

## Infosys to Redefine Customer Service with SpeedSolve: A Next-Generation Collaborative Product

**NEW YORK – September 11, 2012:** Infosys, through a jointly developed solution with AT&T, today announced that it is redefining customer service with SpeedSolve – a comprehensive next-generation product that makes communication faster and more efficient for call centers and related operations.

SpeedSolve leverages state-of-the-art technologies for messaging, multimedia, reporting and smart device integration to facilitate real-time collaboration between customer service representatives and subject matter experts. This enhanced communication platform helps resolve queries faster and more accurately by minimizing call transfers — all leading to better customer experience, higher agent productivity and increased cost savings.

“SpeedSolve has played a pivotal role in improving the operational efficiency of our call centers in supporting customers as well as our field force,” said Nathan Edwards, assistant vice president of network operations planning and support at AT&T.

Powered by Infosys Real-Time Expertise Manager, SpeedSolve intelligently routes and schedules conversations to provide faster access to experts and information resources. SpeedSolve’s innovative analytics engine mines valuable insights from customer interactions to help increase first-time resolution of queries and reduce call wait time.

“SpeedSolve combines the proven technology leadership of Infosys with AT&T’s deep understanding of telecommunications to deliver a new paradigm in real-time customer service operations across industries,” said Gopal Devanahalli, vice president of products, platforms and solutions at Infosys. “This jointly developed solution with AT&T is another example of unique and innovative ways that Infosys helps companies transform as they build tomorrow’s enterprises.”

AT&T, one of the world’s largest communication services providers, has used SpeedSolve since 2010 to streamline and improve its own customer service operations, and has realized millions of dollars in annualized savings. Jointly developed by Infosys and AT&T, SpeedSolve is now available to other companies.

“Today’s tech-savvy consumers expect fast, superior service where and when they want it, and SpeedSolve helps companies meet these increasingly demanding customer needs,” said Derek Walker, executive director of intellectual property technology licensing at AT&T. “SpeedSolve leverages communication channels to improve collaboration for a better user experience, and features smarter and streamlined customer relationship management strategies to achieve more cost-effective and efficient procedures.”

SpeedSolve monitors agent performance and productivity to improve processes, and also includes features for quality measurement, agent coaching, video-sharing and collaboration. The product is platform-agnostic, with applications available for smartphones and tablets.

### **About Infosys**

Infosys partners with global enterprises to drive their innovation-led growth. That’s why Forbes ranked Infosys 19 among the top 100 most innovative companies. As a leading provider of next-generation consulting, technology and outsourcing solutions, Infosys helps clients in more than 30 countries realize their goals. Visit [www.infosys.com](http://www.infosys.com) and see how Infosys (NASDAQ: INFY), with its 150,000+ people, is Building Tomorrow’s Enterprise® today.

**Infosys 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, 2012 and on Form 6-K for the quarters ended September 30, 2011, December 31, 2011 and June 30, 2012. 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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