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INFOSYS AND UTILITY SERVICES IMPROVE FAULT RESPONSE TIMES TO CURB WATER LEAKAGES FOR SOUTH EAST WATER

Melbourne, Australia: Tuesday 22 April 2008 - With severe water restrictions in place across Victoria, the implementation of a new field service management system at **South East Water**, designed to help deliver highly efficient maintenance and improved asset reliability, could not have come at a better time.

Stage one of the system, purpose built by **Infosys Australia** on behalf of *'us'* **Utility Services** – a strategic alliance between South East Water and a Thiess / Siemens Consortium – went live across South East Water in August 2007.

Utility Services plans to also use the system, known as *Montage*, to support its operations elsewhere in Australia as well as internationally.

'us' Utility Services General Manager, **Kevin Hutchings**, described *Montage* as a complex and ambitious project, but one that was delivered successfully and on budget by Infosys using its Global Delivery Model (GDM), which saw parts of project completed offshore.

He said *Montage* was already starting to show benefits. "South East Water receives more than 300 fault fault reports and completes over 150 maintenance activities per day, so reliable real time information is essential for high performance," Hutchings explained. "Thanks to *Montage* we are now in a position to deliver further customer service and efficiency improvements."

Infosys developed *Montage* after South East Water identified a growing gap between expectations and its existing system's capabilities. Hutchings explained: "The decision to find a new solution was a proactive response aimed a mitigating supportability risks with the incumbent system and achieving improved service levels across the business.

"Infosys were chosen as they offered the best outcome in terms of risk, value and time-to-market with their bespoke solution. Their Global Delivery Model was also a selling point, as we recognised it would give us the flexibility to resource up and down as required throughout the project."

Stage one involved full production of the business critical components of *Montage* and comprised a scalable team of Infosys staff (some based in India) as well as five South East Water / Utility Services personnel. "We haven't had a minute of down time since *Montage* went live," Hutchings said. "It's a rock solid system."

At present, there are 250 office users and 120 field workers mobilised with *Montage*, which integrates with a number of other back-end systems including CIS, AIS/GIS and SCADA. This ensures call centre operators have all the available information at their fingertips when despatching a job or responding to customer enquiries. "Field workers receive notification of new jobs within 30 seconds of the job being despatched. It's pretty fast," Hutchings said.

The second and final stage will be delivered in May 2008 and will include value-add features such as auto-dispatch, a configurable Alerts system, and a field-based audit module.

Gary Ebeyan, Chief Executive Officer of Infosys Australia, said: "We were delighted to be chosen to assist South East Water in its ambition to drastically improve customer service and fault rectification times. Leveraging our Global Delivery Model to bring scale, capability and value was a key success factor for the project."

"We look forward to working with Utility Services further in the latter part of this year, to offer this capability to other utilities both here and abroad," Ebeyan said.

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Media enquiries:

Caroline Siler and Jessica Broadhurst

Keep Left PR, on behalf of Infosys Australia

03 9510 3910 or 0402 046 826 / 0424 947 343

caroline@keepleftpr.com.au / jessica@keepleftpr.com.au

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