# Toshiba America Information Systems, Inc. Improves Customer Operations and Centralizes IT Services with Infosys

Infosys' Rapid, Consulting-centric Approach Deploys Oracle E-Business Suite Across Four Toshiba Divisions

**Fremont, Calif., January 23, 2007 -** Seeking to improve customer operations while moving to a global shared service center model for IT services, Toshiba America Information Systems, Inc. (TAIS), has successfully partnered with Infosys Technologies (NASDAQ: INFY), a world leader in consulting and information technology services, to deploy the Oracle E-Business Suite, Infosys announced today.

TAIS, the subsidiary of Toshiba America Inc. that provides mobile products and solutions, telecommunications, imaging and storage products and services, leveraged Infosys' Global Delivery Model (GDM), and deep knowledge of the consumer electronics industry and of the Oracle E-Business Suite to successfully deploy the Oracle solution across four TAIS divisions on-time and on-budget. The implementation will help TAIS dramatically improve its business, by automating best practices across the organization and giving TAIS employees timely access to company data.

The TAIS-Infosys team successfully met strict budgetary constraints and tight go-live deadlines in every instance. By partnering with Infosys on this Oracle implementation and utilizing the company's expertise in managing large scale business transformation projects, TAIS was able to go-live in less than two years and has met its goal of a 95% compliance rate of its business units using standard Oracle functionality.

Toshiba attributes the successful Oracle implementation to a truly unified team of TAIS and Infosys leadership. The company cited Infosys' industry knowledge and cost-effective and reliable business and IT consulting as being instrumental to providing Toshiba with the flexibility, scalability, and adaptability that are critical to its future growth.

# **Better Customer Operations**

Infosys helped TAIS fully automate its order and financial management processes into an end-to-end, order-to-cash business flow. Using Oracle's software, Toshiba has streamlined some of its most complex processes, including overseas drop shipment, order processing for electronic orders, dealer business, and bundle business.

Additionally, Infosys' seamless integration of Oracle software within the complete procure-to-pay business process has helped TAIS create efficiencies and streamline its purchase and payment cycles. TAIS now has a greatly improved purchase requisition preparation cycle and a shortened payment approval cycle, helping drive faster and better customer operations.

# A Foundation for Centralized IT Services

In addition to providing products and services to the US market, TAIS is also leading an IT shared services initiative within the Toshiba Companies in North America, in an effort to better leverage IT investments and streamline support processes.

Infosys utilized synergies from multiple teams at onsite, offsite, and offshore locations, helping to build a strong foundation for centralized IT services. TAIS is now able to promote best practices and increase service levels within Toshiba Companies in North America.





"We are committed to enhancing our clients' competitive advantage and customer experience, by improving operational excellence and allowing for higher working capital efficiency, " said Chris Meneze, vice president, Infosys High Tech and Discrete Manufacturing Business Unit. "Through this comprehensive Oracle engagement which leverages Infosys' Global Delivery Model (GDM), its consumer electronics expertise, and proven capabilities in managing large scale business transformation projects, Toshiba sets a leading trend for the high tech industry on how to improve customer operations at a lower IT cost."

## About Infosys Technologies Ltd.

Infosys (NASDAQ: INFY) defines, designs and delivers IT-enabled business solutions that help Global 2000 companies win in a flat world. These solutions focus on providing strategic differentiation and operational superiority to clients. With Infosys, clients are assured of a transparent business partner, world-class processes, speed of execution and the power to stretch their IT budget by leveraging the Global Delivery Model that Infosys pioneered. Infosys has over 69,000 employees in over 39 offices worldwide. Infosys is part of the NASDAQ-100 Index. For more information, visit <u>www.infosys.com</u>

## Safe Harbor

Statements in connection with this release may include forward-looking statements within the meaning of US Securities laws intended to qualify for the "safe harbor" under the Private Securities Litigation Reform Act. These forward-looking statements are subject to risks and uncertainties including those described in our SEC filings available at www.sec.gov including our Annual Report on Form 20-F for the year ended March 31 2006, our quarterly reports on Form 6-K for the quarters ended June 30 and September 30, 2006, and other recent filings, and actual results may differ materially from those projected by forward-looking statements. We may make additional written and oral forward-looking statements but do not undertake and disclaim any obligation to update them.

### For further information please contact:

North America Peter McLaughlin Infosys Technologies Ltd, US Phone: 213 268-9363 Peter McLaughlin

## Australia

Roger Langsdon Infosys Technologies Australia Phone: 61 417 376 433 Roger Langsdon Asia Pacific / EMEA Bani Paintal Dhawan Infosys Technologies, India Phone: 080 2852 2408 Bani Paintal Dhawan