

Vanguard and Infosys:

Reimagining the retirement experience

Since our founding, Vanguard has boldly and unapologetically advocated for investors. And we never rest on legacy. We build on it. That's why we've chosen Infosys to accelerate our efforts to enhance, expand, and transform our recordkeeping capabilities to meet the rapidly evolving needs of our clients.

Together, we possess the diverse skills, knowledge, and expertise to create the defined contribution (DC) retirement plan recordkeeping platform of the future.

Vanguard

Infosys

Investment management
Plan design
Participant behavior

Human-centered design
Digital innovation
Technical execution

**Accelerate digital transformation
Improve retirement outcomes**

What will change

This groundbreaking partnership between industry leaders pairs Vanguard's expertise in investment management, plan design, and participant behavior with Infosys' prowess in human-centered design, digital innovation, and technical execution. Together, our aim is to fundamentally reshape the retirement plan experience.

Through the partnership, Infosys will assume operations supporting Vanguard's defined contribution recordkeeping business including software platforms, client administration, and a portion of our client contact center. Vanguard will remain the sole recordkeeper, accountable for delivering best-in-class service and improving participant outcomes.

Benefits to plan sponsors and participants

Vanguard and Infosys will build a cutting-edge, fully cloud-based recordkeeping technology platform that will drive better outcomes for more than 5 million participants and 1,500 sponsors. We expect the enhanced platform to reduce administrative friction, increase the speed of service enhancements, and ultimately allow us to develop new ways to help sponsors and participants meet their goals.

In addition, the partnership will advance Vanguard's ongoing efforts to build a state-of-the-art participant experience, including a redesigned participant website, an enhanced digital interface, and intuitive technologies that use human-centered design.

Coming enhancements

Streamlined transaction processing supported by robotic process automation

Improved outcomes through omni-channel interaction and reimagined digital experiences

Powerful real-time data and insights through AI-enabled analytics and reporting

Why Infosys?

Vanguard has a long history of partnering with best-in-class service providers when it enables us to bring new or enhanced offers faster and more cost-effectively than if we were to build these capabilities.

With a legacy of innovation spanning almost 40 years, Infosys specializes in cloud-first digital transformations and Agile digital at scale. The firm's technology capabilities will help us accelerate digital enhancements across both IT and operations, enabling us to further improve outcomes for plan sponsors and participants.

Infosys quick facts

year founded	1981
Fortune 500 clients	180
employees	242,000
total revenue (last 12 months)	\$12.8B

As of March 31, 2020

What won't change

Plan sponsors will continue to be served by Vanguard's relationship management teams, advice and wellness services, and plan design and strategic consulting experts, along with our recognized investment management and retirement thought leadership expertise.

We expect to complete the transition with minimal disruption—no freezes or conversions. The retirement plan platform will continue to run with the same level of security and protection our clients have come to expect.

Looking ahead

At Vanguard, some things will never change: our client-owned structure,* our investment principles, and, most importantly, our client focus.

With millions of retirement plan participants to care for, our commitment to recordkeeping is unwavering. The new partnership will help plan sponsors guide their participants more effectively toward enduring financial security. We're excited to have Infosys on this journey.

* Client-owned means that fund shareholders own the funds, which in turn own Vanguard.

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FSCF1PGR 072020