



Infrastructure Management Services

Analyst Meet 2007

Think Flat

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Meet 2007

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Infrastructure Management Services

» IT Infrastructure Services for Global customers in a Flat World



Pune Operations Center

Parameter	FY05	FY06	FY07
Revenues (\$ m)	61	93	136
Delivery centers	1	2	4
Offshore Mix (%)	74%	78%	74%

Over 3,500 people in the Infrastructure resource pool

- "Fast Growth" trend continues
- » Big growth in telcos, healthcare, retail, financial services
- Very good traction on large deals and account growth in line with flat world messaging
- » Strong business growth in EMEA
- » Model proven to be scalable; 100+ active Clients
- » Large investments in IP, technology solutions and infrastructure

IT Service Management Consulting

Data Center Management Network Management Technical Support / Service desk Application Operations Support

Solutions & Consulting

Conceptualize, design, advise, implement, migrate, operate, improve



IT Infrastructure market trends

» Trends on decision-making around outsourcing: focus group of buyers in North America and Europe

- » 68% of all technology spending decision-makers are focused on reducing costs
- 57% of all sourcing executives want to implement or expand IT outsourcing
- » 65% wish to expand offshore-based services

» IT Infrastructure business outlook

- » Large and growing steadily
- » Non-India IT Infrastructure providers seeing low double-digit growth
- » Offshore players growing at over 50%

Source: Forrester Research, 2007

» IT Infrastructure asset transfer is being discouraged

- » 70% of external support contracts that include a transfer of asset ownership will result in "value loss" because of the inability to transfer warranty and other value-added services... Gartner research
- » Many benefits of infrastructure outsourcing can be achieved without transfer of asset ownership – Everest Research

» Service approach

Service providers are on their way to creating global delivery models ...75% of the IT services surrounding data center operations can be remotely executed – Gartner Research





"Flat World" messaging working in IMS space -Forrester Global RIM wave – "Infosys is a leader in Global IT Outsourcing"

- » Infosys Leadership dimensions of strengths
- » Perfect reference client scores and a solid strategy for the future in infrastructure business helped land India-based Infosys in the Leaders band
- "Infosys' strategy fully encompasses transformation and innovation, moving toward a utility-like model."
- "Infosys has the most well-distributed infrastructure management workforce of the India-based providers"





Comprehensive service offerings in the Infrastructure space...

- Network management
- Database Management
- Server management
- Email infrastructure
- Desktop management
- Hosting
- Technical Support/Helpdesk
- Application Operations Support
- Migration and Rollout Support



- ITIL assessment
- Infrastructure Process Consulting
- Infrastructure offshorability
- DR/BCP planning
- SOE consulting
- Compliance & Audit
 - Data Center Design
 - DR/BCP Design
 - NOC and command center design
 - System Rationalization design
 - Virtualization and consolidation
 - Technical Support / Help Design
 - SOE Design
- Data Center Implementation
- DR/BCP Implementation
- NOC commissioning and implementation
- Infrastructure Consolidation
- Technical Support / Helpdesk Implementation
- SOE Deployment
- Infrastructure Process Implementation

• Operating System Migration

- Domain Migration
- Email Migration
- Database Migration
- Data Center Re-engineering



Process and technology-based IT Service delivery transformation

Traditional Infrastructure Outsourcing

- Based on principle of asset Outsourcing. Usually based on long-term contracts
- Assets and people are later taken over as part of the contract, leased back to customer with added cost of capital and vendor margins.
- Firms provide onsite staffing to run IT operations
- This is sometimes augmented with local or near-shore operations centers for offsite support



VS

Process & Technology-led Optimization

- Based on process streamlining, automation and collaboration within client and vendor, flexible scope/SLAbased contracts
- Involves bulk of service delivery for a process being done from a costeffective location
- Also creates cost savings through technology transformation
 - Consolidation/virtualization
 - Service management infrastructure

"...the latter choice offers companies a more cost-effective solution that allows client control of their IT operations and business alignment"

We recommend this as a "flat world" strategy that can keep clients on top of their IT challenges.



Wide variety of engagement models to suit client business objectives

	Pricing Model	Pricing Parameter
Desktop Support	Per Seat, Per Call	SLA's, Locations, Service coverage
Applications	Per instance, FP, T&M	Users, Complexity, Call volumes
Database	Per instance, FP, T&M	Type, Size, Complexity, interfaces, Service window
Servers	Per Servers, FP, T&M	Criticality, Complexity, Service Window

Suitable for large teams 100+ FTE

Segregated Facility, NW
Clients existing tools
& processes
Custom SLA
Dedicated Teams
Maximum customization

Suitable for Midsize scope 20-50 FTE

Customised Services
Common Platforms
Customized Processes
Custom SLA
Dedicated Customer Teams
Balance of cost
vs. Customization

Suitable for Small scope 5-20 servers

Standard Services
Common Platforms
Standard Processes
Standard SLA
Shared Resources
Maximum Cost Efficiencies

Dedicated Facility

Custom - Shared

Shared Services



Differentiators



Bangalore Operations Center

- Portfolio management of different sub-services for profitability e.g.
 Service management, Enterprise, operations support
- » Technology solutions for business verticals : Security, Risk Management, Windows migration, IP Platform
- » BS15000 followed by ISO20000 certification, pioneer in new process thinking, e.g. eSCM evaluation
- » Continuous Infrastructure and technology investments
 - » DS3 network lines between operation centers
 - » Four large Management Centers
 - » Centers of excellence, e.g. Weblogic, Windows, Database
- » Deal models
 - » New pricing models, e.g. per device
 - » Many different models including consortium deals
- » Strong HR is critical
 - » Workforce works under pressure, employee engagement
 - » Attrition well-managed



Addressing challenges

- » Commoditization in a flat world
 - » Mitigation through unique solutions, value-adds on projects, bundling transformation capability into deals
- » Challenging "people environment"
 - » Working conditions, strong career growth options, higher education support, better engagement
- » Certain customer segments still look to assetbased outsourcing
 - » We are mitigating this challenge by investing in sales with multi-sourcing focus
- » Global competition
 - » Change customer sourcing models, e.g. large outsourcing deals broken up to Infosys' advantage





Success story: What we deliver to a large telco

Presales Support

Bid Management

- · Requirement analysis
- Scoping
- Interfacing with the client, suppliers and end customers
- Finalise service elements & resources
- Technical Service Design & Costing

Network Planning & Design

N/W Design Assistance

- · Proof of Concept
- · Requirement Analysis
- High Level Design
- · Low Level design
- Documentation

Network Testing

- · MPLS Development & testing
- 20CN & 21CN Network integration Testing
- Auditing low level build docs
- Identification of Design specific bugs and escalation to the design team and vendors
- Writing test specs & test case execution

Network Delivery

- Building service on transport n/w inventories
- Guide configuration & implementation teams
- Ordering and managing delivery of services
- Remote Test & Turn-up



Network Implementation

Project Management

- Ordering, Staging & Shipping
- Physical on-site implementation
- Vendor Management
- Conformance Testing
- Testing NIT
- · Handover to Ops

NOC Services

Service Delivery

Service Assurance

Order Validation & Entry

- Field Co-ordination
- Remote Device Configuration

- · Network Monitoring
- L2, L3 network Management
- Capacity Analysis & reporting
- Network Optimization & Consulting
- Service Level Management





Thank You

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