

ANALYST MEET US

State of the Business

Most Admired Company for the Sixth Time – Asia Wall Street Journal, 2006.

Most Respected Company – Businessworld Survey, 2006. **Best Outsourcing**

Partner – Waters Readers' Survey, 2007. **Best Company to Work for in**

India – Business Today-Mercer-TNS Survey, 2006. **Leader in Global IT Infrastructure**

Outsourcing – Forrester, 2007. **Among the World's Top 3 IT Services**

Companies – BusinessWeek, 2004. **Among the Top 10 Companies for**

Leaders – Fortune Magazine, Hewitt Associates and the RBL Group Survey, 2007.

Among the 200 Most Respected Companies in the World – The Reputation

Institute, 2007. **NASSCOM - India Today Woman Corporate Award for Excellence**

in Gender Inclusivity, 2007. **Global MAKE Award**, 2003-05 and 2007. **Helen Keller**

Award for Diversity Hiring for Infosys BPO, 2006-07. **Balanced Scorecard Hall of**

Fame for Executing Strategy – Palladium Group, Inc., 2008. **One of the World's**

Most Innovative Companies in APAC – BusinessWeek, 2006. **CNBC - TV18 Viewers**

Choice – New Age Employer of Choice Award, 2007. **One of the World's Most**

Retail, CPG and Logistics Practice

Mr. Pravin Rao

Senior Vice President

Safe Harbor

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



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

Retail and CPG

- Store closings are up in 2008 by 25 percent year-over-year
Source: Sign of the Times: 6,000 Retail Store Closings in 2008, RIS News, April 2008
- Private label products on the rise, to make up 41% of products on the shelves in 2008
Source: Private Label By Lori Castle, CGT, June 2008
- 76 million Baby Boomers will turn 65 in 2010 – Demand for healthy/safe foods increases
Source: Retail Trends for 2008: Focus on garbage, food safety and resources Fresh Plaza, Jan 2008

Logistics

- The impact of emerging markets like India etc. as new sourcing destinations
 - Sustainability initiatives – Go Green to Get Green
 - Rising fuel prices and pricing pressures
- Source: 3PL Industry Trends: Emerging Markets, Sustainability, and Fuel Costs Weigh Heavily by Bill Polk, Greg Aimi, July 2008, AMR Research*

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 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | |

Business Transformation case studies

| | | | |
|-------------------|---|--|-------------------|
| Client Engagement | eCommerce Transformation for a large Broadline retailer | <ul style="list-style-type: none"> 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 | Business Benefits |
| | Global Information Management for a leading CPG company | <ul style="list-style-type: none"> 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% | |
| | Global Business Systems Solutions for a leading US retailer | <ul style="list-style-type: none"> 20% reduction in ordering and receiving time 1% shrink reduction in merchandise and perishables | |
| | Transformation of Store Business Processes for a leading international retailer | <ul style="list-style-type: none"> 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 – Global Business Systems Solutions for a leading US retailer

Client Situation

- Wanted to improve effectiveness and efficiency of its global operations - No common systems, processes or service delivery models in major geographies
- Need for better collaboration with business partners/ customers and provide rapid response to global market changes
- Need for consistent , timely and accurate global financial reporting across NA/ EMEA/ APAC

Infosys Solution

- Identification of key business processes and designing the global & scalable solutions
- Ensured single global plan and complete visibility across various regions utilizing Oracle Advanced supply chain planning
- Implementation of Oracle Product Information Manager (PIM) and Customer Data Hub (CDH)
- Oracle process customizations and development of 500+ custom objects to meet client's unique business requirement

Business Benefits

- Business benefits targeted
 - 20% reduction in ordering and receiving time
 - 5% reduction in safety stock at the store
 - 1% shrink reduction in merchandise and perishables
- Scalable infrastructure to enable delivery of capabilities to ever expanding global business
- Integrated retail ordering and inventory management to ensure right product, right place, right time
- Provide transparency across supply chain by accurate stock counts, accurate receiving and inventory visibility

Challenges Addressed

- Customer modeling for different business models like royalty, joint ventures, broad liners, licensed, food service and cards
- New modules and technology (PIM,CDH) implemented
- Conversion of huge volumes of data (eg:750k items) from multiple systems and centralized maintenance
- Achieved high performance for order fulfillment process (< 8 hrs for 200,000 sales order lines)
- Change management of key business processes and business policies
- Single global planning system from several legacy systems

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

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.*

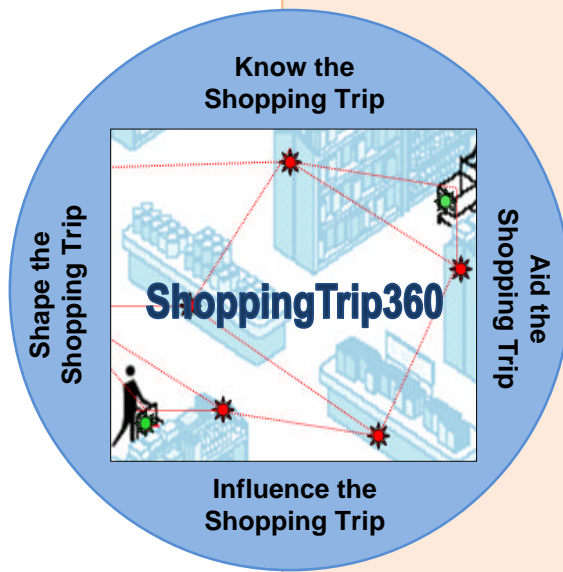
Source: RIS LeaderBoard survey report 2007, November 2007

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

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

"The contents of this document are proprietary and confidential to Infosys Technologies Ltd. and may not be disclosed in whole or in part at any time, to any third party without the prior written consent of Infosys Technologies Ltd."

"© 2008 Infosys Technologies Ltd. All rights reserved. Copyright in the whole and any part of this document belongs to Infosys Technologies Ltd.
This work may not be used, sold, transferred, adapted, abridged, copied or reproduced in whole or in part, in any manner or form, or in any media, without the prior written consent of Infosys Technologies Ltd."