

Infosys \_\_\_\_\_ analyst meet

## **Operations Update**

Pravin Rao

Chief Operating Officer

## SAFE HARBOR

Certain statements in this presentation concerning our future growth prospects are forward-looking statements regarding our future business expectations intended to qualify for the 'safe harbor' under the Private Securities Litigation Reform Act of 1995, which involve a number of risks and uncertainties that could cause actual results to differ materially from those in such forwardlooking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, fluctuations in foreign exchange rates, 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 or expiration 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, 2016. 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. In addition, please note that the date of this presentation is August 26, 2016, and any forward-looking statements contained herein are based on assumptions that we believe to be reasonable as of this date. 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 unless it is required by law.

## SIGNIFICANT INCREASE IN NEW CLIENTS AND MILLION DOLLAR CLIENTS



# ENABLING OUR EMPLOYEES TO DELIVER THEIR FULL POTENTIAL

#### 19.9% 17.3% 21.0% 18.1% 14.7% 12.6% 14.1% 13.4% 15.8% 13.4% 11.2% 9.6% 7.4% 4.9% Q2 FY16 Q3 FY16 Q1 FY17 Q4 FY16 High performer - CRR1+/CRR1/ R1/OS ■ Infosys Group ■ IL ■ IL High performer ■ Title Holder Attrition

#### % Attrition

#### THE JOURNEY SO FAR

- Creating Empowerment and Entrepreneurship by higher reward differentiation for high performers
- Building a Talent Engine through a Digital talent • marketplace
- Culture of learning and retention of key talent
- Enhancing employee experience

### THE JOURNEY AHEAD

 Greater focus on performance differentiation and on improving productivity

(Only for last two guarters)

 Focus on Leadership Development and Manager enablement

# TRANSFORMING EDUCATION, TRAINING AND ASSESSMENT INFRASTRUCTURE



#### THE JOURNEY SO FAR

- Revamped fresher training
- Launched Infosys learning platform blending world-class learning techniques
- Digital Tutor
- Power of 3 (three language training) program

#### THE JOURNEY AHEAD

- Digital Tutor on Cloud
- Next gen knowledge management platform
- Optimal usage of external providers to complement in-house training capabilities

# DRIVING PRODUCTIVITY AND ENHANCED PROCESSES THROUGH INFOSYS QUALITY

% projects with highest maturity\*



\* Projects operating at CMMI Level 5

For Infosys Ltd.

#### THE JOURNEY SO FAR

- Aggressive adoption of Agile methodologies and Devops
- Industry leading new methodologies for new services
- Reinvigorated Quality Consulting

#### THE JOURNEY AHEAD

- Next Gen Project Management
- Develop Infosys quality platforms
- Help drive sustained, improved zero distance

# PROCESS++: DELIVERING SIMPLIFICATION

#### THE JOURNEY SO FAR

**Process Simplifications** 

Big Bets - Automation, Enhanced User Experience, Communication, Collaboration and Mobility

Order to Remittance Rethink

Accelerated Client Invoicing

#### **REDUCED CYCLE TIME**



Simplified Order creation & Deal Pricing

Accelerated Global Mobility





Simplified Vendor empanelment, faster vendor invoice processing

#### THE JOURNEY AHEAD

Next Gen Global Mobility

Simplified Vendor Payments and Claims

Greater public cloud adoption

Self-Healing systems

Reimagine Procure to Pay

Optiwise – Ideas Implementation

More Purpose with Less Process



Thank you

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