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May 10, 2018

Dear Sir, Madam,

Sub: Press release

Please find enclosed the press release titled “Infosys Releases New Capabilities for its AI-powered 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**



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PRESS RELEASE

Infosys Releases New Capabilities for its AI-powered Enterprise Service Management Café

UK-based water company taps this solution based on ServiceNow to improve its core business and employee service experiences

Bengaluru, India and London, UK – May 10, 2018: Infosys (NYSE: INFY),a global leader in consulting, technology and next-generation services, has released new enhancements to its artificial intelligence (AI)-powered plug-and-play solution, Infosys Enterprise Service Management Café. The new capabilities further advance the adoption of ServiceNow with more than 40 solutions ready to be deployed across IT service management, user experience and mobility, as well as business process automation across human resources (HR), facilities, travel logistics and finance.

For IT teams, Infosys Enterprise Service Management Café accelerates the deployment of ServiceNow with pre-configured process templates in a managed services environment. For end-users, the Cafe provides a streamlined, intelligent and intuitive user experience.

Key Highlights of the Infosys Enterprise Service Management Café:

Chatbots deliver faster, smarter service desk solutions with ServiceNow

The solution offers an option to leverage chatbots with the power of AI and automation that work in tandem with ServiceNow to get queries addressed. Customers receive a seamlessly integrated bot that empowers users to take advantage of self-service, helping reduce direct tickets to the service desk and significantly improving user satisfaction.

Leverage the solution beyond IT to support other business functions

Extends ServiceNow beyond IT to support other business functions including customer service management (CSM), HR, facilities management, project portfolio management (PPM), security operations, cloud management platform and governance, risk and compliance (GRC). Customers are able to establish a single integrated enterprise platform with world-class solutions for enhanced user experience, better control, transparency and maintenance.

Vertical solutions and business domains include persona-based self-service portal

The user friendly service catalog caters to vertical industry solutions, including retail, financial services and manufacturing. This improves user satisfaction significantly through a persona based self-service portal, featuring a simple two-click service-catalog solution. The offering includes vertical specific solutions like Restaurant-in-a-Box, Enterprise Software library for manufacturing domain, Meet the Expert, Travel Management and more to address customers' real-time challenges. Infosys Enterprise Service Management Café enables companies to leverage plug-and-play solutions that address pain areas specific to industry verticals and automate them on the ServiceNow platform.

CXO/Service Management dashboards help executives get actionable insights

Provides intuitive preconfigured reports and dashboards that help CXOs have a real-time view of service health. It offers self-service, license management, AI and orchestration dashboards based on industry standard and best practices.

Café Mobility solution delivers work where employees need it

Delivers enhanced experiences for users on the go, with iOS and Android apps enabling users to create, update, track and approve tickets on the move.

Customers such as UK-based water company, Dwr Cymru Welsh Water (DCWW), are tapping the solution today, transforming their enterprise service experience.

Peter Jones, Head of Service, DCWW, said, "Our main goal at DCWW was to transform the way colleagues access IT services through an intuitive portal supported with automated workflow. We found Infosys' unique 'transformation first' approach a valuable proposition to help us design and deliver the solution in a collaborative manner which enabled us to focus on improving our core business and service experiences."

Tom Reuner, Managing Partner, Business Operations Strategy and M&A Advisory at HfS Research, said, "With its single code and data model, as well as its focus on automation, collaboration and workflows, the ServiceNow platform has evolved into a critical enabler for an organization's digital journey. By leveraging AI and broader automation capabilities, the Infosys Enterprise Service Management Café offering is transforming the user experience beyond traditional areas of service management to streamline and drive innovation across business functions such as HR and Finance. Infosys stands out by supporting clients with a vision that is refreshingly devoid of the ITSM jargon. Its vision of service experience transformation is guiding clients to overcome the traditional organizational stovepipes that all too often scupper innovation."

Tony Beller, Vice President worldwide alliances and channels, ServiceNow, said, "ServiceNow transforms work by automating workflows across the enterprise. The Infosys Enterprise Service Management Café's newer offerings simplify service management, helping clients think beyond IT and applies AI to accelerate customer success."

Narsimha Rao Mannepalli, Executive Vice President, Head of Cloud & Infrastructure Solutions and Infosys Validation Solutions, Infosys, said, "The new capabilities added to our Infosys Enterprise Service Management Café offering will help to further drive innovation for our clients, not just across IT, but into other business functions as well. At a time where organizations are undertaking a digital transformation, our Infosys Enterprise Service Management Café solution enables faster

implementation and improvement of ServiceNow projects, allowing clients to make significant savings which the whole business will benefit from."

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 are forward-looking statements intended to qualify for the 'safe harbor' under the Private Securities Litigation Reform Act of 1995, including statements concerning our future business opportunities and growth prospects. Such forward-looking statements 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.

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