



DIGITAL FUTURE OF THE SOFTWARE INDUSTRY

Transitioning to SaaS



Infosys
be more

Migrating to a digital future

Like the rest of high-tech, the software industry is in the midst of a major transformation driven by cloud. Almost all software vendors are transitioning their offerings to software-as-a-service (SaaS). The operating rhythm of a SaaS company is different

from a perpetual or subscription-driven software company. This can be seen in the way product updates and upgrades are released, markets are accessed, orders processed, and bills generated, which is at a much faster pace in a SaaS company.

The agility introduced by SaaS requires a unique set of underlying capabilities that may be lacking in a traditional independent software vendor (ISV). It is here that the Infosys high-tech practice plays an empowering role.

Tapping into a SaaS operating model

- Smaller recurring (instead of a lump-sum) revenue that potentially increases over time
- Continuous effort required to drive adoption and minimize churn



SALES AND MARKETING

- Stringent SLAs for continuous uninterrupted operation and 24/7 support
- Transparent reporting of customer-facing operations and performance indicators



SERVICE DELIVERY



PRODUCT DEVELOPMENT

- Continual innovation with periodic feature releases (weekly or monthly)
- Telemetry-driven insights into product usage



PROVISIONING AND BILLING

- Usage-based monthly invoicing, based on a predetermined usage metric (by feature, transaction volume, users, etc.)
- ASC606-based revenue recognition guidelines



SERVICE AND SUPPORT

- Continuous customer feedback cycle for customer experience and feature improvements
- Detailed customer product usage metrics required for issue analysis and real-time insights

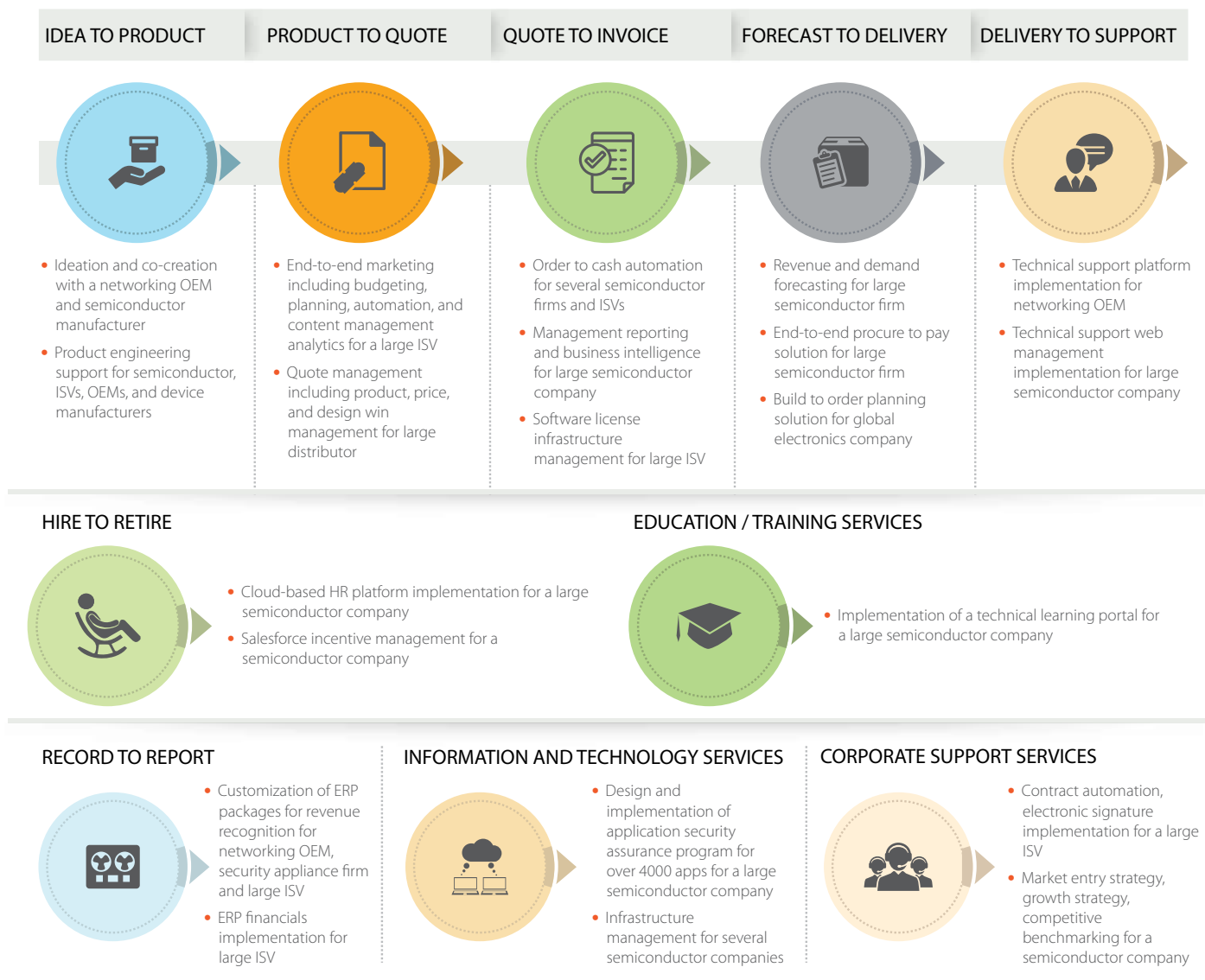
Facilitating the transition to SaaS

The Infosys high-tech practice partners with seven of the top 10 ISVs. From 2004 onwards, we have worked with one of the largest clients in the software industry, enabling them to transition from perpetual to SaaS model that has helped them

accelerate their digital journey. We also maintain 360-degree partnerships with our software clients, wherein we help them develop products, enable underlying processes and application

infrastructures, and also create and sell solutions for their products. Such closed-loop relationships have allowed us to obtain deep expertise in the software sector.

Delivering benefits across the value chain



Fostering innovation

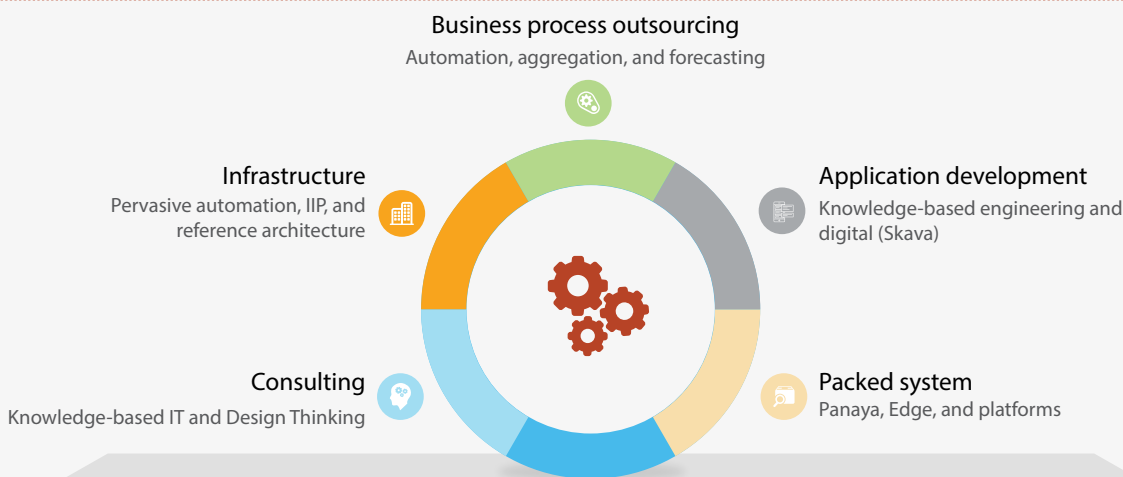
We offer end-to-end services that bring a culture of innovation in everything we do, from management consulting to process outsourcing. The power of 'Design Thinking' enables us to define

future operating models, processes, and systems that provide high return-on-investment. Through our unique 'Software + Services' model, we deliver the best solution at the most attractive price

point. Last but not the least, our repeat business stands at over 90% – a testimonial to our ability to consistently deliver top-quality work.



Our solutions Rethinking every service line, every platform offering



Our capabilities

- Cloud
- Mobility
- Engineering
- Big data and analytics
- Application development and maintenance
- Infrastructure management
- Independent validation
- BPO
- SAP services
- Oracle services
- AI and machine learning
- Business consulting

Infosys products and platforms



For more information, contact askus@infosys.com



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