

TO ALL STOCK EXCHANGES

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

July 18, 2023

Dear Sir/Madam,

Sub: Press release

Please find enclosed the press release titled “**Infosys Transforms Bendigo and Adelaide Bank’s Customer and Employee Experience**”

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

Infosys Transforms Bendigo and Adelaide Bank's Customer and Employee Experience

Leveraging Infosys Cobalt, Bendigo and Adelaide Bank, consolidated 15 million documents from across disparate systems to democratise data, improve data governance, and enable a better banking experience.

Melbourne, Australia, – July 18, 2023: [Infosys](#) (NSE, BSE, NYSE: INFY), a global leader in next-generation digital services and consulting, today announced the successful completion of the foundation phase of a major digital program for [Bendigo and Adelaide Bank](#), one of Australia's biggest banks. Delivered in collaboration with [Microsoft](#), the program enabled Bendigo and Adelaide Bank to consolidate multiple legacy document management systems into a single enterprise document management system (EDMS) and deliver better customer service.

Using Microsoft's SharePoint Online, the new platform built with Infosys leveraging [Infosys Cobalt](#) cloud offerings allows for democratisation of data, streamlined document storage, and better collaboration across Bendigo and Adelaide Bank. The program stems from Bendigo and Adelaide Bank's commitment to leverage data for better customer outcomes – and this program plays a key role in strengthening the required data governance.

The consolidation of document management systems into a cloud-based platform also enables a better employee experience. The bank can define security groups and better manage permission levels to meet stringent audit and compliance requirements. The platform has enabled Bendigo and Adelaide Bank to deliver a more uniform user experience across its products and services, while improving privacy and document retention compliance.

The new cloud-based platform also automated the entire data migration process, leading to a measurable reduction of operational overheads. Bankers at Bendigo and Adelaide bank can now utilise modern user interfaces that are more accessible and enjoy a plethora of functionalities in the upgraded SharePoint experience. Consolidation of data involved retrieving 15 million documents from many disparate systems and significantly improved the privacy and security stance of document stores.

Nathalie Moss, Practice Lead, Lending Technology at Bendigo and Adelaide Bank, said, "Our employees are now able to service customers faster and more easily due to the centralised document storage and common searchable access approach. The key to the program led by Infosys is findability. The faster we can find all relevant customer documents, the more deeply we understand the customer and the more personalised the service we offer becomes, every time we interact. Better operational flow equals more effective and empowered staff and builds on the award-winning customer experience our Bank consistently offers."

Andrew Groth, Executive Vice President, Infosys, and Region Head, Australia and New Zealand, said, "The outstanding results achieved by Bendigo and Adelaide Bank illustrates how complex legacy systems are transformed by our proven Infosys Cobalt cloud ecosystem. Working seamlessly with partners such as Microsoft, Infosys supports Financial Services organisations to accelerate business outcomes, including strengthening employee and customer experience."

Kiet Le, Partner Director, Microsoft ANZ, said, "Through this collaboration with Infosys and Microsoft, the bank is using the rich capabilities of SharePoint to democratize data, improve customer value and help the bank drive tangible outcomes at scale. We're pleased to see our partner Infosys deliver such an outcome to Bendigo and Adelaide bank utilizing Microsoft technologies."

About Bendigo and Adelaide Bank

Bendigo and Adelaide Bank is Australia's better big bank, with around 7,000 staff helping more than 2.3 million customers to achieve their financial goals. Bendigo and Adelaide Bank's vision is to be Australia's bank of choice, by feeding into the prosperity of customers and their communities.

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. We enable clients in more than 56 countries to navigate their digital transformation. With over four decades of experience in managing the systems and workings of global enterprises, we expertly steer clients, 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, or our future financial or operating performance 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 or outcomes 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 the execution of our business strategy, our ability to attract and retain personnel, our transition to hybrid work model, economic uncertainties, technological innovations such as Generative AI, the complex and evolving regulatory landscape including immigration regulation changes, our ESG vision, our capital allocation policy and expectations concerning our market position, future operations, margins, profitability, liquidity, capital resources, and our corporate actions including acquisitions. Important factors that may cause actual results or outcomes to differ from those implied by the forward-looking statements are discussed in more detail in our US Securities and Exchange Commission filings including our Annual Report on Form 20-F for the fiscal year ended March 31, 2023. 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.

Media contacts:

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