# Examplary collaboration between business services investor and its partners



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## Infosys Ltd. - global leader in technology, consulting and BPO

| Infosys                                  | People                                     | Intellect                                | Values                                     | Recognitions  |
|--|--|--|--|---|
| Founded in Pune,<br>India in 1981        | 160,000+ staff                             | World's largest corporate university     | Transparency, ethics and respect           | #Asia's Best<br>Managed Company by<br>Euromoney (2013)  |
| \$8.2 billion revenues                   | 92 nationalities                           | 2% of revenues invested in R&D           | 98.3% of projects delivered on time        | India's most admired company<br>by The Wall Street Journal Asia<br>(every year since 2000)                                |
| 900+ clients                             | 97% of staff are university educated       | More than 600 researchers                | 97.8% business<br>is repeat business       | #15 World's Most<br>Innovative Company by<br>Forbes (2013)  |
| 30+ countries                            | 22% with masters degrees or PDh/doctorates | Investing \$100 million in new platforms | 1% of profits to the Infosys<br>Foundation | BPO Excellence Awards<br>by SSON<br>(in various years)  |
| \$32.38 billion<br>market capitalisation | 94% are consultants and engineers          | 532 patents pending and<br>87 granted    | In UN's top 25<br>in Caring for Climate    | Leader in Gartner Inc.'s Magic<br>Quadrant for F&A, Procurement,<br>Retail Core Banking, Oracle<br>Application Management |







## Poland Center is the largest Infosys unit outside India



2000+ Employees 15 Customers

106 Countries 21 Languages



**Forbes** 

Best Managed Company (FORBES, 2007)



Fastest growing business service center in Poland (2013)



Top 100 Ideal Employer (Universum, 2013, 2011)



ACCA Approved CPD Employer (ACCA, since 2009)



Partner of Innovative Education (University of Lodz, 2013, 2012, 2011, 2010)



Company of the Region (Lodz Region Citizens, 2011)

**Forbes** 

Fastest growing BPO Center in Poland (FORBES, 2009)



Top Employer Polska (CRF Institute, 2014, 2013, 2012)



Leader in HR Management (Institute of Social Studies, 2010)



CIMA Training Partner (CIMA, since 2010)



Business Partner of the Year (University of Lodz, 2009)

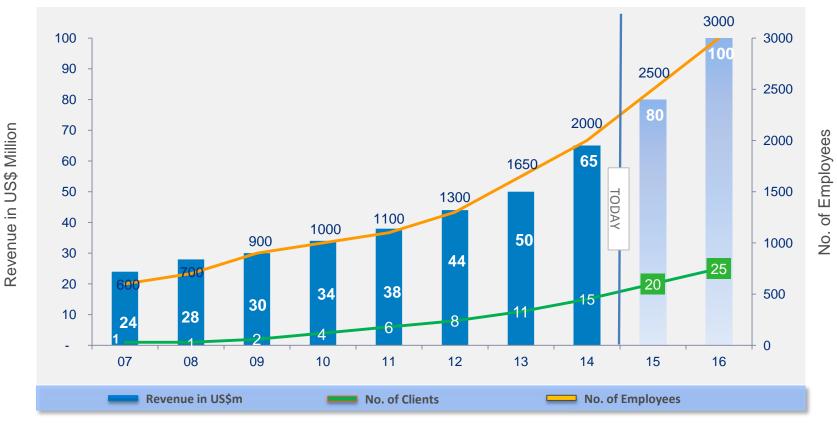


Best Business Ambassador of the City (City of Lodz, 2009)





## **Infosys BPO Poland growth and ambitions**



\*Infosys BPO Fiscal Year April-March





## **Business services delivered from Infosys Poland Center**

#### Transactional processing

Finance and Accounting / Procurement / Sales and Fulfillment / Master Data Management

#### **Strong domain expertise**

European specific services (e.g. Statutory Accounting / Taxes / US GAAP and IFRS Corporate Consolidation / Financial Controlling / Internal Control / SOx ), dedicated CoEs

#### **Process harmonization**

Process Standardization / Taxonomy / Documentation / Measurement Compliance / Gap Closure / Excellence

#### **Transformation**

Business Process Modeling / Process Reengineering / Organizational Change Management / Project Management Office / Domains Advisory / Target Operation Model / SSC Advisory

#### SAP services

Application Management / Application Development / Implementations and Consulting





- Founded in 1917
- 235 offices in 60 countries
- 14,000 employees
- The Biggest Private RE Advisory Firm Globally
- In Poland since 1991
- Focused on Tenant Representation
   Services
- The Most Active Agent in Regional Cities







| CAPITAL<br>MARKETS                           | Corporate Finance & Investment Banking Equity, Debt & Structured Finance Investment Sales & Acquisitions |  |  |
|--|--|--|--|
| CONSULTING                                   | Business Continuity & Risk Management Business Incentives Global Supply Chain Solutions                  | Office Platform Solutions<br>Retail Consulting<br>World Market Access<br>Global Research |  |
| CORPORATE<br>OCCUPIER &<br>INVESTOR SERVICES | Account Management Agency/Landlord Leasing Facilities Management Lease Administration                    | Project Management Property/Asset Management Transaction Management                      |  |
| LEASING                                      | Landlord Representation Tenant Representation Transaction Consulting                                     |  |  |
| VALUATION<br>& ADVISORY                      | Appraisal Appraisal Management Dispute Analysis & Litigation Support                                     | Portfolio Valuation Property Tax Specialized Services Valuation for Financial Reporting  |  |





### Cushman&Wakefield - Clients from the BPO/IT/SSC sector



















Cognizant









## Poland – the benchmark for collaboration between business services sector investors and their partners



#### POLAND in the LEAD!

-No. 1 in the CEE regon regarding number of service centers

-No. 1 in Europe and no. 3 in the world concerning maturity of the business services sector

-No. 6 in the world regarding investment attractivness

## Talents, modern office and transport infrastructure, geopolitical location, timezone

- •17 academic centers; ~1,9 mln students and ~400,000 graduates yearly; every 3<sup>rd</sup> Pole (20-29 years old) with higher education
- •11 airports; c.a. 2-3h away from all European capitals
- •6 mln sqm modern office space in top-tier agglomerations
- •GMT + 01:00





## Infosys = the highest levels of business services delivery...













... and the highest standards of work environment for our employees!



## Also in Poland... We decided to enter into the strategic project

PROBABLY... THE BEST CORPORATE REAL ESTATE ADVISOR IN **EUROPE...** 

PROBABLY... THE BEST PROVIDER OF ADVANCED BUSINESS **SERVICES IN EUROPE...** 













Collaborate with our Partners to create...

Certainly...THE BEST BUILDING FOR BPO SERVICES IN EUROPE!







#### **Business benefits**

#### Common project governance

Infosys/C&W/Skanska acting together to create one of the largest (33.000sqm) and the highest quality standard facility for business service sector purposes

#### Collaboration to match with end customer needs

Very complex and specific BPO requirements met (data security, multiple IT landscapes, physical access controls, BCP, multiclient layouts, flexibility for growth)

#### **Common marketing**

Prime city location allows to use the facility as the important marketing strategy element

#### **Employer branding**

Comfortable work environment and 'green' certified building leveraged for recruitment and employer branding purposes

#### Common public areas next to the University park

Modern design of public accessible area in facility patio contributed to significant upgrade of the whole University park located nearby





## Thank You



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