

## INFOSYS BPM IN A NUTSHELL



### We are collaborative, innovative, and proven

Infosys BPM is an end-to-end transformative services provider, addressing your business challenges through our integrated IT and business process management solutions approach. As your trusted transformation partner, we unlock business value across industries and service lines and enable you to achieve your cost reduction objectives, improve process efficiencies, enhance effectiveness, and deliver superior customer experience.

#### Fast facts\*

**212** clients

**32** delivery centers  
across **16** countries

**43300+** employees  
across **100+** nationalities

\*as on Mar 31st, 2020

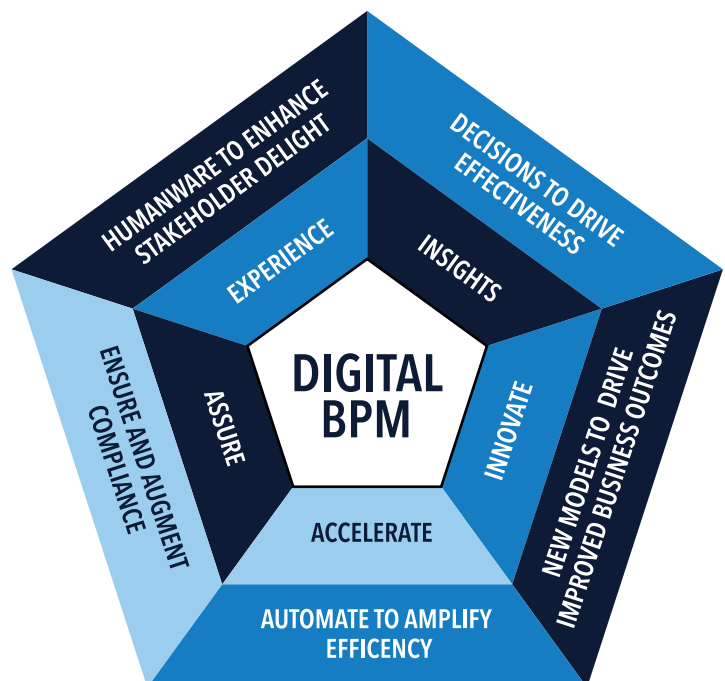


## Infosys BPM Digital Pentagon

We offer end-to-end transformative Digital BPM services. We have journeyed through the table-stakes of effectiveness and efficiency and are now increasingly focused towards enhancing stakeholder experience and empathy, to catalyze and co-create enhanced business value.

We drive the digital journey for our clients using 5 key facets:

- Deliver actionable **Insights** through advanced analytics, big data, reporting and visualization services, and AI led services such MDM and point solutions
- **Innovate** to enhance effectiveness through our vertical platforms, IoT, and digital product engineering such as BPaaS solutions and point solutions
- **Accelerate** the digital experience through RPA, cloud migration, legacy modernization, and digital system integration
- **Assure** compliance through services such as cyber security monitoring, business risk and GDPR monitoring
- Redefine end-user **Experience** through digital CX, tech-enablement, point solutions, and digital studio services



## Simplifying complex processes

- Trade funds management in consumer packaged goods (CPG)
- Claims adjudication in healthcare
- SOX testing and compliance in financial services
- Engineering support in the heavy engineering and construction business

## Enhancing value with tangible outcomes

- Over **\$100 million** delivered as value to a major consumer products manufacturer
- Over **\$38 million** savings for a leading consumer electronics manufacturer through transformation projects
- Reduced approximately **35%** total cost of ownership for a large US retailer
- Increased free cash flow of **\$21.5 million** for a Fortune 100 insurer

## Creating impact across

**Services Lines** - Finance & Accounting, Sourcing & Procurement, Sales & Fulfilment, Customer Service, Human Resource Outsourcing, Legal Process Management, Digital Interactive Services, Robotics Process Automation, Business Transformation Services, & BPM Analytics

**Industries** - Manufacturing, Retail, CPG & Logistics, Financial Services, Healthcare, Insurance, Life Sciences, Services, OEMs, Utilities & Energy, Resources, Communications, Media & Entertainment

## Catalyzing transformation

Our **Process Progression Model™ (PPM)** is a holistic model to transform business processes of our clients. PPM is woven into our operations and helps clients seamlessly traverse the stages of operate, optimize, and transform across business cycles. This enables them to fast-track their readiness for today's realities and tomorrow's opportunities.

Our PPM journey traverses the path from 'noiseless processes' through 'process excellence' to delivering 'business outcomes'.

## Industry recognitions

- "Winner's Circle" in HFS Industry Blueprint Report on Telecommunications Operations 2018, HFS Research
- Named a Leader in Everest Group Procurement Outsourcing (PO) BPO - Service Provider Landscape with Services Peak Matrix™ Assessment 2018, Everest Group
- "Winner's Circle" in HFS Blueprint Report on Smart Analytics 2018, HFS Research
- Named as a Leader in Magic Quadrant for Life Insurance Policy Administration Systems, North America, Richard Natale, 22nd August 2018, Gartner, Inc.\*



### Winning partnerships

- GSA UK Excellence in Partnership Award 2018, 2019 with BT-EE
- NASSCOM Customer Service Excellence Award 2019 in the Process Efficiency category
- SSON Orlando Creative Talent Management Impact Award 2019 with T-Mobile US
- SSON Australia Excellence Awards 2016, 2015 with Rio Tinto

**Monique Alder**  
Operations Director,  
Brit Insurance

"We found that Infosys would be the partner that would be able to take us on the journey into the future and we saw a partnership there that would really help us... Over the journey of the last two years that faith in Infosys has been borne out."

**Claire Barber**  
Chief Digital  
Officer, Spark NZ

"I'd like to say a massive thank you for all your immense hard work and dedication – we couldn't have done this without you."

**Rogier van Wijk**  
CFO - Europe, TP Vision

"..We rely on their internal expertise to help us solve cases and give directions and help us set, direct us within the group. They are very responsive to our needs... The partnership has absolutely delivered on expectations."

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