

TO ALL STOCK EXCHANGES

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

December 14, 2020

Dear Sir/ Madam,

Sub: Press Release

Please find enclosed the press release titled 'El Paso Water Selects Infosys as its Strategic Partner for Customer Service Transformation' for your information and records.

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

Thanking you,

Yours Sincerely,
For **Infosys Limited**



A.G.S. Manikantha
Company Secretary

EI Paso Water Selects Infosys as its Strategic Partner for Customer Service Transformation

Infosys to implement Oracle Utilities C2M solution to transform Customer Experience, simplify IT landscape, enhance transparency and audit controls

Bengaluru, India and El Paso, Texas - December 14, 2020: [Infosys](#) (NYSE: INFY), a global leader in next-generation digital services and consulting, today announced a strategic partnership with [El Paso Water](#) (EPWater), a municipal utility in El Paso, Texas, to transform its legacy customer information systems (CIS) with Oracle Utilities Customer to Meter (C2M). As part of this engagement, Infosys will leverage its Preconfigured Accelerator for Customer Experience (PACE), to digitize EPWater's customer engagement and billing platforms.

A platinum level member of the Oracle Partner Network (OPN), Infosys will accelerate the implementation of Oracle Utilities C2M on a platform-as-a-service (PaaS) model, along with cloud solutions for Customer Self Service and Mobile Workforce Management, with its PACE framework to deliver accuracy and efficiency. This empowers EPWater with an agile and flexible platform that commits to minimum customization with improved system agility and interoperability. Infosys' Robotic Process Assistant on proprietary AssistEdge framework will enable EPWater to seamlessly automate repetitive processes. The implementation allows EPWater to leverage new tools and processes to elevate customer experience and bolster employee productivity. As part of this partnership, Infosys will simplify and modernize EPWater's IT landscape with a scalable architecture to improve audit control mechanisms and financial transparency.

Marcela Navarrete, Vice President at EPWater, said, "This is an ambitious undertaking with multiple system upgrades simultaneously, but it's a necessary project to help us make a leap forward to improve both efficiency and customer satisfaction."

Ashiss Kumar Dash, SVP and Segment Head - Services, Utilities, Resources, Energy, Infosys, said, "We are delighted to partner with EPWater in their customer service transformation journey. In our past implementations, we have seen our utility clients reap numerous benefits from the flexibility, nimbleness, and cost-effectiveness of Infosys PACE solution on the Oracle C2M and Customer Care and Billing (CC&B) platforms. With deep knowledge in areas of Customer Care and Billing, C2M, meter data, and mobile workforce management guided by industry-best practices, Infosys is committed to deliver superior customer experience and employee engagement."



About EPWater

With oversight by the Public Service Board, El Paso Water provides water, wastewater, reclamation and stormwater management services for residential and commercial customers in the City of El Paso and wholesale services for some areas in El Paso County. The utility is recognized as a national leader for its innovative water supply strategy that includes water reuse, inland desalination and conservation.

Visit epwater.org for more information.

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 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. 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