

Infosys® | Finacle  
CONCLAVE 2019  
NOVEMBER 12-14 | DUBAI

# Digital for growth



**SCALE**  
DIGITAL

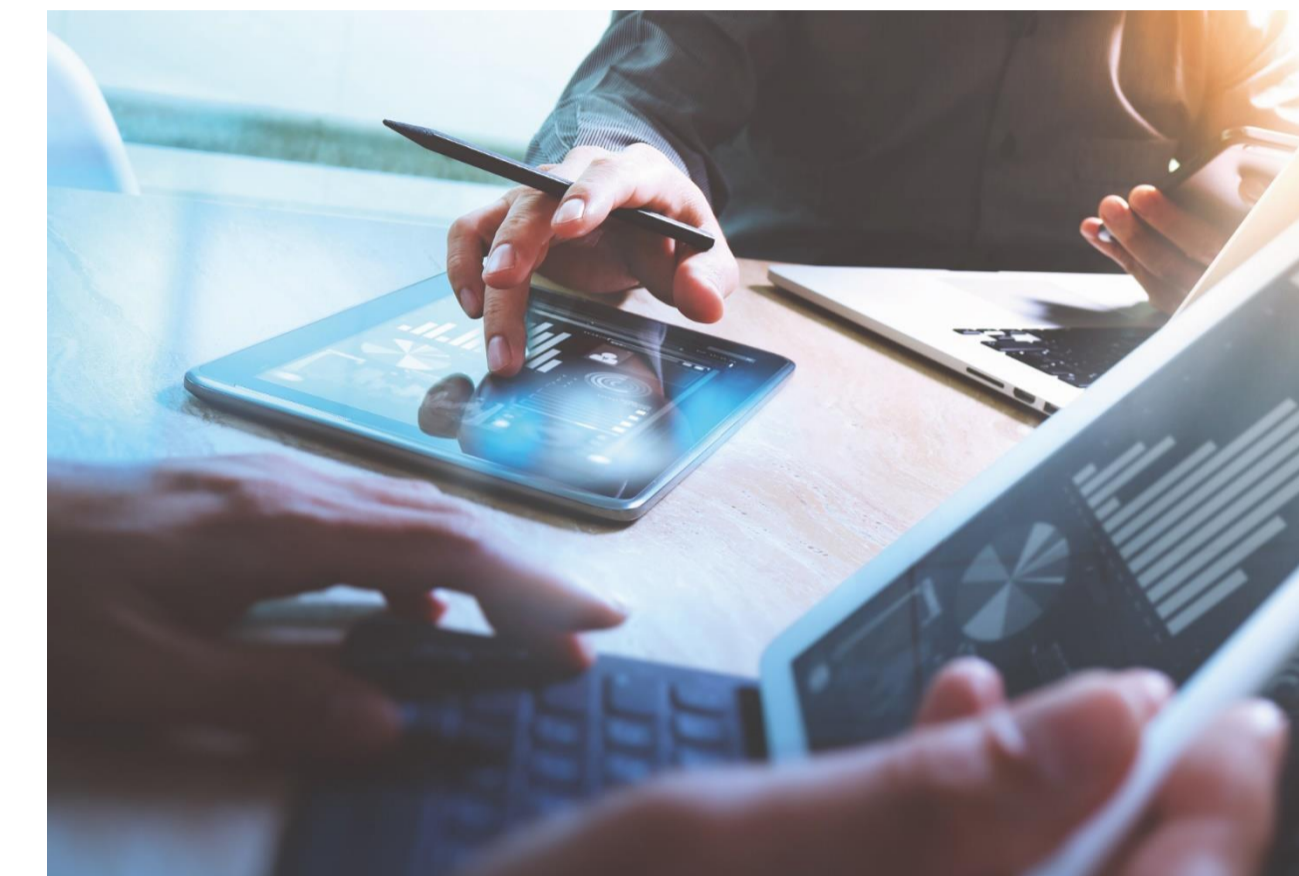
We've had an  
excellent year!  
Thank you for  
your partnership.



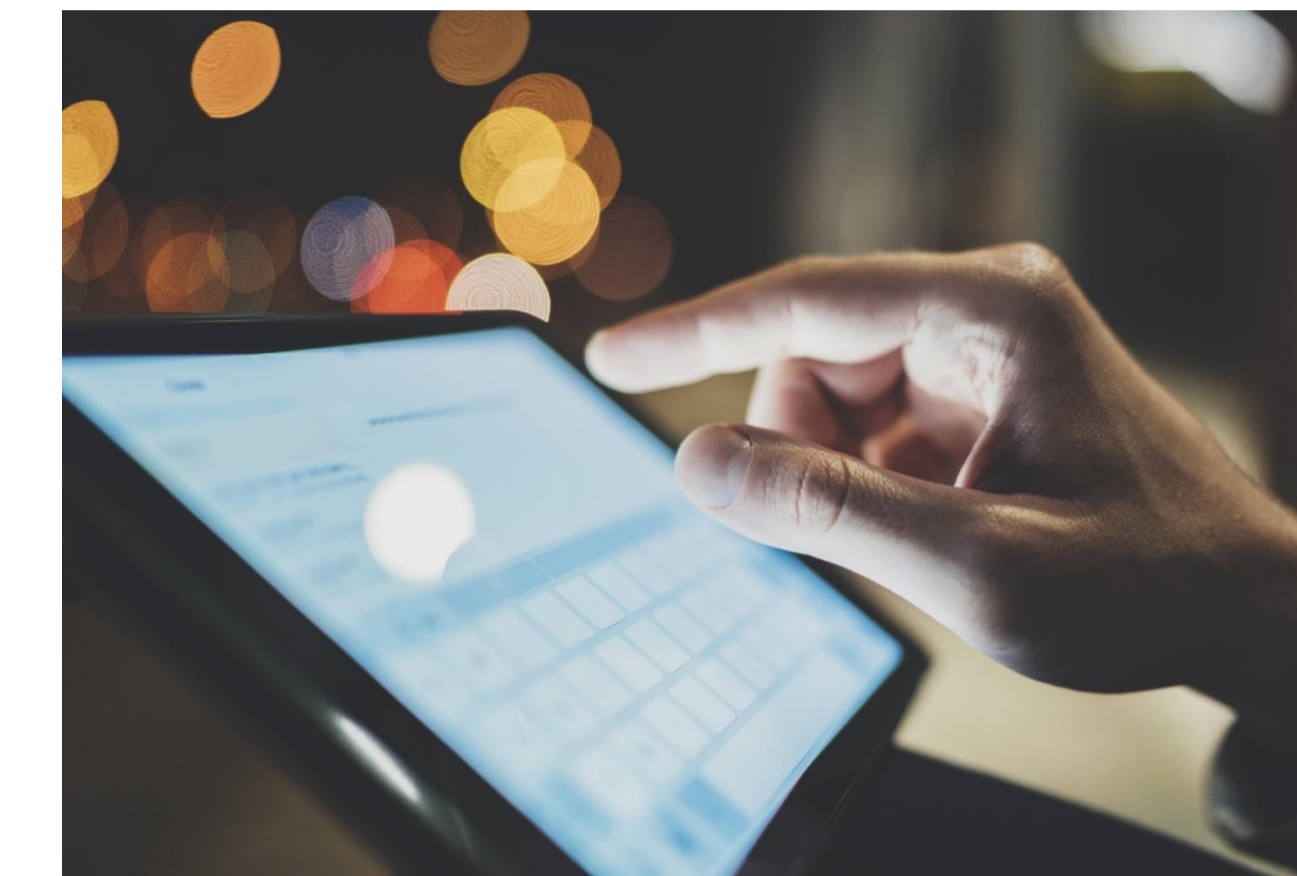
#3 on 2019 Forbes  
*'Global Best Regarded  
Companies'* List



Over USD 12.3 bn as  
LTM revenues



Nearly 32% from  
Financial Services



Over 38% growth in  
digital business

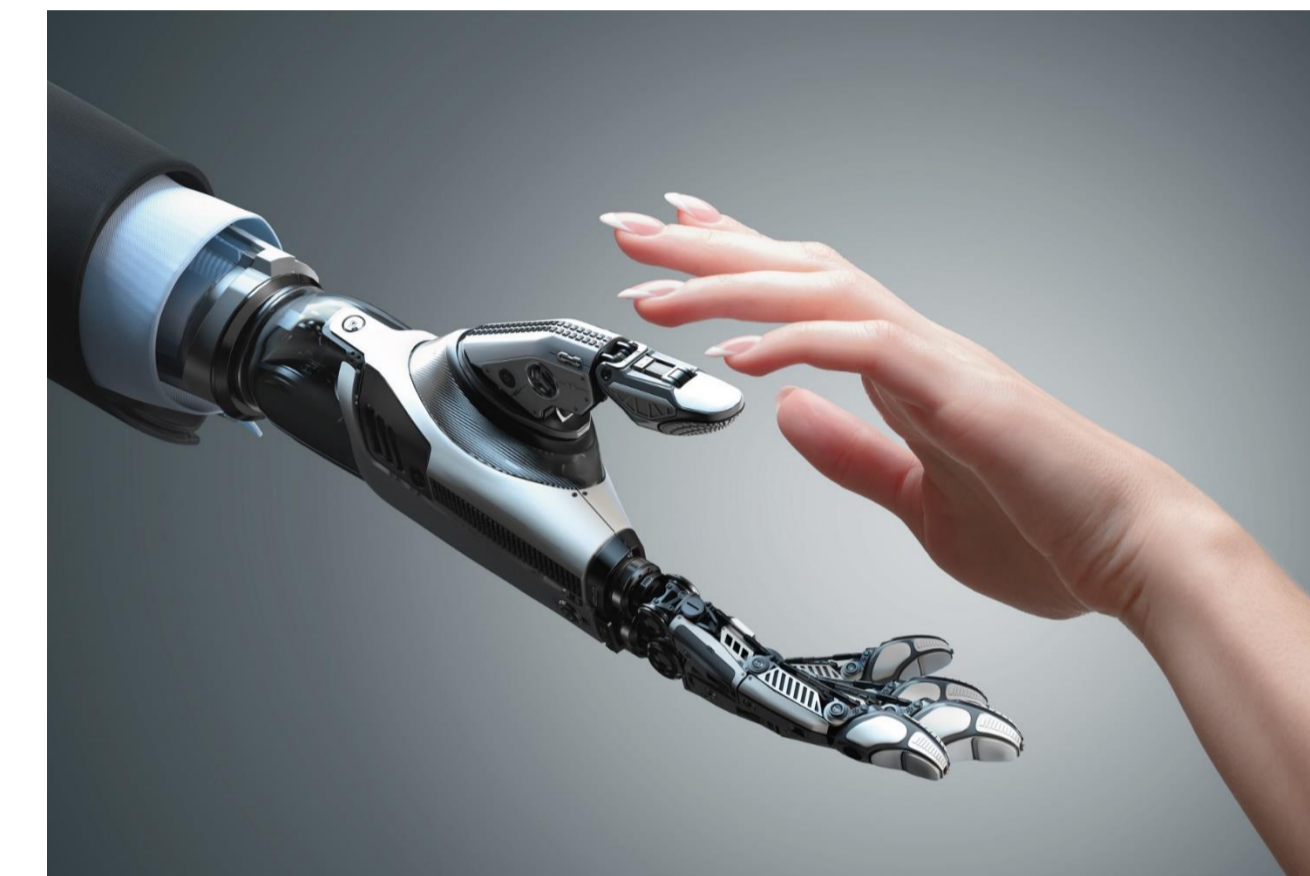
# Digital transformation – Four key focus areas across industries



CX re-imagination



Insights driven enterprise



Ubiquitous automation



Business model transformation

← Cloud – A key business innovation enabler →

1

# CX re- imagination



Connected, empowered,  
demanding and savvy  
customers



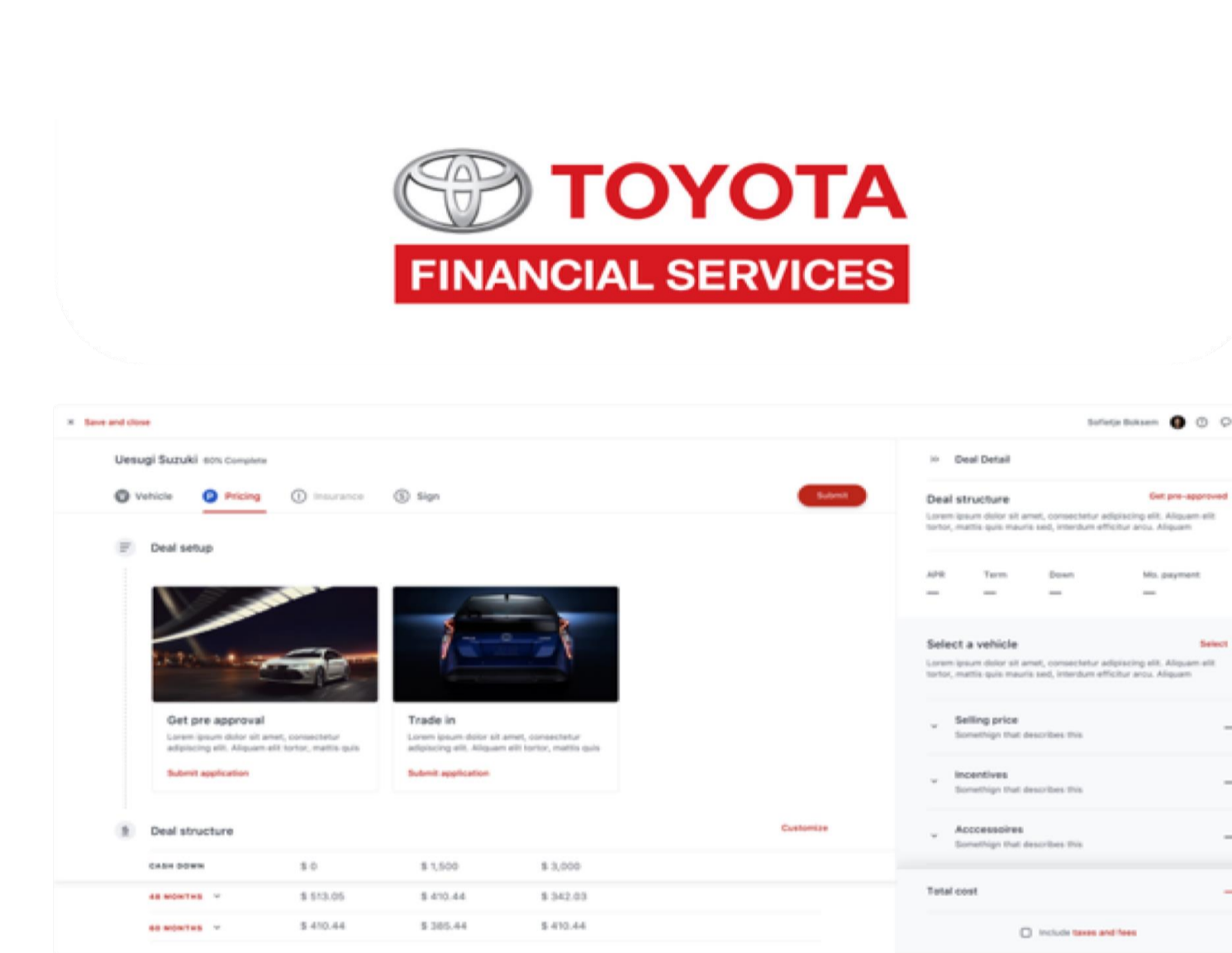
Confluence of modern  
technologies enabling  
new consumption models



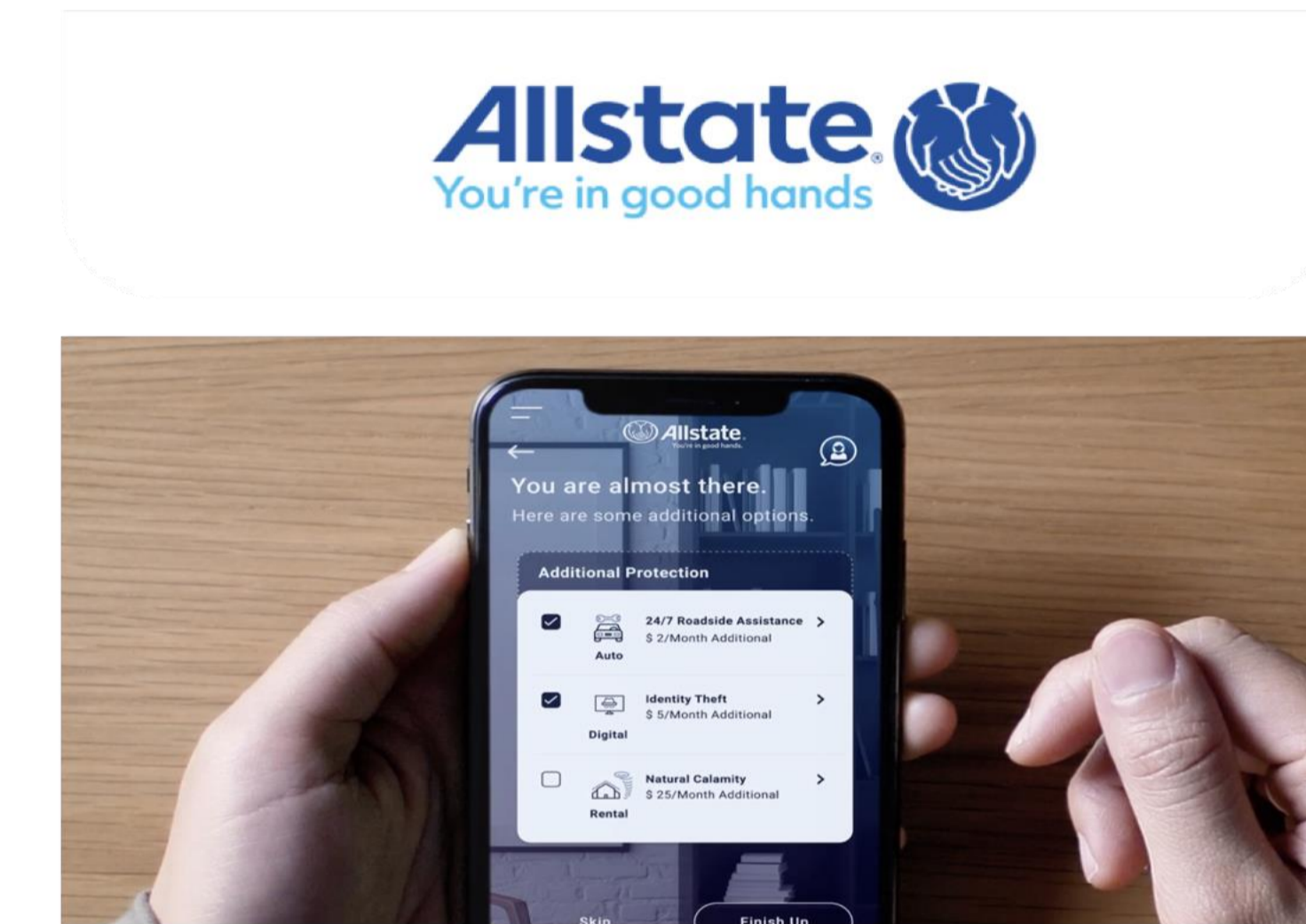
Customer journey  
reimagination starting at  
the point of primary need



# CX re- imagination



Enabling seamless  
digital auto financing  
and education



Enabling automated, frictionless  
shopping of insurance for  
Gen Z and Millennials



Connecting the physical retail  
space to digital experience

2

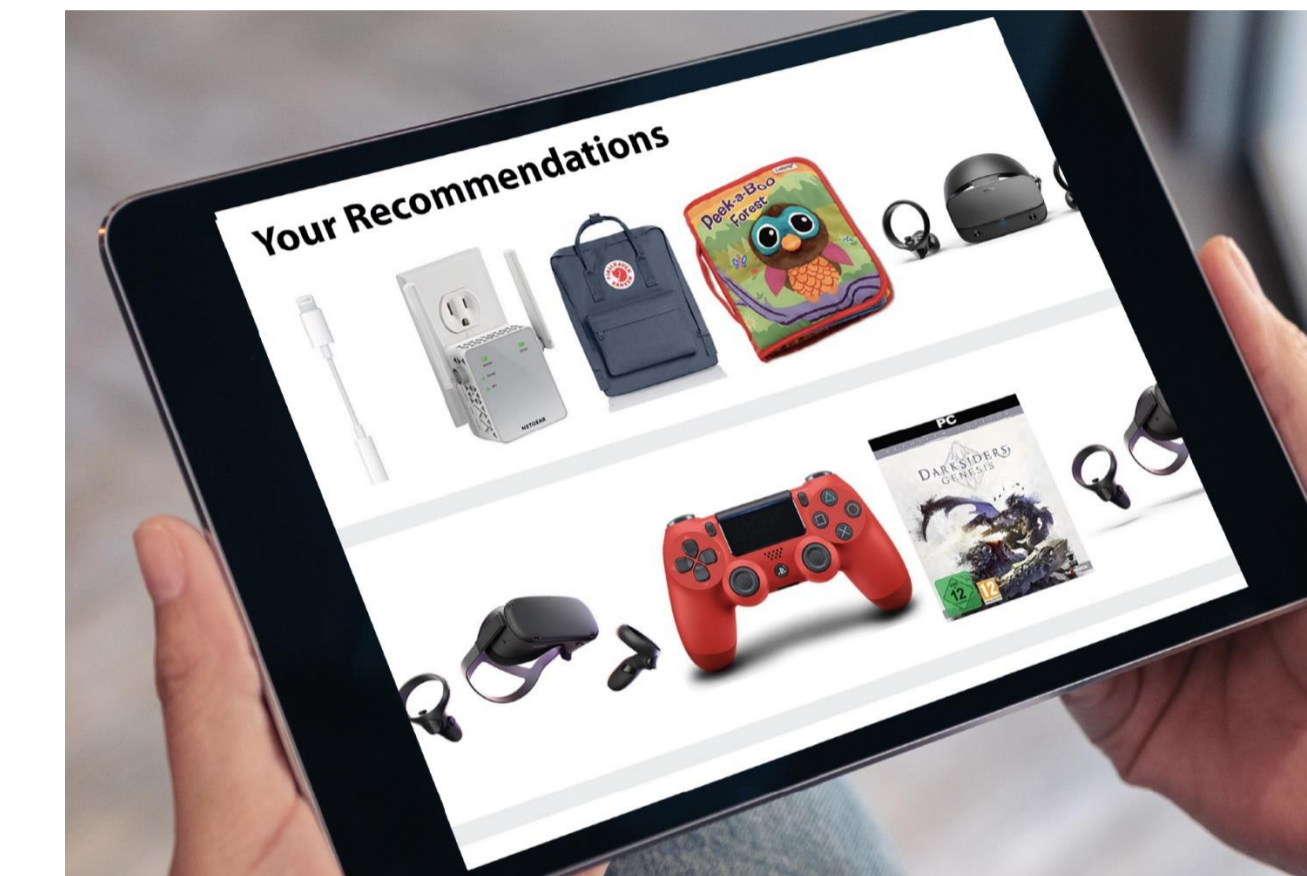
## Insights driven enterprise



Connected people and devices



Personalization at population scale

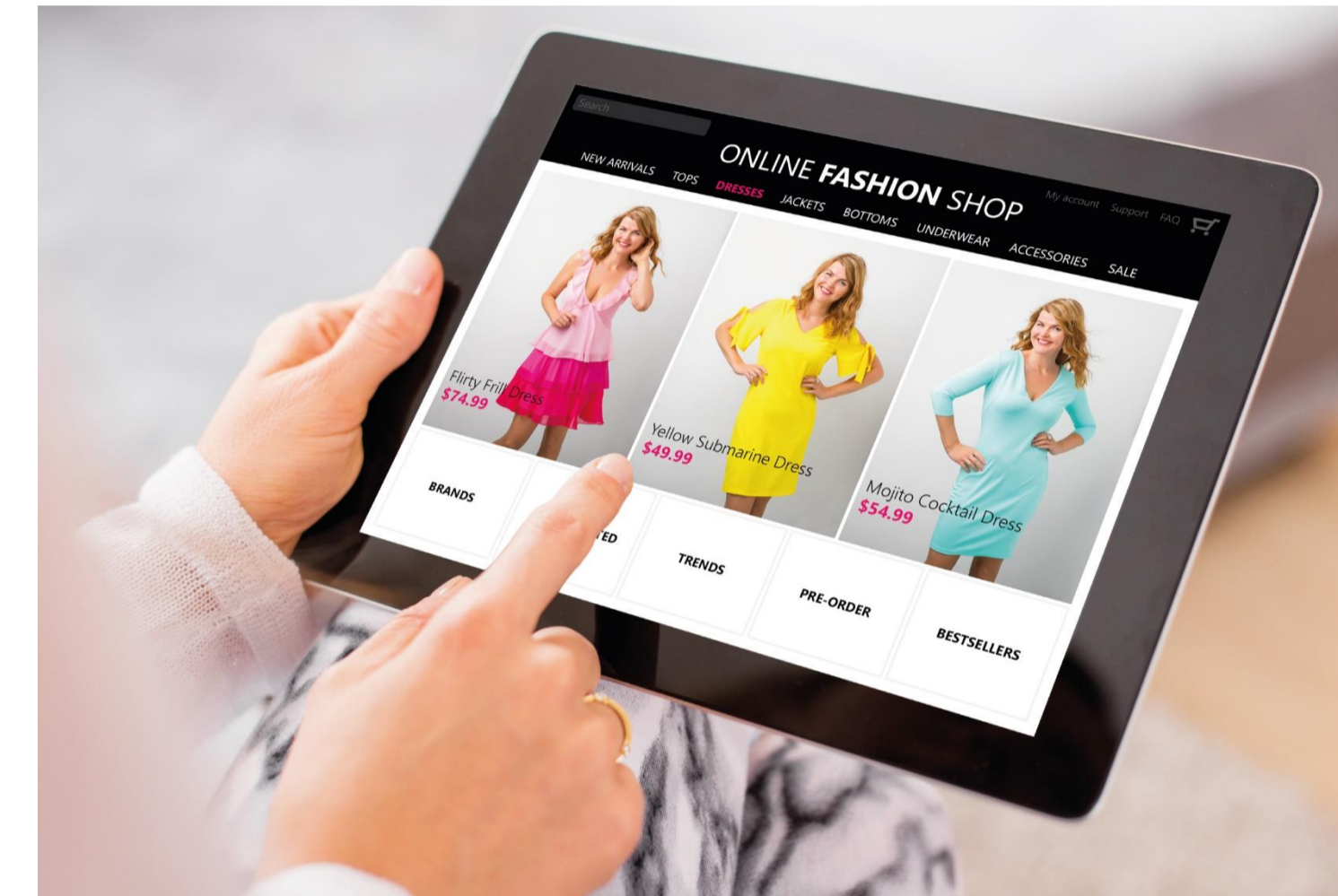


Data-led monetization models



# Insights driven enterprise

## A large fashion retailer



Delivering personalized digital experience for 135M customers through omnichannel data platform

## One of the top 10 global retail bank



Building a next generation data and insights platform. Enabling X/50 on cost, efforts and time



Reimagining the sport for a digital age with data, insights and digital experiences



3

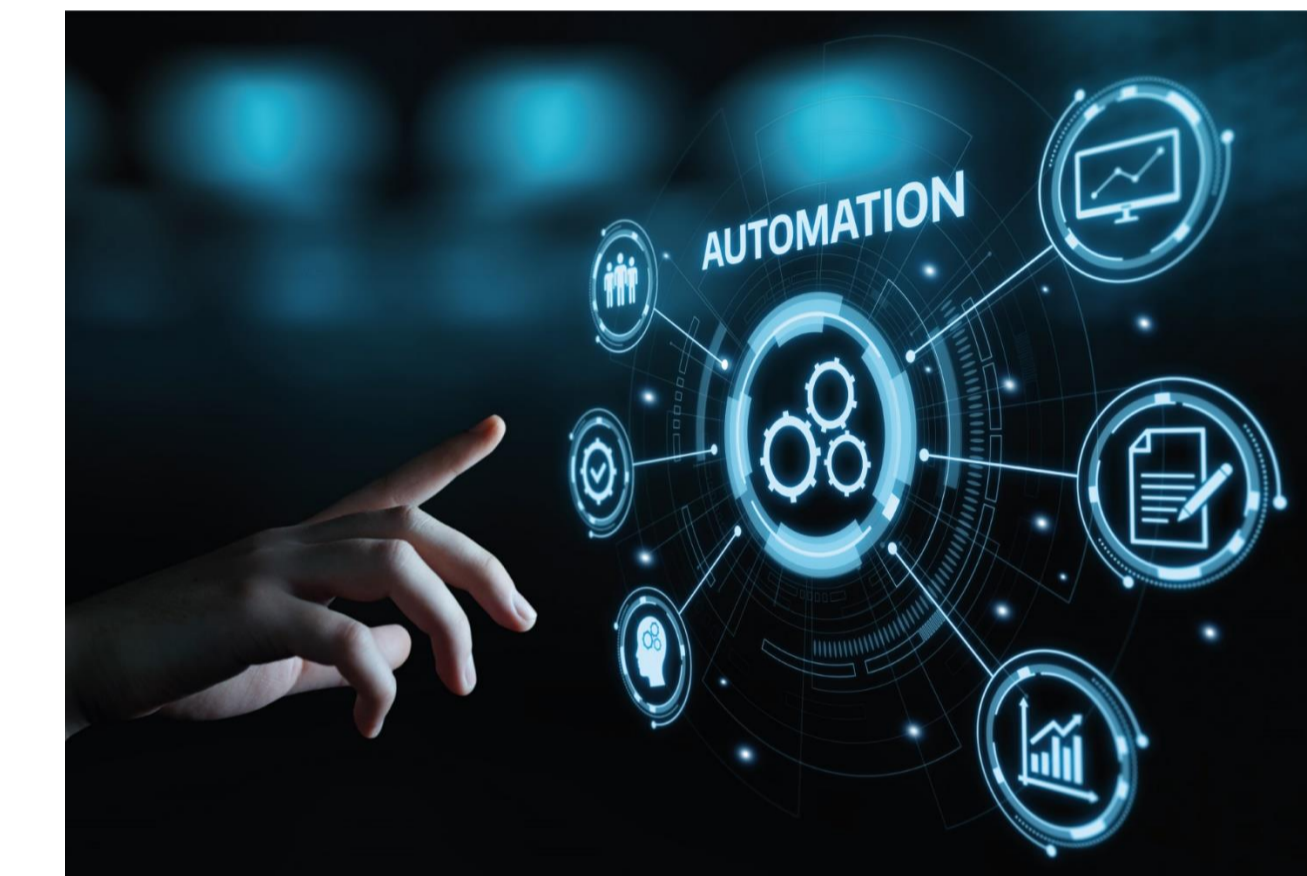
## Ubiquitous automation



Driving Industry 4.0 transformation across enterprises



Opportunity to reimagine operations and related KPI



360 degree automation across customer and employee journeys, and front-to-back office processes

# Ubiquitous automation

## Oil and gas major



### Intelligent automation

40% savings over 3 years

## US-based Fortune 500 Bank



### Business process automation

\$1.2M savings from only one process,  
\$50M savings forecasted in 5 years.

## Japan-based technology conglomerate



### Contracts analysis

\$12M savings from automation and  
reduced legal costs; staff productivity  
increased 9X



4

## Business model transformation



Fragmenting value chains  
leading to platform  
business models



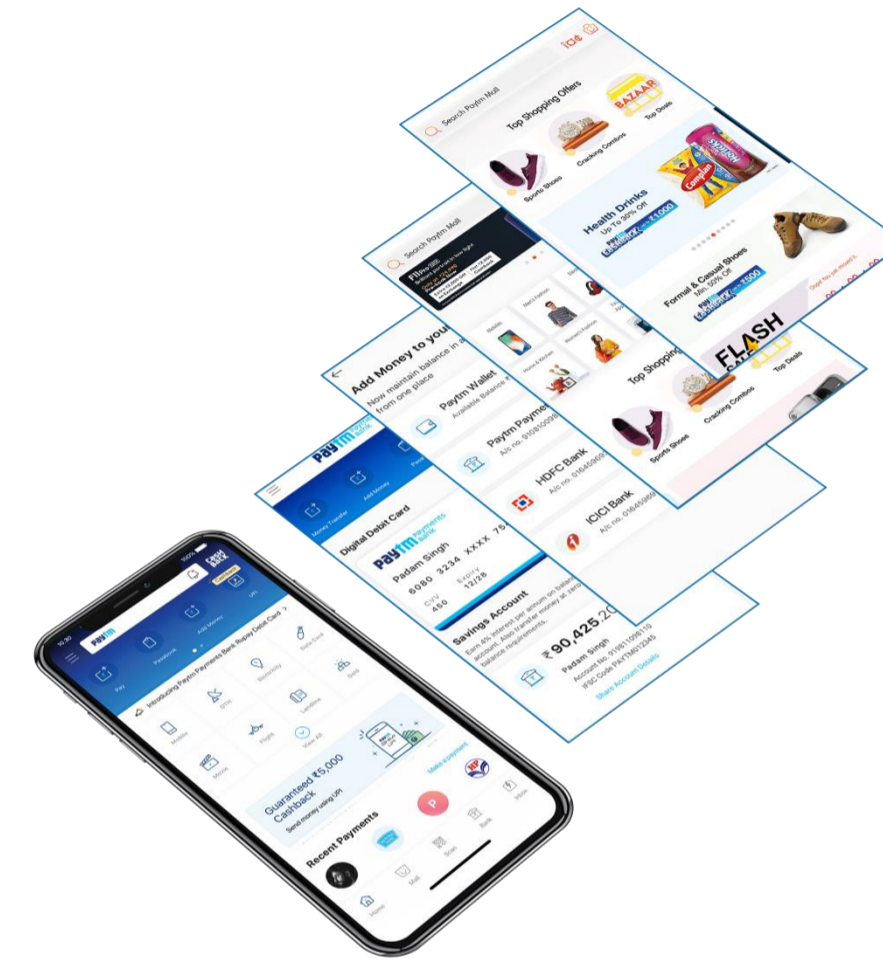
Demand economies of scale  
driving the shift instead of  
traditional supply economies



Scalable interaction model  
leading to ease of entry into  
adjacent spaces

# Business model transformation

## Paytm



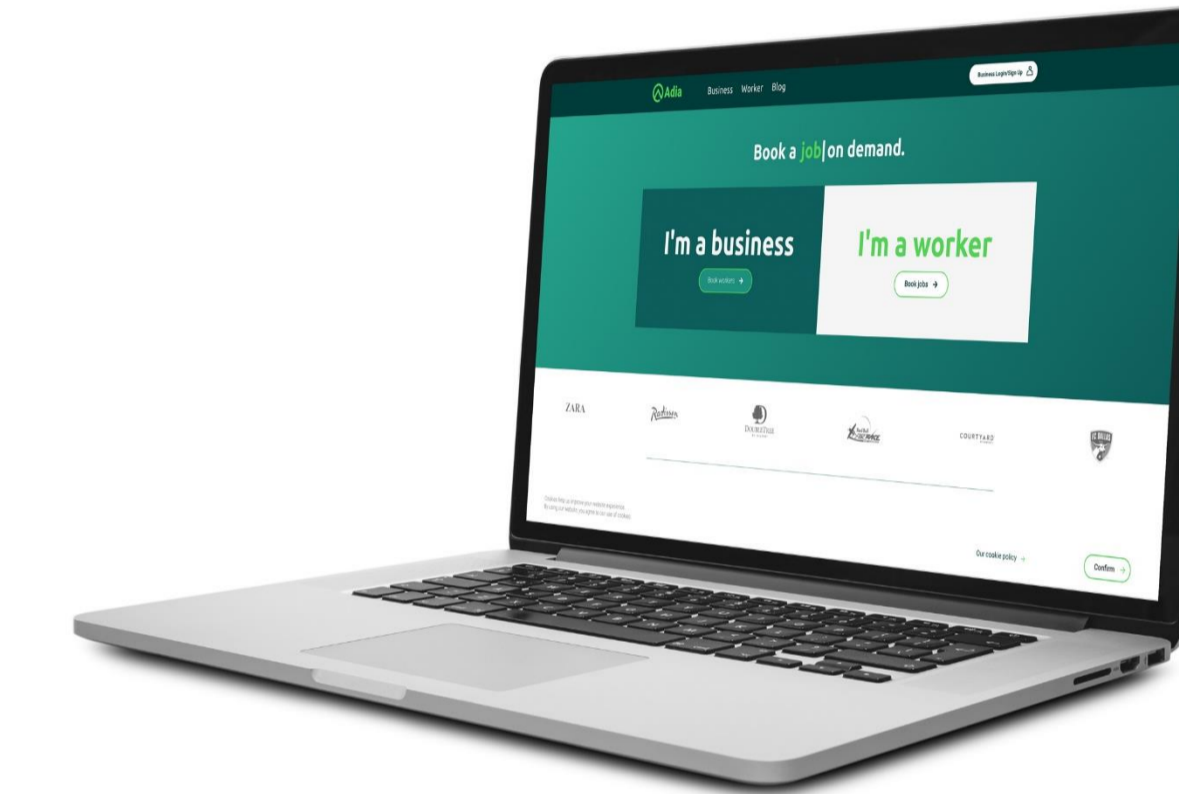
A digital only bank providing unified commerce, financial services, and entertainment on a single platform.

## Marcus by Goldman Sachs



Powering cloud-based, retail banking business for the investment banking leader

## Adia by the Adecco Group



Transforming talent supply and demand management for the digital economy

# Infosys – Enhanced focus on business platforms



# Digitally transforming ourselves

Infy Me

Infy Work

Lex

Stakeholders

Persona

Events

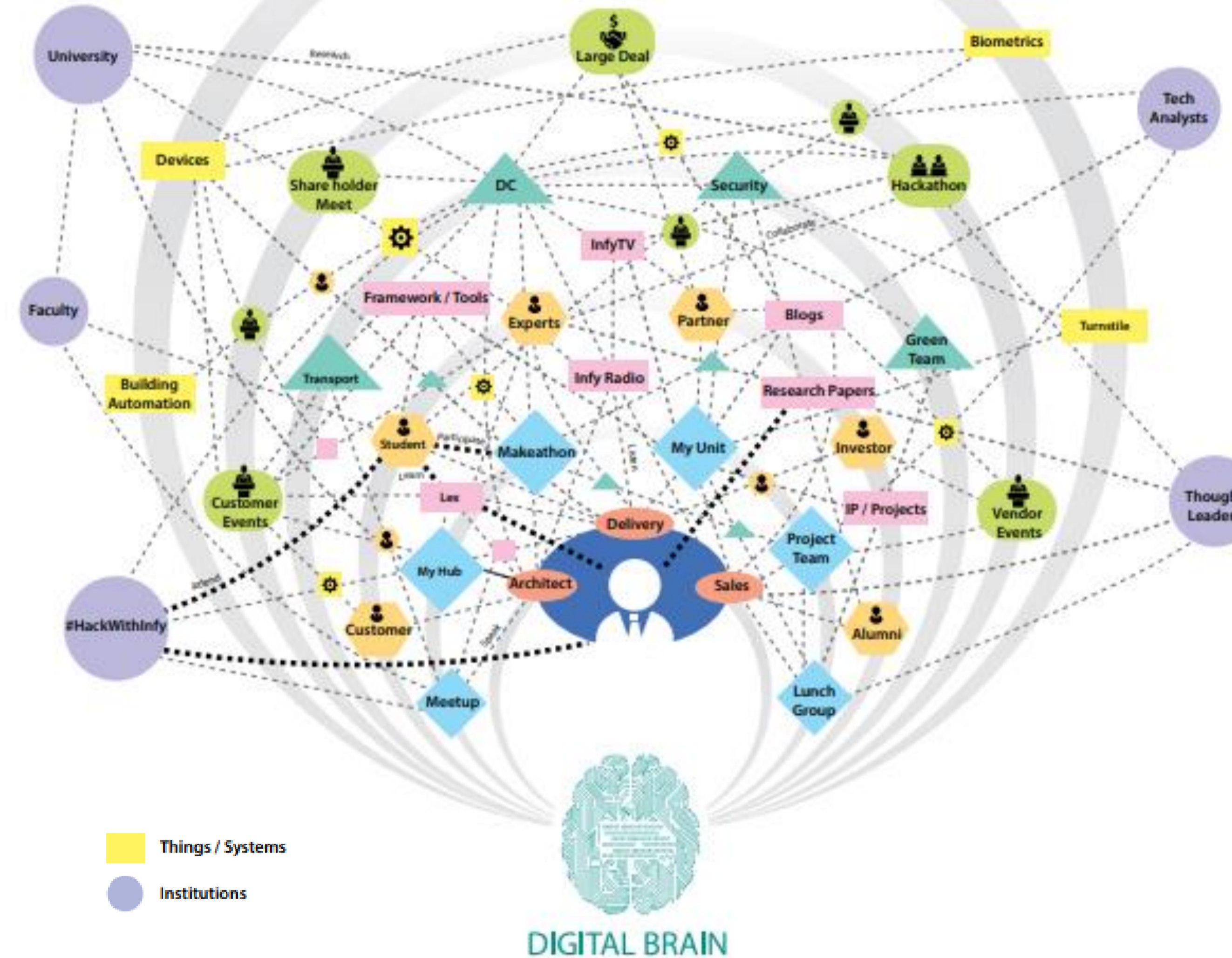
Things / Systems

Content / Knowledge

Groups

Entity

Institutions



- 200,000+ employees on Lex
- 40 min average learning time everyday
- 100,000+ employees are using productivity apps
- 45%+ services availed anytime/anywhere

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with Infosys



# Thank you



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