

Infosys Client, Det Norske Veritas, Wins the CRM Excellence Award in the Enterprise-Wide Category at the Gartner Customer Relationship Summit 2010

London, UK, May 19, 2010 – Infosys Technologies Ltd. (NASDAQ: INFY) announced today that, Det Norske Veritas (DNV), the risk management specialists, has won the Excellence Award in the Enterprise-Wide Category at the Gartner Customer Relationship Management (CRM) Summit 2010 for ConCert, DNV's enterprise-wide application of Oracle's Siebel CRM.

The CRM solution, designed and implemented in partnership with Infosys, provides a unified and streamlined platform for DNV to communicate with its customers. Infosys was chosen in 2005 by DNV to drive its enterprise-wide CRM programme which was rolled out across 42 countries and supports over 25 languages. Further, the Siebel CRM programme enables DNV to ensure a high standard of services across its global customer base while offering effective localisation through the creation of 17 local language portals. The application offers DNV approximately 2500 communication templates and 400 reports to allow better analysis and understanding of customers.

Infosys co-ordinated the implementation of Siebel CRM to create a common platform which enabled DNV to unify its corporate processes which could be swiftly rolled-out by all business units around the world and monitored from a central point. The CRM platform will enable DNV to readily comply with regulations through easier access to information for auditing and other functions.

"This is the first international CRM programme which we've implemented at DNV and it was imperative that we got it right. Our partnership with Infosys allowed us to implement a global process while retaining flexibility to allow for regional and process variations. It involved a lot of hard and challenging work by DNV and Infosys, but now we see the effort paying off," said Henrik O. Madsen, President and CEO, DNV.

Infosys' Programme Management team worked alongside DNV to develop an integrated business support system which would address the growing business needs of DNV Business Assurance. In addition, the CRM programme also had to comply with the guidelines of security and system policies of VERIT standards (DNV in-house requirements).

"It is great to see one of our customers getting industry recognition for such a leading project. We are quite excited to be associated with DNV on this CRM Program for the past five years. CRM is key to driving the success of any business, and DNV truly benefited from taking on this global, unified approach," said Ravi Kumar S, VP and Global Head - Oracle Practice, Enterprise Solutions, Infosys Technologies.

"We are delighted with the results of our partnership with DNV for this large and complex project, and particularly pleased with Gartner's recognition," said Prasad Thrikutam, Senior Vice President and Head of Energy, Utilities and Services at Infosys Technologies. "ConCert delivers DNV a key business process platform that will enable them to improve performance and support their growth plans globally."

Supporting resources:

- [Infosys CRM](#)
- [Infosys CRM opinions](#)
- [Infosys CRM blog](#)
- [Infosys Idea Center](#)

The identification of a Gartner Award winner is not an endorsement by Gartner of any vendor, product or service.

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 113,000 employees in over 50 offices worldwide. Infosys is part of the NASDAQ-100 Index and The Global Dow. For more information, visit www.infosys.com.

Infosys Safe Harbor

Statements in connection with this release may include forward-looking statements within the meaning of US Securities laws intended to qualify for the "safe harbor" 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, 2009, and our other recent filings, 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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