

# Genesys-Infosys FAQs

## **GENERAL**

### **Q: What is being announced?**

**A:** We are announcing a five-year strategic partnership with Infosys, a global leader in consulting, technology, outsourcing and next-generation services, that will position both organizations to enhance and expand their customer experience and contact center offerings. Together, the companies will deliver next-generation innovation and mission-critical support to enable organizations anywhere in the world to provide superior customer service experiences.

As a part of the agreement, Infosys will position Genesys contact center solutions as its lead customer experience offering. In addition, Infosys will leverage and support R&D, Cloud operations, and product support for Genesys PureConnect™, while Genesys will retain and manage sales, marketing, customer success, partner success and technical account management, professional services and education functions for this solution.

### **This partnership is a win for Genesys customers**

- **Genesys Cloud** and **Genesys Engage** customers will benefit from the enhanced capability that will come from the partnership including a combined investment in innovation, access to a broader ecosystem of strategic partners, and a shared commitment to delivering world-class customer experiences.
- **Genesys PureConnect** customers will benefit from faster access to innovation and even higher levels of support. Genesys will continue to define product strategy and roadmap, while Infosys assumes responsibility for developing, delivering, and supporting enhancements. And together, we jointly partner to develop, then bring to market, the solutions our mutual customers need to differentiate their service experience.

### **This partnership accelerates our cloud and multicloud strategy**

- This represents another exciting Genesys partnership with industry leaders—including Microsoft, Google, AWS, Zoom, and now Infosys—that will advance the delivery of cloud-based customer experiences
- This partnership gives us access to a new set of customers and markets for our multicloud and cloud solutions
  - Existing Infosys CX customers (1,500 worldwide) now have flexible options to migrate to the cloud with Genesys
  - Infosys customers using non-Genesys CX solutions who can now modernize with Genesys' Multicloud architecture and Genesys Cloud

### **Q: Why is Genesys creating this partnership with Infosys?**

A: As a market leader with a reputation for operational excellence and 95% customer retention rate, Infosys adds capabilities to Genesys, which will propel advantages for businesses currently leveraging the Genesys PureConnect solution. This partnership also expands our market opportunity given that Infosys has 1,500 customers, the majority of which are among the top global 2,000 companies in the world.

**Q: When does this partnership go into effect?**

A: The partnership will publicly be announced this week. We're already working with Infosys to release a series of innovative hybrid cloud services for our on-premises install base in the areas of artificial intelligence, digital and workforce engagement management capabilities. Over the next nine to 12 weeks, we will execute on a set of transition activities, such as "knowledge transfer" and enabling the Infosys sales force to market and resell Genesys CX solutions, to put the partnership into full execution mode.

**Q: So, Genesys is focusing on Genesys Multicloud and Cloud and outsourcing PureConnect?**

A: No. Genesys is committed to all of its customers, whether cloud, multi-cloud or on-premises. With this partnership, PureConnect customers will get the best of both worlds. Genesys retains the customer relationship and will continue to offer innovation in AI, Digital and WEM to the PureConnect base with Infosys providing operational support to customers.

**Q: Genesys has been announcing a lot of agreements with partners lately. Why?**

A: Genesys has a vision to deliver Experience as a Service to the market and we are achieving this through a three-pronged strategy: accelerating cloud transformation, delivering cloud innovation, and continuing to support our install base. We've announced a series of milestones with partners over the past few months to execute our strategy. These include announcing Genesys Engage hosted on Microsoft Azure; the integration of Genesys Cloud with Microsoft Teams; Genesys Cloud integrations with Zoom Meetings and Zoom Phone; availability of Genesys Cloud on the AWS Marketplace; and new connections for Genesys Cloud to AWS regions in Canada, Korea and UK. Building a robust partner ecosystem and strong strategic alliances is key to our success.

**Q: Is this decision related to business suffering as a result of COVID-19?**

A: No, this partnership is unrelated to COVID. We started to explore an Infosys partnership prior to COVID-19. In fact, Genesys has experienced positive business growth this year. As a result of the pandemic, we have benefitted from many organization's need to invest in cloud-based contact center solutions so they can maintain business continuity and manage an uptick in demand while continuing to deliver the highly personalized experiences their customers expect.

**FINANCIALS**

**Q: What is the opportunity here? How much financial opportunity is there for both companies?**

**A:** This is a five-year strategic partnership that could generate hundreds of millions of dollars in business for both Infosys and Genesys.

**Q: Is Genesys paying Infosys for this partnership?**

**A:** This is a partnership with a joint commitment from Genesys and Infosys to growing the Genesys cloud and multicloud businesses, protecting our investment in Genesys' install base, and bringing innovation to the CX market. Infosys will provide select services to Genesys for PureConnect, and Genesys will pay Infosys for those services.

**GTM / CUSTOMERS**

**Q: How do we position this partnership with customers?**

**A:** Here are the key messages to share with customers:

- Genesys and Infosys are forming a five-year strategic partnership in which Infosys will position Genesys as its premier Customer Experience (CX) solution to customers globally. This includes jointly delivering innovation and world-class customer experiences to the CX market.
- This is great news for customers:
  - The timing is right: customers are investing in technology to enable seamless customer experiences—even more so due to the impact of COVID-19.
  - Genesys Cloud and Engage customers will benefit from the enhanced capability that will come from a combined investment in innovation; a broader ecosystem of strategic partners and a shared commitment to delivering world-class customer experiences.
  - PureConnect customers will benefit from our shared commitment to ensuring we deliver our customers with excellent platform reliability, availability and resiliency, and the right offering to meet their future needs.
- For the PureConnect business:
  - Genesys account relationships with PureConnect customers remain the same—this includes Account Executives, pre-sale Solution Consultants, Channel Managers, Business Consultants, Customer Success Managers, Technical Account Managers, Support Architects, Partner Success Managers and Professional Services.
  - Product Support for PureConnect customers remain the same—they contact Genesys Customer Care exactly the same as before. While Infosys will now manage operations and product support for PureConnect, this will be transparent to customers and is expected to create zero disruption in service or experience. Genesys Service Level Targets remain in effect.
  - Our commitment to delivering innovation to the PureConnect platform remains the same. Earlier this year, we delivered a range of customer-requested enhancements to PureConnect. In the second half, PureConnect customers will benefit from groundbreaking capabilities we are introducing in the market, including the initial release of our hybrid WEM cloud service. This will be the

most significant PureConnect enhancement in a very long time. And, it is only the first in a series of innovative hybrid cloud services that we have planned for subsequent PureConnect releases. These will be joined by more of the incremental improvements you have been requesting, such as “edgeless” WebRTC to speed deployment of work-at-home agents. And, as always, we will be making fundamental product improvements to increase reliability and efficiency.

**Q: How many PureConnect customers are being affected by this business decision?**

A: This partnership affects all PureConnect customers.

**Q: Will we continue to sell PureConnect?**

A: Absolutely. While we announced our intention to stop selling PureConnect Cloud to new customers at Kickoff in January 2020, PureConnect remains a key offering for Genesys, and we will continue to sell PureConnect globally to our existing customer base and we will continue to bring new customers on to the PureConnect Premise Perpetual and PureConnect Premise Subscription platforms.

**Q: For PureConnect customers, will their account team remain the same?**

A: Yes. Genesys will continue to own the account relationship and is responsible for the overall excellent customer experience and continued wellness and investment in the PureConnect platform. Account Executives, pre-sale Solution Consultants, Channel Managers, Business Consultants, Customer Success Managers, Technical Account Managers, Support Architects, Partner Success Managers and Professional Services staff all remain with Genesys.

**Q: What specific services will Infosys be providing for PureConnect customers?**

A: Infosys will provide product (technical) support to PureConnect customers and partners. Several Genesys product support analysts and engineers will transfer to Infosys and will continue to support PureConnect customers. Technical Account Managers (TAMs) and Support Architects will remain with Genesys. Cloud Operations and R&D staff, also transferring to Infosys, complement the support analysts and engineers and Genesys Customer Care Service Level Targets remain in effect.

**Q: Who do PureConnect customers contact for Customer Support issues?**

A: Customers will continue to reach out and engage with Genesys Customer Care the same way they do today.

**Q. Will we still deliver innovation to our PureConnect platform?**

A. Yes, Genesys will continue to guide PureConnect product direction with a focus on innovation, while Infosys assumes responsibility for developing, delivering, and supporting PureConnect product enhancements.

In the first half of 2020 we delivered a wide range of frequently requested PureConnect enhancements, such as:

- WhatsApp as an additional social media channel,
- Addressing Interaction Connect functionality gaps, with improved accessibility,
- Expanded virtualization support,
- Advanced E911 support, and
- Numerous user interface refinements.

In the second half of 2020 we will continue to build momentum with the delivery of groundbreaking capabilities. In particular, we will bring Workforce Engagement Management (WEM) innovation to PureConnect with the initial release of our hybrid WEM cloud service. This will be the most significant PureConnect enhancement in a very long time. These will be joined by more of the incremental improvements you have been requesting, such as “edgeless” WebRTC to speed deployment of work-at-home agents. And, as always, we will be making fundamental product improvements to increase reliability and efficiency.

**Q: You talk about bringing joint innovation to the market with Infosys: how will that work?**

**A:** As part of the partnership, Infosys and Genesys will combine joint capabilities and technology to deliver next generation CX innovation to customers. The plan includes scaling and training hundreds of skilled consultants with Genesys skills globally.

For PureConnect specifically, Genesys will continue to guide PureConnect product direction with a focus on innovation and supporting the existing customer base, while Infosys will assume responsibility for developing, delivering, and supporting the core PureConnect product enhancements. The two companies will collaborate to bring AI, WEM and Digital cloud services (built on Genesys Cloud) to the PureConnect customer base.

**Q: Is the Genesys field now competing with Infosys field for PureConnect opportunities?**

**A:** Not at all. This partnership increases selling opportunities for both companies. Both companies will continue with our normal business process of deal registration for new opportunities. In addition, Infosys will reach out to the Genesys field for opportunities to bring us into CX deals with new and existing Infosys customers.

**Q: What is the impact of the Infosys-Genesys partnership on Genesys’ other PureConnect partners?**

**A:** Our PureConnect Partners will continue to own and act as the primary contact with their PureConnect customers and the business (quoting & renewal) and technical (product support) processes remain exactly-the-same working with Genesys. For our PureConnect partners, it will feel like business as usual without any disruption to the support and service that they receive today from Genesys:

- Partner Agreement and relationship remains between Partner and Genesys.
- Partners will continue to work with their same contacts at Genesys.
- The technical support processes do not change, partners will continue to open support cases with Genesys.

- PureConnect Partner Program does not change. The requirements and benefits do not change, partners will continue to use the Genesys Partner Portal to register new PureConnect opportunities, create quotes and track their performance.
- PureConnect training for partners will continue to be enhanced and delivered through Partner Academy and tools and resources via Genie 2.0, all accessed via the Genesys Partner Portal.

**Q: Are PureConnect customers being notified of these changes?**

A: Yes. Genesys is proactively notifying PureConnect customers and partners by email and phone to assure them that Genesys continues to own the customer relationship and they should expect zero disruption in service as operations are transitioned to Infosys.

**Q: My question isn't answered here, where can I go?**

A: Questions about this announcement can be sent to [InfosysPureConnect@Genesys.com](mailto:InfosysPureConnect@Genesys.com). HR related questions may also be sent to [InfosysHR@Genesys.com](mailto:InfosysHR@Genesys.com). Questions will be addressed as timely as possible.

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