Infosys®

28th

Annual
General
Meeting

Operational Highlights 2008-2009

S. D. Shibulal

Chief Operating Officer

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, 2009 and the Quarterly Reports on Form 6-K for the fiscal quarters ended June 30, 2008, September 30, 2008 and December 31,2008. 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.

Operational highlights

Build trusted relationships

Trusted Brand	Client Relationships	Operational Excellence

Expand addressable markets

Geographical Footprint	Vertical Footprint	Services Footprint

Increase Business Capacity

Next Generation Business Model	Best-in-class People	World-class Infrastructure

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Build Trusted Relationships

→ We won the first ever RMMY award for Customer relationship management (November '08)

→ We were ranked as the 14th most respected company in the world by the Reputation Institution

→ Hays Group and CEO Magazine ranked us amongst the best in the world for leaders

→ We were named the best Indian company in Corporate Governance in The Asset Magazine's annual Corporate Governance Index 2008

→ We were selected as an original component member of The Global Dow – a new world-wide stock index made up of 150 leading blue-chip stocks

→ We were ranked 2nd in the Global Sourcing list of 100 best-performing IT service providers

→ We were ranked the Best Outsourcing Partner for the second consecutive year by the reader of Waters magazine

→ The Infosys Annual Report 2008 won the LACP Platinum Award

→ We entered the Balanced Scorecard Hall of Fame on the strength of our innovative strategy planning and execution capabilities

→ We were listed on Forbes' Asian Fabulous 50 for the fourth consecutive year

Trusted brand

→ We have received positive ratings from leading independent analysts

  → Infosys one among the leaders in The Forrester Wave™: Global IT Infrastructure Outsourcing, Q1 2009 by Paul Roehrig, Ph.D. April 6, 2009

  → Infosys was rated Positive in Gartner's MarketScope for Remote Monitor Services and Remote Support (October 2008)*

  → Finacle™ was named a Leader in the January 2009 report, The Forrester Wave™: Global Banking Platforms, Q1, 2009

  → "Infosys as integrator has a very strong SOA services practice in North America, and its toolset for accelerating SOA-based engagements has helped it win work over competitors" (The Forrester Wave™: North American SOA Systems Integrators, Q2 2009, May 5, 2009)

  → The November 2008 Magic Quadrant for European Offshore Application Services and the Magic Quadrant for North American Offshore Application Services have positioned us in the leaders quadrant for offshore application services providers in Europe and North America. **

* Services. Source : Gartner , Inc., "MarketScope for Remote Monitor Services (Global) " by Richard T. Matlus et al, 21 October 2008 and Gartner, Inc., "MarketScope for Remote Support Services (Global)" by Richard T. Matlus et al, 17 October 2008,
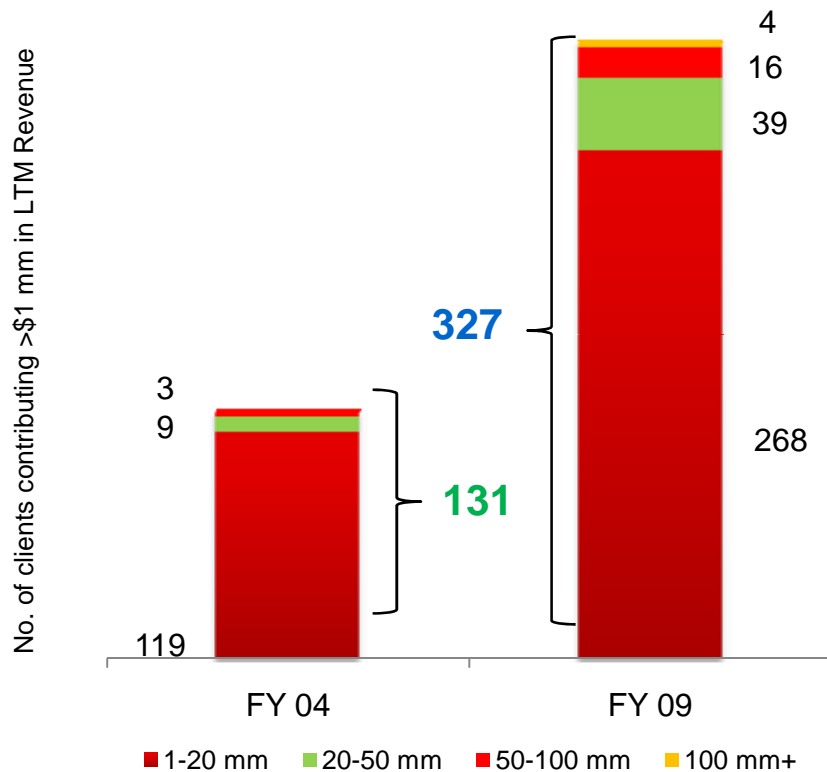
** Note : Magic Quadrant disclaimer : http://www.gartner.com/it/about/vr_copyright.jsp#3.4

Client relationships

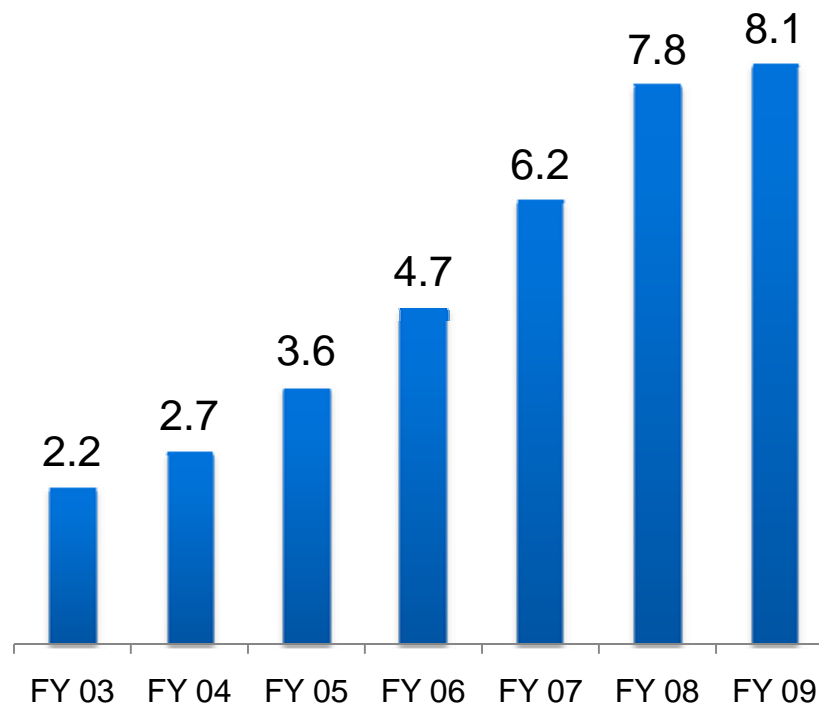|	FY 2007	FY 2008	FY 2009
Clients	500	538	579
Clients added during the year	160	170	156
No. of 1 million dollar+ clients	275	310	327
No. of 5 million dollar+ clients	107	141	151
No. of 10 million dollar+ clients	71	89	101
No. of 20 million dollar+ clients	36	47	59
No. of 50 million dollar+ clients	12	18	20
No. of 100 million dollar+ clients	3	6	4
No. of 200 million dollar+ clients	1	1	1
No. of 300 million dollar+ clients	–	1	1

→ 156 new clients were added during the year

→ We derived 97.6% of our revenues from repeat business of which:

   → Top 10 clients contributed for 27.7% of our revenues & top client for 6.9%

Large, Growing Client Relationships

No. of clients contributing >$1 mm in LTM Revenue

FY 04: 119, 9, 3
327
131
268
FY 09: 39, 16, 4

■ 1-20 mm	■ 20-50 mm	■ 50-100 mm	■ 100 mm+

Increasing Revenue Per Client

(US $ million)

FY 03	FY 04	FY 05	FY 06	FY 07	FY 08	FY 09
2.2	2.7	3.6	4.7	6.2	7.8	8.1

Operational excellence

Utilization Rate *

- 2008: Including Trainees 70.0%, Excluding Trainees 75.9%
- 2009: Including Trainees 68.6%, Excluding Trainees 73.7%

Legend: Including Trainees, Excluding Trainees

Onsite Mix *

- 2008: Onsite (%) 25.4, Offshore (%) 74.6
- 2009: Onsite (%) 23.6, Offshore (%) 76.4

Legend: Onsite (%), Offshore (%)
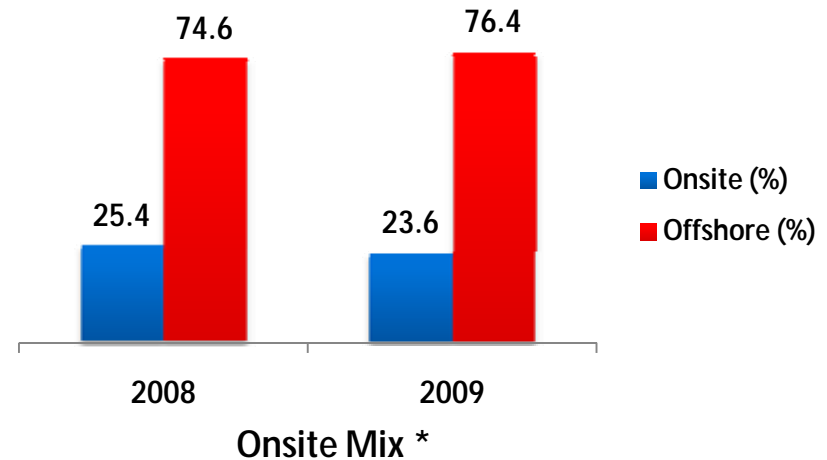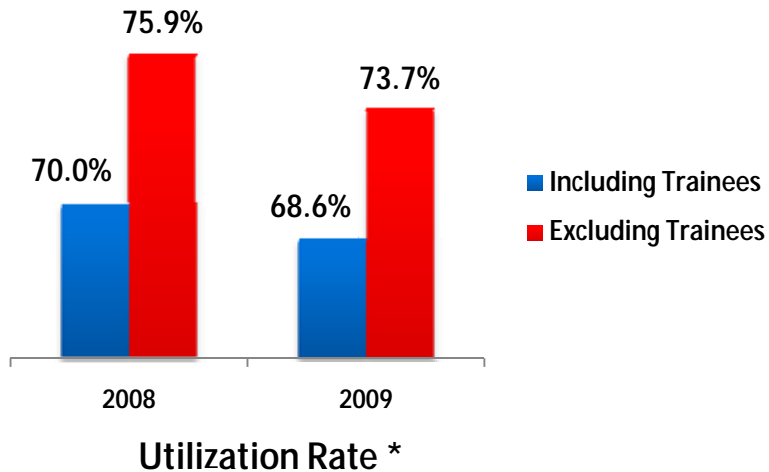
- → In September 2008, Infosys Australia became one of the country's first IT Services companies to achieve SEI CMMI® Level 5 Version 1.2, the highest standard available

- → Honored with the Sharpening Brand and Competitive Differentiation Marketing Excellence Award from the Information Technology Services Marketing Association (ITSMA)

- → Increased investments in training our employees in multiple domains and technologies

- → An aggregate of 79 patent applications were filed through the year and currently, we have 200 patent applications (pending) in India and the US

- → Only company amongst our competitor s to maintain DSO days despite market pressures

* Excl subsidiaries

Expand Addressable Markets

Geographical footprint

Geographies	FY 2007	FY 2008	FY 2009
North America	63.3%	62.0%	63.2%
Europe	26.4%	28.1%	26.4%
India	1.6%	1.3%	1.3%
Rest of the World	8.7%	8.6%	9.1%
Total	100.0%	100.0%	100.0%

➔ Global business operations have scaled:
  - ➔ Infosys Technologies (Sweden) AB
  - ➔ Existing Subsidiaries:
    - ➔ Infosys Australia (48 clients, 341 employees), Infosys China (71 clients, 1053 employees), Infosys Mexico (27 clients, 221 employees)

➔ India business is seeing traction
  - ➔ The Uttar Pradesh Power Corporation Ltd. and three Rajasthan-based power distribution companies consulted us for power reforms programs
  - ➔ The Income Tax Department (ITD) – Ministry of Finance, Govt. of India has engaged us to set up a Central Processing Center (CPC) to collect, digitize and process IT returns
  - ➔ Thermax, a global solution provider in energy and environment engineering, consulted us to implement an end-to-end IT-enabled business platform

➔ Finacle™ currently powers 114 banks across 62 countries, helping them serve over 244 million customers

Vertical footprint

Industries	FY 2007	FY 2008	FY 2009
Manufacturing	13.5%	14.7%	19.7%
Banking, Financial Services & Insurance	37.4%	35.7%	33.9%
Banking & Financial Services	*30.2%*	*28.5%*	*26.7%*
Insurance	*7.2%*	*7.2%*	*7.2%*
Telecom	19.3%	21.6%	18.1%
Retail	10.0%	11.8%	12.6%
Energy & Utilities	5.3%	5.2%	5.7%
Transportation & Logistics	2.4%	2.5%	2.3%
Others	12.1%	8.5%	7.7%
Total	100.0%	100.0%	100.0%

Services footprint

Service offerings	FY 2007	FY 2008	FY 2009
Application Development	23.1%	21.7%	20.5%
Application Maintenance	24.9%	23.7%	21.9%
Business Process Management	4.7%	5.7%	6.0%
Consulting Services & Package Implementation	21.1%	23.8%	24.9%
Infrastructure Management	4.4%	4.9%	6.3%
Product Engineering Services	1.6%	1.6%	2.2%
Systems Integration	2.3%	2.8%	3.6%
Testing Services	6.9%	7.5%	6.8%
Others	7.1%	4.7%	3.9%
Total Services	96.1%	96.4%	96.1%
Products	3.9%	3.6%	3.9%
Total	100.0%	100.0%	100.0%

➔ Expanding portfolio of services

  ➔ Share of Non-ADM revenues sustain above 50%

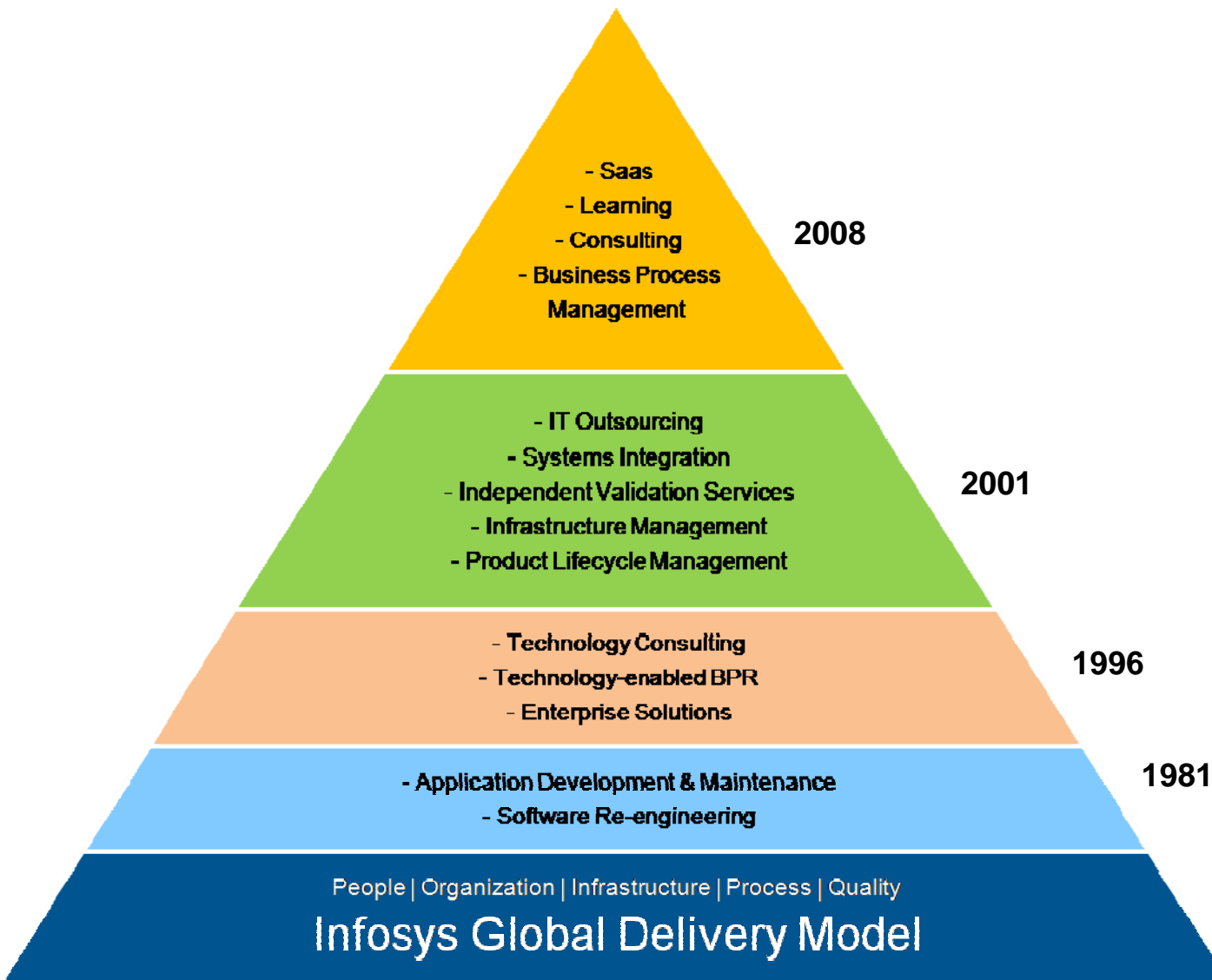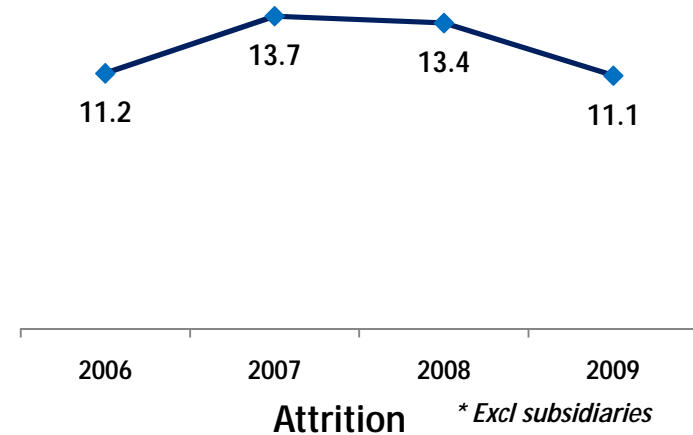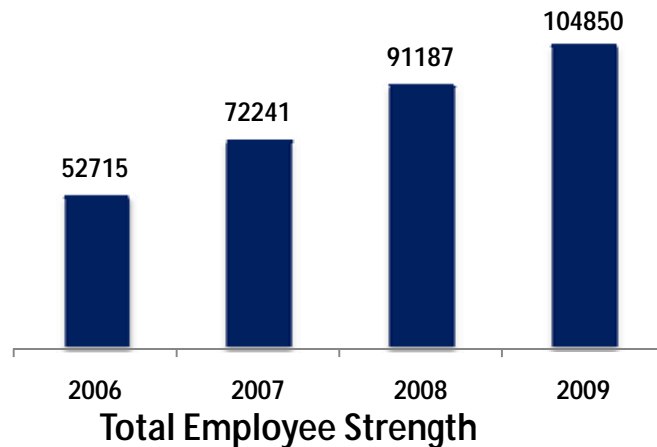 ➔ Share of Consulting Services & Package Implementation up, to 25%

Next Generation Business Model

- Saas
- Learning
- Consulting
- Business Process Management

2008

- IT Outsourcing
- Systems Integration
- Independent Validation Services
- Infrastructure Management
- Product Lifecycle Management

2001

- Technology Consulting
- Technology-enabled BPR
- Enterprise Solutions

1996

- Application Development & Maintenance
- Software Re-engineering

1981

People | Organization | Infrastructure | Process | Quality

Infosys Global Delivery Model

→ 25% Revenues from consulting & Package Implementation (FY09) as against 15% in FY03

Best-in-class people

Total Employee Strength

2006	2007	2008	2009
52715	72241	91187	104850

Attrition *Excl subsidiaries*

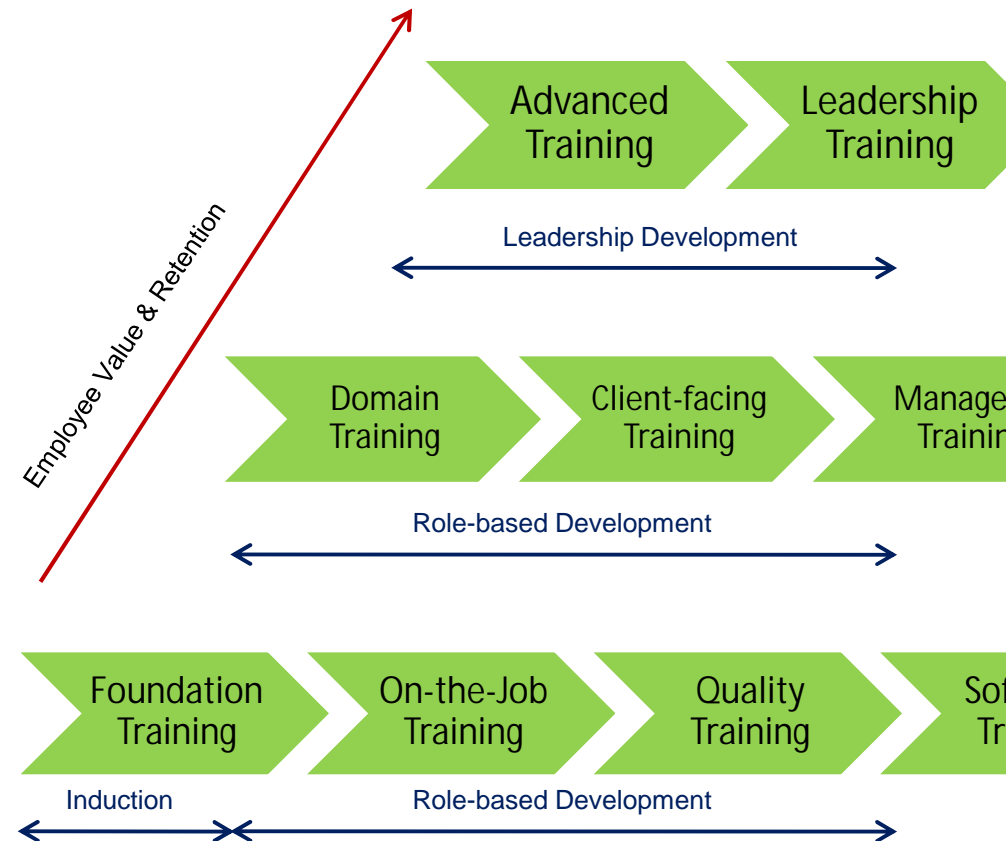| 2006	2007	2008	2009
11.2	13.7	13.4	11.1

→ We honored all 19828 offers made to Engineering students during the year. They will be joining us between June '09 and March '10

→ Over the past year, we received over 4,88,674 applications from prospective employees

→ We added 28,231 (gross) and 13,663 (net) employees during the year

→ The Infosys Role And Career Enhancement (iRACE), a transformational program for enhancing the capabilities of our global human capital was launched

→ The Infosys Leadership Institute offered nearly 3,43,000 person days of learning last year

→ Over 2,934 managers and more than 28,120 employees were awarded technical certifications this fiscal year

→ The Infosys Science Foundation, a not-for-profit trust to promote research in sciences in India was set up

→ The first prize instituted by the foundation (under 5 categories) will be awarded in January 2010

Best-in-class people

→ InStep, our global branding initiative received 4200 applications from 95 top universities of which 176 are currently interning with us

→ Global Hiring
  → US, UK, China and Eastern Europe
  → Supplementing with experienced local hires

→ Tapping non-traditional labour pool
  → Employing non-engineers for infrastructure management, testing and BPO

→ Proactive assistance provided to India's educational system to produce engineers with high quality software skills

Employee Value & Retention

Advanced Training → Leadership Training

Leadership Development

Domain Training → Client-facing Training → Manage Trainin

Role-based Development

Foundation Training → On-the-Job Training → Quality Training → Sof Tr

Induction | Role-based Development

World Class Infrastructure

→ Robust, Flexible , Modular Global Infrastructure

→ 54 Global Development Centers ("GDC")*

  → 27 in India

  → 27 in North America, Europe and Asia Pacific

  → 22.6 million sq. feet* of total area to house 95,000 employees (against 16.5 million sq feet last year)

  → 4.6 million sq. feet* under construction to house 20,800 employees

→ Ability to rapidly scale new engagements

→ Flexibility to distribute engagements and capacity across centers worldwide

→ World class Disaster recovery / business continuity capabilities

→ We continue to focus on quality and constantly raise the bar on our Quality process effectiveness. Some of the recent and upgraded certifications are

  → BS 25999 - Business Continuity Management– currently implementing

  → ISO 20000 - Service Management standards

  → ISO 27001 -Information Security standards

  → ISO 13485- Medical Devices   standards

  → eSCM Level 5 – eSourcing Capability Model for service providers (BPO)

  → CMMI V 1.2 Level 5

  → Sustainability (A+ rating)

* As of Mar 31, 2009

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Thank You

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