

## **Infosys Technologies Limited**

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Good morning. Thanks for giving me an opportunity to present here. My name is Muralikrishna. I head the Systems Integration practice. Again, Safe Harbor. Just want to start with positioning the key role we played in the organization in the industry today, the challenges, the speed at which commoditization happens is central to our strategy and we believe that SI has got a strategic hedge against this trend and we try to achieve it in a three-pronged approach.

What you see there, strategy number one, we're looking at building IT around solution specs such that we can go to market with productized solutions and address specific technology challenge of our clients which not only gets us high margins, it also delivers value to the customers and also gets productivity and efficiency because of the IT we have created. The second strategy here is to focus on building high-value offerings in the space of technology consulting which in addition to high margin, gives us an opportunity as a beachhead into a client organization which helps us to sell other services on the similar high price points created by this beachhead. This third strategy that we are after is bundling end-to-end offerings with potential commoditized space which provides us a platform to come up with innovative pricing to safeguard our margins.

In terms of the market, the way SI, Systems Integration practice is defined within Infosys is slightly different. We are focusing on technology consulting, technology solutions and business intelligence. So, as an organization, we are a large systems integrator. We play in all the verticals, all the services that you see up there.

These strategies in the last three years has given us robust growth. We have seen growth of about 42%, compounded growth and in the last 12 months we have brought in revenue of \$43.3 million. This has been achieved, the approach that we have taken is to focus on having high-quality of our resources. More than 60% of our resources are having some form of solutions specific professional certification. And from a customer's perspective, there's a high degree of confidence from the client due to a solution-driven approach, which provides single window for addressing their business objectives. It also gives us an opportunity to help them understand how the solutions would unfold, while it's being executed during the life cycle.

Another significant achievement here is that these services that act as a beachhead, or the solution has helped the organization in terms of acquiring new clients. In the first half, we have acquired around nine clients, globally and also there is a significant follow-on work that is generated by this, not only the beachhead consulting, also the solutions in the face of custom developed network, in terms of migration and managed services.

If you look at the nature of business that we have within the practice, it's very transactional based. There's no annuity into the system. So you would see somewhat of a fluctuation that's happening in the revenue that's coming into the account. What you see at \$ 43.3 million there is delivered by the core SI team, while significant follow-on work is delivered by different units, which is not accounted here.

Let me just point out one more thing about the effort mix. When we started this unit, some of the work that used to do onsite and our offshore ratio was almost 80-20 or 90-10, and over the last three years we have really brought the percentage down. Onsite is now only 42 to 58, so it fluctuates around 10 points depending on the solutions that we say and what sells and what stages that we are there in the delivery cycle. So it fluctuates between 10 points there. But it's a good percentage to be in. Of course, our strategies have helped us to achieve these numbers.

So these results we have achieved by going to market with our bouquet of productized solutions which spread across the spectrum of the enterprise technology challenges, maybe starting from migration strategy all the way to high-level consulting. What you see on the left of the service offering are some of our beachhead consulting engagements, which have delivered a lot, not only in terms of brand building, but also in terms of downstream work. There are quite a few engagements that we can talk about which have generated multi-million-dollar deals.

The solutions on the right that you see are built around strategic partner products. Some of the solutions, there is a very specific point of view that we have taken, along with the strategic partner, where we see that a product space is very fragmented and we sort of come up with the reference architecture and the technology to the client. And based on the customer environment and the needs, we recommend some of the specific technologies. Otherwise,



we do have a view that we go with each of the solutions. And all the solutions are built along with the strategic partner products and this IT is integrated. It gives us a lot of value in terms of building frameworks and methodologies to the best practices from our experience, as well as the strategic partners.

To just talk to a couple of these, given the solutions acts as a beachhead in terms of going in there are quite a few times, that we have gone in with the IP offer. We talked about the IP. We draw the road map, we take on end-to-end responsibility of delivering the road map and as we go into the road map we find opportunities for identity management. As we get in there, we talk about enterprise mobility. So these three have somehow or the other have pulled the other two solutions, then you get into our lead.

What you see next -- I'm just illustrating a couple of examples here. Accelerated deployment and migration is around OS migration on the client and the service side. We started that solution with two tools and today we have around eight to nine tools. This is generating a lot of differentiation in the market. There are quite a few examples there. Of a large bank in Charlotte, we have a 30% price higher than our competition and the client still continues to engage with us for the last three years enrolling it to the solutions.

In terms of the differentiation that we bring, the approach can be summed in as following. All our solutions are prebuilt, but at the same time there is a high degree of flexibility to adapt to the business needs and also the different product facts that are there in the market. And the second one, in our automation, we really propose a very high level of automation in our solutions. It allows us to deliver high quality. We leverage our experience as well as the best practices within the strategic partners to come up with frameworks and methodologies which helps us to develop and deliver high outputs.

Strategic partners, again, like I talked about, are leveraged around strategic solutions and training and they also act as channel partners for the solutions. Our solutions are captive, again, Global Delivery Model is the baseline here. So all our solutions are such that you can deliver this from anywhere in the globe depending on the client location, of course keeping the client satisfaction as one of the key factors.

In terms of challenges and strategy, I think that the key aspect of our group is to keep our radar on all the time, the innovation engine has to be on. The premium that we pay for this approach is that if you don't capitalize it immediately, there's a good chance that you'll have your competition in that space, which will drive the price down. Some of the challenges are continuously positioning solution expertise, competing with the professional services of our strategic partners or other vendors. Some of our solutions that we have, the IP that we build today, we go to market and we find over 12 or 15 months. The partner products that are coming, some of those functions are featured into their products. Again, we talk about a narrow window of opportunity and competition from the local service vendors.

In terms of strategies, the solutions approach will continue. We will continually evolve the existing solutions. We are looking for new ideas, new solutions and also the second one is looking at innovative pricing models. We are right now looking at the unit level pricing that we do. We're looking at transactional pricing. Depending on the situation, we come up with rated pricing models.

Field level relationship with alliance account teams to generate the price line traction and also get endorsement from our strategic partners which really play as big role in pricing some of the large deals. And given the lack of resources in the market, we are investing heavily in organic growth and also, like Shibu talked about, we are investing a lot in the training and getting them all certified in various solutions.

So that's SI presentation, so I think we'll move on to the next session. Thank you very much.