

THE NILSON REPORT

For 38 years, the leading publication covering payment systems worldwide.

JANUARY 2009 ■ Issue 917

INFOSYS CARD CONSULTING/OUTSOURCING

India's second largest information technology services firm ranked by annual revenues is Infosys Technologies, which consults on business process outsourcing and payment systems. The company has offices in 64 cities and 22 countries.



Twenty-eight years ago, Infosys pioneered a global delivery model for information technology outsourcing that offers multinationals the same service

levels in all countries where they operate. The company says it has taken this model and applied it to consulting services, putting employees onsite at each location.

Banking and Capital Markets is one of five industries Infosys pursues for consulting and IT contracts. Its Cards and Payments Practice, which is part of Banking and Capital Markets, has existed for six years and generates \$200 million in revenues annually.

Infosys Cards and Payments Practice, which has pursued projects in all world regions, helps customers interested in consolidating payments in a single hub where they can also manage business rules and regulatory issues. When Infosys creates a payments hub, it uses software from third parties such as AT&T's Sterling Commerce unit. That technology creates a single access point for international ACH, compliance, processing, treasury, and cash management. Infosys can also deliver a mobile banking platform, and will soon be able to offer an electronic bill presentment and payment system.

Like other consultants, Infosys provides strategies and creates applications. Unlike most of its competitors, it also creates the platform that

handles applications. In addition, that platform can be maintained by Infosys from its data center in Bangalore, India, providing end-to-end integrated services.

The company has worked on payment issues with six of the top ten banks in the world. Its Cards and Payments Practice employs 2,500 in India to supply three of those six clients with ongoing support and maintenance for card payment processing. The company is pursuing similar outsourcing contracts with other banks.

One way Infosys gains new business is by giving multi-nationals an analysis of payment processing costs in the various countries where they operate. After showing the fully loaded costs, Infosys offers to take over the processing — issuing and acquiring. For issuers, Infosys can handle mailroom and imaging, application data entry, and exceptions in account underwriting. It can also manage collections, recoveries, and fraud. For acquirers, Infosys can manage the new merchant set-up process as well as account maintenance. Issuer and acquirer charge-back processing support is available.

Infosys owns intellectual property related to routing authorization requests for issuers. It has experience delivering regulation compliance services (PCI, FDIC, SEPA), rewards, and co-brand programs. It also handles full campaign management for introduction of new products.

Infosys stock trades on Nasdaq in the U.S. and on the Bombay Stock Exchange. Annual revenue is expected to be \$4.69 billion for the fiscal year that will end March 31. Net profits grew 33% to \$338 million in the quarter ended December 2008. Sudhir Singh is Global Head of the Cards Practice at Infosys Technologies Ltd. in Phoenix, Arizona, (602) 750-1956, sudhir_singh@infosys.com. Prior issues: 842, 702, 634

**SIX OF THE
WORLD'S
TEN LARGEST
BANKS ARE
CLIENTS.**

Posted with permission from The Nilson Report, Carpinteria, California
www.nilsonreport.com