TO ALL STOCK EXCHANGES

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

November 19, 2020

Dear Sir/ Madam,

Sub: Press Release

Please find enclosed the press release titled 'Infosys and Vodafone win TM Forum Excellence Award 2020 for Customer Experience and Trust' 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

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PRESS RELEASE

Infosys and Vodafone win TM Forum Excellence Award 2020 for Customer Experience and Trust

Infosys' advanced digital platform delivers innovative services for Vodafone UK subscribers

Bengaluru, India – November 19, 2020: Infosys (NYSE: INFY), the global leader in next-generation digital services and consulting, today announced that it has won the TM Forum Excellence Award in the customer experience and trust category for transforming Vodafone UK into a customer-centric digital service provider. Infosys was recognized for delivering customer delight through automated, omnichannel, and personalized experiences.

TM Forum's annual Excellence Awards recognize the world's leading companies for their innovative achievements spanning digital transformation, business and IT agility, customer centricity, product and service innovation in AI, data analytics, autonomous networks and cloud native IT among others.

Infosys worked with Vodafone UK to modernize its IT infrastructure, synchronize channels, and create a new digital experience layer to accelerate speed to market and reduce costs. Infosys' cloud-first and API-first platform leveraged the TM Forum standard for Open APIs to deliver scale and resilience with the Cloud-native platform through Amazon Web Services. The new Digital Experience Layer (DXL), now a global template for digital transformation across the Vodafone Group, was deployed using DevOps and continuous integration, to accelerate the launch of new services.

This award-winning digital platform helped Vodafone UK automate over 50 percent of customer interactions, improve sales conversion by 30 percent, and digital sales by 50 percent while tripling their Net Promoter Score. Infosys as the system integrator partner additionally helped Vodafone UK accelerate the launch of VOXI, a social and mobile chat application, and ToBi, an AI chatbot for managing transactions.

Ben Connolly, Head of Digital Engineering, Vodafone UK, said, "Digital is the glue that helps Vodafone attract, retain and engage subscribers, and this powerful partnership will rapidly expand the range of our digital services. The digital platform implemented together with Infosys enables Vodafone UK to serve digital natives with new, differentiated, and value-added services. It helps Vodafone UK reimagine services from a subscriber's perspective. We welcome the opportunity to roll out innovative solutions in the future."

Anand Swaminathan, Executive Vice President – Global Head of Communications, Media & Technology at Infosys, said, "Vodafone UK's partnership with Infosys proves how digital transformation can chart seamless customer journeys underpinned by automation and personalization. The next-generation telco is a digital-first service provider that engages subscribers with a bouquet of enriching

experiences. We will continue to work closely with Vodafone to explore new market opportunities and expand the scope of our digital platform."

Nik Willetts, CEO, TM Forum, said, "Congratulations to Infosys and Vodafone for their achievement in this year's TM Forum Excellence Awards. This year's winners exemplify commitment to the evolution of the industry through digital transformation, and the impact of TM Forum best practices and standards developed through our member Collaboration Community. Our sincere congratulations to Infosys and Vodafone for playing their part in accelerating digital transformation, and our thanks for their commitment to TM Forum, our members and the telecoms industry as a whole."

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