

## Manufacturing

**B.G. Srinivas** Senior Vice President



## Safe Harbor



Certain statements made in this Analyst Meet concerning our 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, industry segment concentration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks or system failures, 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 and regional conflicts, 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, 2009 and quarterly report on Form 6-K for the quarter ended June 30, 2009. 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.

# Manufacturing at Infosys: Journey so far



- ) FY08
  - \$615 mn
  - 14.7% of Infosys revenue

- ) FY07
  - \$ 416 mn
  - 13.5% of Infosys revenue

- Growth of 47%
- 114 clients
- Expanded service offerings
  - Learning services & SAAS

• \$ 920 mn

**FY09** 

- 19.7% of Infosys revenue
- Growth of 50%
- 127 clients
- Sector-specific solutions like Supply Chain Visibility and Customer Information Management

# Manufacturing at Infosys: Journey so far





We have invested significantly in our business transformation capabilities and industry solutions, and compete head-to-head with other global consulting firms



#### **Transformation capabilities**

- Heavy industry and/or domain focus
- Practitioners in Value Realization Modeling, Business Process Design / Re-engineering
- Dedicated offshore consulting competency center (MBA, CPA, and PhD resources)
- Offshore-managed analytics, functional consulting benchmarking, competitive analysis / research
- Industry / domain IP built on top of partner technology platforms e.g. Microsoft, Oracle

#### Transformation enablers: industry solutions & accelerators



# Organizations entrust Infosys with their most critical business transformations & engineering services



Client / Engagement	Problem space	Infosys solution and benefits
Business transformation at an European chemical manufacturing company	<ul> <li>Un-harmonized distributed supply chain processes across the globe leading to lack of visibility in supply chain planning</li> </ul>	<ul> <li>Implemented a single instance of SAP solution</li> <li>Integrated processes in the areas of Advanced Planning &amp; Operations (APO), HR management, Supplier Relationship management (SRM) and MES</li> <li>Global harmonization of supply chain processes</li> </ul>
Business transformation at a Fortune 200 components distributor	<ul> <li>Consolidate highly fragmented systems landscape resulting in high total cost of ownership</li> <li>Deliver an integrated supply chain that enables reduced inventory and increased order responsiveness</li> </ul>	<ul> <li>Redesigned business processes across the entire supply chain and implemented a global, integrated Oracle ERP solution</li> <li>Delivered change management through organization design, communication, training and stakeholder management</li> <li>Reduced operational costs through automation of business critical processes</li> </ul>
Engineering services for a leading aerospace organization	<ul> <li>40% of engineering effort spent on sustaining existing products, limiting the bandwidth for new product development</li> <li>Many aircraft programs were delayed and over budget</li> </ul>	<ul> <li>Implemented knowledge-based engineering tools to capture tacit engineering knowledge , enhancing productivity significantly</li> <li>Client meets and exceeds all their OEM schedule</li> <li>Turn around time for all engineering works reduced by 20-30%</li> <li>Product development cost reduced by 15- 20 %</li> </ul>

We are seeing a greater demand for customer collaboration and new engagement models



IP based pricing	Customer pays for using IP – one time or periodically	<ul> <li>World Leading chip maker – Infosys' first success in SaaS</li> <li>Multi National Electronic Components Player – Supply Chain Visibility (SCV) solution deployment</li> </ul>
Outcome based pricing	Revenue - a direct reflection of customer's business outcomes	<ul> <li>Leading Communications Player – Secure Router</li> <li>World Leading Agri Tech Player – Business Transformation Program</li> <li>India based Military Aircraft Manufacturer – Program management services</li> <li>Leading Business Management Solutions player – Adapter Competency Center</li> </ul>
Unit of work based pricing	Based on 'Pay for Use' of Unit of Work	<ul> <li>Europe based Aircraft manufacturer – activity based pricing</li> <li>International producer of perfumery and flavor chemicals – device based pricing</li> <li>Global provider of industrial and medical gases – ticket based pricing</li> </ul>

Business environment remains challenging for the sector but there are encouraging signs as well



Sub-sector	Insights
Aerospace/ Defense	<ul> <li>Large commercial aircraft programs delayed</li> <li>Business jet market adversely impacted by economic environment</li> <li>Federal budget shift from Defense to healthcare and social security</li> </ul>
Automotive	<ul> <li>Vehicle sales down 40% YoY but flattening now , most players have negative cash-flow</li> <li>Government incentives successful in driving sales</li> <li>Massive reorganization of major players</li> </ul>
Discrete Manufacturing	<ul> <li>Cautious optimism driven by uptick in India/China demand</li> <li>Concern that layoffs in past 12 months could impede operations when demand recovers</li> <li>Demand directly driven by discretionary spend; not expected to recover for many quarters</li> </ul>
Hi-tech	<ul> <li>Selective / cautious recovery in spending, absence of secular sentiment on recovery</li> <li>Discretionary spending subdued</li> <li>Significant focus on cost-cutting in non-discretionary areas</li> </ul>
Semiconductors	<ul> <li>Reduction in inventory levels and demand showing signs of improvement</li> <li>Introduction of Windows 7 could provide impetus to replace ageing computers</li> </ul>
Resources	<ul> <li>Conservative optimism among players</li> <li>Healthy appetite for large programs continues</li> </ul>

### Manufacturing – State of the market



- CY 2009 budgets were 15-20% lower than CY 08
- CY10 budgets expected to be same as CY09 budgets with scope for revision in mid-2010
- Clients are looking at internal consolidation of their IT landscape and back-office functions
- Clients are seeking aggressive cost reduction in IT, BPO and engineering areas. Even traditional European clients are mandating Global Delivery Model based deals
- Downward bias on pricing, though more manageable than earlier. Deploying non-linear models for improving revenue productivity
- Existing transformation deals are continuing although some have been re-planned over a longer time period. We are not seeing large new technology-led transformation deals
- Clients are looking for quick wins. Projects with a sound business case and quick ROI are being considered
- Our IP based solution offerings gaining traction
- Healthy pipeline for our Supply Chain Visibility solution globally

• Clients are focusing on emerging markets and new engines for revenue growth



## Thank you

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