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November 29, 2019

Dear Sir/Madam,

Sub: Press Release

Please find attached the press release titled **“Services Australia selects Infosys to Digitize Welfare Entitlements”**.

This is for your information and records.

This 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

Encl: As above

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Services Australia selects Infosys to Digitize Welfare Entitlements

Melbourne, Australia, November 29, 2019: [Infosys](#) (NYSE: INFY), a global leader in next-generation digital services and consulting, has today announced an agreement with the Australian Federal Government's Services Australia to transform the entitlement calculation engine for the nation's welfare system.

The project will enable Services Australia to more quickly implement policy changes for the benefit of Australians without disrupting services and deliver operational cost savings. The Welfare Payment Infrastructure Transformation (WPIT) programme will replace a significant portion of Centrelink's 30-year-old platform, modernising the way Services Australia calculates entitlements for Australians needing government support.

Infosys was selected by Services Australia following a comprehensive Competitive Dialogue phase which demonstrated a rigorous risk-mitigation strategy to deliver the innovative new solution. The solution will future-proof Australia's welfare entitlements system through a market-proven, highly agile and configurable Pega platform.

The Phase 1 agreement is for Infosys to create a Proof of Design and is expected to complete mid-2020. Subject to further approval, Phase 2 of the project will encompass the build, implementation, and support for the new ECE. The Infosys Australia technical team will service the project, led by its expanding Canberra office.

According to Services Australia, this will be one of the world's largest social welfare ICT system transformations, designed to:

- Provide customers with faster, and more connected digital services
- Give staff a modern ICT platform that makes it easier for them to do their jobs, and
- Position the Department to meet future policy needs of government

The ECE platform will enable Services Australia to respond in a more efficient and agile manner to changes in policies and regulations. Infosys will also establish a physical space in the Canberra office to enable Services Australia and its policy partners to collaborate and develop innovative ways to improve decision making and speed up time to market for policy implementation.

Andrew Groth, Infosys, Senior Vice President and Region Head Australia and New Zealand, Infosys, said, "Infosys is proud to support the WPIT's goal of creating a flexible welfare service delivery system for the future to better meet the needs of the Australian community. A robust, responsive and agile welfare entitlements system is crucial for all Australians, particularly those in need, so Infosys is tremendously proud to support Services Australia on such a transformational project that underpins the



Australian community and broader economy. Infosys' 20-year history of supporting Australian organisations to improve customer-centric service delivery and become agile and digital at scale is well aligned to WPIT's strategic objectives. With the technology and technical skills of our 5,500 strong team here in Australia, as well as the unique global expertise from similar projects which we can draw upon, Infosys is well placed to add value to Services Australia and enhance the outcomes of the project for all Australians."

Luke McCormack, Regional Vice President at Pegasystems, said, "The Entitlement Calculation Engine is another great example of how Pega is driving outcomes for our customers and impacting daily lives of almost every Australian citizen. We are proud to contribute to this important initiative and look forward to working with both Services Australia and Infosys on achieving better outcomes for all Australians."

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 over three 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 mentioned in this presentation 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, 2019. 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