![Infosys - POWERED BY INTELLECT DRIVEN BY VALUES]

ANALYST MEET 08

State of the Business

Retail, CPG and Logistics Practice

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Certain statements made here concerning Infosys' future growth prospects are forward-looking statements which involve a number of risks and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Infosys has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry. Additional risks that could affect our future operating results are more fully described in our United States Securities and Exchange Commission filings including our Annual Report on Form 20-F for the fiscal year ended March 31, 2008 and the Quarterly Reports on Form 6-K for the fiscal quarters ended June 30, 2007, September 30, 2007 and December 31, 2007. These filings are available at www.sec.gov. Infosys may, from time to time, make additional written and oral forward-looking statements, including statements contained in the company's filings with the Securities and Exchange Commission and our reports to shareholders. The company does not undertake to update any forward-looking statements that may be made from time to time by or on behalf of the company.

Retail, CPG and Logistics Business Unit at a glance

RETL, CPG & Logistics Revenue (USD M)

Year	Revenue
2004	124
2005	155
2006	219
2007	311
2008	574
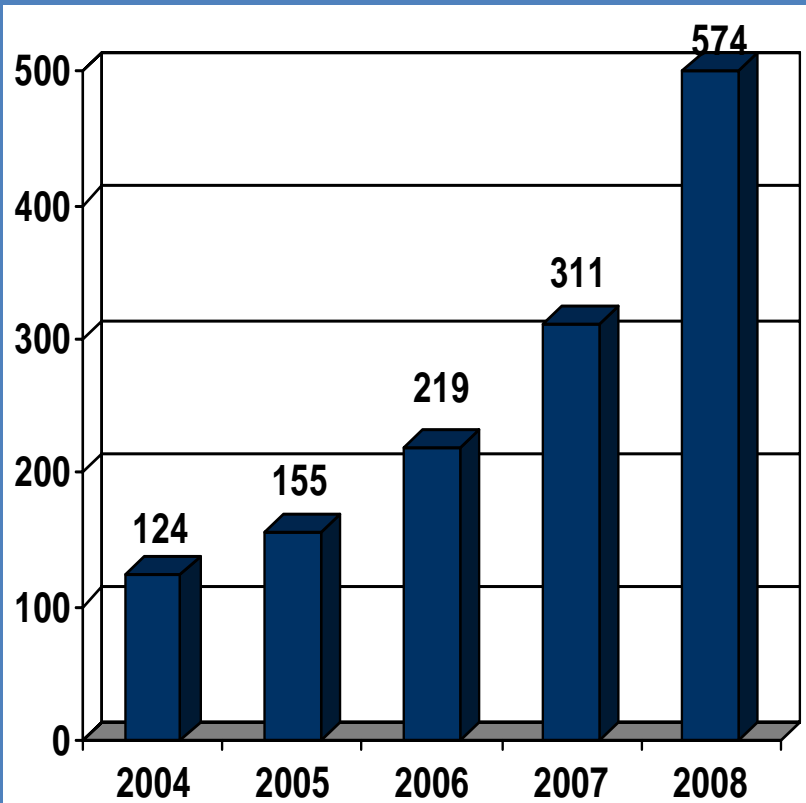
2008 – includes revenue from Logistics and EMEA

- First industry business unit in Infosys set up in Jan 2003

- $ 493 mn (12%) of Infosys revenues in FY08: 3 year CAGR of 47%

- Business unit with over 5,420 associates

- 69 active clients

- Primarily serve clients having over $1 billion in revenue

- Segment focus includes Apparel / Footwear, Drug, Department, Discount, Grocery, Specialty, Distribution, Third Party Logistics, Trucking, Oceanic transport, CPG - F&B, Health & Beauty Care and other consumer goods

- Repeat business accounts for over 90% of revenues - increasing revenues from large annuity outsourcing deals and business transformation programs

Engagement snapshot - across value chain

	Product development & Sourcing	Merchandise Management	Supply Chain	Pricing and Promotions	Store Operations	e-Business systems	Consumer	Corporate Systems	Business Analytics	IT
A leading international retailer	✓	✓	✓	✓	✓			✓	✓	✓
A leading US retailer		✓	✓	✓	✓	✓			✓	✓
A leading retailer		✓						✓	✓	✓
A leading CPG company			✓	✓				✓	✓	
Upscale grocery supermarket chain	✓	✓	✓	✓	✓		✓	✓	✓	
A large pharmacy retailer		✓	✓		✓	✓	✓	✓	✓	✓
A large departmental store chain	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
A large broad line retailer	✓	✓	✓	✓	✓	✓		✓	✓	

ANALYST MEET US
State of the Business

Key Trends and Our Response – Retail and Consumer Packaged Goods

Key Trends	Infosys Response	Key Success
• Consumers getting comfortable with multi-channel shopping • Retailers investing heavily in revamping Ecommerce and Multichannel infrastructure	• Multi-channel Commerce practice with strong partner ecosystem	• Atleast 5 Large multi-channel strategy to implementation engagements with large retailers completed or in progress
• Retailers and CPG companies eager for breakthrough shopper insights are investing in loyalty, insights and analytics in-store and online	• Developed breakthrough solution ShoppingTrip360 to capture in-store shelf and shopper activity	• ShoppingTrip360 pilots running with select Retail and CPG players
• Companies struggling with data management, data and information overload • Strong-enough Business Intelligence infrastructure	• Strong Master Data Management practice and Business Intelligence offering with consulting to technology integration capabilities	• Atleast 5 large MDM strategy to implementations completed. • A large CPG company has outsourced their Global Information Management processes and systems to Infosys

Key Trends and Our Response – Retail and Consumer Packaged Goods

Key Trends	Infosys Response	Key Success
• Retail and CPG companies working on internationalization of operations to improve speed and efficiency and encourage international growth/revenues further	• A strong internationalization offering	• Designed and implemented a global scalable standardized solution for a large US retailer
• Retailers are focusing on in-store technology, efficiency and productivity	• Established Center of Excellence (CoE) around Point of Sale (POS): Systems Implementation, Management and Upgrades	• Managing the POS CoE for several large retailers • Infosys transformed the store business processes for a leading international retailer
• CPG companies want to make their trade promotions and sales effectiveness spends more efficient	• Infosys has developed key solutions around category analytics, trade promotions management and price optimization	• Large CPG companies have adopted Infosys' platform for category analytics • Consumer Product companies rank Infosys No. 2 among strategic consulting partners for S&OP projects - AMR independent Research 2007

Business Transformation case studies

Client Engagement		Business Benefits
eCommerce Transformation for a large Broadline retailer	• Over 20% increase in online revenues resulting from enhanced and uniform user experience and improved assortment • Reduction in operating costs by rationalization of business processes and concurrent feature rollouts to all storefronts	
Global Information Management for a leading CPG company	• 3-4% cost reduction - long term program for sustained cost and quality advantage • Reduction in cost by consolidation/scale with improvement in speed-to-market and decision support – effective reuse of about 18%	
Transformation of Store Business Processes for a leading international retailer	• Savings of $12 -15 million p.a. enabled by improving store operational efficiency • Crunched new store opening time by reducing dependency on the back office IT infrastructure	

Case Study – eCommerce transformation for a large Broadline retailer

Client Situation

- Multiple eCommerce sites on different platforms with different business processes
- Non uniform user experience across storefronts
- Ageing platforms and partnerships not conducive to the demands of an ever innovating online channel
- Risk of the platform vendor going out of business

Infosys Solution

- Develop multiple storefronts on a single platform from a more robust vendor
- Gap analysis and benchmarking using best in industry experience to maximize benefits from the platform
- Customization of platform features to retain uniqueness of business processes
- Phased enabling of storefronts to insure business continuity and robustness of new platform

Business Benefits

- Over 20% increase in online revenue resulting from enhanced and uniform user experience and improved assortment
- Reduction in operating costs by rationalization of business processes and concurrent feature rollouts to all storefronts

Challenges Addressed

- Uniformity of business processes across storefronts
- Uniform user experience across storefronts
- Shorter time-to-market for innovations
- Mitigation of risk of platform vendor going out of business
- Maximized the benefits of the new platform without losing out on uniqueness

Case Study – Global Information Management for a leading CPG company

Client Situation

- Landscape of different legacy processes, work methods and processes on master data due to rapid growth in newer international markets and acquisitions
- Strong Excel score card culture leading to unproductive employee time on information gathering

Infosys Solution

- Consulting + IT + BPO team for E2E process effectiveness
- Identify gaps and opportunities by roles and geographies for business relevance
- Quick prototype testing for business effectiveness and user relevance
- SOA enabled framework developed for flexibility in integration of various business processes & metrics

Business Benefits

- 3-4% cost reduction - A long term program for sustained cost and quality advantage
- Reduction in cost by consolidation/scale with improvement in speed-to-market and decision support – effective reuse of about 18%
- E2E process integration and simplification leading to greater adoption

Challenges Addressed

- Building user adoption by overcoming the Excel based employee-manager review culture
- Implementing technology, process, work flow transformation in one long-term plan
- Globally dispersed subject matter expertise

Case Study– Transformation of Store Business Processes for a leading international retailer

ANALYST MEET
State of the Business

Client Situation

- Existing mobility infrastructure (10,000 devices) worth over $25 mn not fully leveraged
- Fat back office operations
- Customer neglected as staff busy in non-customer interactive activities
- Stock outs major problem due to delay in communication of stock refills
- Bulky IT setup at back office creating high store opening costs

Infosys Solution

- Automated several business processes at the shop floor on Mobility infrastructure such as product look up, planograms, stock updates, price reduction information, product updates, etc.
- Defined fool proof architecture based on Smart Client principles
- Integrated the mobile front end by service enabling backend legacy infrastructure therefore extending enterprise application on mobile platform
- Selected a new handheld device based on WM5 and ported the existing applications on new platform

Business Benefits

- Savings of $12 -15 million p.a. enabled by improving store operational efficiency
- Improved product availability with real-time stock updates
- Crunched new store opening time by reducing dependency on the back office IT infrastructure

Challenges Addressed

- Ensured low training effort required to pick up new applications on handheld devices
- Management of rollout to 10000 devices was an extensive exercise due to network dropouts
- Complex integration layer design to ensure faster (<2 sec) turnaround from Mainframe-based back end systems
- Platform agnostic solution to ensure a parallel run on the old and the new device

Market Endorsements

Clients	Sears Partners in Progress Award 2007
Industry Analysts	"Consider mining this information to understand what consumers of your products are saying about them... Talk to Infosys about the pilots it is doing in this area." - *Lora Cecere (AMR); "10 Cool Technology Applications for Consumer Products" (2007)*
	"Account teams use heat maps for better visibility of out of stocks by store demographic filter. In the past two months, we have seen two approaches from Infosys…that provide this functionality. Note that the Infosys product is built using SAP NetWeaver services on top of SAP portal and BW products, making it particularly appealing for companies with SAP as an IT standard." - *Lora Cecere (AMR); "10 Cool Technology Applications for Consumer Products" (2007)*
	Consumer Product companies rank Infosys No. 2 among strategic consulting partners for S&OP projects - *AMR independent research 2007- S&OP in Consumer Products: Planned Spending, Benefits Realization, and Strategic Consulting Services*

Market Endorsements

| Industry Journals	• Infosys ranked among leaders in Customer Satisfaction in retail
	    – *Infosys is the only offshore player among the leaders on this list which indicates its early and large investment in the retail business has paid off.*
	    Source: RIS LeaderBoard survey report 2007, November 2007

Thought leadership contributions/ interactions continue

- Retail Week
- Grocery Headquarters
- Progressive Grocer
- DM Review
- Supermarket News

- Consumer Goods Technology
- RIS News
- Food Logistics

Focused R&D - Infosys ShoppingTrip360

- A platform that enables a suite of innovative managed-information services to help retailers and CPG companies know, aid, influence and shape the shopping trip
- It collects and organizes shopper and shelf activity and makes it simultaneously accessible in real-time
- Allows for a win-win situation by allowing companies to intelligently interact with shoppers at the moment-of-truth in a non-intrusive manner
- Infosys takes up infrastructure, capital and technology risks

Know the Shopping Trip

Shape the Shopping Trip

ShoppingTrip360

Aid the Shopping Trip

Influence the Shopping Trip
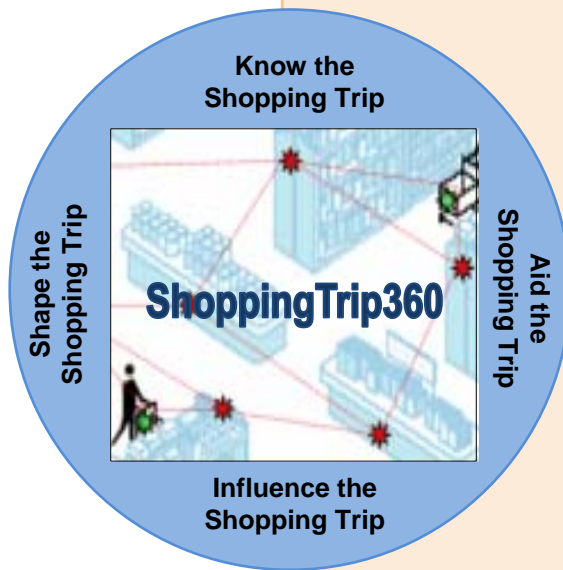
Know	*Shopper paths, foot falls, dwell times, heat maps, intentions versus transactions etc*
Aid	*Inventory levels, out of stocks, time to replenish, space planning, planogram compliance etc*
Influence	*Location and context aware interactions with shoppers in-store (guide, inform, up-sell, cross-sell)*
Shape	*Connect with the consumers beyond the stores to manage shopping lists, coupons, recipes, etc*

Thank you

www.infosys.com