G-Cloud 14-Service Definition – SAP Package Integration

Crown Commercial Service

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Table of Contents

Index of Figures

Index of Tables

1.   Service Overview

Infosys package integration services builds upon Infosys vast experience in leading ERP packages such as SAP, Oracle, Microsoft Dynamics AX, Microsoft Dynamics CRM, Salesforce.com etc. Our package integration and data migration services bring in rich industry experience to complement our technology expertise. This synergy helps us deliver comprehensive business solutions to our customers.

Infosys helps clients in evolving their integration journeys by leveraging digital principles in user experience, digitalisation, and new business models. Infosys implements best in class SAP solutions to improve business outcomes and increase operational efficiency.

Infosys is a global leader consulting, technology services, innovation, and outsourcing. We partner with leading global organisations to provide business consulting, enterprise architecture, systems integration, package implementation, application development and maintenance, independent testing, infrastructure management services and business process outsourcing. Through these services, Infosys enables its clients to fully exploit technology for business transformation.

2.   Service Description

Leveraging its strong Enterprise package capabilities, Infosys provides wide range of package integration and data migration services. Our service offerings enable such initiatives by leveraging best practice functionality inherent within Enterprise Resource Planning (ERP) packages - SAP, Oracle, Microsoft Dynamics CRM, Microsoft Dynamics AX, Salesforce, etc.

Infosys Integration Practice delivers integration, API and business process management solutions using best in class digital integration technologies.

- Part of enterprise integration & BPM practice backed by industry best practices and extensive knowledge repositories.

- A talent pool of **2500+** consultant focusing on SAP PI/PO, B2B Technologies, API, Micro services, Open-Source Middleware and Hybrid Integration

- **30+** Collaborative vendor alliances

- **200+** Active client engagements and **100+** projects

- Knowledge assets and Delivery accelerators for hybrid integration, iPaaS, API & Micro services centre for enablement

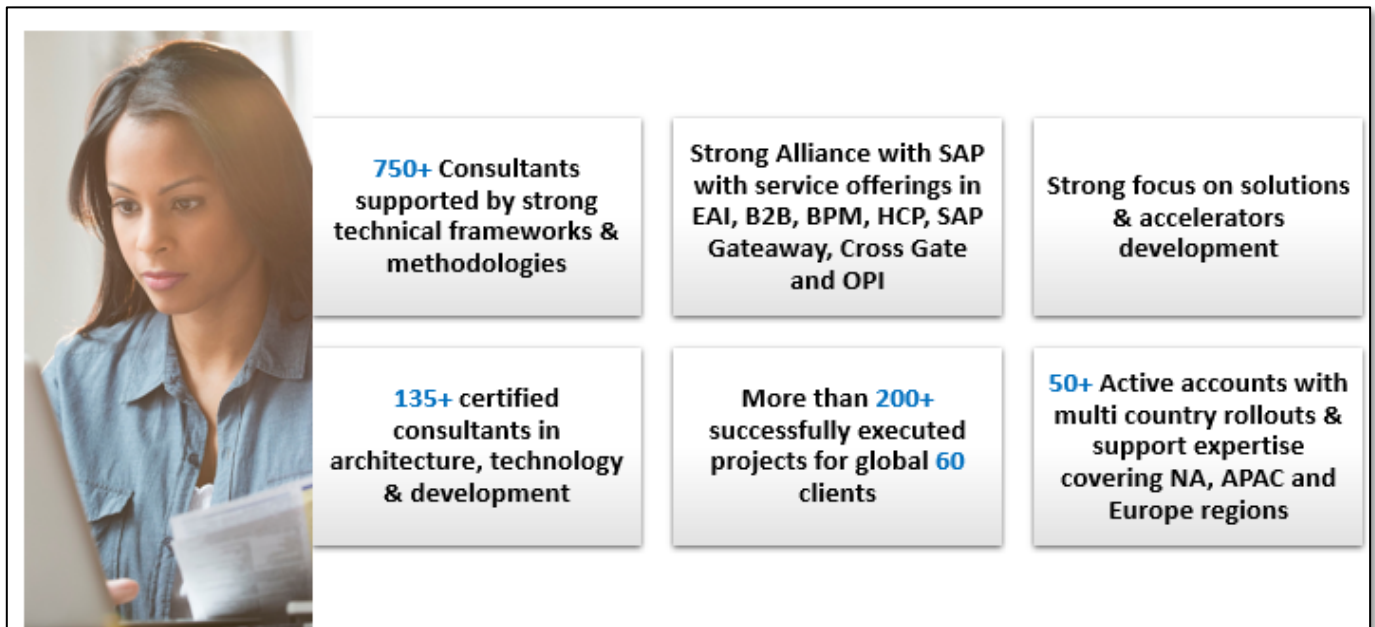- Competitive and flexible engagement models based on client needs.

Figure 1: Infosys Global Integration Practice

The Infosys Integration Practice offers the following Integration services:

- Architecture & Platform Service
- Consulting Service Offering
- Implementation & Managed Service Offering
- Product Upgrade Management
- Integration Factory Models & Competency Centre Consulting
- Simplification & Modernisation offerings using API.
- Technology Operations Simplification
- Platform Services on Integration
- API Business Strategy, Governance & management.

2.1   Infosys SAP Integration Practice

Infosys SAP practice offers a combination of technology consulting, delivery competency and in-depth industry knowledge to enable customers to implement SAP Process Integration (PI) platform as their enterprise integration platform.
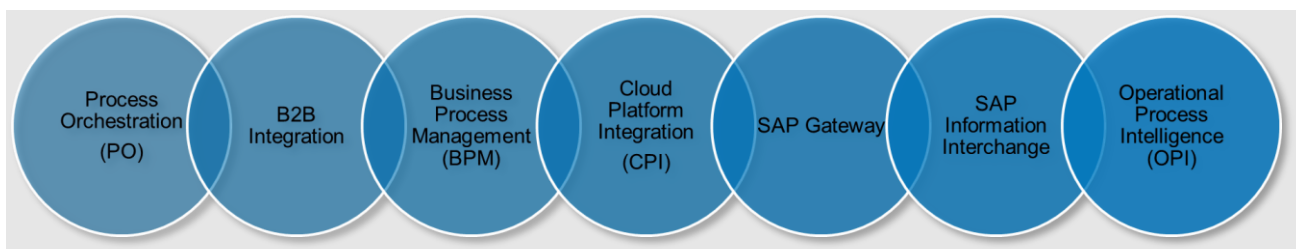
Figure 2:Infosys SAP Integration Practice briefly.

The SAP PI (Process Integration) /PO (Process Orchestration) /CPI (Cloud Platform Integration) provides end-to-end services consulting, architecture, infrastructure definition, large programme management, delivery excellence, migration, and 24*7 support. Infosys' SAP practice has completed multiple large-scale consulting, implementation, and transformation programmes across the globe for fortune 500 customers.

SAP PI/PO/ CPI has a dedicated Centre of Excellence (CoE) which focuses on product evaluation, proof of concepts and solution developments for customers to accelerate the adoption of SAP and also migrate the existing integration platform to SAP PI/PO/ CPI.

Infosys SAP PI/PO/ CPI solution has delivered value to its customer in terms of lower programme costs with standards-based architecture implementing reuse at all levels, lower TCO for support with automation and SLA based delivery and enterprise level integration platform standardisation.

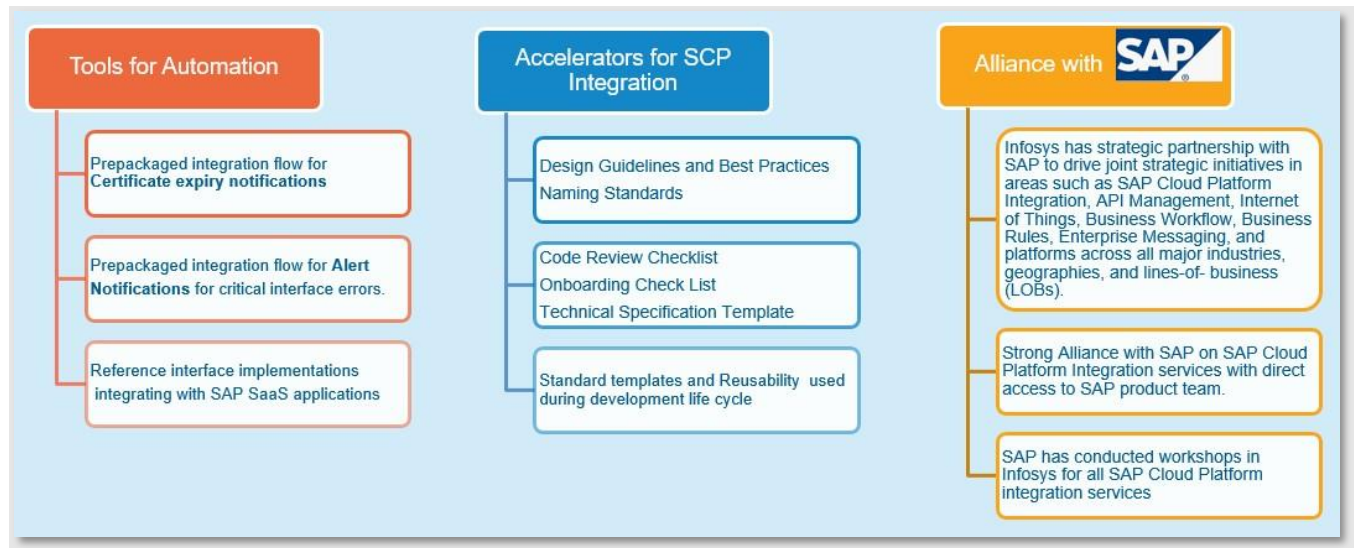

Figure 3:Integration Components

2.1.1 SAP Cloud Platform Integration (SAP CPI)

The Infosys cloud practice offers Integration-as-a-Service, a managed services model for hybrid cloud integration projects. Infosys provides robust integration of SaaS / PaaS, on-premise applications, third party gateways and social media services to drive business performance.

SAP cloud integration services enable seamless flow of data and transactions across systems in hybrid environments while enhancing the capability of hybrid cloud ecosystems by building API layers for business services and social media platforms.

The Infosys cloud business services dashboard provides visibility into end-to-end business processes and standardises service assurance across hybrid IT deployment. Our integration approach minimises costs and significantly reduces provisioning time.

Infosys Cloud Integration Services accelerate transition by 40% and reduce cost of operations by up to 30%.

Figure 4: Infosys Competency with SAP SCP-Integration Services

2.1.2   SAP Process Integration and Process Orchestration (SAP PI/PO)

SAP Process Orchestration and SAP Cloud Platform Integration are complementary offerings supporting enterprise application integration. The former has been used predominately focusing on integrating on-premise landscapes for A2A and B2B scenarios, the latter specifically addresses cloud to-cloud and on-premise-to-cloud applications.

Infosys SAP Integration practice evaluate and implement SAP PI (Process Integration) as an integration platform which provides seamless integration between SAP and non-SAP applications. Emphasising on integration scenarios in cloud and hybrid environments, the two integration platforms build the cornerstone for SAP's long-term integration strategy.
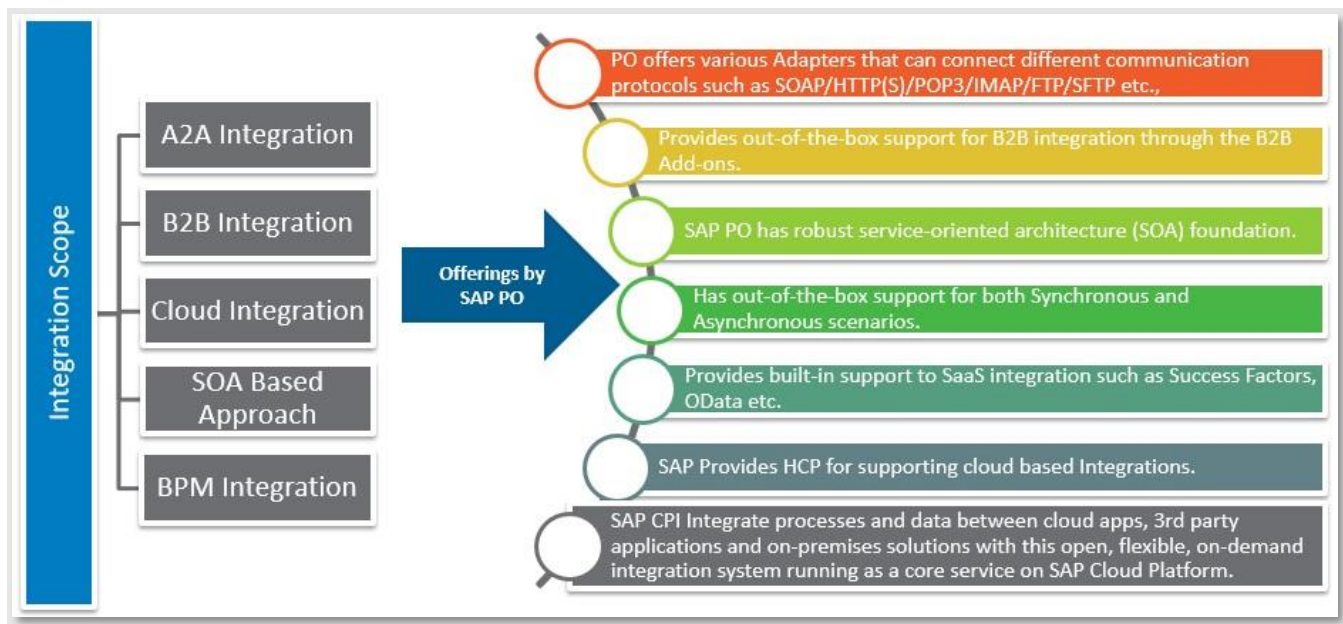
Figure 5:SAP PO Integration Offerings

To enable cloud integration, Infosys also deploy, execute, and operate cloud integration content with all the deployment options such as SAP Process Orchestration and SAP PI dual usage type. Infosys SAP System Integration via SAP PO work seamlessly with its key enablers and tools.
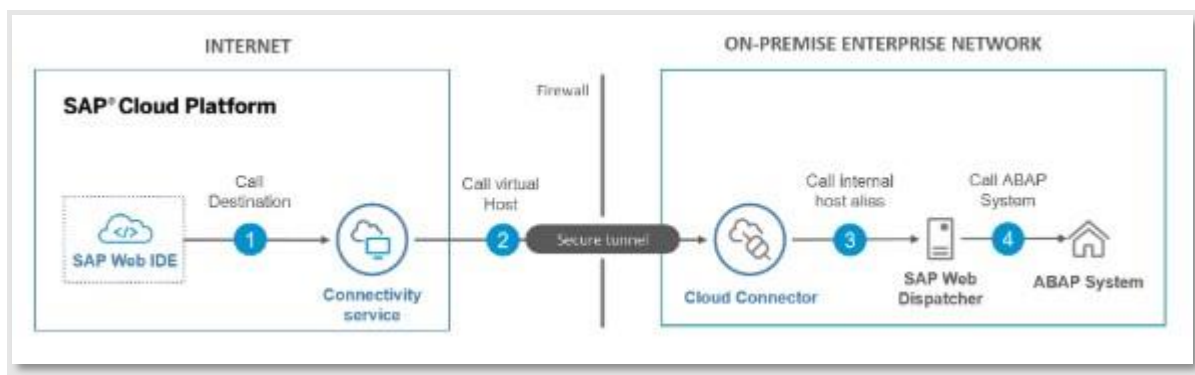
Key Enablers	Key Features
SAP PO Testing Tool	• Regression Testing tool for upgrade, migration, and ongoing service pack upgrades • Compare and Certification tool
XY2XI Migration Solution	• Solution to define roadmap, business case for migration to SAP PO • Ready to use methodology, tools & templates • 30-50% reduction in effort
B2B with SAP PO	• Tool to automate partner Onboarding • Mapping kits for O2C and P2P with EDI • Smart Mapper - Configuration to get new EDI interfaces deployed
SAP PO Code Review tool	• PI developers analyse the custom codes to improve system performance
PIX – Extended Monitoring framework	• Enhanced SAP PI monitoring over standard features • Track and search messages on business attributes (Order No., Invoice No.) • Non-Intrusive Plug and Play solution • User customisable alerts.
SAP PO Code review Tool	• Reviewing and comparing naming conventions of all the ID objects.

Mapping Rule Extractor	• Extracting rules and logic for existing Graphical Message Mappings to an Excel • Extracting rules and logic for existing Graphical Message Mappings to an Excel
Java Modules Repository	• Collection of most commonly used User Defined Functions • Collection of re-useable Adapter modules
Integration Directory – Rollout Tool	• Automated development of Integration Directory objects for Interface rollouts • Considerable effort reduction for SAP PO developers
SAP PI Data Type creation tool	• Developing source and target structures in SAP PO. Considerable effort reduction for large data structures.
Bulk Channel update and creation Tool	• Automated creation of Communication Channels. Performing bulk updates for Communication Channels.

Table 1:Key Enablers for Integration via SAP PO implementation

2.1.3 SAP Cloud Platform Cloud Connector

Infosys also supports SAP HANA Cloud connector which connects on-demand applications in SAP HANA Cloud Platform and existing on-premises systems. The Cloud connector runs as an on-premise agent in a secured network and acts as a reverse invoke proxy between the on-premise network and SAP HANA Cloud Platform.

Figure 6: SAP Cloud Platform Cloud Connector

The Cloud connector has the following advantages:

- In order to establish connectivity from SAP HANA Cloud Platform to an on-premises system, the firewall of the on-premises network does not require an open inbound port.
- The Cloud connector supports HTTP and RFC protocols as of now. For example, the RFC protocol supports native access to ABAP systems by invoking function modules.
- The Cloud connector can be used to connect on-premises database, or BI tools to SAP HANA databases in the cloud in both directions.
- The Cloud connector is easy to install and configure i.e. it comes with a low TCO and fits well with cloud scenarios and Infosys provides standard support for it.

3. Infosys SAP Accelerators and Tools

Infosys Package Integration services incorporate the following integration tools:

Tools and Accelerators	Key Features
Business Process Analyser	The tool can be used to understand the scope in terms of business scenarios and business processes and type of master data objects (e.g. Master inspection characteristics, Inspection plan, Material master etc.) being used on a live SAP system.
Custom Object Repository	With this tool customer can quickly get a snapshot of the customisation done in this system and hence establish 1) to what extent Vanilla SAP is being used and 2) potential custom objects that can be reused across roll outs 3) regression testing scenarios.
Health Check Tool	Analyses custom objects and- its dependents and then reports the list of programmes with their usage frequency. Once the obsolete objects are identified, the tool helps in determining the technical impact of commenting out the objects and also helps in archiving them

Table 2:Infosys SAP Accelerators and Tools

4. SAP Credentials

Our strategy has shaped our SAP offerings to be one of the strongest in the industry: Infosys has an Industry recognised SAP Practice for last 25 years with over GBP £ 1.88 billion in revenue and employs 25,000+ SAP consultants across various geographies. Infosys has rich and varied experience of working with 650+ customers on SAP implementations, roll outs, upgrades, ongoing support, etc. across 50+ countries and multiple business verticals.

Our SAP services strategy for market success are aligned to evolving client needs. We have strong focus and investment in new SAP technologies, fast growth markets, capacity build and trainings. We have developed proprietary and industry specific solutions to solve complex business challenges and ensure cost-effective deployments. We are global SAP partner and certified partner for SAP S/4 HANA value assurance, SAP S/4 HANA on Cloud, SAP AMS, Operations, and AMS for SAP S/4HANA   partner that enable us to execute co-innovation and co-creation for our clients in collaboration with SAP. As part of our SAP strategy, we have been making investments in our **SAP Centres of Excellence** for the next generation SAP technologies.

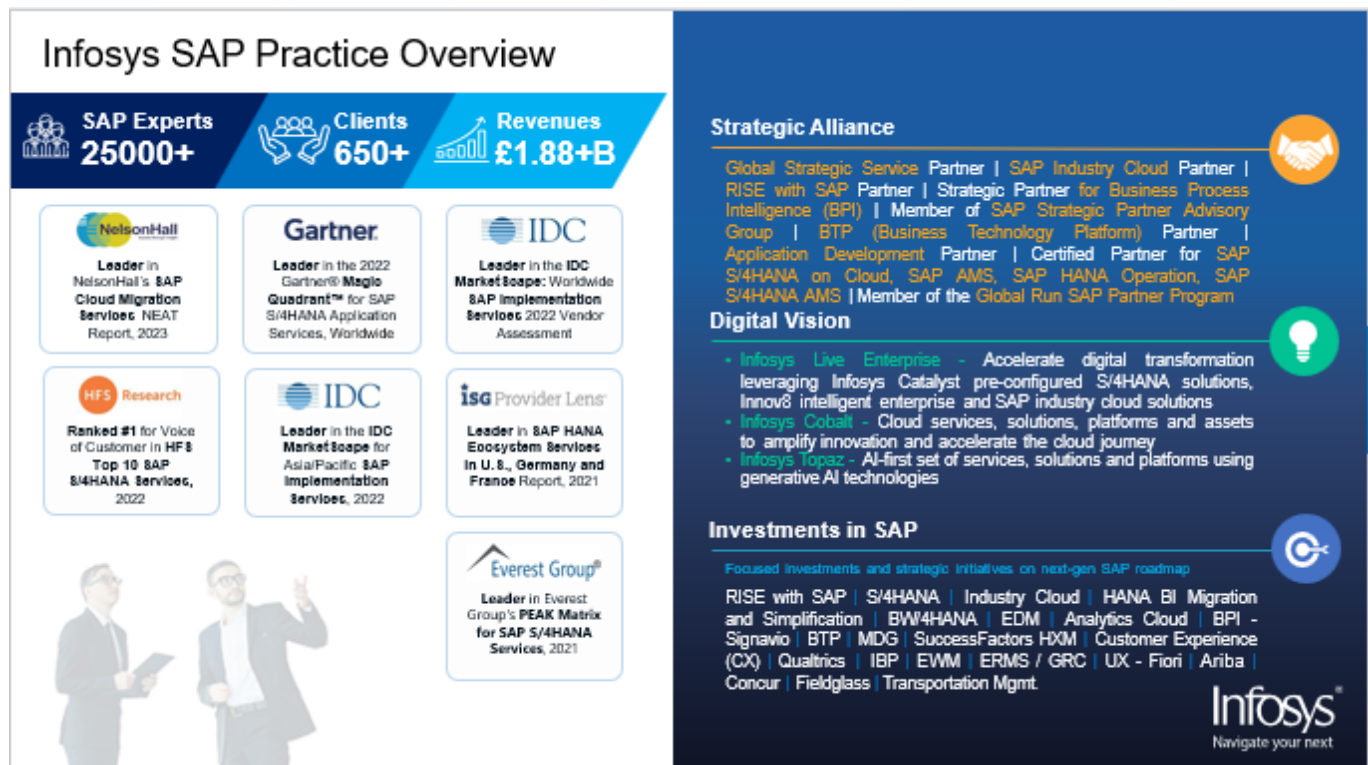*Figure 7: Infosys SAP Practice*

It is reflected in analyst and customer ratings and our SAP market positioning as well. Infosys has been rated high by leading analysts like Gartner, Nelson Hall, IDC, Everest Group etc for our SAP and SAP S/4 HANA services. Within our larger SAP Practice, Infosys handles various client engagements that involve technologies like S/4HANA, MDG, Fiori, Ariba, BIS, AIF.
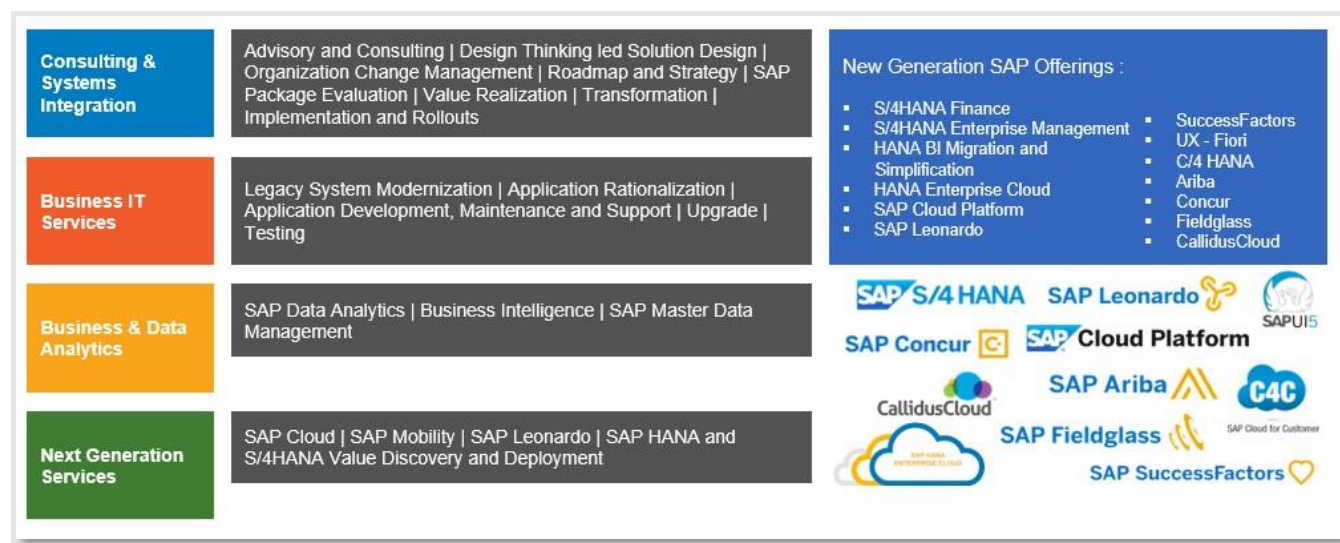
Infosys has a strong SAP global presence with teams dispersed across the geographies. Along with existing core delivery centres and SAP service specific hubs, it's rapidly expanding to create new onshore offices.

Infosys is an 'SAP Global Strategic Services Partner,' which is the highest level of SAP partnership.

Infosys provides a wide range SAP services ranging from application management services to business transformations including digitalisation to accelerate adoption of tomorrow's business models today.

Infosys also provides end-to-end service offerings for SAP's new generation cloud products such as SAP Leonardo, SAP Ariba, SAP Fieldglass, SAP SuccessFactors, SAP Cloud platform, SAP Concur, SAP Hybris, SAP C4C, Analytics, SAP Qualtrics.

Infosys' offerings in SAP space includes:

Figure 8:Infosys Offerings in SAP Space

Our collaboration is spearheaded by board members to drive joint, strategic initiatives across S/4HANA Enterprise, BW/4HANA, SuccessFactors, SAP Hybris, Ariba, and SAP Cloud platform.

Figure 9:Infosys - SAP: A Strategic Alliance

Infosys is an **SAP S/4HANA Value Assurance** partner. We have a board level sponsorship to drive jointly on strategic initiatives like S/4HANA, S/4 Finance, S/4 Enterprise Management, HANA. Infosys is a key partner selected for the Beta testing for S/4HANA Enterprise Management as well as Enterprise Cloud, HANA Cloud Platform, SuccessFactors, SAP Mobility platform, Hybris, CEC, Ariba, Concur and Fieldglass.
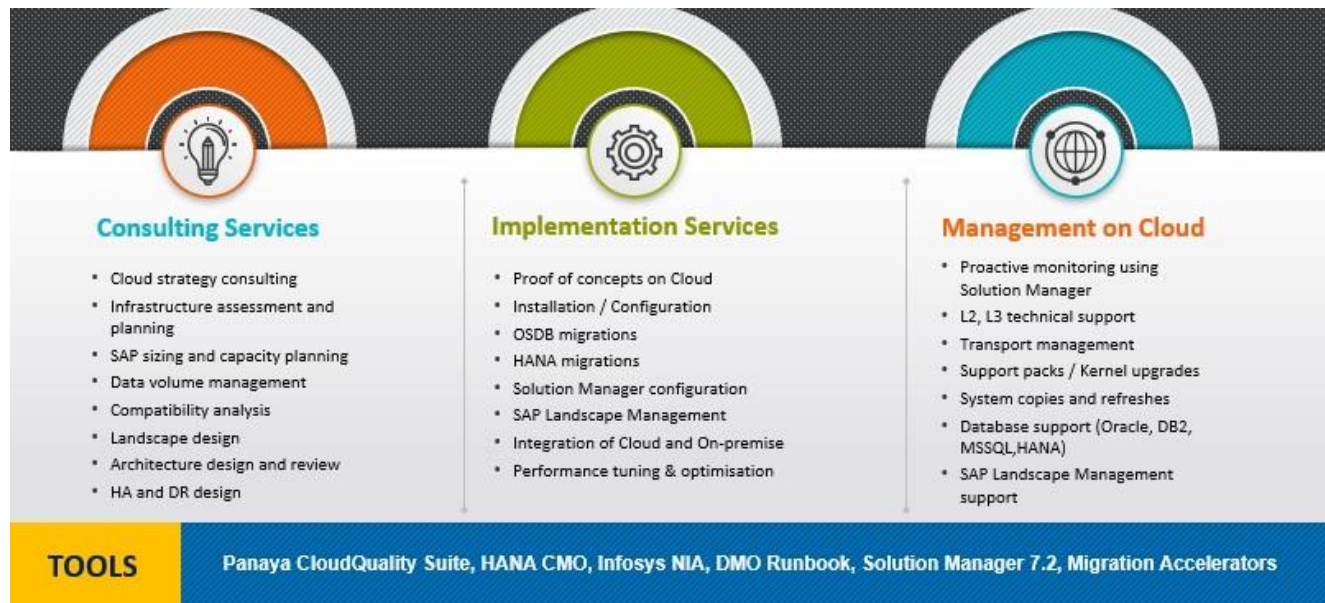
Infosys has been authorised solution provider for SAP HANA Cloud Build, SAP HANA Cloud Integration and Analytics. Additionally, Infosys has been engaged with SAP for S/4HANA co-innovation and SAP Co-Innovation Lab (COIL) initiatives.

Figure 10: SAP Global Certifications - First SI Certified For S/4 HANA Operations

Infosys helps clients to explore their rapidly emerging cloud strategy and to leverage new growth drivers such as cloud computing, mobility, in-memory computing to enhance the SAP application and infrastructure landscape. It applies cloud-based mobility solutions, SAP HANA on the Cloud, hybrid HTML 5 applications.

Infosys offers implementation of business specific cloud strategies and manages it with help of enabling tools developed by Infosys and SAP.

Consulting Services

* Cloud strategy consulting
* Infrastructure assessment and planning
* SAP sizing and capacity planning
* Data volume management
* Compatibility analysis
* Landscape design
* Architecture design and review
* HA and DR design

Implementation Services

* Proof of concepts on Cloud
* Installation / Configuration
* OSDB migrations
* HANA migrations
* Solution Manager configuration
* SAP Landscape Management
* Integration of Cloud and On-premise
* Performance tuning & optimisation

Management on Cloud

* Proactive monitoring using Solution Manager
* L2, L3 technical support
* Transport management
* Support packs / Kernel upgrades
* System copies and refreshes
* Database support (Oracle, DB2, MSSQL,HANA)
* SAP Landscape Management support

TOOLS   Panaya CloudQuality Suite, HANA CMO, Infosys NIA, DMO Runbook, Solution Manager 7.2, Migration Accelerators

Figure 11:Overview of SAP on Cloud Offerings

Infosys offers an end-to-end partnership to help clients step into the cloud environment with robust methodology, tools, and accelerators. Infosys is able to analyse application portfolio, measure the impacts and chart a roadmap for a seamless cloud migration. Infosys allows business activities on OS migrations, DB conversions, Ehp upgrades, PI / PO upgrades, sizing, security, networking, authentication, and communication to seamlessly blend in cloud migration pathways.

By implementing standard, proven methodology, Infosys enables end-to-end cloud migration initiating from Ideation phase to implementation and hypercare support after go-live.
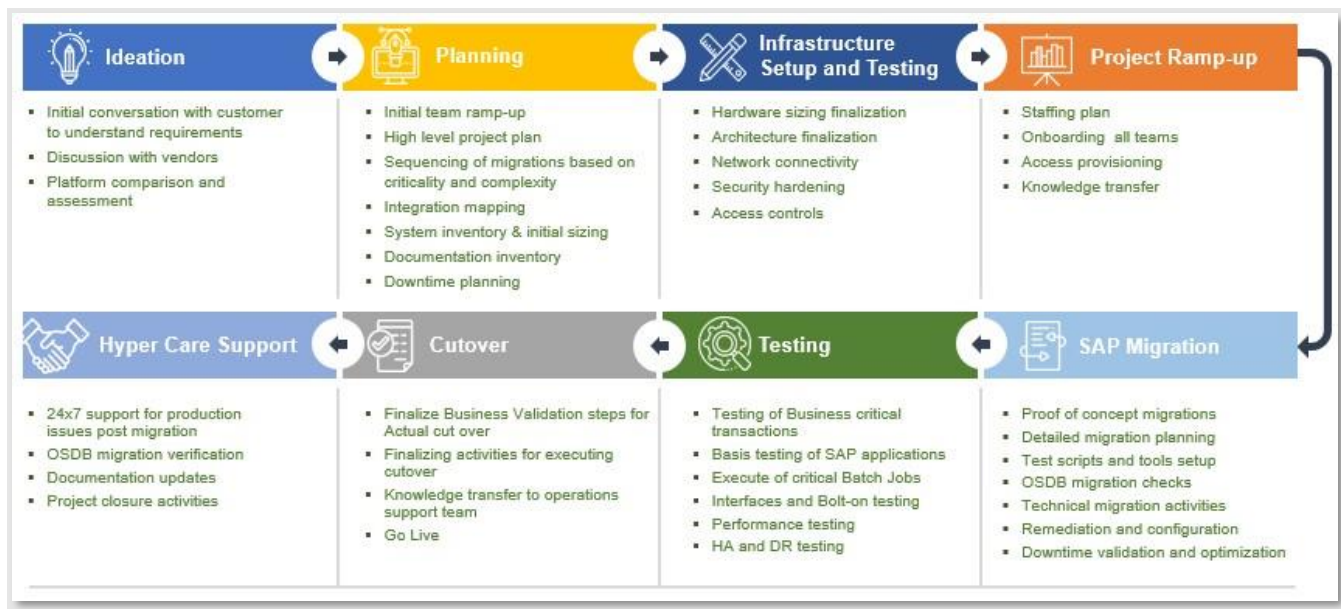
Figure 12:Cloud Migration Framework

With SAP Cloud Platform, Infosys kick starts client's digital initiatives without impacting its core SAP developments. Its outreach to client's end customers and business partners can be significantly enhanced with portals design and hosted on the cloud platform which can give a tailored and individual user experience on products and service offerings.

Infosys helps clients navigating their cloud migration journey by analysing and providing the best cloud service offering depending upon business need. Infosys also assesses the compatibility, configure and setup the solution.
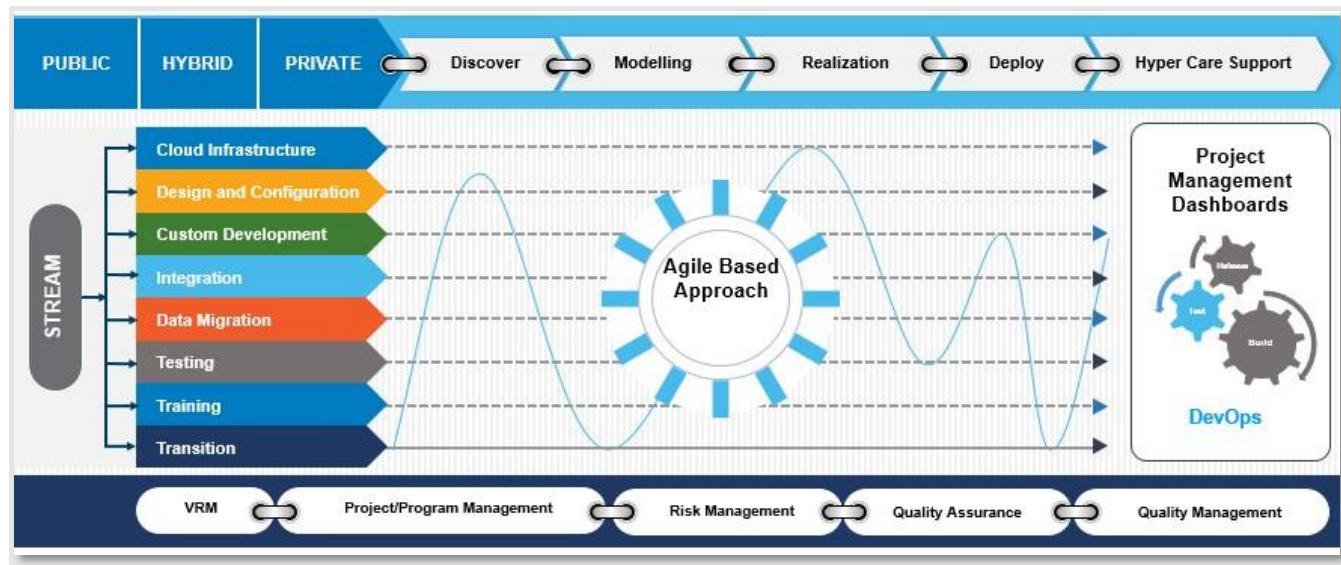

Figure 13:Cloud Transformation Cycle

Infosys has developed its proprietary cloud transformation methodology known as 'Accelerating Cloud Transformation' (ACT) that helps enterprises rapidly define implementation roadmap, develop products, and realise value from cloud adaptation.

This unique methodology caters to all the enterprise transformation requirements. As an end-to-end implementation methodology, it includes an enactment portal -the Infosys Cloud Factory - that acts as a one -stop solution for all cloud deployment projects.

ACT is equipped with accelerators that outlines cloud strategy, along the implementation path while assisting in training and change management.

Figure 14:Accelerating Cloud Transformation (ACT) Methodology

Innov8: Strategic Partnership of Infosys and SAP

SAP is partnering with Infosys to help clients invest in purposeful innovation to become an Intelligent Enterprise. Innov8 for Embrace, an SAP collaboration programme with Microsoft Azure, Amazon Web Services (AWS) and Google Cloud as well as global strategic service partners (GSSPs), leverages Infosys industry knowledge. This is a platform delivered on a cloud hyperscaler environment with SAP digital solutions delivering end-to-end business outcomes at accelerated pace.

Innov8 is not a programme today. It is a strategy of Infosys' SAP business. It is built in close collaboration with SAP and Microsoft.

It has 4 value propositions, defining innovation as a service with repository of intelligent use cases, defined reference architecture with full stack including infrastructure, core S/4, Infosys Industry solution such as Catalyst and AI/ML apps.

To amortise cost Infosys has developed a flat lines model for the bundles converting Capex into Opex. Infosys and SAP have co developed a talent model to help clients accelerate their digital journey.

Figure 15: Innov8: Infosys Strategic Initiatives

Innov8 brings SAP, Infosys and hyperscaler partner together in the market with definitive agreement to generate client centric full stack solutions. We have defined specific objectives for SAP and Infosys tied together to our mutual business plans. All of this has been placed together with a single vision of generating highest value for our customers on their journey to intelligent enterprise.