

Infosys AI Day

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Infosys Topaz Fabric - AI platform suite

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Safe harbor

Certain statements mentioned in this presentation concerning our future growth prospects, our future financial or operating performance, our use of AI and its effects on our Business, and the United States H-1B visa program are forward looking statements 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 or outcomes 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 the execution of our business strategy, increased competition for talent, our ability to attract and retain personnel, increase in wages, investments to reskill our employees, our ability to effectively implement a hybrid working model, economic uncertainties and geo-political situations, technological disruptions and innovations such as Generative AI, the complex and evolving regulatory landscape including, our ESG vision, our capital allocation policy and expectations concerning our market position, future operations, margins, profitability, liquidity, capital resources, our corporate actions including acquisitions, the outcome of pending litigation, the outcome of the US government investigation, the timing, implementation, duration and effect of the September 19, 2025 proclamation signed by the president of the United States related to the H-1B visa program, and the effect of current and any future tariffs. Important factors that may cause actual results or outcomes to differ from those implied by the forward-looking statements are discussed in more detail in our US Securities and Exchange Commission filings including our Annual Report on Form 20-F for the fiscal year ended March 31, 2025. These filings are available at <https://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.

Infosys AI Playbook

Vision

Infosys aspires to be the leading partner to “unlock AI value” and deliver business outcomes on revenue growth, cost optimization, and innovation

Pillars



AI First Services

Capture new demand to drive growth



AI Augmented Services

Reinvent existing services to win higher wallet share

Foundation

Platforms and IP

Partnership Ecosystem

Talent and Culture

Brand equity

Enterprise complexity & AI Scaling

AI runways required for enterprise adoption & scaling



Rapid experimentation & innovation infrastructure



Value driven, end to end reimagined workflow & ways of working



Evolvable architecture with optionality across AI stack



Enterprise Context, Twin with Hybrid intelligence



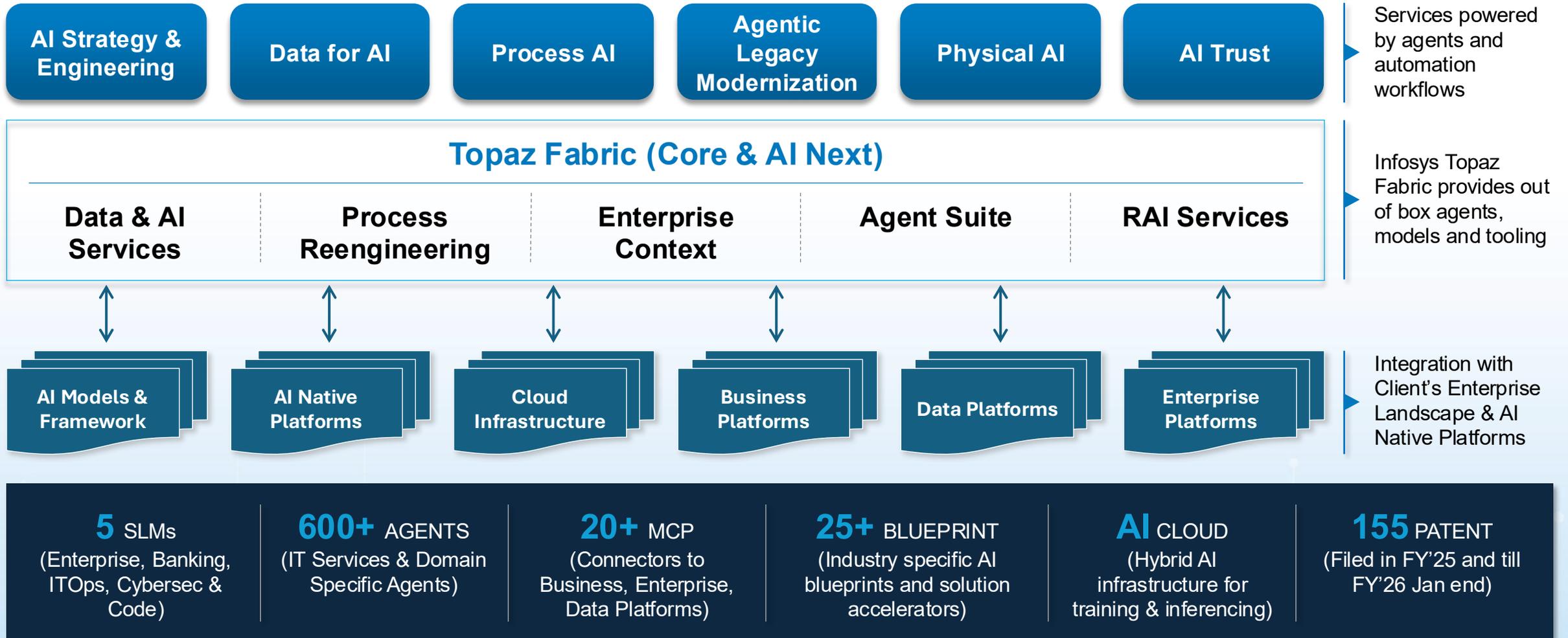
Governance, Guardrails & Explainability by Design



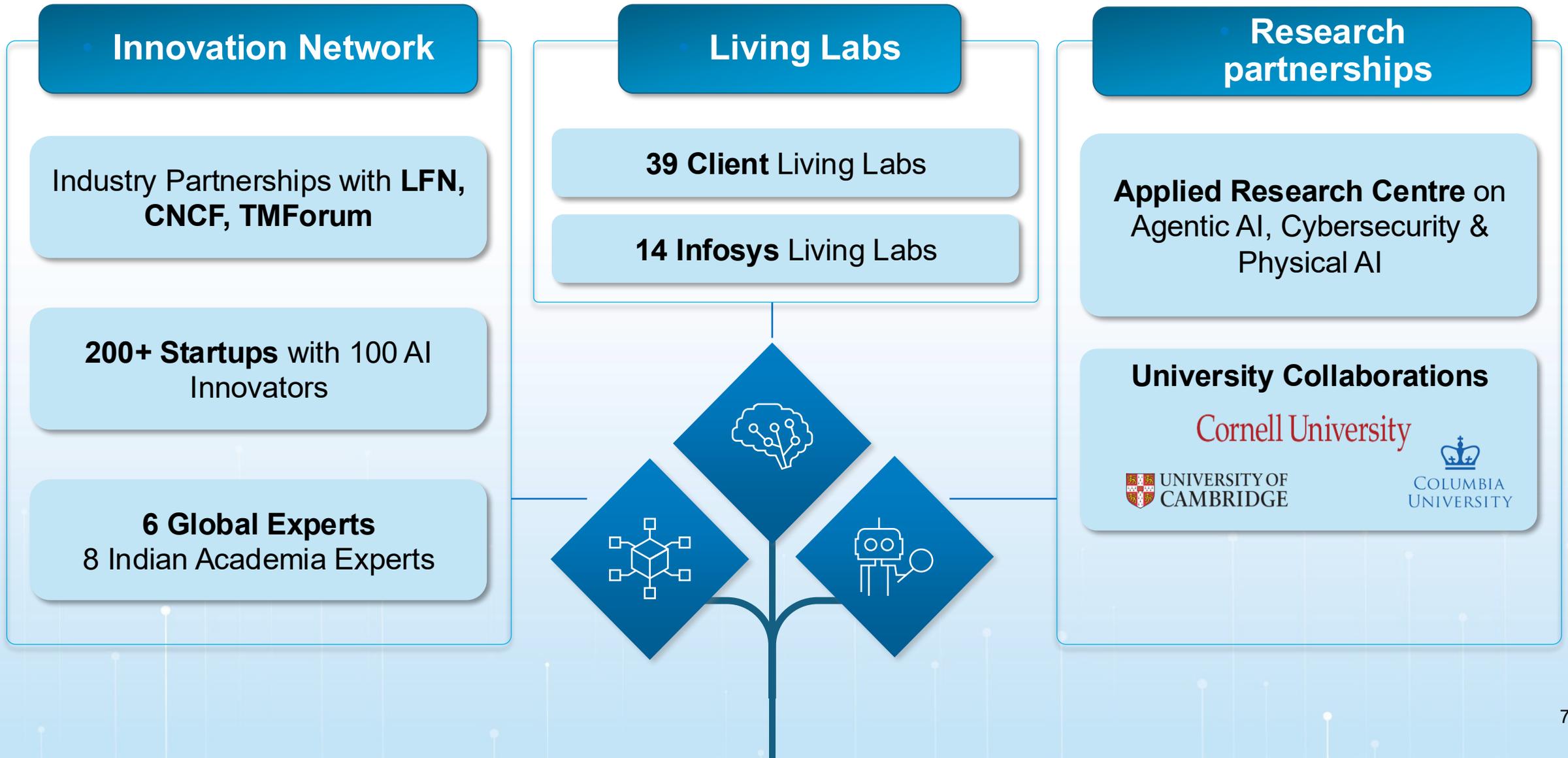
**Infosys IP & Platforms
power the AI runways to
scale and realize value
faster**

Infosys
topaz

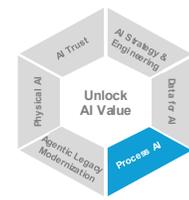
Infosys Topaz Fabric powering AI at scale



AI Innovation pillars



Platform deployment at a global shipping and logistics group



Business context

Complex customer care workflows spanning multiple teams and geographies led to high TAT and operational inefficiency, focus was

- End-to-end automation across Customer Care and Operations
- TAT reduction to improve customer satisfaction

AI First Solutions

Platform-led, AI-driven automation deployed across Customer Care workflows (Booking, Bill of Lading, Freight Auditing & Invoicing) across 3 GBS centers operating in 119 countries.

AI solutions deployed:



Multilingual free-text AI processing for highly contextual, domain-intensive scenarios



Preference digitization by capturing business and customer rules from tribal/tacit knowledge



Freight auditing & invoicing automation

Impact

24H → 30m SLA time reduction

0% → 70% STP automated across 16 languages

8,000 policies digitized

1.5 Mn transactions orchestrated per month

116 countries transactions processed

1,400 GBS operators enabled

Thank You

