

# Infosys partnering with clients to unlock business value

New Business Models

Client – Philips, a 120-year-old technology and healthcare major, with revenues of USD 32 billion and 116,000 employees

2002

Philips establishes F&A captive centres in 3 locations:

- Lodz, Poland
- Chennai, India
- Bangkok, Thailand

**AIM** – to reduce costs; bring in process standardisation

2007

Infosys takes over management of the Lodz, Chennai and Bangkok centres

**Results**

- Improved KPI's – cost reduction, customer satisfaction, automation, standardisation
- Scope expansion
- Reduced attrition

2009

- Infosys selected as a transformation partner
- Philips opens a new delivery centre in Belo Horizonte, Brazil
- Providing transformative F&A and procurement services in multiple languages