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## Infosys Technologies Ltd. F4Q09 (Qtr End 3/31/09) Earnings Call Transcript

### Question-and-Answer Session

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#### **Operator**

Thank you very much, sir. At this moment, I would like to hand over the proceedings to international moderator to conduct the Q&A for participants connected to international bridge. After this, we will have a question and answer session for participants at India bridge. Thank you. Now over to you, Lucy.

#### **Operator**

Thank you, Sandhya. We will now begin the Q&A session for participants connected to the international bridge. (Operator instructions). Mr. Miller from TechMarketView in the U.K., please go ahead.

#### **Anthony Miller – TechMarketView**

Yes. Hi, gentlemen. My questions, not surprisingly, are more around Europe and the U.K. Firstly, can you give us an idea of what the growth of the European business was in constant currency for the quarter and the year, and let us know whether you are seeing any difference in demand trends or service line trends in Europe versus the States. And then secondly, I wonder if you could just talk a little bit about some of the comments you made, firstly, that you sold Finacle into a U.K. financial services institution, which sounds like you're replacing incumbent systems and I will be interested to learn more about that? And finally you talked about new engagement models in particular, SaaS, or Software As A Service, and I wonder if you could just elaborate a little on what your SaaS offering is, please? Thanks a lot.

#### **S. Gopalakrishnan**

Okay. There are three questions, I will ask B.G. Srinivas, who handles Europe to talk about Europe, Hargopal on Finacle, and then I will come back and talk about the new business models.

#### **Anthony Miller – TechMarketView**

Thank you.

#### **B.G. Srinivas**

Hello. Yes, in constant currency terms, Europe represents 25% of the overall revenue, and in foreign currency, it is 24.3. Overall, Europe, for the full-year, the continent or the Mainland Europe grew

by 26%. However, this was offset by the slowdown or decline in the U.K. business, primarily in the financial services and telecom in U.K. So that is the first part of your question.

Second part, in terms of the service offerings, again in Europe, we have an extremely diversified service mix today, including business consulting, packaging implementation, which represents 35% of the business in Europe. BPO, 50% of BPO's business comes from Europe, and other services including systems integration, infrastructure management services also have a significant presence. However, on the new engagement models which you mentioned, today we are having more dialogues, more pursuits. Our clients are much more open to discuss these new engagement models which includes ticket-based pricing for support, which include in specific cases platform-based offerings. The SaaS based offering which you referred to in your question, however, the big wins have happened in the US in the last year.

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