

## Avaya and Infosys partner for integrated CRM solutions

Alliance is the first of its kind for Infosys in Australia

**SYDNEY, AUSTRALIA 23 July 2002** – Avaya Inc. (NYSE:AV), a leading global provider of voice and data networks to businesses, today announced a partnership with Infosys Technologies Ltd (NASDAQ:INFY), a global leader in providing consulting and IT services, to strengthen its CRM solutions.

Utilising the skills of one of India's most successful integration and consulting companies will enable Avaya to undertake complex CRM implementations for Australian enterprises, and move into wider markets. The partnership covers Avaya's portfolio of Customer Relationship Management (CRM) solutions, including Avaya Interaction Centre, Avaya Commitment Manager and Avaya Business Intelligence. This alliance is Infosys' first with a product vendor in the Australian market and Avaya's first with Infosys anywhere in the world.

While Avaya's BusinessPartners will continue to actively sell Avaya products and solutions, Infosys will manage the implementation process for complex projects and ensure that the solution integrates with the customers' business requirements. In addition, Infosys' global strength in the CRM market opens up a number of markets and opportunities for Avaya through projects initiated by Infosys. In those projects BusinessPartners will deliver the appropriate products and solutions, with Infosys managing the integration of the systems.

According to Carlton Taya, managing director, Avaya Australia, Infosys was chosen as a partner because of its potential in the Australian market. "Infosys' systems integration business in Australia is growing strongly and this partnership will undoubtedly present a number of new opportunities for both companies", said Mr Taya. "This relationship enhances Avaya's ability to provide the ultimate level of customer support from sales right through to successful implementation, using a very high quality and highly skilled group of professionals."

Another strength of this partnership is Infosys' ability to integrate Avaya's portfolio of CRM solutions with third-party products. "In many instances businesses already have software and infrastructure from other vendors. Infosys provides the capability to integrate these with Avaya's CRM solutions as well as provide seamless integration with the customers' business", said Ananda Rao, country manager - Australia & New Zealand, Infosys Technologies.

As part of the agreement, a core team of Infosys employees have undergone intensive training in Avaya's product portfolio. This group forms the hub of a Centre of Excellence (CoE), located in Infosys' Development Centre in Hyderabad, India. More Infosys employees will be trained to work in this centre to exclusively support Avaya CRM customers.

"Infosys has over 11,000 employees worldwide and 1,500 of these people are solely dedicated to supporting the Asia Pacific region", said Mr Rao. "There is a support group for customers located in Australia and a pool of Avaya-trained support staff in the Centre of Excellence."

The CoE will also develop and customise CRM solutions to meet the needs of individual customers in Australia. Utilising the skills of this dedicated team will help reduce development costs resulting in a lower total cost of ownership for customers. Infosys is already working with Avaya on a number of projects in Australia, and has some high profile customers.

"Avaya intends to capitalise on the increased reach and capabilities that this partnership gives us", said Mr Taya. "We look forward to a long and successful relationship with Infosys."

**About Avaya**

Avaya Inc., headquartered in Basking Ridge, N.J., is a leading global provider of voice and data networks as well as communications solutions and services that help businesses, government agencies and other institutions – including more than 90 percent of the FORTUNE 500® -- excel in the customer economy. Avaya offers Customer Relationship Management Solutions, Unified Communication Solutions, Service Provider Solutions, MultiService Networking Infrastructure, and Converged Voice and Data Networks - including the company's no-compromise Avaya Enterprise-Class IP Solutions (ECLIPS) - all supported by Avaya Services and Avaya Labs. Avaya is the worldwide leader in unified messaging, messaging systems, call centers and structured cabling systems. It is the U.S. leader in voice communications systems and services. Avaya is an official sponsor for the 2002 FIFA World Cup™, the FIFA Women's World Cup 2003 and the 2006 FIFA World Cup™ tournaments. For more information about Avaya, visit its Web site at <http://www.avaya.com>.

**About Infosys**

Infosys, a world leader in consulting and information technology services, partners with Global 2000 companies to provide business consulting, systems integration, application development and product engineering services. Through these services, Infosys enables its clients to fully exploit technology for business transformation. Clients leverage Infosys' Global Delivery Model to achieve higher quality, rapid time-to-market and cost-effective solutions. Infosys has over 10,000 employees in over 30 offices worldwide. For more information, visit [www.infosys.com](http://www.infosys.com)

**Safe Harbor Provision**

Certain statements in this release 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, 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, 2002. This filing is 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 statement that may be made from time to time by or on behalf of the company.