TO ALL STOCK EXCHANGES

BSE LIMITED
NATIONAL STOCK EXCHANGE OF INDIA LIMITED
NEW YORK STOCK EXCHANGE
EURONEXT LONDON
EURONEXT PARIS

May 2, 2018

Dear Sir, Madam,

Sub: Press release

Please find enclosed the press release titled "Infosys and Astound partner to Deliver Better Service Experience through an AI enhanced Enterprise Service Management Café".

This information is also available on the Company's website at www.infosys.com.

This is for your information and records.

Yours sincerely,

For **Infosys Limited**



A.G.S. Manikantha
Company Secretary

INFOSYS LIMITED
CIN: L85110KA1981PLC013115
44, Infosys Avenue
Electronics City, Hosur Road
Bengaluru 560 100, India
T 91 80 2852 0261
F 91 80 2852 0362
investors@infosys.com
www.infosys.com

PRESS RELEASE

Infosys and Astound partner to Deliver Better Service Experience through an AI enhanced Enterprise Service Management Café

AI-enhanced support helping McDonald's derive business benefits through customized service experiences

Bangalore, India and Menlo Park, CA – May 02, 2018*:* Infosys, a global leader in consulting, technology, and next generation services, today announced a partnership with Astound, an enterprise software company applying machine learning and natural language processing to automate services and support for enterprises. Through this partnership, Astound's Artificial Intelligence (AI) platform will be embedded into Infosys Enterprise Service Management Café to deliver AI-driven automation to large enterprises and their employees.

Infosys Enterprise Service Management Café is an AI-powered solution developed on the ServiceNow platform that delivers superior service to businesses. Infosys and Astound have partnered to provide a modern, AI-enhanced support experience to global organizations to ensure that the Cafe continues to deliver customized experiences which employees of these organizations expect. Organizations using Enterprise Service Management Cafe from Infosys will benefit from Astound's virtual agent, automated routing, smart recommendations, and predictive analytics.

The solution reduces call volume, mean time to resolve tickets, improves customer satisfaction and reduces support costs by providing recommendations to users in real time. This is achieved by combining AI and natural language processing technologies to automate answers to common questions with deep understanding of enterprise service management processes.

"The future of enterprise support is AI-driven automation. We're proud to partner with leaders like Infosys to deliver superior support experiences to global organizations," stated **Dan Turchin, co-founder and Chief Product Officer of Astound**. "ESM Cafe is the most sophisticated Service Management platform and Astound is the most mature AI platform for Service Management. Together, we are excited to deliver on the promise of making humans smarter and work life better for every employee."

"Infosys Enterprise Service Management Café's customers like McDonald's are already benefiting from Astound's AI-driven automation," said **Ravi Kumar, President and Deputy Chief Operating Officer, Infosys**. "We are proud to be leading the transition from manual to automated processes. In the next decade, all enterprise services will be delivered by a combination of virtual agents and smart humans assisted by AI and we are excited to be launching the integrated solution to all our global customers."

The Enterprise Service Management Café's implementation at McDonald's uses AI at the core and this has helped in realizing significant benefits to the business and operations. AI recommends correct ticket categories, interactively provides feedback to guide conversations for complex cases and provides users access to a vast knowledge base. This solution leverages pre-built learning models which improve over time as users interact with it in their day to day operations.

"Infosys and McDonald's chose Astound as the AI platform to provide better service to the business and users, get more value out of the data stored in service management tools, faster time to insight, better user experience, automated decision making and improved customer satisfaction," said **Joel Eagle, Senior Director, Technology & Architecture, McDonald's Global Technology Services**.

About Astound
Astound is the future of enterprise service management. The Astound AI platform is purpose-built for employee service and automates answers to routine questions, accurately assigns & categorizes incidents, recommends the best resolutions, and delivers predictive analytics. Astound partners with leading enterprise IT software vendors like ServiceNow, Atlassian, and Salesforce to offer out of the box integrations with ITSM, knowledge management, Customer Service Management (CSM), and social collaboration solutions. Astound helps some of the most-respected organizations in the world reduce call volume, MTTR and support costs, while improving customer satisfaction. Learn more about Astound at www.astound.ai or follow the company on Twitter @astound_ai.

About Infosys
Infosys is a global leader in technology services and consulting. We enable clients in 45 countries to create and execute strategies for their digital transformation. From engineering to application development, knowledge management and business process management, we help our clients find the right problems to solve, and to solve these effectively. Our team of 200,000+ innovators, across the globe, is differentiated by the imagination, knowledge and experience, across industries and technologies that we bring to every project we undertake.

Visit www.infosys.com to see how Infosys (NYSE: INFY) can help your enterprise thrive in the digital age.

Safe Harbor
Certain statements in this press release concerning our future growth prospects are forward-looking statements regarding our future business expectations 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 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, and unauthorized use of our intellectual property and general economic conditions affecting our industry. 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, 2017. 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. In addition, please note that any forward-looking statements contained herein are based on assumptions that we believe to be reasonable as of the date of this press release. 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.

Media contacts:

Asia Pacific
Sarah Gideon
Infosys, India
+91 80 4156 3998
Sarah_Gideon@infosys.com

EMEA
Margherita Di Cerbo
Infosys, Europe
+44 2075162748
Margherita.DiCerbo@infosys.com

Americas
Chiku Somaiya
Infosys, USA
+1 408 375 2722
Chiku.Somaiya@infosys.com