

Infosys BPO Becomes the First Company in India and the Third Company Globally, to be Re-certified a Level 5 eSCM- SP Provider

Bangalore, India, November 10, 2011 – Infosys BPO Ltd., today announced that it has been awarded the highest rating and has been re-certified at capability Level 5, for the e-Sourcing Capability Model for Service Providers (eSCM-SP) by IT Services Qualification Center (ITSqc).

Swami Swaminathan, CEO and MD, Infosys BPO said, "We are proud to be the first Indian company, to be re-certified as a level 5 eSCM-SP provider. This recognition validates our continued commitment to operational excellence and provides cutting edge business value to our clients."

Infosys BPO is the first company in India and third globally, to be re-certified at Level 5 for eSCM-SP. Infosys BPO was first certified at Level 5 in 2009. The practices in this model clearly meet the standards of being the best practices associated with successful sourcing relationships. The eSCM-SP helps sourcing organizations manage and reduce their risks, and improve their capabilities across the entire sourcing life-cycle.

The eSCM-SP is a quality model which addresses critical issues related to the BPO spectrum and is increasingly being adopted by clients in the IT-enabled outsourcing industry worldwide to evaluate, select and monitor service providers. Infosys BPO was evaluated on 84 practices of the eSCM-SP service delivery framework defined for ITeS providers.

"This recognition further demonstrates Infosys BPO's continuing commitment to sustain an excellent delivery capability of Infosys BPO's centres across India, as well as the strength of their quality management system," said Dr. Bill Hefley, CDP, COP, Director of ITSqc, LLC. "An independent, third party evaluation of Infosys BPO's delivery, relationship management, and quality systems led to this certification by ITSqc. This certification against the eSourcing Capability Model for Service Providers (eSCM-SP) provides a clear signal of Infosys BPO's capabilities, and provides enhanced confidence to global clients doing business with Infosys BPO. Being again awarded Level 5 of eSCM-SP capability means Infosys BPO proactively enhances client value across each of their delivery centres in Bangalore, Jaipur, and Pune in India, and has continued to sustain that delivery excellence over an extended period of time," he added.

About eSCM-SP

The eSourcing Capability Model for Service Providers (eSCM-SP) helps sourcing organizations manage and reduce their risks and improve their capabilities across the entire sourcing life-cycle. The Model's Practices can be thought of as the best practices associated with successful sourcing relationships. It addresses the critical issues related to IT-enabled sourcing (eSourcing) for both outsourced and in-sourced (shared services) agreements. Most quality models focus only on design and delivery capabilities, but the eSCM-SP's Sourcing Life-cycle includes not only delivery, but also Initiation and Completion of the contract. The two phases are often the ones most critical to successful sourcing relationships. The Sourcing Life-cycle also includes Overall Practices. For more details visit https://www.itsqc.org

About the ITSqc LLC

ITSqc, LLC, is a multidisciplinary group of researchers and practitioners that addresses the needs of IT-enabled service providers and their clients. To that end, ITSqc develops quality



models and qualification methods for organizations involved in eSourcing. ITSqc, LLC, the spin-off from Carnegie Mellon University created to promote best practice models for the global IT-enabled services industry, was founded to extend the impact of the eSourcing Capability Models (eSCM-SP for service providers and eSCM-CL for client organizations). For more details visit http://www.itsgc.org

About Infosys BPO

Infosys BPO Ltd. (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

Safe Harbor

Certain statements in this release concerning our future growth prospects are forwardlooking 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 guarters ended December 31, 2010, June 30, 2011 and September 30, 2011. These filings are available at www.sec.gov. Infosys may, from time to time, make additional written and oral forwardlooking 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.



For further information please contact:

Neha lyer Infosys BPO Ltd. Phone: +91 8861257257 Neha_lyer@infosys.com

James Roger D'silva Corporate Voice | Weber Shandwick Phone: +91 9880781969

james@corvoshandwick.co.in