



PRESS RELEASE

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Zain Self-Care Application, Co-Created by Infosys and Zain Bahrain, Witnesses Strong Adoption across Bahrain

- Innovative Mobile Application Enhances User Experience for Zain Bahrain Subscribers

Manama, Bahrain, & Bangalore, India, March 27, 2014 – Zain Bahrain, the most innovative telecommunications operator in Bahrain and Infosys, a global leader in consulting, technology and outsourcing have co-created **Zain Self-Care**, an application that is radically transforming user experience for Zain's subscribers, through self-service. Zain Self-Care is an innovative mobile application for smart phones and tablets that is built using Infosys AssistEdge, a product that transforms customer experience across channels. The application functions on all operating systems including iOS, Android, Windows and Blackberry.

Launched in February 2013, **Zain Self-Care** is a first-of-its-kind mobile telecom application from an operator in Bahrain. It currently enjoys wide-spread adoption across the company's customer base and offers Zain's subscribers unparalleled convenience in managing their telecom service needs.

Upendra Kohli, Vice President, Regional Head-South East Asia, Middle East & Africa, Infosys said, "The increased adoption of smartphones across the Middle East is driving demand for new digital experiences and services. The **Zain Self-Care** application, built using **Infosys AssistEdge**, is helping Zain expand its range of offerings and improve user experience. We will continue to bring our deep understanding of the global telecommunications industry and technology to enable Zain to meet the changing needs of its subscribers."

The intuitive interface of **Zain Self-Care** allows customers to access their account information, subscribe to new services and make use of a range of value-added and self-help services.

Mohammed Zainalabedin, General Manager, Zain Bahrain commented, "We are committed to leveraging technology to deliver the best experience to our customers and provide superior service. We chose Infosys as our partner since they have demonstrated a thorough understanding of the evolving needs of our customers. We value their ability to provide a solution which addresses our needs around scalability and speed, with an eye on the future."

For Infosys Limited

Parvatheesam K
Chief Risk Officer & Company Secretary



Application Highlights:

- The application uses the mobile self-care capabilities of Infosys AssistEdge to provide superior service on smart devices to retail and enterprise customers
- Zain Self-Care allows users to view, control and manage their voice and data packages. Users can also receive personalized news updates, purchase value-added services, and make bill payments in a secure environment
- The interactive features of Zain Self-Care allow customers to better understand their usage patterns and manage their accounts and spends
- It is available on all popular mobile platforms and can be downloaded from app stores
 - **Android**- <https://play.google.com/store/apps/details?id=com.infosys.zain.selfcare>
 - **Apple** - <https://itunes.apple.com/bh/app/self-care/id594243362?mt=8>
 - **Blackberry** - <http://appworld.blackberry.com/webstore/content/21748371/?countrycode=IN>

About Zain

Zain Bahrain is part of Zain Group, a leading telecommunications operator across the Middle East and Africa providing mobile voice and data services to over 46.1 million active customers as of 30 December 2013. With a commercial presence in 8 countries, Zain operates in Bahrain, Kuwait, Iraq, Jordan, Saudi Arabia, Sudan and South Sudan. In Lebanon, the Group manages 'touch' on behalf of the government. In Morocco, Zain has a 15.5% stake in 'INWI', through a joint venture. Zain is listed on the Kuwait Stock Exchange (stock ticker: ZAIN).

For more information on Zain Group mobile operations across the region, please email: info@zain.com or visit:

www.zain.com
www.facebook.com/zain
www.twitter/zain
www.youtube.com/zain

For more information on Zain Bahrain, please visit www.bh.zain.com or email customercare@bh.zain.com

About Infosys

Infosys is a global leader in consulting, technology and outsourcing solutions. We enable clients, in more than 30 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 to see how Infosys (NYSE: INFY), with \$7.4B in annual revenues and 158,000+ employees, is Building Tomorrow's Enterprise® today.

For Infosys Limited

Parvatheesam Y
Chief Risk Officer & Company Secretary



Safe Harbor

Certain statements in this release concerning our future growth prospects are forward-looking statements, 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, 2013 and on Form 6-K for the quarter ended December 31, 2013. 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.

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