

Anglian Water Taps Infosys To Support Collaboration Drive

Refreshed 'Hawk' platform helps over 4,500 staff manage every drop of data

London, December 14, 2012: Anglian Water aims to make the most of every drop of water. Now Infosys, its new consulting and technology partner, is helping the water utility make the most of every drop of data as well. Anglian Water is working with Infosys to transform its knowledge management systems as part of a data management overhaul to improve employee and customer communications and collaboration.

Infosys has designed and deployed a new Enterprise Content Management system that will improve workflow management by ensuring staff access to up-to-date information and removing duplication of materials. The system will power Anglian Water's intranet portal - Hawk (Harnessing Anglian Water Knowledge) - in addition to supporting the creation of reliable reports and submissions for the water industry's regulators. By integrating structured and unstructured data sources into one user-friendly portal, Anglian Water will have a unified view of information and be able to respond faster to business and customer needs.

The system uses a unique combination of Microsoft SharePoint and Open Text Livelink® technologies, the first implementation of its kind in the UK. Bringing together these complementary tools lets Anglian Water create a new corporate information structure (or taxonomy) to modernize the way its employees store and share information.

For example, it is now possible for field engineers to record, upload and download photos and documents from their laptops directly and in real-time so that a complete and up-to-date record of an incident and associated documents are instantly available companywide.

The program includes making the refreshed Hawk portal available to over 4,500 Anglian Water employees on a variety of devices, and the migration of over one million documents. Anglian Water and Infosys will continue to develop the Hawk system by bringing in additional content and data feeds which will also include social media, GIS and SAP integration.

Richard Boucher, Business Change and Strategy Director at Anglian Water said: "The Enterprise Content Management project is an important step toward our goal of being a frontier performer in our industry, and improving the service we provide our customers. Infosys has combined a thorough understanding of our industry with the technical skills and user experience design to build a system that creates a new way of working. It makes our business more efficient by giving our people corporate information they need at their fingertips. We're really excited to have this new platform and we are already looking at ways we can further benefit from it."

Mukul Gupta, Vice President and Head of Energy, Utility and Services in Europe at Infosys said: "By creating a flexible architecture we have helped Anglian Water focus on running an information management system that meets the needs of their business rather than be dictated by the underlying technology architecture. This will become even more important as unstructured data sources from social media become integrated into the system. While Anglian Water aims to make to most of every drop of water, we will help them make the most of every drop of data."

The project has been selected as an IT Initiative of the Year finalist in the [Utility Week Achievement Awards, 2012](#).

About Anglian Water

Anglian Water supplies water and wastewater services to more than six million domestic and business customers in the east of England. We look after 20% more people than we did 20 years ago, but we still supply just the same amount of water today as we did in 1990 – almost 1.2 billion litres every single day. That's because we've invested heavily in improving our network, and because we've helped our customers become more water efficient.

Our huge region stretches from the Humber north of Grimsby to the Thames estuary in the south, and from Buckinghamshire in the west to Lowestoft on the east coast. Our 112,833 km of water and wastewater pipes could take us a quarter of the way to the moon. They supply and transport water across an area of 27,500 square km – geographically the largest area covered by any water company in England and Wales. Because of the size of our region, we operate 1,257 water and wastewater treatment works. This is around a quarter of all those in England and Wales.

Our region is one of the driest regions in the country, with an average of just 600 millimetres of rain falling each year – a third less than the rest of England. Approximately one quarter of the area we serve is below sea level. This means we have to be aware of the risk of flooding, as well as the threats posed by a shortage of water.

About Infosys

Infosys partners with global enterprises to drive their innovation-led growth. That's why Forbes ranked Infosys 19th 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 and see how Infosys (NYSE: INFY), with its 150,000+ people, is Building Tomorrow's Enterprise® today.

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 December 31, 2011, June 30, 2012 and September 30, 2012. These filings are available at <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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