

Industry: [Banking](#)

Spotlight: NAB and Infosys win outsourcing award

Domains: [HR](#)

NAB and Infosys Win Australasian Shared Services Excellence Award for Best New Services Delivery

NAB Employee Satisfaction with HR Services Nearly Doubles

Sydney, Australia – June 22, 2010

News Highlights

- **NAB** and **Infosys** have won the 2010 Australasian Shared Services Excellence Award for Best New Services Delivery. The award recognizes the ongoing collaboration between NAB's People Services Group and Infosys, which delivers key HR and Payroll support services to 30,000 bank employees in Australia. A panel of independent industry experts, convened by the globally respected [Shared Services Outsourcing Network](#), assessed the NAB-Infosys engagement on strategy; people and culture management; innovation and automation; customer relationship management and service; quality and control; maturity and future direction.
- NAB cites the Infosys partnership as key to major improvements in its quality, turnaround, cost savings and staff skills. NAB employees' satisfaction with HR services improved by 98% within two years of the programme launch.

Key Quotes

- "Our people have a really positive feeling about the engagement with Infosys," said **Jim Young, Executive General Manager of People and Culture, Group Business Services, NAB**, in his nomination comments. "Our internal people have been freed up so that they can concentrate on other, important strategic areas. Quality and turnaround times have significantly improved. And, not least, there has been a significant benefit to us in overall cost management. Infosys is real collaborative, trusted business partner."
- "This award recognises the transformational power of a new generation of business process outsourcing engagements," said **Asheesh Mehra, AVP Infosys BPO**. "Working in a genuine partnership with NAB, Infosys was able to deliver major game-changing improvement to the bank's internal customers, while still reducing costs."

Resources

- Media Contact: [Kevin Fitzsimons](#), +61 (0) 3 9510 3910.
- [Video](#) of Jim Young's nomination comments.
- [Photograph](#) of Andrew Ross (NAB Head of People Services), left, and Asheesh Mehra of Infosys accepting the award.

About Infosys BPO:

Infosys BPO Ltd. (www.infosys.com/bpo), the Business Process Outsourcing subsidiary of [Infosys Technologies](#), was set up in April 2002. Infosys BPO focuses on integrated end-to-end outsourcing and delivers transformational benefits to its clients

through reduced costs, ongoing productivity improvements, and process reengineering. Infosys BPO operates in India, the Czech Republic, China, the Philippines, Poland, Thailand, Mexico, USA and Brazil and employs approximately 18,610 people as on March 31, 2010. It closed FY 2009-10 with revenues of \$352.1 million.

About Infosys Australia & New Zealand

Infosys Technologies (Australia) Pty. Limited ("Infosys Australia & New Zealand") (www.infosys.com/anz), is the Australasian subsidiary of [Infosys Technologies Limited](#) (NASDAQ: INFY), a leading provider of business-driven technology solutions. Infosys Australia & New Zealand works with clients in the spirit of partnership to assist them in becoming globally competitive, delivering world-class solutions cost-effectively, predictably and in the shortest possible time, utilising outstanding local talent backed by vast global capability, in-depth industry knowledge and technical excellence. Headquartered in Melbourne, with offices in Sydney, Brisbane, Perth and Wellington, Infosys Australia & New Zealand is home to one of Infosys' largest delivery centres outside India. With approximately 1,200 local employees and a strong local management team, the team collaborates with colleagues all over the world to help Australasia's leading organisations win in a Flat World.

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