



## PRESS RELEASE

### **Infosys Helps Fayetteville Public Works Commission Improve Customer Experience and Become Smart Grid Ready**

**Bangalore and Fayetteville, North Carolina – November 4, 2014:** [Infosys](#), a leader in consulting, technology, outsourcing and next generation services, today announced that it is helping [Fayetteville Public Works Commission](#) (FPWC) become more customer centric, operationally efficient, agile and smart grid ready.

The two-year transformation program saw Infosys overhauling FPWC's core ERP business processes and implementing Oracle software platforms along with the [Infosys Customer Self-Service Energy Manager](#) (CSEM) solution. Infosys CSEM, which is part of the Infosys Smart Grid Suite of products, helps utilities enhance customer experience through self-service and manage usage through adoption of energy efficient programs. The transformation program covered critical functions across FPWC including customer service, finance, human resources, supply chain, work management and field services.

#### **The new solution implemented by Infosys enables FPWC to:**

- Streamline the billing processes and respond faster to service requests through a 360 degree view of customer data
- Offer customers greater visibility into their monthly bills through a new website and additional statistics on water and electricity service usage
- Improve communication between customer service representatives, dispatchers, and technicians, to boost workforce productivity, reduce missed appointments, service backlogs and overtime costs
- Comply easily with regulatory requirements of multiple organizations including the North American Electric Reliability Corporation, the Federal Energy Regulatory Commission, the North Carolina Utilities Commission and other cyber security enforcement agencies

#### **Quotes:**

##### **Steve Blanchard, CEO, Fayetteville Public Works Commission**

"We are proud to be one of the first municipal utility of our size to take bold steps for our future. With the new systems designed by Infosys equipping our employees with efficient and analytical tools, we can confidently move forward with our smart grid roll out, scheduled for 2017. We are hopeful that the transformation journey that we have undertaken, will further enhance the operational efficiencies we've just begun to realize."

**Rajesh K. Murthy, Executive Vice President and Global Head, Energy, Communications and Services and Resources and Utilities, Infosys:**



“The utilities industry is going through an unprecedented change due to falling costs of distributed generation and increasing regulatory changes. Additionally, the growing need for capital investment to upgrade the grid and improve customer experience, makes it even more challenging. By deploying a flexible, scalable and fully integrated suite of enterprise applications, Infosys has enabled FPWC to drive improved customer experience, achieve higher operational performance, and easily integrate smart grid technologies in the future.”

### **Additional Resources**

- About [Customer Self-Service Energy Manager](#)
- About the [Utilities industry offerings from Infosys](#)

### **About Fayetteville Public Works Commission (FPWC)**

The Public Works Commission of the City of Fayetteville, NC, provides electric, water and wastewater services to over 113,000 customers in the Fayetteville, NC area. The 35th largest municipal electric system in the United States, PWC has over 600 employees and its assets exceeded \$1 billion in fiscal year 2013. Committed to service excellence, PWC has been recognized with the highest designation of the Reliable Public Power Award by the American Public Power Association and has earned the EPA's Safe Drinking Water's Director's Award. In 2013, PWC was one of only six governmental units in the U.S. to earn three financial achievement awards from the Government Finance Officers Association.

### **About Infosys**

Infosys is a global leader in consulting, technology and outsourcing solutions. We enable clients, in more than 50 countries, to stay a step ahead of emerging business trends and outperform the competition. We help them transform and thrive in a changing world by co-creating breakthrough solutions that combine strategic insights and execution excellence.

Visit [www.infosys.com](http://www.infosys.com) to see how Infosys (NYSE: INFY), with US\$8.25 billion in annual revenues and 165,000+ employees, is Building Tomorrow's Enterprise® today.

### **Safe Harbor**

Certain statements in this 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, 2014 and on Form 6-K for the quarter ended September 30, 2014. These filings are available at [www.sec.gov](http://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 the date of this press release is mentioned at the beginning of the release, and any forward-looking statements contained herein are based on assumptions that we believe to be reasonable as of this date. 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 further information please contact:**

**Asia Pacific**

Sadaf Khan  
Infosys, India  
+91 80 4156 4971  
[sadaf\\_khan03@infosys.com](mailto:sadaf_khan03@infosys.com)

**EMEA**

Paul de Lara  
Infosys, UK  
+44 2075162748  
[Paul\\_deLara@infosys.com](mailto:Paul_deLara@infosys.com)

**Americas**

John Gallagher  
Brunswick Group for Infosys, USA  
+1 415 316 8060  
[jgallagher@brunswickgroup.com](mailto:jgallagher@brunswickgroup.com)