

TO ALL STOCK EXCHANGES

**BSE LIMITED
NATIONAL STOCK EXCHANGE OF INDIA LIMITED
NEW YORK STOCK EXCHANGE**

April 25, 2023

Dear Sir/Madam,

Sub: Press release

Please find enclosed the press release titled “**Infosys Launches the Live Operations Platform in Collaboration with ServiceNow to Boost Customer Experience for Telecom Providers**”

This information will also be hosted on the Company’s website, at www.infosys.com.

This is for your information and records.

Yours Sincerely,
For **Infosys Limited**

A.G.S. Manikantha
Company Secretary

Encl: As above

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Infosys Launches the Live Operations Platform in Collaboration with ServiceNow to Boost Customer Experience for Telecom Providers

The platform will also help telecom service providers optimize operational cost and meet business KPIs

Bengaluru, India – April 25, 2023: [Infosys](#) (NSE, BSE, NYSE: INFY), a global leader in next-generation digital services and consulting, today announced its collaboration with [ServiceNow](#), a leading digital workflow company, to launch the [Infosys Live Operations](#) platform, aimed at enhancing customer experiences (CX) for telecom providers.

Infosys leveraged ServiceNow technology to build Infosys Live Operations, which seamlessly integrates with legacy and digital environments to simplify business operations by application rationalization and technology stack optimization. As part of [Infosys Cobalt](#), a set of services, solutions, and platforms for enterprises to accelerate their cloud journey, Infosys Live Operations will help telecom service providers reduce time-to-market and make feature-rich products. The platform aims to deliver up to 95 percent improvement in operational efficiency, a 10-20 percent increase in quality of service and experience, and a 40 percent reduction in operational costs.

Narsimha Rao Mannepalli, EVP, Co-head of Delivery and Head – Cloud, Infrastructure and Cybersecurity, Infosys said, “Today, telecom service providers face unique challenges, one of which is commoditization of connectivity. As they look at increasing customer relevance, Infosys Live Operations platform provides a differentiated edge by improving the quality of customer service while simplifying business service operations. Our continued collaboration with ServiceNow has enabled us to work on many enterprise transformation initiatives and has given us the opportunity to not only emerge as a trusted partner but also a leader in the telecom industry. This latest collaboration will work towards a hyperconnected economy and enable us to provide world-class telecom solutions with an accelerated approach towards digital transformation.”

Rohit Batra, Vice President and Head of Telecommunications, Media, and Technology Products at ServiceNow said, “Efficiency and experience are critical for any enterprise to thrive in today’s business environment. Infosys Live Operations platform, powered by ServiceNow, enables telecom service providers with a 360-degree view into customer preference data and insights, which has the potential to increase customer experience and retention. We look forward to our continued collaboration with Infosys in enabling telecom service providers to navigate and succeed in today’s rapidly changing environment.”

Infosys supports BT Group’s work with ServiceNow and has delivered multiple key projects in the past, using a range of different ServiceNow products and capabilities. **Julian Stobbs, Service Insight and Transformation Director, BT Group** said, “We have been undergoing a group-wide transformation to



optimize customer and employee experience. We worked with Infosys to deliver an ambitious ServiceNow platform for BT, to help enterprises optimize their cost and performance. The key focus for us here is to achieve a radical transformation in user experience for network engineers and achieve a close interworking with service desk agents. This journey will not only enable us to be a competitive player but also help migrate our existing customers from legacy platforms to the cloud, delivering efficiency whilst supporting a more compelling customer experience.”

ServiceNow, the ServiceNow logo, Now, Now Platform, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc. in the United States and/or other countries.

About Infosys

Infosys is a global leader in next-generation digital services and consulting. Over 300,000 of our people work to amplify human potential and create the next opportunity for people, businesses and communities. With over four decades of experience in managing the systems and workings of global enterprises, we expertly steer clients, in more than 50 countries, as they navigate their digital transformation powered by the cloud. We enable them with an AI-powered core, empower the business with agile digital at scale and drive continuous improvement with always-on learning through the transfer of digital skills, expertise, and ideas from our innovation ecosystem. We are deeply committed to being a well-governed, environmentally sustainable organization where diverse talent thrives in an inclusive workplace.

Visit www.infosys.com to see how Infosys (NSE, BSE, NYSE: INFY) can help your enterprise navigate your next.

Safe Harbor

“Certain statements in this release concerning our future growth prospects, financial expectations and plans for navigating the COVID-19 impact on our employees, clients and stakeholders are forward-looking statements intended to qualify for the 'safe harbor' under the Private Securities Litigation Reform Act of 1995, 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 COVID-19 and the effects of government and other measures seeking to contain its spread, risks related to an economic downturn or recession in India, the United States and other countries around the world, changes in political, business, and economic conditions, 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 and the US, 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, unauthorized use of our intellectual property and general economic conditions affecting our industry and the outcome of pending litigation and government investigation. 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, 2022. 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.”

For more information contact: PR_Global@Infosys.com