

Infosys Sales and Fulfillment (S&F) Practice

The Infosys BPO Sales & Fulfillment (S&F) Practice provides flat world solutions which truly impact a clients' top-line through sales support processes that accelerates revenue enhancement, and cost containment by impacting Cost of Goods Sold (COGS) in the fulfillment and supply chain side of the business. The offering is unique in its ability to impact cost of revenue and not just the General & Administration (G&A) aspect of the Profit & Loss (P&L). More importantly, this service allows clients to leverage outsourcing to impact key revenue metrics such as revenue enhancement, revenue assurance and revenue recognition.

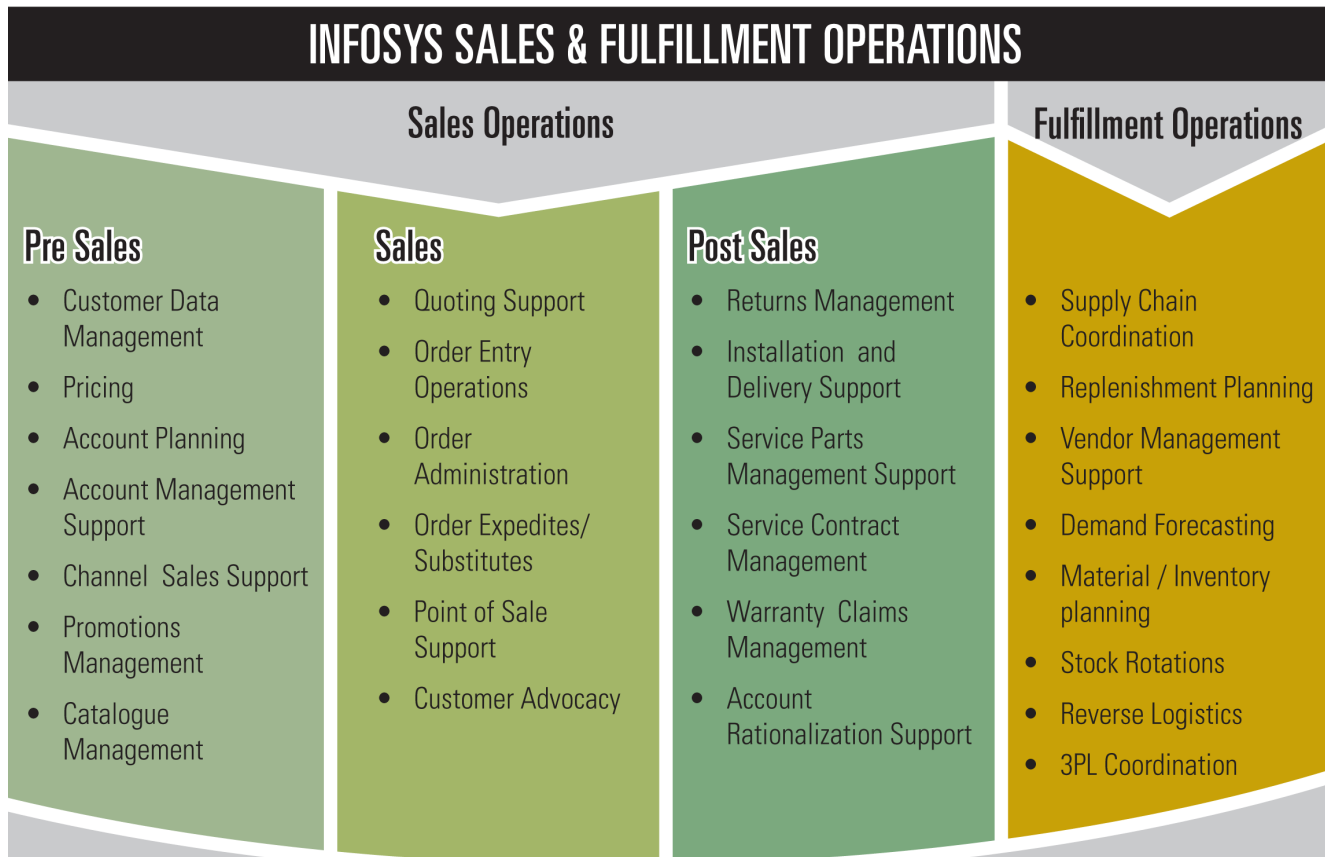
Infosys Sales and Fulfillment Offerings

The Infosys Sales & Fulfillment (S&F) bouquet of services seeks to provide solutions to organizations looking to add an impetus to their sales team while leveraging the significant advantages of a global fulfillment base.

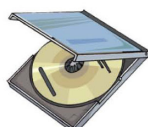





The Infosys Sales Support suite of services, essentially seeks to reduce the amount of time spent by sales team in non value adding administrative tasks thereby freeing up time and enhancing revenue productivity. The suite of services includes Lead Qualification, Customer Profiling, Quoting, Pricing, Service Revenue Assurance and Channel Partner Support.

Fulfillment services include a suite of offerings designed to optimize and bring efficiency to the supply chain operations of an organization, primarily focused on the Manufacturing, Technology, Retail/CPG, Telecom and Media/publishing businesses. The suite of services include Demand Planning, Replenishment Planning, Inventory Management, Stock Rotations, Fulfillment Support (expedites/substitution), Shipping & Logistics Support and Reverse Logistics.

Infosys Sales and Fulfillment Value Proposition



Our value proposition is the delivery of value enhancing business metrics, through the support of core sales & fulfillment processes by a suite of tools and enablers; building enhanced process efficiency & reliability - a must for crucial sales & fulfillment related processes. Our vertical industry specific point solutions include:

 <p>Hi-Tech/Software</p> <ul style="list-style-type: none"> • Pricing & licensing management • Master data management • Entitlement validation & contract revenue assurance 	<p>Retail/CPG</p> <ul style="list-style-type: none"> • Distributed Order management • Distribution planning • Route planning • Returns management 
<p>Manufacturing</p> <ul style="list-style-type: none"> • Reverse logistics & repairs management • Warranty claim validation • Replenishment planning, demand forecasting & inventory planning 	 <p>CSP/ Telecom</p> <ul style="list-style-type: none"> • Broadband provisioning • Order fall-out management • Listing management for directory services
 <p>Media</p> <ul style="list-style-type: none"> • Advertising & Circulation order management • Traffic management & Sales support • Account management • Media buying 	<p>Energy/Utilities</p> <ul style="list-style-type: none"> • Warranty Management • Gas station replenishment • Field Inventory Management • Order Management – Lubricants 

Infosys Sales and Fulfillment Benefits

The Infosys BPO S&F practice leverages a business transformation and metric driven approach, to build a customized roadmap aimed at achieving business objectives by:

- Helping companies increase revenue through higher order accuracy, faster response time, and guided selling.
- Transforming the sales and fulfillment processes to enhance customer experience, improve service levels, and achieve scale and cost savings.
- Leveraging best practices, leading business processes and benchmarks linked to a maturity model that facilitates identification of areas for improvement, and pre-packaged technology enablers to accelerate deployment.
- Providing automation capabilities for identification and management of exceptions as well as business process standardization.
- Delivering services through a Global Delivery model with delivery centers spread across 11 locations globally.

Infosys Sales and Fulfillment Practice - Delivering results for some of our Marquee Clients

<p>Global Networking Equipments Manufacturer</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">BENEFITS</p>	<ul style="list-style-type: none"> • Reduced Cycle Time by 32% thereby releasing \$72 Million in Working Capital to the client • Reduced Processing Cost by 79% for fax orders and by 51% for EDI (Electronic Data Interchange) Orders
<p>Global Security Solutions Provider</p>		<ul style="list-style-type: none"> • Reduced Cycle time by 35% across multiple processes • Improved Productivity by 35% within 7 months of initiating operations
<p>Leading American Media and Publishing House</p>		<ul style="list-style-type: none"> • Resulted in Cost savings of around 30% • Helped reduce the error rates in advertising order entry

Infosys | Building **Tomorrow's** Enterprise

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About Infosys BPO

Global organizations depend on Infosys BPO Ltd, the business process outsourcing subsidiary of Infosys Ltd (NASDAQ: INFY) to deliver measurable business value. Infosys BPO's strong focus on industry solutions, technology and a consulting based approach has created new engagement models to help clients build tomorrow's enterprise.

For more information about Infosys (NASDAQ:INFY), visit www.infosysbpo.com.