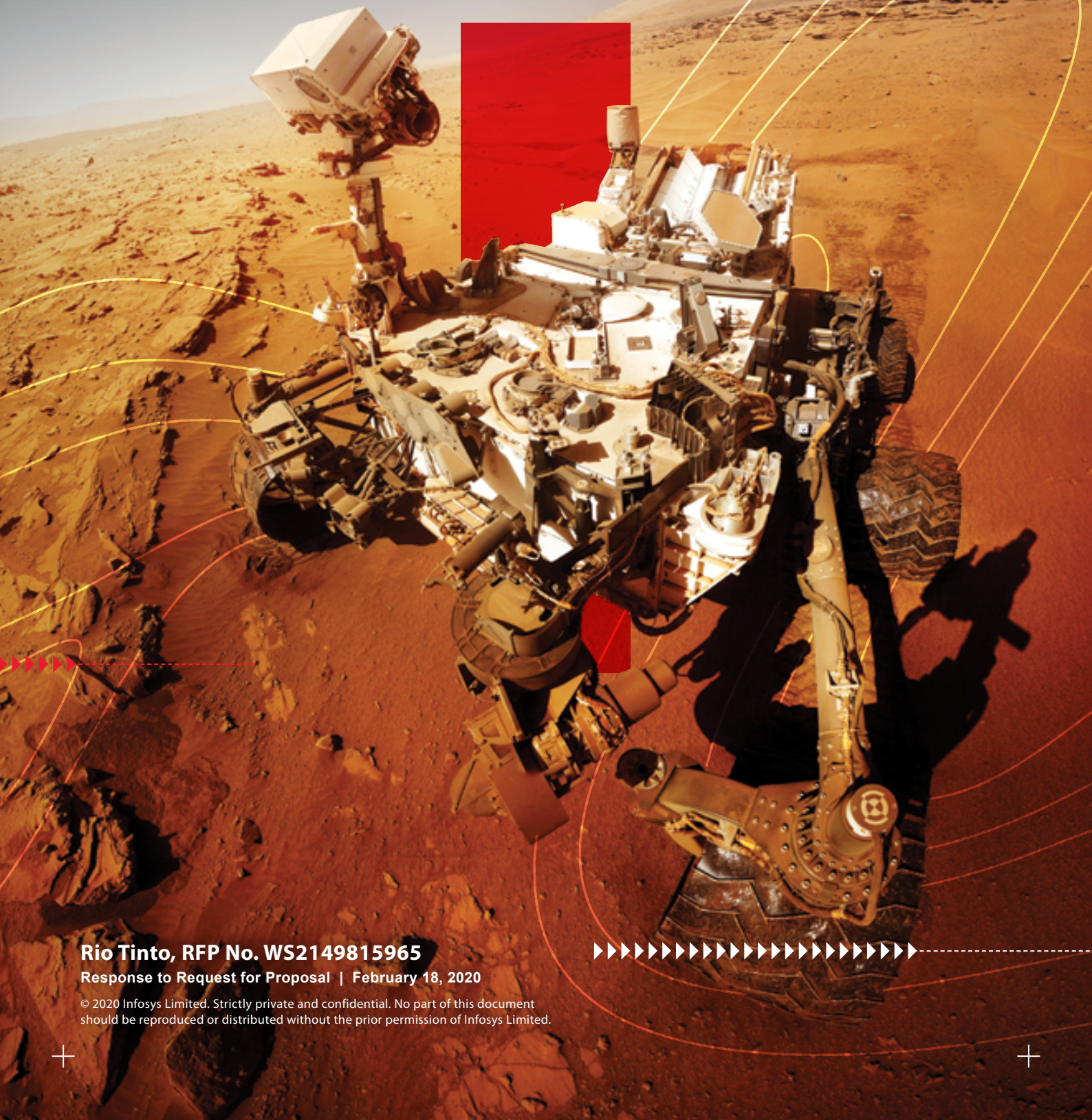




PIONEERING DIGITAL MINING TOGETHER

PROJECT IRIS | EXECUTIVE SUMMARY



Rio Tinto, RFP No. WS2149815965

Response to Request for Proposal | February 18, 2020

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A Partner you Trust

For Project IRIS to be a success, you need a partner who you can trust to deliver on their promises. For the last fifteen years, we have developed a deep understanding of your business and technology landscape, and delivered the efficiency, reliability, flexibility and cost savings you expect.



📌 We have established a reputation to deliver results for all your business stakeholders. This is our extended team with Chief Procurement Officer, Ramsay Chu, posing with the award to implement the customer credit dashboard, a crowd sourcing data and insights initiative. Other successful engagements over the years have taken us to the four corners of your global remote operation sites - Yellowknife, Saguenay, Ulaanbaatar, Boron, Salt Lake City, Rossing, Hunter Valley, Pilbara, to quote a few.

2020

Digital Sales & Marketing

Improved customer experience through a modern CRM platform

Data and Governance

Enabling analytics through uplifted data management and quality

Inventory Warehouse Design

Reduced working capital through operating model efficiencies

Digital Rail Operations

Improved rail operations efficiency by ~70% through automation

World Class Procure to Pay operations

Uplifted internal capability & delivered \$50M+ of savings

RTBS Delivery & Operations

Improved enterprise efficiency through a standardised ERP platform

2004

Aligned Values to Lead the Way

Your values of safety, teamwork, respect, integrity and excellence have made you the pioneers of success as you explore and push boundaries in the industry. Infosys has also pioneered a similar culture of excellence, always-on learning, innovation, teamwork, and respect. Aligned values have delivered on our partnership with you for 15 years, and this will continue as we embrace the future of Pioneering Digital Mining Together.



37% Female
Gender Diversity



1% of profits go to
Infosys Foundation



4.74m students
trained in computer
science by Infosys
Foundation USA



UN Global Climate
Change Action
Award 2019

Forbes #3

3rd Best Regarded
Company of 2019



Relevant Mining Experience

We are digitally transforming the world's leading mining companies, including BHP, Vale, Newmont, as well as Rio Tinto. Our engagements span the life-cycle and ecosystem of mining operations.

Exploration. Mining & Processing. Logistics. Safety.



Leading the Way to Your Digital Mining Future

At Infosys, we bring thought leadership to life. We developed an AI powered platform, KRTI 4.0, for operational excellence and insights based on our Industry 4.0 maturity framework. Our experience working with heavy industry and our collaborations with academia sets us apart from other providers, to keep you at the forefront of the digital revolution.



Global Leader in Diversified Mining

We provided an automated Data Correction solution for Railroad Iron Ore Operations. Prior to Infosys implementing this solution, the manual method of correction led to delayed and misleading business reporting, causing product contamination and trains to end up at the wrong load outs. With this solution, Infosys delivered an overall reduction of over 9000 events/year that lead to savings of manual effort of over 1800 hours per year. Our efforts improved the accuracy of operational reporting without manual intervention by over 80% in the business function supply chain.



At Vale, we implemented an Autonomous Drill and Blast Optimiser solution to help the client increase its operational safety (field planning with risk vision). The result was a reduction in drill and blast planning time from 4h 30min down to 45min and 8% reduction in usage of explosive with projected savings of US\$2.5M per year.



Reimage Experiences for Service Desk and Site Support

Uplift customer experience with consistent, integrated and automated NextGen services for your enterprise.

The past is not a guide to your future. Our transformative approach to both site support and service desk — including expanded digital capability — ensures reduced handling times, higher resolution, measurable savings in the cost to serve and keeps operations running.

NextGen Service Desk Experience

Our carefully crafted Service Desk solution caters to native Canadian French and English speaking skills. Services from Montreal and Manila are designed to provide business continuity and agility to run a robust and scalable operation. Committed productivity, insights and automation will help drive your NextGen customer experience.



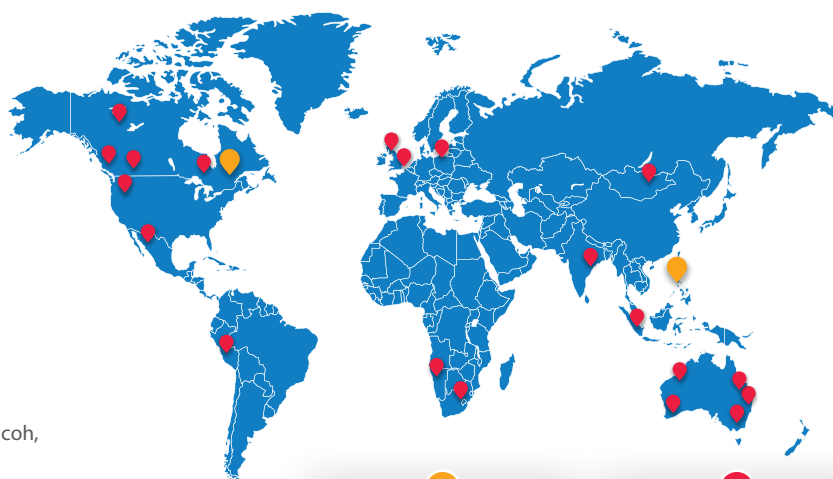
New tools like Assist Edge, and Infosys ESM Café, expand and amplify your current investments in chatbots and self-service portals, to further transform services around the world.



RICOH

Our strategic and established partners, TTEC for service desk in Montreal, and our global site support partner Ricoh, round out our industry-leading approach.

Our Montreal / Manila Service Desk strategy is specifically designed for Rio Tinto to ensure a singular approach that scales with your business to guarantee high quality English and French Canadian support. For Site Support our integrated hub & spoke delivery model is enabled by an efficient dispatch service and incident eradication.



Service Desk

Automate resolution to increase agent efficiency and add L1.5 capability to improve customer experience

Site Support

Make the evolution to managed services with **15-20% more savings**

Premium User Support

You need a personalised approach to handle all premium users. We hand-select our Premium Response Team members for their superior soft skills, technical skills and a 'take control' attitude. They are geared to resolving issues immediately and following through until closure.



Streamline and Simplify while Accelerating to the Future

servicenow™

Getting back-to-box with ServiceNow will bring the standardisation and control that you lack in the current environment. Our AI powered Infosys ESM Café (a plug-and-play solution) will help you accelerate to the future. Together they represent the best approach to transforming the user experience, future proofing the organisation and delivering speed to value.

Speed to Value with Infosys ESM Café Modules

Further enhance the user experience by quickly capitalising on all Infosys ESM Café has to offer, including a persona-based portal, agent gamification and asset refresh capabilities.



Persona Based Portal



Walk Up Experience



Agent Mobile App



Virtual Assistant Chatbox



Self Service Portal Health Dashboard



Performance Analytics



Executive Dashboard



Agent Gamification



Experience You Can Trust

You can be confident in choosing to partner with us for ServiceNow. We have been recognised for our capability with an HFS Winners Circle rating, and Dun & Bradstreet acknowledged that ServiceNow is the market differentiator of Infosys.

📷 ServiceNow awarded Infosys as the Global Service Provider Partner of the Year for 2019

Transform Service Integration and Management with Digital SIAM

A better service experience and a strong culture of service excellence are within reach. It all starts with better service integration and more automation, delivered by an experienced SIAM leader. We have both the scale and experience, as well as a robust agile transformation methodology designed to reduce the risk of implementation.

SIAM
3 YEARS
Committed process maturity uplift to Digital SIAM



We completed a seamless service desk transition of 250+ apps and 24x7 global service desk in just 14 weeks. Leveraged Infosys ESM Café for ServiceNow to further improve call handling time by ~10% and first call resolution by 6%. We have committed US \$42M savings in managed services cost over 5 years.



We delivered a 83% reduction in business operations outages and a 40% reduction in IT operating costs by leveraging Infosys Digital SIAM. Created a standardised ServiceNow platform with 24x7 assisted self-service portal in 14 languages. Experienced 23% reduction in service desk tickets and increase in resolution rates from 10% to 53% by using our self-healing solutions.

Leading Electronic Materials Company, MERCK Group

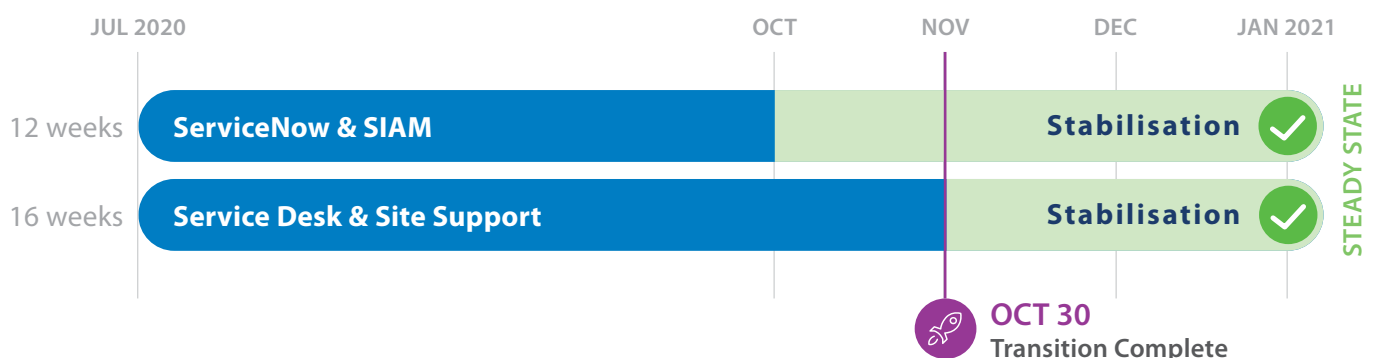
"Our newly defined processes resulted in 68% reduction in aging incidents and an 83% reduction in aging change. Our average first call resolution has consistently been greater than 73% post implementation. We meet 99.5% SLA on all tickets handled by Infosys. Adopting Infosys ESM Café and SIAM capabilities have transformed service integration and management."



Michael Mayernick
IT Operations Manager | Versum Materials

Quiet Transition with No Business Instability

Accountability and experience is at the heart of a quiet transition. We take accountability for effective planning, knowledge transfer, transparency and change management. Our experience and knowledge of your business helps us minimise transition duration and plan around critical business needs.



The Team

Our commitment to deliver includes the experienced team you know and have trusted for many years, supplemented by the breadth and depth of our global talent from across Infosys, to bring thought leadership and relevant skills to this expanded scope.



Earl Dennis

Project IRIS Service Delivery Manager (Brisbane)

A Prince2 and ITIL V3 practitioner, Earl is a determined & tenacious senior IT executive with global experience, operating at senior levels specialising in management of global IT Service Operations & Monitoring and IT Infrastructure Programs & initiatives.



Shan Yong

SIAM Tower Delivery Leader (Brisbane)

Shan leads the CIO Advisory Consulting Practice. He has personally led multiple organisations through SIAM and Service Management transformations and is ITIL v3 Foundation certified.



Mischelle Mateo (Mica)

Service Desk Delivery & Center of Excellence (Manila)

Mica has more than 12 years of relevant experience overseeing global engagements for clients in communication services, energy and utilities, financial services and logistics industries. She is Six Sigma trained and ITIL certified to drive continuous improvement, analytics and automations.



Hariprasath Ravi

Site Support Leader (Brisbane)

Hari has 15 years of experience in IT Service delivery, leading and managing IT operations for global clients across Finance, Insurance, Education, Transport and Manufacturing industrial domains. Hari has demonstrated leadership skills to manage teams, earn the respect of its members, and thrive in an entrepreneurial environment.



Elizabeth Tropea

Service Desk Delivery (Montreal)

Elizabeth is currently responsible for Operations in Canada leading teams in both Brick and Mortar and @Home locations. Elizabeth will have direct oversight of Infosys service delivery for the Canadian-French user base.



Sivakumar Ayyasamy

ServiceNow Leader (Brisbane)

Siva leads the Service Experience and Transformation delivery practice and is responsible for all ServiceNow programs. He brings over 20 years of experience in the IT industry, is ITIL v3 certified and a thought leader in our ESM Café ServiceNow solution.



Anand Sastry

Transition Manager (Brisbane)

Anand is a seasoned program manager with expertise in transitioning global complex programs. His softly spoken and collaborative nature amplifies his ability to manage hostile ecosystems during transition phases.



Jason Pentony

Client Executive (Perth)

Jason leads the Mining & Energy industry for Infosys in ANZ, including accountability for our partnership with Rio Tinto. He brings over 25 years of experience in the IT industry.



Divakar Varadarajan

Global Account Director (Brisbane)

Divakar leads the Infosys — Rio Tinto relationship with ~9 years of dedicated account executive role at Rio Tinto in a career spanning 21+ years.

A Partnership Committed to Success

Together we will create new ways of working with Rio Tinto IS&T and the Product Groups

Innovation Fund

1%

Of Annual Contract Revenue



Infosys Wingspan to Drive Talent Transformation

Productivity

38%

Committed Improvements

Automation

20%

Potential Additional Improvements

We are excited to continue a culture of trusted partnership with new commitments to success.

People

Programs staffed from the extended talent pools of Rio Tinto, Infosys and our partners to bring you the best outcomes. No duplication of roles between IS&T and Infosys to simplify operations and improve efficiency.

Governance

Fully integrated, with no shadow governance to ensure delivery excellence, process optimisation, and change management.

Aligned Goals

A shared vision with common goals and well-defined performance metrics around business outcomes.

"I firstly thank you for your business over the last 15 years. It is an honour to partner with you during an era of growth and change. Our commitment — to 'Pioneer Digital Mining Together' is aligned to your vision of 'pioneering for human progress'. I stand with the entire team, to embrace the future, together with you!"



Anand Swaminathan
Executive Sponsor
Rio Tinto & Infosys Partnership

"We are delighted to engage with you on Project IRIS — deliver a standardised approach to enhance user and service experience for your 44,000 people globally. We are collaborating with our global ecosystem partners to proudly lead the way into the new era, coupled with our mining and digital transformation (IT-OT) capabilities leveraging our intimate knowledge of your business landscape."



Narasimha Rao M. (Narry)
Executive Delivery Sponsor
Project IRIS



RioTinto

Infosys®

PIONEERING DIGITAL MINING TOGETHER

PROJECT IRIS | EXECUTIVE SUMMARY



Relevant experience and proven delivery record across the full scope of services and mining industry to reduce your risk

Highly skilled, trusted team members and the right partners aligned to the values you hold dear

Enhancing customer experience with consistent, integrated and automated NextGen services for your enterprise

Streamlining and simplifying IT services while accelerating to the future

Charting a path to the future of digital mining and Industry 4.0 with a leader in transformation



This proposal is confidential to Infosys Limited ("Infosys") and Rio Tinto.

This document contains information and data that Infosys considers confidential and proprietary ("Confidential Information").

Confidential Information includes, but is not limited to:

- Corporate, employee and infrastructure information about Infosys
- Infosys' project management and quality processes
- Customer and project experiences provided to illustrate Infosys capability

Any disclosure of Confidential Information to, or use of it by, a third party (i.e., a party other than Rio Tinto) will be damaging to Infosys. Ownership of all Confidential Information, no matter in what media it resides, remains with Infosys. Confidential Information in this document shall not be disclosed outside the buyer's proposal evaluators and shall not be duplicated, used, or disclosed – in whole or in part – for any purpose other than to evaluate this proposal without specific written permission of an authorised representative of Infosys.

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