

Infosys BPO Creates the Process Progression Model™ to Improve Business Outcomes for Clients

Bangalore – February 27, 2014: Infosys BPO, a subsidiary of Infosys, today unveiled its Process Progression Model™ (PPM), a holistic and innovative framework to accelerate optimization and end-to-end transformation of business processes.

PPM brings together multiple transformation levers and competencies developed by Infosys, to help clients progress their business processes in a phased way and maximize efficiency and effectiveness of each process. The new framework maps the progress of each process against pre-defined client-centric benchmarks to deliver enhanced value and improved business outcomes for clients.

Highlights

- PPM improves service delivery by bringing together the combined strengths of a proficient workforce with deep domain expertise, superior knowledge management, enhanced automation, and assured monitoring of risk and compliance parameters.
- The model provides a comprehensive and transparent assessment of current process maturity at a location level and outlines a clear roadmap for achieving the next phase of improved business results.
- The new model will be deployed across the entire life cycle of a client engagement. It will enable enterprises to respond quickly to business challenges and opportunities.
- PPM is customized to suit specific needs of client enterprises and offers a unified view of the health and business transformation value delivered to the client.

Quotes

Gautam Thakkar, Chief Executive Officer and Managing Director, Infosys BPO:

“In today’s business environment, service providers are expected to significantly transform business processes and enhance organizational performance. The Process Progression Model™ serves as a key differentiator for Infosys BPO by providing a clear roadmap to enhance our clients’ global business operations. Honed through years of practitioner consulting experience, it helps us to work collaboratively with clients and amplify process efficiency and effectiveness. We will continue to invest in our capabilities to drive innovation and optimization for our clients.”

Charles Sutherland, EVP Research, HfS Research:

“The deployment of PPM provides Infosys BPO with an advanced methodology enabling the enhanced delivery of mature processes and solutions to clients. The holistic model provides flexibility and transparency, and integrates important objectives such as technology automation and business value delivery, thus serving as a key differentiator for Infosys BPO. It is also a valuable tool for the company to document the delivery of operational value and business outcomes for clients on an ongoing basis. It is a progressive model enabling end-to-end transformation, to provide significant and measurable business benefits to clients.”

Additional resource

[Infosys BPO Process Progression Model™ \(PPM\)](#)

About Infosys

Infosys is a global leader in consulting, technology and outsourcing solutions. We enable clients, in more than 30 countries, to stay a step ahead of emerging business trends and outperform the competition. We help them transform and thrive in a changing world by co-

creating breakthrough solutions that combine strategic insights and execution excellence. Visit www.infosys.com to see how Infosys (NYSE: INFY), with \$7.4B in annual revenues and 158,000+ employees, is Building Tomorrow's Enterprise® today.

About Infosys BPO

Infosys BPO Ltd. (www.infosysbpo.com), the business process outsourcing subsidiary of Infosys Ltd., 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, on-going productivity improvements, and process reengineering. Infosys BPO operates in India, Poland, the Czech Republic, the Netherlands, South Africa, Brazil, Mexico, Costa Rica, the United States, China, the Philippines, Japan and Australia, and as of December 31, 2013, employed 27,894 people. It closed FY 2012-13 with revenues of \$583.1 million.

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, 2013 and on Form 6-K for the quarter ended December 31, 2013. These filings are available at 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 unless it is required by law.

For more information, please contact:

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