

Banks Using Infosys Finacle See Reduction in Average Transaction Cost by Over 35 Percent, Shows Independent Customer Survey

Bangalore – April 4, 2014: The latest [Infosys Finacle Business Value Articulation survey](#) has revealed that banks using the multichannel functionality of Finacle core banking solution have reduced average transaction costs across channels by over 35 percent. The survey also showed that Finacle helped to reduce the effort to roll out innovative products and services by an average of 37 percent and create new revenue streams for banks.

These were some of the key insights drawn from responses of 52 banks, which evaluated Finacle's impact on six business areas – growth, operational efficiency, architecture simplicity, agility, compliance, and customer relationship management. Feedback Business Consulting, an independent research agency, conducted the survey in 2013.

Key findings of the survey

- Banks running on Finacle have realized an average 11.5 percent return on investment and average increase in return on assets of over 25 percent¹
- Banks witnessed an average 11 percent increase in revenue earned from higher fees post implementation of Finacle and an average increase in profit on capital by 19 percent¹
- Finacle's advanced and scalable architecture has resulted in an average improvement of over 40 percent in time taken to execute customer transactions
- Banks using Finacle have also seen an average increase in assets of over 30 percent in the review period compared to the previous year¹
- More than 90 percent of the banks surveyed acknowledged Finacle's role in improving management of customer expectations. Banks deploying Finacle enjoyed an average reduction of 19 percent in customer complaints

Quotes

Dennis C. Bancod, Senior EVP & Head – IT Shared Services & Operating Groups, RCBC, Philippines

"Infosys is our strategic partner. With Finacle, we are able to bring products to market three times faster and provide a wider set of integrated products and services for our customers. It has also been instrumental in helping us achieve a 400 percent increase in the average numbers of new customers each month. Turnaround time for operational reporting has been cut in half, while relationship manager's sales effectiveness has improved by 40 percent."

Aruna Rao, Executive Vice President & Group Chief Technology Officer, Kotak Mahindra Group

"Our experience with the Finacle core banking solution has seen increase in new sales, cross sales and fee income since its adoption. Internal analysis indicates a 44 percent increase in the number of accounts added in the quarter succeeding Finacle implementation, compared to the quarter preceding it. Our customers have also provided positive feedback, specifically in terms of processing time at branches and their experience on the internet banking solution."

Haragopal M, Senior Vice President and Global Head – Finacle, Infosys

"It is heartening to see our clients realize and articulate the significant business benefits delivered by Finacle. The fact that this benefit was seen by our key customers across critical business metrics of cost to income ratio, customer acquisition growth rates, cross-sell success ratios, and returns on deployed assets, is extremely important to us."

¹Based on bank specific data published in *The Banker*, issues dated July 2012 and July 2013

Additional resources

- More information on the [Finacle Business Value Articulation survey](#), including detailed case studies
- [Read more about Finacle 11E](#)
- [Finacle positioned as a leader in core banking by Gartner](#)

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.

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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.

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