

# G Cloud 14- Framework Service Definition

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## Crown Commercial Service

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## 1. Service Overview

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Infosys is Strategic System Integrator (SI) partner of Oracle and one of very few considered for their 'Cloud Catalyst' programme. Infosys is the first-ever global systems integrator to be certified as an **Oracle Managed Service Provider (MSP)**. We are proud to be among the 1st few SI's to be designated as Cloud Premier with Oracle. Infosys has the highest level of membership within the Oracle Partner Network (OPN) and is amongst the first 2 partners to reach this level.

We have opened two 'Innovation Centres' one in Oracle Head Quarters, Redwood Shores, and second in Infosys Shanghai Development Centre (DC) to showcase industry solutions jointly developed with Oracle. Infosys has over 27 Oracle® Centres of Excellence focusing on a wide range of applications and technologies. In addition, we also have several co-development and joint solutions initiatives.

Infosys has Strategic Partnership with Oracle. This partnership provides exclusive and extensive support to the Infosys for post-sales implementation projects. This also involves activities which includes joint involvement of Oracle and Infosys towards delivering an optimised support and solution to the client. It is very exclusive in nature, in terms of Oracle, Infosys and the respective Client. Below are the benefits for strategic partnership:

- Brings the right stakeholders from Oracle on-board
- Provide direct link into Oracle support and development
- Involve Oracle in early stage of project, mostly focus is on development
- Enable best support to assist client with targeted project issues with Oracle
- Raise visibility for critical project SRs and bugs to Oracle support and development management
- Oracle Conducts regular reviews with Infosys on Support and Development Issues
- Oracle dedicates an Enterprise Account Manager and Partner Support Manager to Infosys as a single POC under this programme.

Infosys combines technical and industry leading practices to deliver successful business solutions and enables maximised return on investments for your Cloud and On-premise Oracle applications. Leveraging its extensive expertise against various Oracle applications and rich domain expertise, Infosys enables you to use Oracle applications for your business advantage. The following is an overview of the Oracle practice

### **Awards and Recognition:**

#### *Oracle Partner Awards:*

- 2023 Oracle Global Services Partner Award (Customer Success)
- 2023 Oracle UK& I Apps/SaaS Partner Award (Customer Success)
- 2023 Oracle APAC Solution Innovation Award Optimising (Customer Experience)
- 2023 Oracle APAC Partner of the Year Award for Most Impactful Business Transformation
- 2023 Oracle North America Cloud/Tech Partner Award (Customer Success)

#### *Oracle Customer Awards*

- The Builder Award for Bets Global CX Programme (GE HealthCare): Oracle Markie Awards
- The Prediction Award for Innovation in planning and Scenario Modelling (The Wonderful Company): Oracle Change Agent Awards

- The Unleashed Award for Best Adoption of a New Business Model (Compucom): Oracle Change Agent Awards
- The Shift Award- For helping to accelerate a move to the modern HCM cloud (UNDP): Oracle HCM Cloud HR Heroes
- Data Center Migration and Transformation Award (Liberty Global): Oracle Excellence Awards

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## 2. Service Description

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With a strong Oracle Practice of 9500+ Oracle Cloud Practitioners, including 3400+ Cloud Certified Specialists, we have successfully delivered over 100+ Oracle Cloud AMS engagements across multiple sectors. Infosys is Strategic System Integrator (SI) partner of Oracle and one of very few considered for their 'Cloud Catalyst' programme. Infosys has been consistently recognised as a **“Leader”** and among the Top 3 Oracle System Integrators by Gartner, IDC Marketspace, Everest and Avasant.

### Oracle Cloud ERP as a Service

- Complete Cloud Suite - Oracle Cloud is fully integrated across applications, platform and infrastructure. Oracle Software as a Service (SaaS) includes finance, HR, and many more—all running on the same database, data model and platform—reducing integration and cost issues.
- Reliable Security Controls -Best-in-class, top-to-bottom security at all levels of the technology stack.
- Proven Platform and Technology – Oracle ERP Cloud and Oracle EPM Cloud are optimised to run on the Oracle Database, the most widely used database in the world,<sup>6</sup> supporting published APIs and standards.
- Data Sovereignty -Comply with regulations like GDPR and reporting requirements using out of the box configurations, eliminating additional build and maintenance overheads
- Innovative Cloud -Oracle cloud applications are continually reviewed to ensure they keep pace with emerging technologies such as the Internet of Things, artificial intelligence, machine learning, chatbots and block chain – helping to future proof the platform.
- Embedded social collaboration – Social collaboration embedded into all cloud applications, including ERP. Users can collaborate in context without leaving their finance systems, supporting end-to-end processes and audit trails.

Our Oracle Cloud Applications practice has delivered projects from roadmap definition to implementation of several large global Oracle Application engagements- with our highly skilled pool of consultants, our in-house implementation methodologies, tools and accelerators thereby ensuring business value.

Our Key solutions are in the field of:

- CX Cloud
- HCM Cloud
- ERP Cloud
- SCM Cloud
- BI Cloud
- EPM Cloud
- Fusion Middleware (Platform as a Service)
- IaaS (Infrastructure as a Service)



### Infosys Upgrade Approach:

Based on its extensive Oracle Cloud Upgrade experience, Infosys understands the importance of joint pre-planning and close co-ordination with client while coming up with overall upgrade plan. We have developed a specific methodology called In-tune Rapid Upgrade methodology that has been refined over multiple upgrades in the last few years. The methodology breaks down the overall upgrade process into logically defined phases:

- Plan
- Analyse
- Execute Upgrade
- Verify
- Activate
- Post Go-live Support



Figure 1. Infosys Upgrade Approach

Each phase has a clearly defined set of activities that must be completed before progressing to move on to the next phase. The methodology provides an extensive set of templates, checklists and other reusable artefacts for every phase to ensure a consistent, seamless and successful upgrade.

### Infosys Transition Approach:

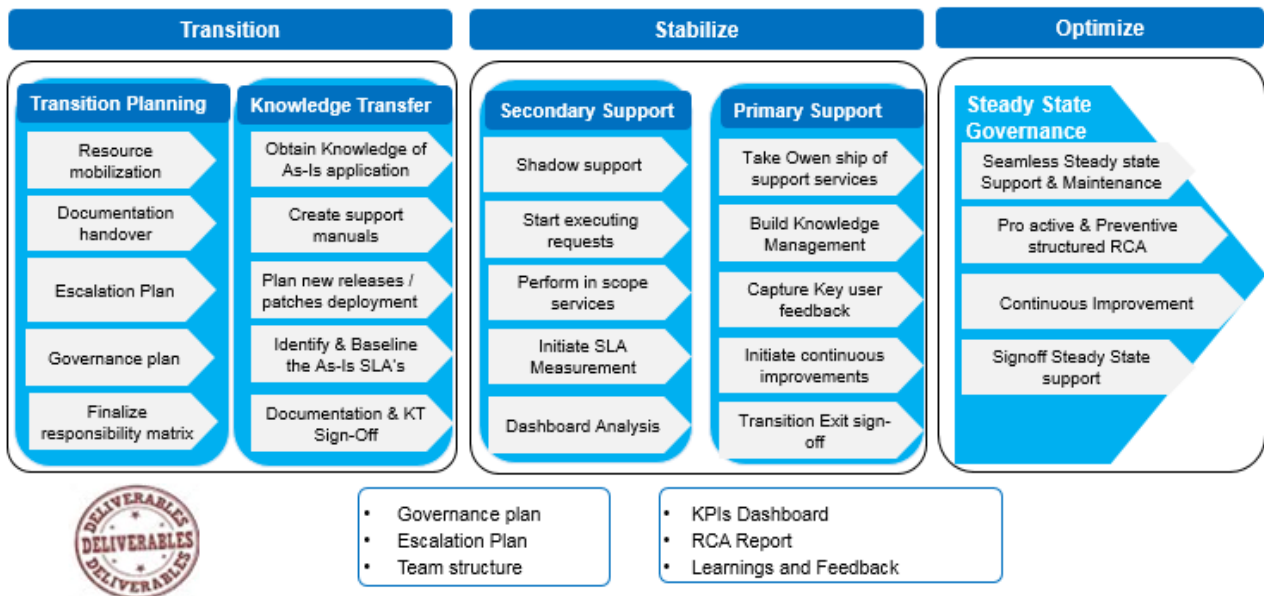


Figure 2. Infosys Transition Approach

## Support Coverage for UK:

Infosys will operate in an onsite and offshore-based support model. The Infosys Global Delivery Model (GDM) is a framework for distributed project management and multi-location engagement teams.

Following is the proposed support coverage across applications.

## On-Call Arrangement:

Infosys will provide on-call services for the applications marked as On-Call 24X7 (P1) when a Priority 1 issue is raised outside the support coverage hours.

For on call support Infosys will publish an on-call calendar every month with the names of on-call person (offshore regular and shift) for each week. Infosys assumes that for all P1 issues, help desk will directly call the respective on-call support consultant for that week as soon as the ticket is logged in the system.

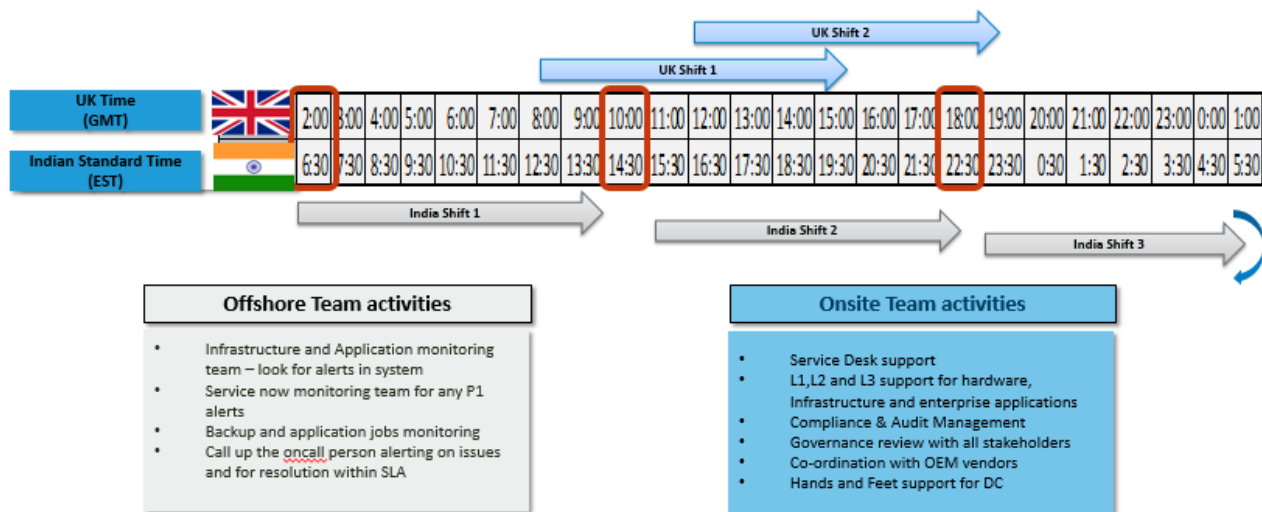


Figure 3. Onsite-Offshore Support shifts and activities

## Comprehensive Model for Application Support & Maintenance:

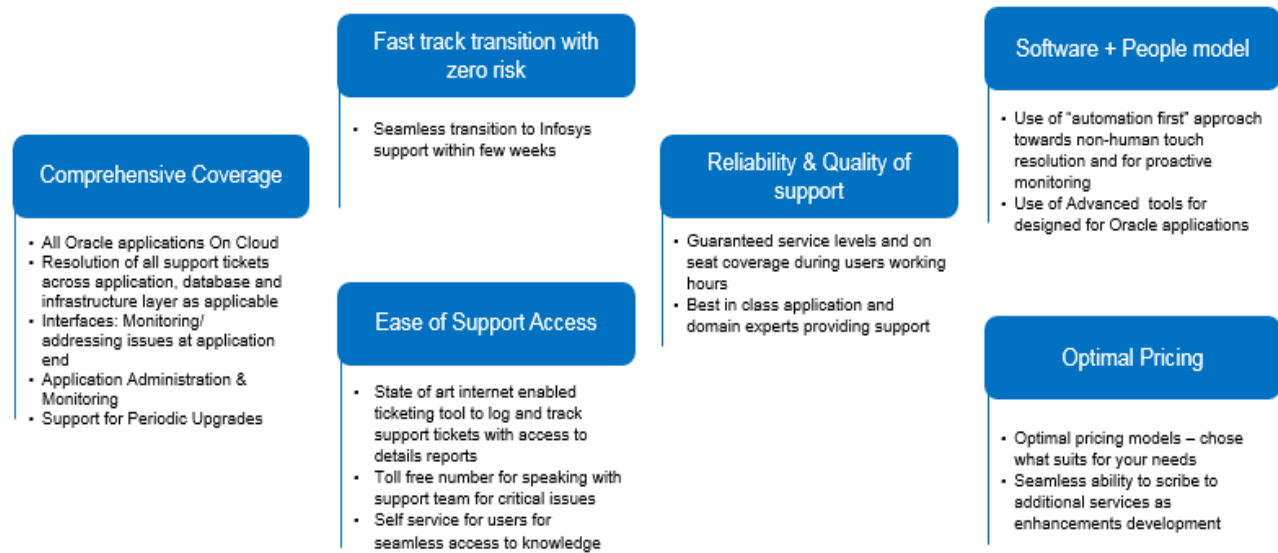


Figure 4. Application Support & Maintenance Model

### 3. Assets & Tools

In addition to various service offerings mentioned in previous section, Infosys Oracle Cloud practice has a lot of pre-build solutions and methodology which helps our customer in implementing cloud rapidly.

To start with, Infosys has Oracle approved Cloud Implementation methodology – ACT. It is based on our vast experiences on working with various customers across the globe and verticals.

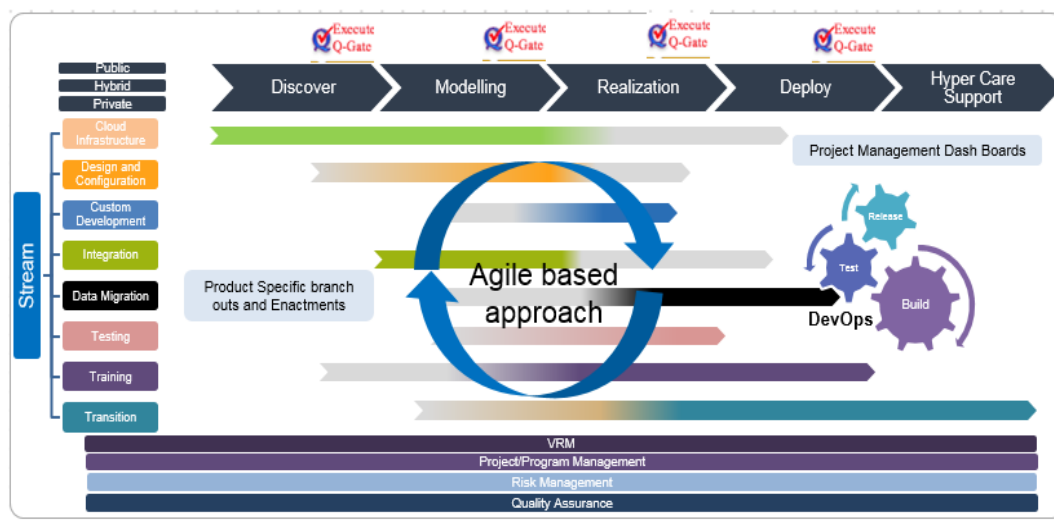


Figure 5. Infosys ACT methodology

Following are the steps:

- Discover:** This phase helps in the initial strategy meeting, planning, co-ordination and communication to get started on the project. The business value of cloud enablement is understood and the foundation for governance is established.
- Modelling:** phase helps in matching the business scenarios with standard SaaS product offerings. Decision to extend the standard product is planned and approved in this stage. All design and sprint iterations are planned in this phase.
- Realisation:** phase helps in converting the actual prototype of scope in agile way of development. The requirements are prioritised using business value analysis. The key business users are invited here to have glance of the development and share early feedback.
- Deploy:** phase helps in planning to transport the developed elements into production server. Also, transition is being planned for a smooth roll over to support team during this phase. DevOps plays a key role here in reducing cycle time and easy deployments.
- Hyper Care Support:** phase helps in transition of the project to support team for addressing post go-live issues, application stabilisation and services optimisation. Key data measurement and analysis are carried out for operational excellence and validate the promised business benefits.

In addition to our main Methodology framework, please find below various other frameworks:

**BI Analytics:**

Tools & Accelerators	Purpose
<b>Swift Test Automate</b>	Test automation tool which provided end to end testing of the BI application which provide following features: Comprehensive regression testing suite; 100% Reusable with no Manual Intervention; Dashboards, Reports & Data Validations
<b>Xpress Upgrade</b>	Rapid OBIEE Upgrade Framework; Iterative Upgrade Process; Retrofit newly developed code with ease
<b>Swift Enhance</b>	Auto apply fixes across reports; Enable new BI features in reports/dashboards Assess Issues in Catalogue
<b>Swift Migrate</b>	Automate the migration process from low to higher environment
<b>Swift Command Centre</b>	One stop cockpit view for monitoring and managing BI Application servers; Monitor all OBIEE Components; Administer and manage servers; Get alerts to avoid downtime
<b>Swift Clean</b>	A tool used for report catalogue management, users list and error capturing; Catalogue Inventory Reports; Scan & Update Catalogue for Errors; Manage Users

Table 1. BI Analytics - Tools &amp; Accelerators

**HCM:**

Tools & Accelerators	Purpose
<b>PaaS/Cloud Market Solutions</b>	PaaS based bolt-on created in ESS & MSS for typical functionalities like Employee off-boarding, Employee of the month, Warning/Disciplinary actions, Business Cards, Grievances etc. Bundled in our Implementations. Infosys is the only SI who has worked on PaaS / cloud Market Solutions in HCM Cloud.
<b>iDSS based HCM Co-existence</b>	With Hybrid models becoming a norm in HCM implementations, this iDSS based HCM Cloud co-existence solution handles co-existence of the applications by providing end to end data mgmt. - data-profiling
<b>Accelerators in Taleo</b>	Our highly popular accelerators like pre-built data maps between Taleo and on-premise HR applications like PeopleSoft or Oracle HR OR readily available Configurations workbooks for Recruiting, Transition and On-boarding modules enable fast tracked Taleo Implementations.
<b>Testing Automation solution for HCM cloud</b>	SmartTest is a Testing Automation solution for HCM Cloud, with record-and-playback features to address the regression testing required due to rapid product releases. It is a comprehensive solution with Test data mgmt. Test Plan mgmt. and testing lifecycle management, with various pre-built reports.

Table 2. HCM – Tools &amp; Accelerators

**FIN:**

Tools & Accelerators	Purpose
<b>Rapid Configuration Load Using SmartConfig</b>	Pre-built configuration scripts with excel based configuration data upload, enables configuration migration in a very simple – One-click-configure; Eliminate majority of manual configuration

	efforts migrating from test cloud instance to Production instance with low risk.
<b>Pre-defined Templates</b>	This will ensure data migration business objects are identified early in the implemented phase
<b>Pre-Scripted 1000+ Test Scenarios per each module</b>	Reusable test scenarios are available to ensure effort reduction of min 20%
<b>Standard Business Process Maps</b>	Can be customised and will be jumpstarted to finalise the new process
<b>Preconfigured systems and video for Demos and Familiarisation workshops</b>	Effective Familiarisation Workshops resulting in faster decision making

Table 3. FIN - Tools &amp; Accelerators

## CX:

<b>Tools &amp; Accelerators</b>	<b>Purpose</b>
<b>Data migration tool for CX Cloud</b>	Infosys' Smart Data Services Suite (iSDSS) for CX Cloud will help reduce complexity in data transformations and loading
<b>Gamification Solution for Oracle Sales Cloud</b>	Enables Gamification of the entire sales cycle by splitting it into missions and objectives thereby boosting the sales team productivity.
<b>Virtual Sales Assistant</b>	Proactive monitoring and notification engine to align Sales process to business goals e.g. Leads should be accepted in 2 days
<b>Partner Programme Management (PRM)</b>	A bolt-on PaaS solution that complements and enhances Oracle Sales Cloud partner management. Implements partner programmes, tier levels, specialisations, and evaluates partnership tiers periodically
<b>Data Migration for OSC</b>	Provides a simple and unified approach to migrate or integrate data over any distance, regardless of server platform or storage vendor. Migrates key sales objects from Siebel, SFDC to OSC.

Table 4. CX - Tools &amp; Accelerators

**EPM:**

<b>Tools &amp; Accelerators</b>	<b>Purpose</b>
<b>Automated dimension load utility</b>	an Infosys accelerator in the EPM cloud space
<b>Server Outage Check</b>	Identify Server down issues, P1 reduction
<b>KPI Scorecard</b>	Tracking commissions and KPI for sales
<b>Archival Script</b>	Reduce manual effort
<b>Data load report and Export Metadata Compare Utility</b>	Reduced manual intervention in the data load process
	Reduces data issues arising due to incorrect metadata management
<b>Port/Services Status</b>	Solving Hyperion services related issues within a short span of time

Table 5. EPM - Tools &amp; Accelerators

**SCM:**

<b>Tools &amp; Accelerators</b>	<b>Purpose</b>
<b>Rapid Configuration Load using SmartConfig for SCM Cloud</b>	Pre-built configuration scripts with excel based configuration data upload, enables configuration migration in a very simple
<b>iBridge – Infosys Solution to Fast Track Cloud Integrations</b>	The Infosys Pre-Configured solutions approach helps to integrate Cloud solutions for known co-existing scenarios.
<b>Infosys Smartest - Cloud Testing Automation and Management</b>	Testing consumes 30% of the time and effort in a Cloud Implementation. Smartest can deliver testing effort/ cost savings of close to 40% in such Oracle Cloud implementations.

Table 6. SCM - Tools &amp; Accelerators

## 4. Credentials

Client	Description of Contract
<b>One of the leading Consulting groups in North American region</b>	Oracle Cloud Compensation Management SaaS (HCM) (Release 5) support in the following supporting model : Transition Knowledge Transfer Shadow Support Primary Support Support ownership Upgrade from Cloud Release 5 to Release 7
<b>Global imaging and electronics company with more than 110,000 employees worldwide.</b>	Providing 24*7 Support. Oracle EBS R12.2.4 Version- Order Management, Supply Chain, Financial, HR, Quoting, iSupport, Iprocurement, iSupplier, Contracts, Field Service and Oracle custom Modules. Support of Oracle SOA, Oracle Transportation management, Salesforce.com, CA Clarity, Informatica ILM, IBM Cognos ICM, Oracle field service cloud, Infosys Social collaboration, Hyperion and OBIEE.
<b>Japan based logistical company with operations in more than 40 countries</b>	Oracle Cloud Modules such as Global HR, Compensation, Performance, Absence Management, Recruitment and onboarding, Version R 12 Includes Production support with average ticket volume per month as shown below. 15% P1 and P2, 85% P3 P1/P2: 4-5 Per month P3: 25-26 Per month
<b>Client is one of the world's largest banking and financial services organisations headquarter in UK</b>	Provide 24*7 Support to following modules:Oracle Cloud Application Hosted, Financials, Expenses, Advanced Collections; Accounting Hub and Financial Reporting and Analytics;Customer Relationship Management; Procurement and Project Portfolio Management

Table 7. Support Credentials

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)



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