



Infosys

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# Analyst Meet

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2018

# Safe Harbor

“Certain statements mentioned 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 forward-looking 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, 2017. These filings are available at [www.sec.gov](http://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 unless it is required by law.”

# STRATEGY PILLARS

i

**Scale Agile Digital**

ii

**Energize the Core**

iii

**Re-skill our People**

iv

**Expand Localization**



# ENERGIZE THE CORE

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Narsimha Rao  
*EVP*

# Using lean, automation and AI we are energizing *our* “core”

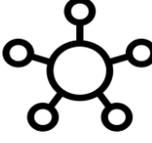
- 1  Standardized toolsets & CoE
- 2  Bottom-up automation opportunities
- 3  Integrated, modular platforms
- 4  Service Line R&D teams
- 5  Focus on large programs

- 1  Incentives for automation
- 2  Lean & Automation Academy
- 3  Individual productivity

# Our AI & automation service energizes *our client's* “core”



**AI & automation Consulting**



**AI & automation COE execution**



**Cognitive Solutions**



**AI & automation Managed Projects**

## In-house Solutions

## 3rd Party Solutions

Conversational Bots

Robotic Process Automation

Cognitive Automation

Machine Learning, Analytics

Computer Vision & Speech



**AN AUSTRALIAN “BIG FOUR” BANK**

# **ACCELERATING DIGITAL WITH TEST AUTOMATION**

*The client’s landscape included over 1,000 different applications residing on a complex architecture and hybrid mix of technology.*

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*The need of the hour was simplifying quality assurance (QA) as the client released newer products and services to win in the new digital economy.*

## WHY REINVENT?

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Create standardized testing practices that can enable faster releases, capitalize on new opportunities and help them win

## HOW WE DID IT

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Established centralized test environment management services (TEMS) to consolidate the distributed support function

- AI-based testing optimization with progressive and regressive testing
- Robot-as-tester to enable end-to-end business process automation
- Service & data virtualization
- Digital testing solutions improving customer experience

## WHAT WE ACHIEVED

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**30%**

cycle time reduction through continuous testing and 20% improvement in release frequency



**30%**

effort reduction



**85%**

early defect detection  
Digital testing solutions resulted in 99.8% quality



# ***DIGITIZING THE MORTGAGE SERVICING VALUE CHAIN***

***Select Portfolio Servicing, Inc. (SPS) is a nationally recognized mortgage servicer specializing in the servicing of single-family residential mortgages. It processes 620,000 loans with a portfolio size of close to ~\$110 billion in unpaid principal balance (UPB). Their growth is tied to faster processing and compliance: they must file full data validation within the first 60 days of onboarding a loan. Digital transformation was the only way forward.***

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## WHY REINVENT?

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Digitize high-touch core business processes to accelerate the speed of acquisition and scale of portfolio growth

## HOW WE DID IT

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A total of 9 mortgage use cases developed on the Nia platform with automation, ML and AI:

- Enhanced OCR: for loan audits
- AI engine: algorithmic processing with self-learning
- Dynamic workflows: scalable for different outcomes

## WHAT WE ACHIEVED

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**\$8.67 billion**

worth of unpaid principal balance (UPB) onboarded with 78,000 loans in one instance: in just 36 days, 24 days ahead of regulatory deadline



**90% faster**

audit time for loans with automation: from 124 min/case to 12 min/case



**~50-60%**

benefit in costs of boarding/servicing with ~2x to 3x capacity amplification



**A FORTUNE 100 U.S.-BASED  
INSURER**

# ***AUTOMATION DRIVES THE NEW MONITORING COMMAND CENTER***



***With 75,000+ batch jobs running, the client faced stability issues with 24,000 abends (abnormal ends) every year.***

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***Infosys got engaged in identifying automation opportunities that would save 50,000 hours in application maintenance.***

## WHY REINVENT?

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Transform the application landscape with a single view of operations driven by automation

## HOW WE DID IT

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After extensive value stream analysis (VSM) and day-in-the-life-of (DILO) analysis, set up an automation-intensive **Batch Process Command Center**

using Infosys Nia

- Provides aggregated performance metrics at portfolio, application and business process level in real time
- Detects SLA and downstream impact
- Smart pattern analytics for actionable insights

## WHAT WE ACHIEVED

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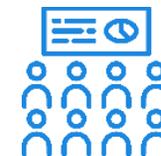
**7 use cases**

**for automation using Infosys Nia, with 30 ideas identified for implementation**



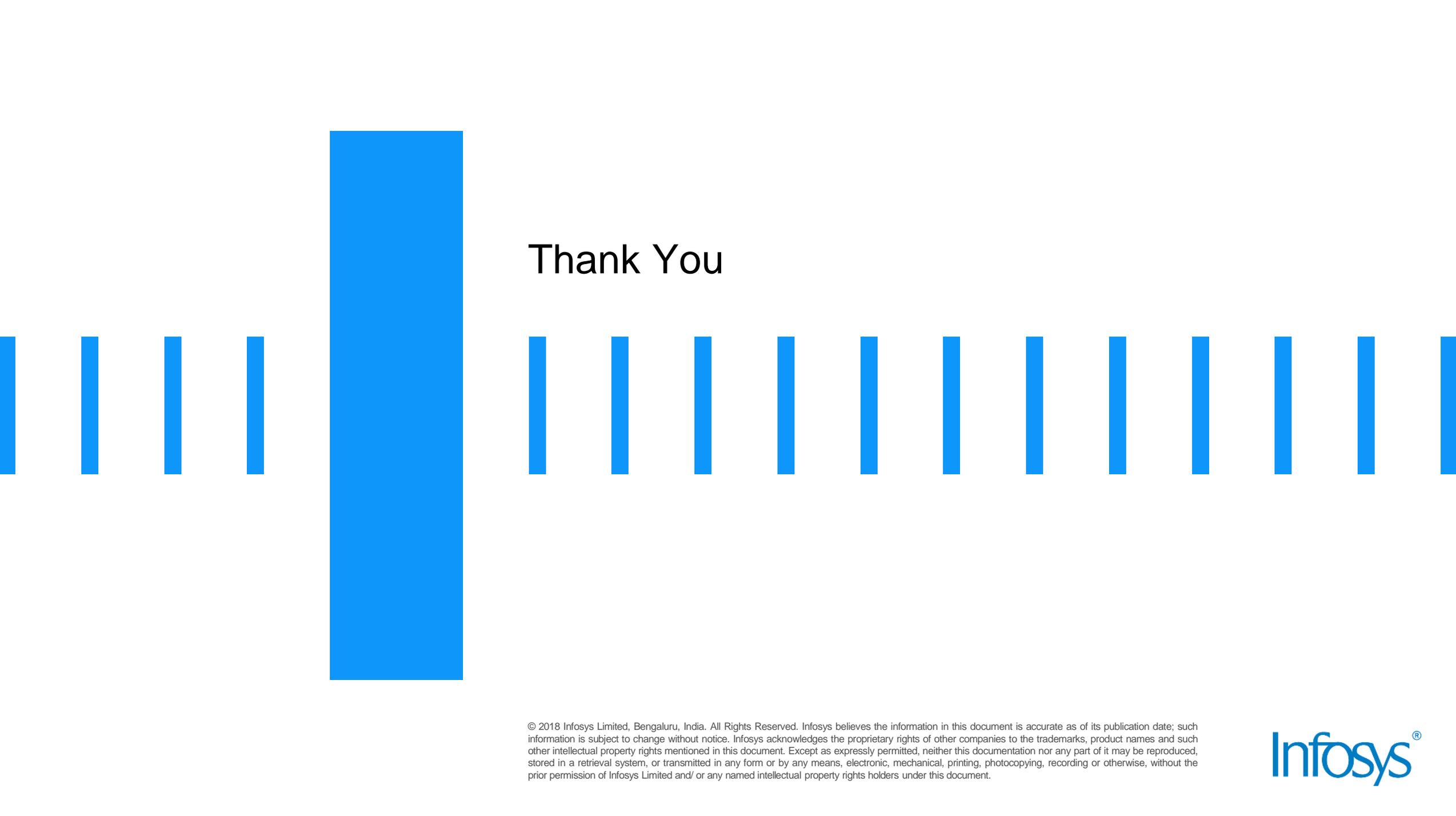
**30%**

**reduction in batch abends within 3 months**



**12%**

**effort savings in monitoring activities**



Thank You