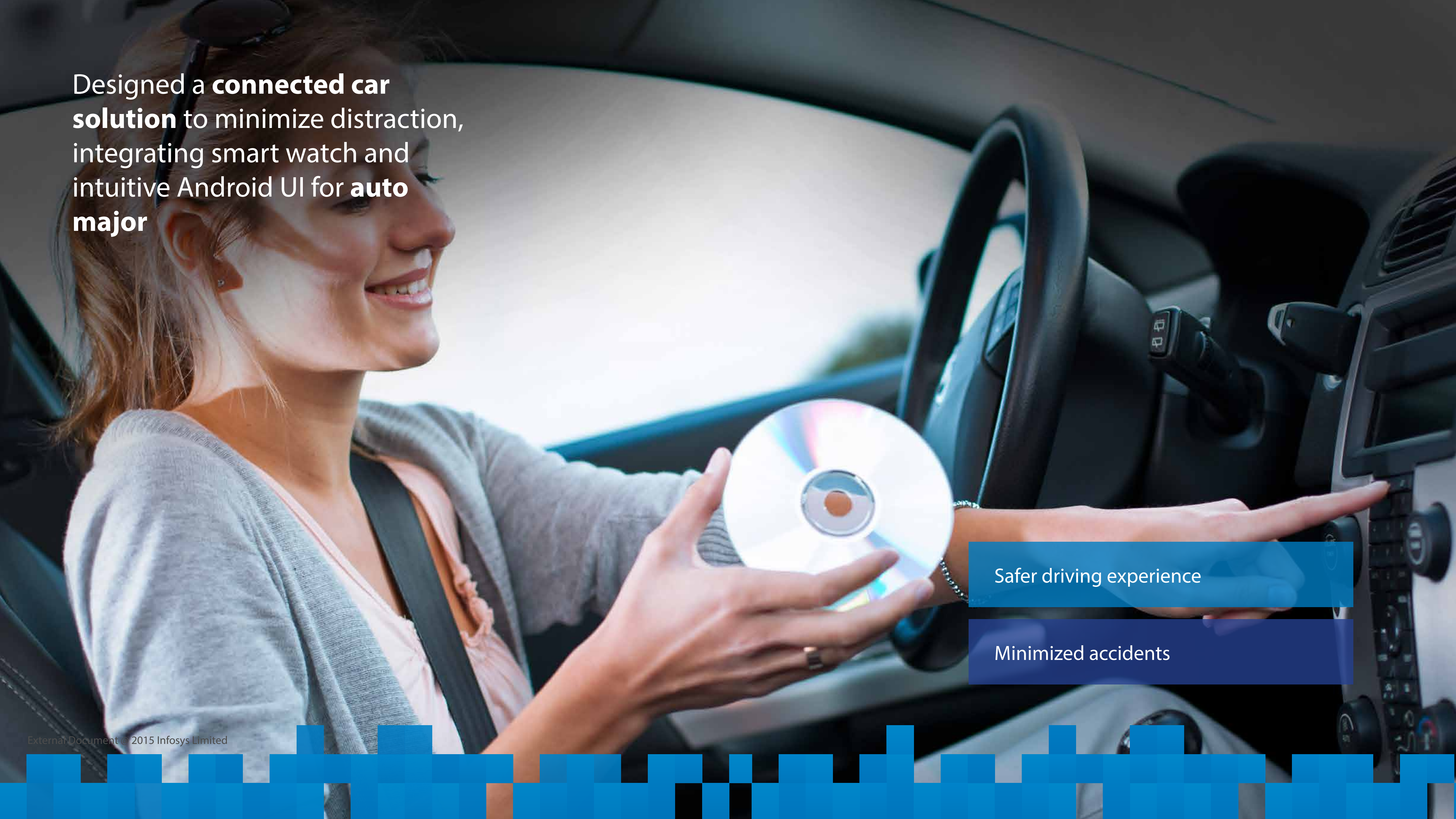
90% adoption of user self-service

20% rise in customer satisfaction

Developed **mobile websites** and **ecommerce app** to offer rich customer experience for **retail giant**

8% increase in sales

70 countries covered



Designed a **connected car solution** to minimize distraction, integrating smart watch and intuitive Android UI for **auto major**

Safer driving experience

Minimized accidents

Developed **interactive mobile**
product catalog for a media
company to **enhance end-user**
experience

Improved sales

TCO reduced by 30%

Helped launch **wearable wireless cardiovascular** device to help remote patient monitoring for **medical devices OEM**

Proactive diagnosis of health condition

Superior patient experience

Developed mobile **POS system**
for store associates of a leading
fashion retailer to expedite
customer check-out

PLEASE

Q

HERE

Check-out time down by 45%

20,000 sqft increase in shelf-space

Developed **mobile point-of-sale** app for a top **Japanese automaker** to enable vehicle customization orders, **checking of delivery schedules and financing options**

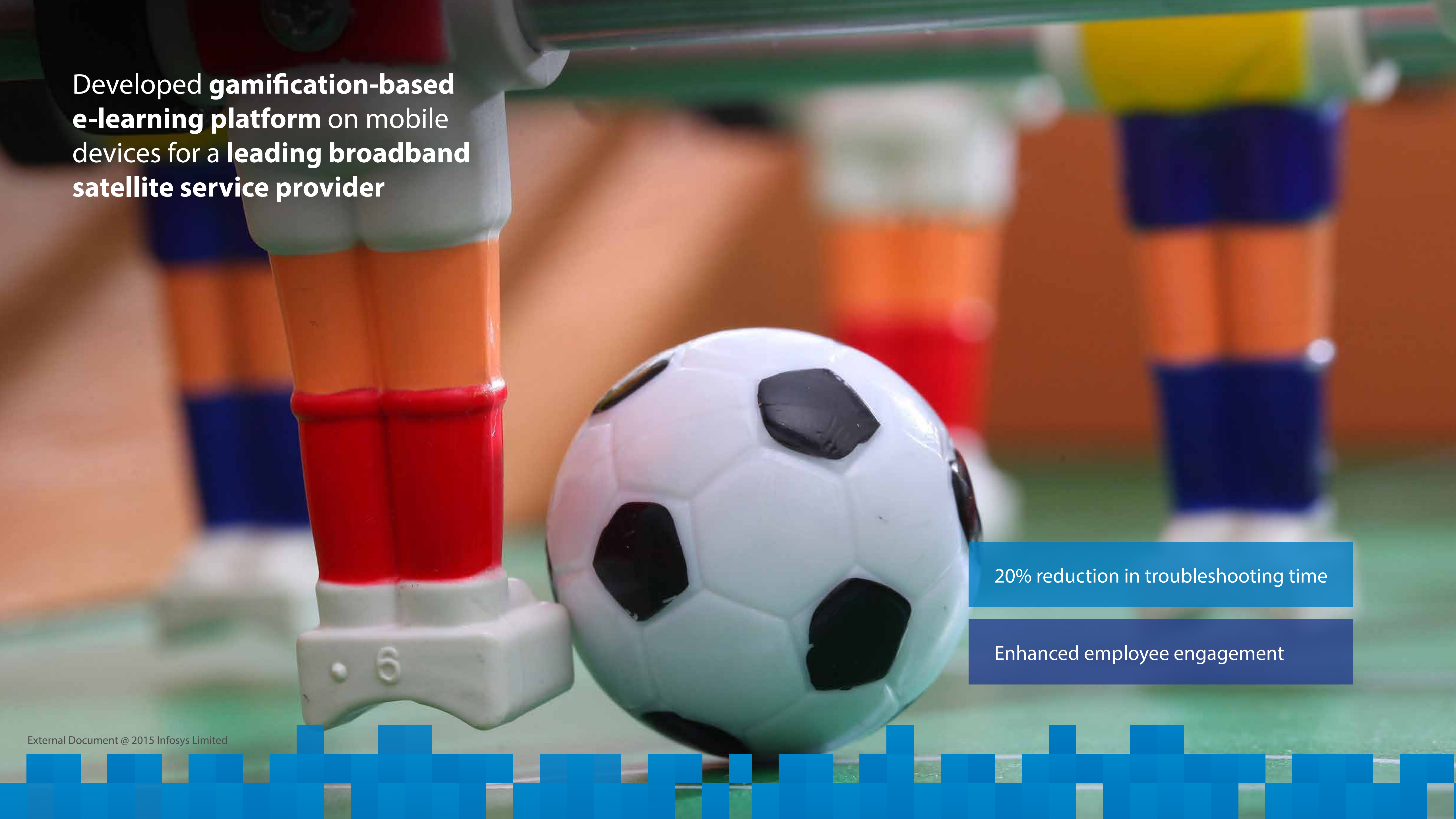
Superior customer experience

Improved sales conversion

Developed **mobile app** for a leading American bank to provide anytime, anywhere access to banking. Rated “**Top Category App**” on App Store

20% increase in customer base

Enhanced cross-sell opportunities

A close-up photograph of a white soccer ball with black pentagonal patches resting on a green artificial turf field. In the background, several players in orange and blue uniforms are visible, though they are out of focus. A white and orange goalpost is partially visible on the left side of the frame.

Developed **gamification-based e-learning platform** on mobile devices for a **leading broadband satellite service provider**

20% reduction in troubleshooting time

Enhanced employee engagement

Devised a '**mobile only**' approach
to digitize sales processes for a
UK-based MVNO

Improved process efficiency by 90%

Increased customer satisfaction by 40%

Developed **mobile-based app**
to automate airport baggage
movement for a leading **US airline**

Real time flight and baggage data

Zero baggage loss



Implemented **IoT enabled smart vending machines** for an F&B leader to **improve supply chain efficiencies**

Plugged revenue loss due to stock outs

Improved merchandizing

Developed **cross-platform mobile app** for field workers of a leading **Australian water and sewerage firm** to view and manage tasks in real time

Reduced cost per device by 60%


Field staff productivity up by 30%

Developed **mobile field force solution** for a **US aerospace company** to enable **real-time support** and **remote inspection of aircraft**



Real time access to experts

Faster resolution of issues



Designed **mobile app** for a
construction equipment maker
enabling site engineers to plan
field work, order equipment, and
access **real-time support**

Greater field force productivity

Increase in sales

A photograph of two call center agents, a man and a woman, wearing headsets and working at computers. The woman in the foreground is looking at her monitor and smiling. The man behind her is also looking at his monitor. The background is bright and slightly blurred.

AssistEdge helped a leading **telecom company** create an integrated cross-channel service experience **through its contact centers**

Reduced operational costs by 20%

First call resolution up by 15%

Built and managed **centralized digital marketing platform** for a pharma leader


40 % reduction in capex

50% reduction in opex

Enhanced **online presence** for an
Asian telco to drive sales

5% increase in online sales in first month

10% increase in new online registrations

A man and a woman are looking at a large digital display in a store. The man is pointing at the screen, and the woman is smiling. The display shows a product interface. In the background, there is a sign that says "HOME CINEMA".

Delivered **interactive digital signage system** that helped a leading **consumer electronics giant transform in-store experience**

25,000 digital signs in 11 countries and 14 languages across 300 stores rolled out in 36 hours

Enhanced customer service by
enabling multi-channel access to
a **postal giant's financial services**

Driving financial inclusion

24X7 access to banking and insurance
services



Built an **Interactive app** for field engineers of a **French power equipment** company to **optimize maintenance activities**

Reduced shutdown costs

20% increase in testing productivity

Developed **iPad-based solution**
for a **leading aerospace company**
to provide sales teams real-time
access to **multimedia collateral**

8% increase in sales

70 countries covered

Increased **online sales** for a leading retail chain through **brand consolidation** and **faster release cycles**



7 brands consolidated / 24 releases per year

10%+ increase in online sales

A photograph of two men in business attire. The man on the left, with light brown hair, is wearing a grey blazer over a blue shirt and is talking on a black mobile phone. The man on the right, with dark hair, is wearing a dark grey suit with a white shirt and a blue tie, and is looking down at a black tablet computer. They are standing outdoors, with a blurred background of a city street and buildings.

Helped a leading **European telco** achieve **digital transformation** and consistent customer experience across 12 countries

20% increase in new product sales

30% overall TCO savings

Simplified **new customer acquisition process** for a **leading European bank**



30% increase in new registrations and conversions

Developing **cloud-based
next-gen IT operating model**
for a large **European bank** using
Cloud Ecosystem Hub

50% savings in IT costs

Designed and integrated Big Data meta-layer with existing search engine to reduce document search time for a **services major**

Reduced time-to-search from 2 days to 15 seconds

Built common **Big Data platform**
to consolidate information from
diverse and growing data sets for a
services leader

Job processing time reduced by 90%

Developing **supply chain predictive analytics** for a top healthcare provider **to prevent sales revenue loss of US \$500 million**



50,000+ SKUs analyzed for stockout

70% accuracy in predicting stock shortages

Enabling **private cloud transformation** for a leading industrial equipment provider to **improve agility**

Reduced costs by 30%

Improving provisioning agility by 40%

Cloud Ecosystem Hub-based solution to enable rapid infrastructure and application provisioning for a **leading US telco**



Accelerated time to market by 40%

Fully managed **cloud-based infrastructure** and application services for a **financial services leader**

Bank

40% IT cost savings

70 countries covered

Implemented **Big Data platform**
for a US financial institution
enabling sentiment and predictive
analysis to **measure customer
satisfaction and drive retention**



Over 75% accuracy of predictions

Deployed **Big Data** solution to
future proof **data management**
for a **consumer electronics giant**

83% infrastructure cost savings

1TB data upload/hour

Developed **mobile retail execution app** for CPG major to drive **efficient in-store execution**

10% sales growth

10% increase in channel profitability

Developed a **web-based mobile application** for store managers of an electronics retailer to **improve sales personnel performance**

15% sales growth

Improved employee efficiency

Built **mobile app** to provide accurate rig details to improve **exploration efficiency** for an **oilfield services leader**

A large offshore oil rig is shown in the center of the image, situated in the middle of a deep blue ocean. The rig is a complex structure with multiple levels, including a large derrick and several cranes. It is supported by a sturdy metal frame. The background features a clear blue sky with some light clouds and distant landmasses on the horizon. The overall scene conveys a sense of industrial scale and maritime operations.

Improved operational efficiency

Minimized errors

Developed **cloud based platform**
with social network integration for
a **leading gaming company**

20 million + downloads

70 million requests daily

Designed scalable and cost-effective **content delivery network** system for a **4G telco** serving **emerging markets**

100 million subscribers

2X cost reduction

Built **emergency alert system**
for an **Australian telco** to warn
citizens of disasters and help with
rescue operations



10 million + alerts

1000+ lives and homes saved

ProcureEdge helped a leading bank save millions of dollars in **indirect procurement spend**



Spend on top 125 suppliers reduced by 1%

Spend on 7,700 other suppliers reduced by 3%

Built **proximity-based solution**
for contextual ad and promotion
for a **leading cable company**


Improved sales

Superior consumer insights

Developed **mobile app** for a leading **US insurer** to track **driving behavior and patterns**

Discount on premiums for safe drivers

25% increase in new customer enrollments

A young man with dark hair, wearing a red and white plaid shirt, is smiling broadly from the driver's seat of a dark-colored car. A young woman with long dark hair is leaning out of the passenger window, also smiling. The background shows a blurred outdoor setting with greenery.

Innovative solution for a top insurer using **Geofencing** and notifications to encourage better **teen driving behavior**

Reduced insurance costs for parents

Lower claims

Enhanced **smart watch** user experience for a technology major using **Android OS, sensors and gesture-based functionality**



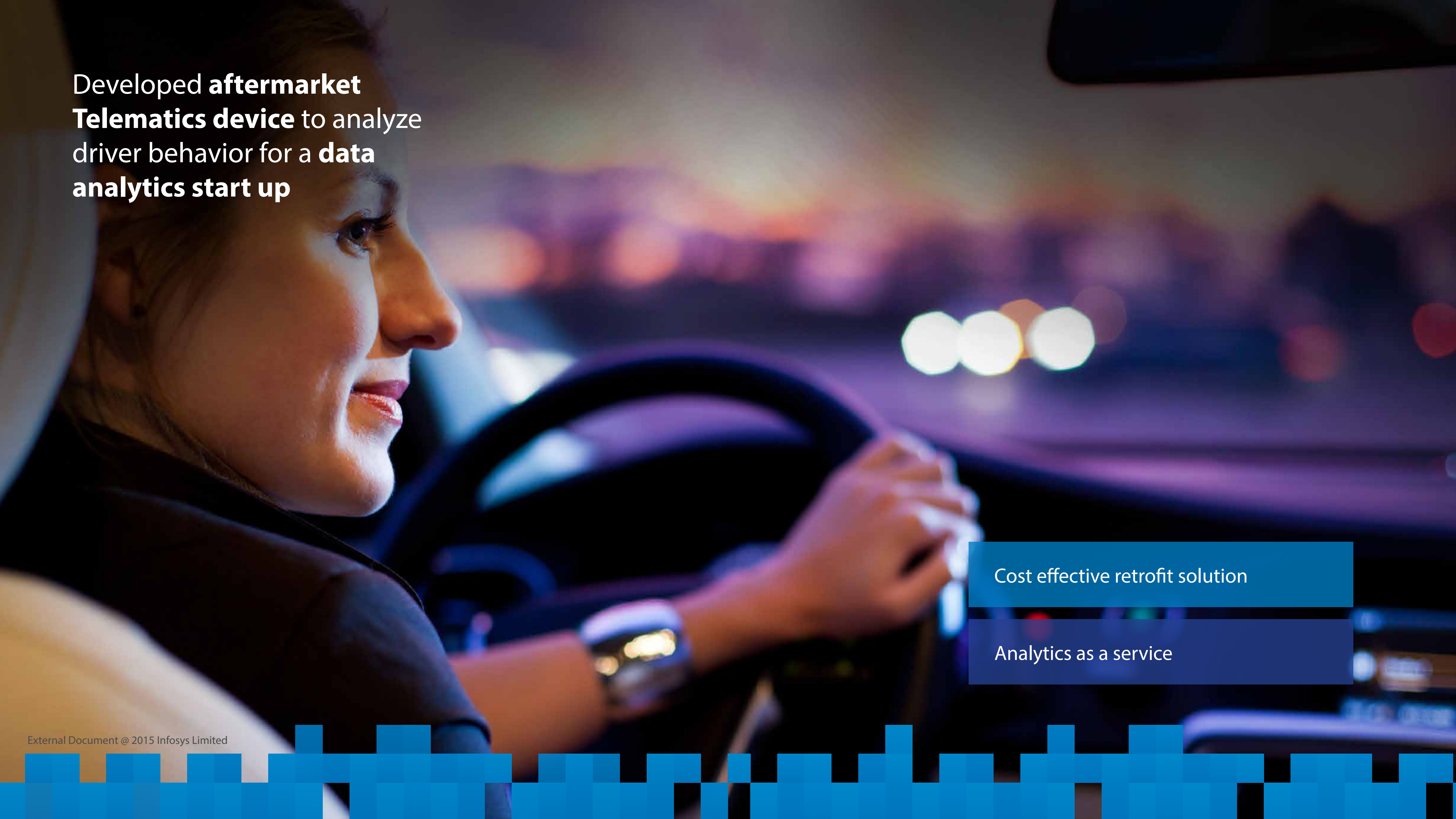
Improved user experience

Enhanced security

Developed **innovative 'buddy box'** for a cable giant that enables **Skype and personal media** on TV

Real-time broadcast of personal media

Ease of social connect



Developed **aftermarket
Telematics device** to analyze
driver behavior for a **data
analytics start up**

Cost effective retrofit solution

Analytics as a service

InteractEdge helps a large telco
deliver affordable **home security**
and **automation solutions**



New line of business driving incremental
growth

An aerial photograph of a bustling street market in a city with historic architecture. The street is filled with people, cars, and numerous small stalls or carts. On the left, there is a large, ornate building with domes and arches. The street is lined with various shops and stalls, some with colorful awnings. The overall scene depicts a vibrant, busy urban environment.

TradeEdge enabled a global FMCG brand to expand their footprint in **emerging markets** and process over \$30 Billion in sales data

8% increase in sales across 70 countries

80% reduction in ordering costs

A person wearing a light blue and white striped shirt is holding a black tablet. The background is a blurred supermarket aisle with shelves of colorful products. The text is overlaid on the top left of the image.

Driving efficiencies and costs for **Global CPG leader** with Infosys messaging platform

40% reduction in spend with centralization of
services

35 million messages sent per month

A man and a woman are sitting together, looking at a smartphone held by the man. The man is smiling and pointing at the screen, while the woman looks on attentively. They are in a casual setting, possibly a home or office.

**70% reduction in activation time
for Leading Telco with Infosys'
BPM Solution**

25,000 Cases processed per week

50% to 10% drop in SLA leakage

A woman with long brown hair, wearing a grey cable-knit sweater, is smiling and looking towards the left. She is holding a white shopping bag with black handles and a small yellow card. In the background, there are racks of various clothing items, including sweaters and shirts, in a retail store setting.

Improved sales across channels for American retailer with Infosys’ “Buy Anywhere, Pickup Anywhere, Return Anywhere” Omni Channel Solution

12% increase in inventory turns

8-10% increase in same store sales; 39%
increase in online sales

Reduced sales cycle time and improved pipeline visibility for Leading Financial Institution, using real time mobile interface



**Enhanced customer experience
and field sales for Leading Cable
company, using Infosys' SFDC
Cloud enabled solution**

20+ million subscribers served by 16,000
Field Technicians

Field sales manage work backlog faster, cross-
sell

For more information, contact askus@infosys.com



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