

## Infosys BPO Launches an 'Alternative Delivery Model' as Part of its BPO Strategy

*New strategy aimed at accessing a whole new talent pool and creating greater flexibility in the delivery model*

**Bangalore, India, November 17, 2011** – Infosys BPO Ltd. today announced the launch of its 'Alternative Delivery Model' BPO strategy at Kaup in Karnataka. Kris Gopalakrishnan, Executive Co-Chairman, Infosys Ltd. and Swami Swaminathan, CEO and MD, Infosys BPO, launched the Alternative Delivery Model and inaugurated the HR shared services operation in collaboration with Infosys BPO's service partner, Desicrew.

The focus areas of this Alternative Delivery Model include providing the next frontier in flexibility & competitiveness for clients, enhancing the ability to create a competitive model for outsourcing and creating a sustainable model to access and provide long term career options for BPO talent in India.

Kris Gopalakrishnan, Executive Co-Chairman, Infosys Ltd. said, "We are pleased to announce the launch of the 'Alternative Delivery Model', an important component of our strategy, wherein we are constantly looking for the next wave of differentiation and benefits for our clients. Our success in establishing and commencing live service from a Tier 4 town in India, based on a model of collaboration with an outsourced service provider, reiterates our long-term vision and commitment to rural BPO."

"Over the last few years, Infosys BPO has invested extensive time and effort towards continually evolving our operating models. Subsequent to constant introspection on our delivery model, and regular analysis of the business landscape of our clients, we decided to enhance our delivery capabilities in Tier 3 and Tier 4 towns through partnerships with service providers. We expect this model to play a huge role in accessing and retaining BPO talent in India. We have established a network of partnerships with service providers such as Desicrew and other firms to enable us to do the same," said Swami Swaminathan, CEO and MD, Infosys BPO.

In the coming months, Infosys BPO expects this model to play an important role in delivering value to its clients based on their changing needs. The company also expects this model to significantly accelerate access to talent that may not be geographically mobile. Besides, the talent pool in these towns will hugely benefit by learning about and working on world-class processes and technologies, enabling them to build a 'Career for Life' in the BPO industry.

### **About Infosys BPO**

Infosys BPO Ltd. ([www.infosysbpo.com](http://www.infosysbpo.com)), the Business Process Outsourcing subsidiary of Infosys Limited, 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, Mexico, USA and Brazil and as on September 30, 2011 employed approximately 20,617 people. It closed FY 2010-11 with revenues of \$426.8 million.

### **About Infosys Ltd.**

Many of the world's most successful organizations rely on the 142,000 people of Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

For more information about Infosys (NASDAQ: INFY), visit [www.infosys.com](http://www.infosys.com)

**About Desicrew**

DesiCrew, a rural BPO company, was started with the intention to bring India's flagship industry – IT Enabled Services to rural areas. It sets up 50-100 seat delivery centers and currently runs 4 such units across Tamil Nadu and Karnataka employing over 300 people.

For more information on Desicrew, visit [www.desicrew.in](http://www.desicrew.in)

**Safe Harbor**

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, fluctuations in foreign exchange rates, 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, industry segment concentration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks or system failures, 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 or expiration of governmental fiscal incentives, political instability and regional conflicts, 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, 2011 and on Form 6-K for the quarters ended December 31, 2010, June 30, 2011 and September 30, 2011. These filings are 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 statements that may be made from time to time by or on behalf of the company.

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