

TO ALL STOCK EXCHANGES

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

March 31, 2021

Dear Sir/ Madam,

Sub: Press release

Please find attached the press release titled "**Infosys and LivePerson Announce First-of-its-Kind Partnership to Drive Customer Experience Transformation for the World's Biggest Brands**".

This will also be hosted on the company's website at www.infosys.com

Thanking You

Yours Sincerely,
For **Infosys Limited**

MANIKANTHA AGS

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Date: 2021.03.31 15:30:17 +05'30'

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Infosys and LivePerson Announce First-of-its-Kind Partnership to Drive Customer Experience Transformation for the World's Biggest Brands

Infosys Cobalt and LivePerson's Conversational Cloud and AI combine to help enterprises capture the full sales impact and cost savings from conversational experiences

NEW YORK, March 31, 2021 — [Infosys](#) (NYSE: INFY), a global leader in next-generation digital services and consulting, and [LivePerson, Inc.](#) (Nasdaq: LPSN), a global leader in Conversational AI, today announced a new 360° partnership to help brands manage AI-powered conversations with consumers and employees over SMS, web sites, apps, and the messaging channels they use every day. The partnership will enable brands to unlock higher growth by combining Infosys Cobalt, a platform and set of services to accelerate an enterprise's journey into the cloud, with LivePerson's Conversational Cloud, a complete set of applications and APIs for creating and managing conversational experiences.

Infosys is investing in and scaling a service practice to take to market and support LivePerson's Conversational Cloud, as well as assisting LivePerson in the transformation of its technology infrastructure on the public cloud to address the growing demand for conversational experiences. [Eighty-five percent of consumers now report they want to message with brands](#) to make purchases and get help. The key areas this strategic partnership will focus on include:

- Direct-to-consumer conversations on consumers' preferred messaging channels — including Apple Business Chat, Google's Business Messages, Facebook Messenger, WhatsApp, and brand websites and apps — for marketing, sales and fulfillment, and customer service
- New messaging experiences for employees to support business continuity, HR, finance, and IT queries, drafting off Infosys' strength in transforming these functional areas within large enterprises
- The cloud, conversational AI, digital consulting, and global delivery services to build, run, integrate, and scale immersive experiences for brands

Conversational experiences consistently demonstrate higher business performance compared to traditional voice and digital, making them powerful additions to Infosys Cobalt, trade marketing, e-commerce, and contact center solutions. In fact, brands already using LivePerson's Conversational Cloud have seen results including up to 20 percent increases in average order value and customer satisfaction scores, up to 10x online sales conversions versus traditional web sites, and 50 percent lower labor costs and agent attrition.

"Together with Infosys' transformational services and cloud capabilities, we can redefine how the world's major brands communicate with consumers and engage their employees," said Rob LoCascio, CEO and Founder of LivePerson. "Our Conversational Cloud includes a full set of APIs and integration points that Infosys can help architect and weave throughout a large enterprise's systems and processes to generate



the maximum sales impact and cost savings from conversational experiences. LivePerson will benefit from Infosys' partnership by continuing to scale our Conversational Cloud to meet consumers' growing demand for these experiences."

"We are excited to embark on this strategic partnership bringing Infosys Cobalt's services to act as a force-multiplier for LivePerson's Conversational Cloud. We plan to leverage LivePerson in the mission critical business processes of our clients to improve the user experience for their customers, channel partners, and employees," said Karmesh Vaswani, EVP & Global Head Consumer, Retail & Logistics, Infosys. "I'm confident that we will jointly innovate and deliver insight-led omnichannel customer experiences for enterprise brands to create new revenue models, realize savings, and achieve faster time to market."

- More information about the partnership is available [here](#)
- See our video [here](#)

About LivePerson, Inc.

LivePerson makes life easier for people and brands everywhere through trusted conversational AI. Our 18,000 customers, including leading brands like HSBC, Orange, GM Financial, and The Home Depot, use our conversational solutions to orchestrate humans and AI, at scale, and create a convenient, deeply personal relationship — a conversational relationship — with their millions of consumers. LivePerson has been named to *Fast Company's* World's Most Innovative Companies list for its leadership in artificial intelligence. For more information about LivePerson (NASDAQ: LPSN), please visit www.liveperson.com.

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.

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