

Hafslund Improves Customer Experience Utilizing Infosys' CRM Expertise

Rapid 18-Month CRM Implementation by Infosys

Oslo, Norway – November 5, 2007: Hafslund ASA, Norway's largest utility company, has improved customer service through reduced cycle times and streamlined processes. Hafslund leveraged the business consulting and Customer Relationship Management (CRM) expertise offered by Infosys Technologies Limited (NASDAQ: INFY). Hafslund partnered with Infosys and successfully centralised processes across its business units and two product lines with the objective of improving operational efficiency and customer service. The effort has enabled Hafslund to scale its business and improved its ability to add new service lines in the future.

Infosys helped Hafslund transform from a product-centric business to a customer-centric organisation. The CRM implementation aims to improve customer relationships by improving service while leveraging information to create additional revenue opportunities. Infosys consultants worked alongside Hafslund's management and operational executives from business development, marketing and customer servicing functions in Norway to harmonise customer-centric business processes and applications. The recommendations of the harmonisation exercise resulted in a CRM solution specific to the Norwegian utilities industry and Hafslund's business and strategy.

Following the implementation of the CRM solution, Infosys assisted Hafslund with a Change Management & Training programme to ensure a smooth and successful transition across various business units. The change management program immediately improved various data quality and operational efficiencies. Further, silo-based applications and processes, as well as paper copies of work orders, were eliminated. The integration of processes across departments reduced time from sales to fulfilment, besides reducing re-booking of appointments and wasted trips for field technicians. The customer experience was enhanced by consolidating six front-office systems, providing a unified customer view to customer service executives.

"Hafslund is now on its way to realizing its customer service experience goals and is able to manage its customer interactions across different business segments, products and communication channels," said Egil Brækken, CIO, Hafslund.

"We are very impressed with Infosys' capability to rapidly carry out a transformational consulting exercise and then translate the recommendations into operational technology solutions. The Infosys teams very quickly integrated into the Norwegian cultural context and have leveraged their local presence in the Nordics to build teams working alongside Hafslund over the last 2 years on various engagements," said Hege Yli Melhus, EVP, Hafslund

"We enable our clients to transform their operations and derive business benefits using technology-driven solutions, and Hafslund is a good example of our ability to execute such partnerships," said BG Srinivas, Senior Vice President, Infosys Technologies. "We are proud of the success we achieved alongside the Hafslund team in Norway."

About Hafslund

In Norway, Hafslund is the largest distribution network owner, the largest power sales provider, and a significant producer of renewable energy. Hafslund also plays a major role in the security services market and in technical services, and is one of the largest owners within the solar energy company REC.

About Infosys Technologies Ltd.

Infosys (NASDAQ: INFY) defines, designs and delivers IT-enabled business solutions that help Global 2000 companies win in a flat world. These solutions focus on providing strategic differentiation and operational superiority to clients. With Infosys, clients are assured of a transparent business partner, world-class processes, speed of execution and the power to stretch their IT budget by leveraging the Global Delivery Model that Infosys pioneered. Infosys has over 80,000 employees in over 40 offices worldwide. Infosys is part of the NASDAQ-100 Index. For more information, visit www.infosys.com.

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Statements in connection with this release may include forward-looking statements within the meaning of US Securities laws intended to qualify for the "safe harbour" under the Private Securities Litigation Reform Act. These forward-looking statements are subject to risks and uncertainties including those described in our SEC filings available at www.sec.gov including our Annual Report on Form 20-F for the year ended March 31 2007, and actual results may differ materially from those projected by forward-looking statements. We may make additional written and oral forward-looking statements but do not undertake, and disclaim any obligation, to update them.

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