

**TO ALL STOCK EXCHANGES**

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

January 11, 2021

Dear Sir/ Madam,

**Sub: Press Release**

Please find enclosed the press release titled '**Infosys Implements Global Warranty Solution to Simplify Factory Warranty Processes for Johnson Controls**' for your information and records.

This information will also be hosted on the Company's website, at [www.infosys.com](http://www.infosys.com).

Thanking you,

Yours sincerely,  
For **Infosys Limited**



**A.G.S. Manikantha**  
*Company Secretary*

## **Infosys Implements Global Warranty Solution to Simplify Factory Warranty Processes for Johnson Controls**

*SAP S/4 global warranty solution to augment customer-centricity and cost-efficiency*

**Bengaluru, India – January 11, 2021:** [Infosys](#) (NYSE: INFY), the global leader in next-generation digital services and consulting, today announced that it has successfully implemented a global warranty solution on SAP S/4 HANA, across all Johnson Controls ducted products. This enables Johnson Controls, the global leader in smart and sustainable buildings, to simplify factory warranty processes, enhance visibility into assets, and become more responsive to customers.

Johnson Controls selected Infosys as a technology services partner for its in-depth knowledge of business priorities and the ability to develop best-fit solutions for Johnson Controls for over two decades. Infosys replaced the legacy system with a global warranty platform solution, leveraging the latest UI/UX technologies such as SAP Fiori combined with SAP S/4 HANA. These technologies, along with the application of the agile methodology for execution, delivered an end-to-end, integrated, and centralized warranty process for Johnson Controls. The solution also offers a digital-first experience for both B2B and B2C customers while supporting equipment integration and warranty claims on finished products.

**Krzysztof Soltan, Vice President Information Technology - Building Solutions North America & Global Retail at Johnson Controls**, said, “Warranty management of assets in smart and healthy buildings are playing an increasingly important role at a process as well as operational level. In order to address the next generation digital needs, we partnered with Infosys to create a solution for our customers with most relevant information through Johnson Controls OpenBlue digital platform.”

**Jasmeet Singh, Executive Vice President and Global Head of Manufacturing, Infosys**, said, “The implementation of the Global Warranty Solution on SAP S/4 is a testament to our 20-year partnership with Johnson Controls. The global warranty solution integrates seamlessly with legacy systems to harmonize business processes. Through this transformation journey, we will also help Johnson Controls develop digital strategies for warranty processes. With a comprehensive warranty solution, Johnson Controls will be able to provide digital consumers with a superior after-sales experience.”

### **About Infosys**

Infosys is a global leader in next-generation digital services and consulting. We enable clients in 46 countries to navigate their digital transformation. With nearly four decades of experience in managing the



systems and workings of global enterprises, we expertly steer our clients through their digital journey. We do it by enabling the enterprise with an AI-powered core that helps prioritize the execution of change. We also empower the business with agile digital at scale to deliver unprecedented levels of performance and customer delight. Our always-on learning agenda drives their continuous improvement through building and transferring digital skills, expertise, and ideas from our innovation ecosystem.

Visit [www.infosys.com](http://www.infosys.com) to see how Infosys (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, 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, 2020. These filings are available at [www.sec.gov](http://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, please contact [PR\\_Global@Infosys.com](mailto:PR_Global@Infosys.com)**