

TO ALL STOCK EXCHANGES

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

September 21, 2021

Dear Sir/ Madam,

Sub: Press Release

Please find enclosed the press release titled '**Infosys Collaborates with ServiceNow to Provide Enterprise-Level Service Management for Manufacturing Customers**' 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



PRESS RELEASE

Infosys Collaborates with ServiceNow to Provide Enterprise-Level Service Management for Manufacturing Customers

Leveraging Infosys Cobalt cloud blueprints, Infosys and ServiceNow will jointly provide Operational Technology Management to digitize factories, floors, and plant operations

Bengaluru, India – September 21, 2021: [Infosys](#) (NSE, BSE, NYSE: INFY), a global leader in next-generation digital services and consulting, today announced its collaboration with [ServiceNow](#), the leading digital workflow company that makes work, work better for people, to provide enterprise-level service management for customers in manufacturing industries. Through this collaboration, Infosys will leverage its industry cloud blueprints, part of [Infosys Cobalt](#), and deploy ServiceNow Operations Technology Management (OTM), to support manufacturing industries as they digitize their factories, floors, and plant operations.

As part of this collaboration, Infosys will harness its [Enterprise Service Management \(ESM\) Café](#), built on the Now Platform, along with ServiceNow OTM, to improve resilience and availability of critical OT systems across the manufacturing landscape. This collaboration will also be extended to address the OTM, factory and operations digitization needs of customers across CPG, energy, and retail sectors.

Recently, Infosys and ServiceNow collaborated with [Carrier Global Corporation](#), the leading global provider of healthy, safe, sustainable and intelligent building and cold chain solutions, to help them achieve their goal in spinning-off from their parent company UTC. Infosys Cobalt's ESM Café helped transform Carrier's IT, HR service desk, and security operations in the established time frame. Carrier selected Infosys for its expertise in transforming legacy environments with the Now Platform, speed of execution, and ability to fast track large-scale implementations beyond IT.

Polly Fabry, Senior Director, Digital, Carrier said, "Today, manufacturing industries are looking to explore how latest cloud technologies can be used to accelerate digital transformation, optimize supply chains, improve factory performance, accelerate product innovation, and enhance service offerings. Infosys' expertise in harnessing the full potential of ServiceNow's platform, through its Cobalt portfolio, made them our partner of choice. We believe that the collaboration between Infosys and ServiceNow will enable us to find faster, more innovative ways to respond to changing markets and drive business resilience."

Narsimha Rao Mannepalli, Executive Vice-President, Head of Cloud & Infrastructure Solutions and Infosys Validation Solutions, Infosys said, "Digital transformation in manufacturing industry has never



been more critical than now. Given the current scenario, there is an increased need to drive business innovation at speed to be future-ready while also optimizing existing operations and reducing costs across the value chain. With the power of Infosys Cobalt and our elite collaboration with ServiceNow, we will help bring multi-fold business benefits for our clients.”

Binoy Gosalia , Global Head of Industry Partnerships, ServiceNow said, “Speed and agility are critical for maintaining OT security. Infosys Cobalt’s Enterprise Service Management Café accelerates its manufacturing clients’ ServiceNow journey with an AI-powered plug-and-play deployment solution. We look forward to our continued collaboration enabling manufacturers to navigate and succeed in today’s rapidly changing environment.”

Jasmeet Singh, Executive Vice President and Global Head of Manufacturing, Infosys, said, “We are delighted to deepen our longstanding relationship with ServiceNow through this collaboration. Building on our deep manufacturing industry expertise, we will help maximize OT asset visibility and cybersecurity which are crucial capabilities for adopting smart manufacturing. ESM Café will fundamentally change how organizations harness technology to augment their production processes and transform them into factories of the future.”

About Infosys

Infosys is a global leader in next-generation digital services and consulting. We enable clients in more than 50 countries to navigate their digital transformation. With over 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 (NSE, BSE, 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, 2021. 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 contact PR_Global@Infosys.com