

G-Cloud 14-Service Definition – SAP User Experience Transformation

Crown Commercial Service

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Authorised by	Peter Gill

Contact Information

For further information and discussions, please contact	
Name	Peter Gill
Designation	AVP and Head, UK Public Sector
Address	Infosys Limited
Phone	07391393866
Fax	
Email	ukps@infosys.com

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1. Service Overview

Infosys SAP UX transformation team helps our SAP customers to adopt to all new user experience based on latest UX & design guidelines from SAP. This involves modernisation of existing applications, implementation of standard Fiori apps, extension of Fiori apps, new custom apps development using UI5/Fiori, MDK, Screen Personas etc. Leveraging both on-premise and cloud-based landscape. This helps customers to have better adoption of applications, improve the productivity and reduce Total Cost of Ownership.

Infosys Simple Web Interface for Transactions (SWIFT) framework enables rapid development of web and mobile-based applications on SAP. Enterprises can leverage the framework to develop a large number of applications and, particularly, to migrate existing applications to UI5 / Fiori-based applications.

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, with this journey getting a backing from strategic business consultants from our subsidiary Infosys Lodestone Consulting.

2. Infosys SAP UX Centre of Excellence

Infosys provides UX transformation services which are based on some of the core principles following SAP best practices by leveraging design thinking led application design approach with UX solutions aligning to future road map - UI5, Fiori, MDK etc. which minimises disruption in business process.

It also allows reuse of existing assets with minimal pre-requisites for user and for landscape and leveraging accelerators and pre-built solutions.

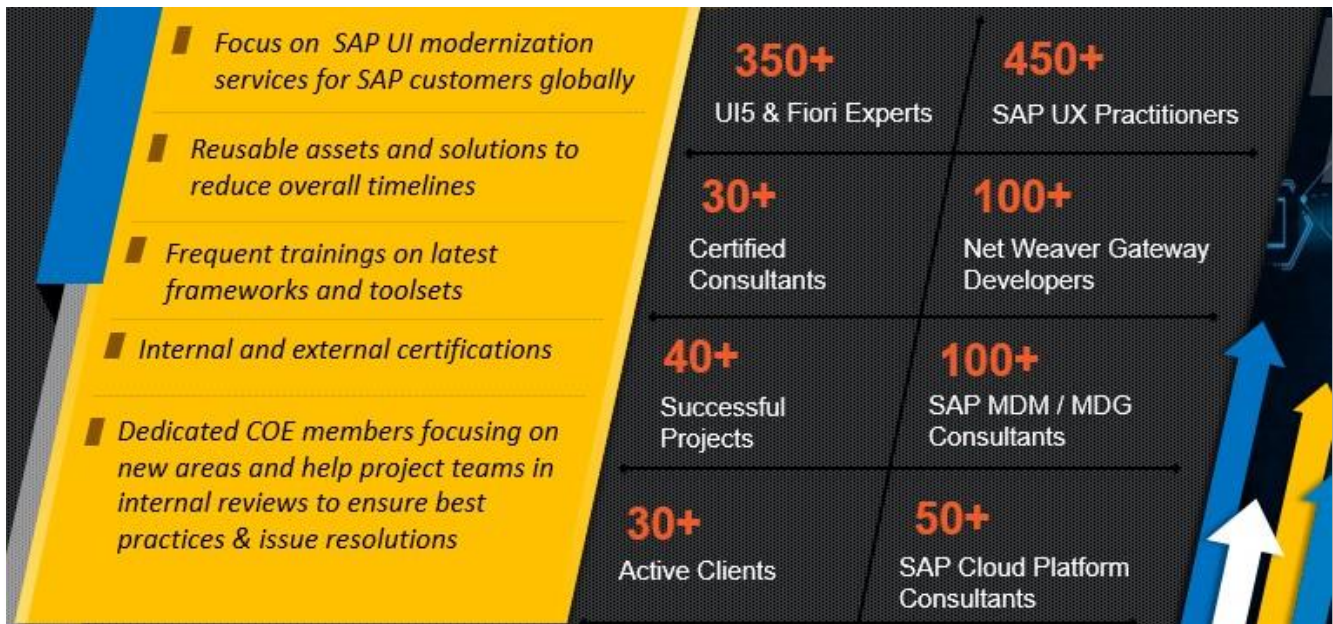


Figure 1:Infosys SAP UX CoE at a Glance

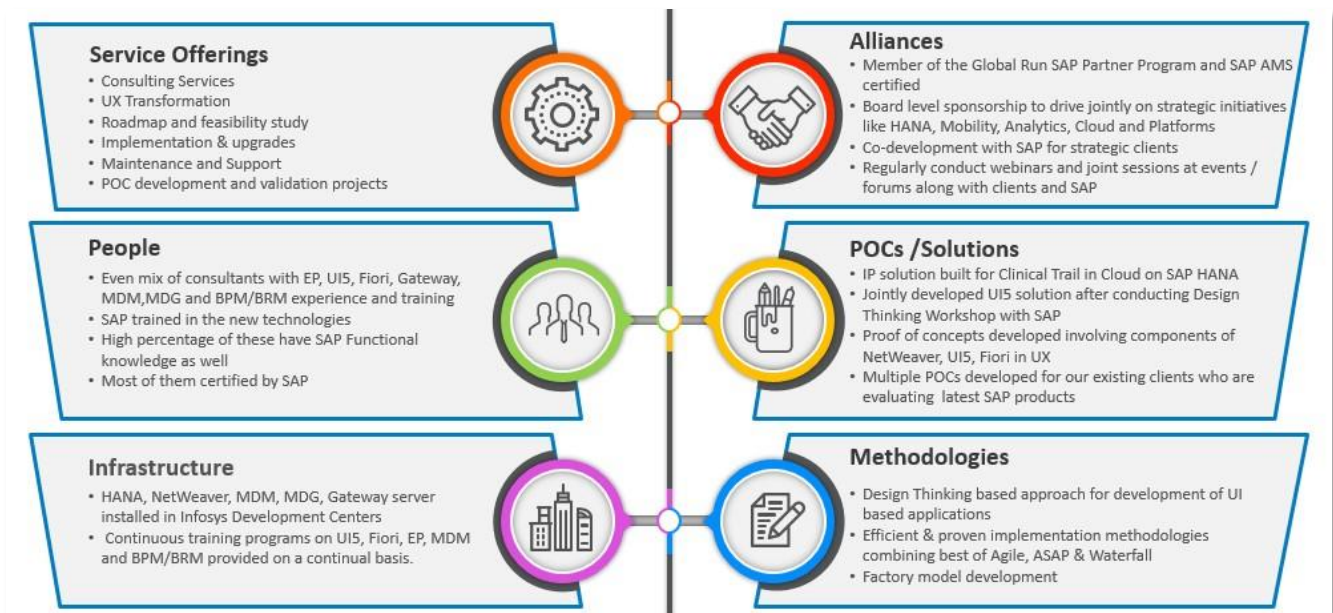


Figure 2:Infosys SAP New Technology Practice CoE

3. SAP UI5 development – Infosys Accelerators

Infosys Simple Web Interface for Transactions (SWIFT) framework enables rapid development of web and mobile-based applications on SAP. Enterprises can leverage the framework to develop a large number of applications and, particularly, to migrate existing applications to UI5 / Fiori-based applications.

S No	Accelerators	High-Level description
1.	Template-based Applications	
1.A	Dynamic Transactions	<ul style="list-style-type: none">• Framework for template-based transactions• Configurable screen elements and validations• Zero code for building UI layer
1.B	Reporting Framework	<ul style="list-style-type: none">• Template-based reporting for enterprise-wide reporting needs• Configurable search and filtering• Data sorting and filtering• Graphical representation of data • Export to Excel, PDF etc.
1.C	Approval Framework	<ul style="list-style-type: none">• Integrated and customised inbox• Single window for display, accept and reject tasks from different systems.• Configurable to multiple sources• Enterprise approval framework
2.	Reusable Solutions	
2.A	Pre-built Transactions	<ul style="list-style-type: none">• Pre-built transactions for common use cases• Business rules fetched from SAP.• Authorisations based on SAP roles.• Targeted for casual users
2.B	Subscription and Notification Framework	<ul style="list-style-type: none">• Allows users to subscribe to notifications.• Personalised for frequency of notifications.• Enables authorisations based on SAP roles.• Applicable to SAP and non-SAP systems

Table 1:SAP UI5 Development - Infosys Accelerators

4. Few Solutions by Infosys - SAP Cloud Platform Solutions certified by SAP.

4.1 E-Docket Extension to Success factors

- E-Docket functionality works as an extension to SuccessFactors.
- A central document stores for individual employees and HR department without much duplication along with integrated views
- The solution is ready for demo.

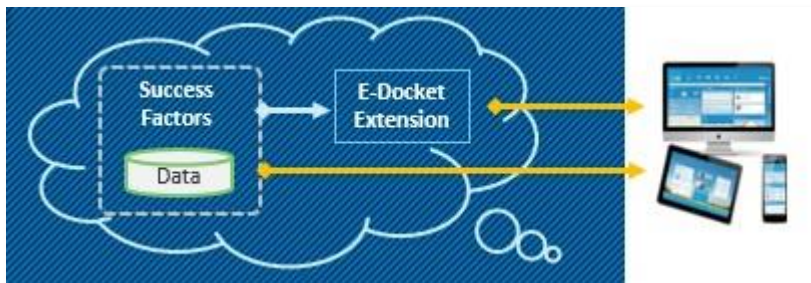


Figure 3: Demo 1-E-Docket Extension to Success factors.

4.2 Oil Field Services Solution Extensions

- SmartOFS is a pre-configured SAP solution with solution extensions built specifically for Oilfield Services companies.
- Addresses gaps between standard SAP solution and OFS specific requirements
- SmartQTS is the component of SmartOFS solution that addresses Quote and Field Execution capabilities.
- The Job Proposal and Job Execution scenarios are being built on SAP Cloud Platform.



Figure 4: Demo 2 - Oil Field Service Solution Extensions

4.3 Subscription & Notification Framework

- Subscription and notification framework is a Cloud application that will allow external users to subscribe for events. This solution sources event information from SAP / Non-SAP solutions depending on usage scenarios.
- The application is ready for demo.



Figure 5: Demo 2 - Subscription and Notification Framework

5. 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.

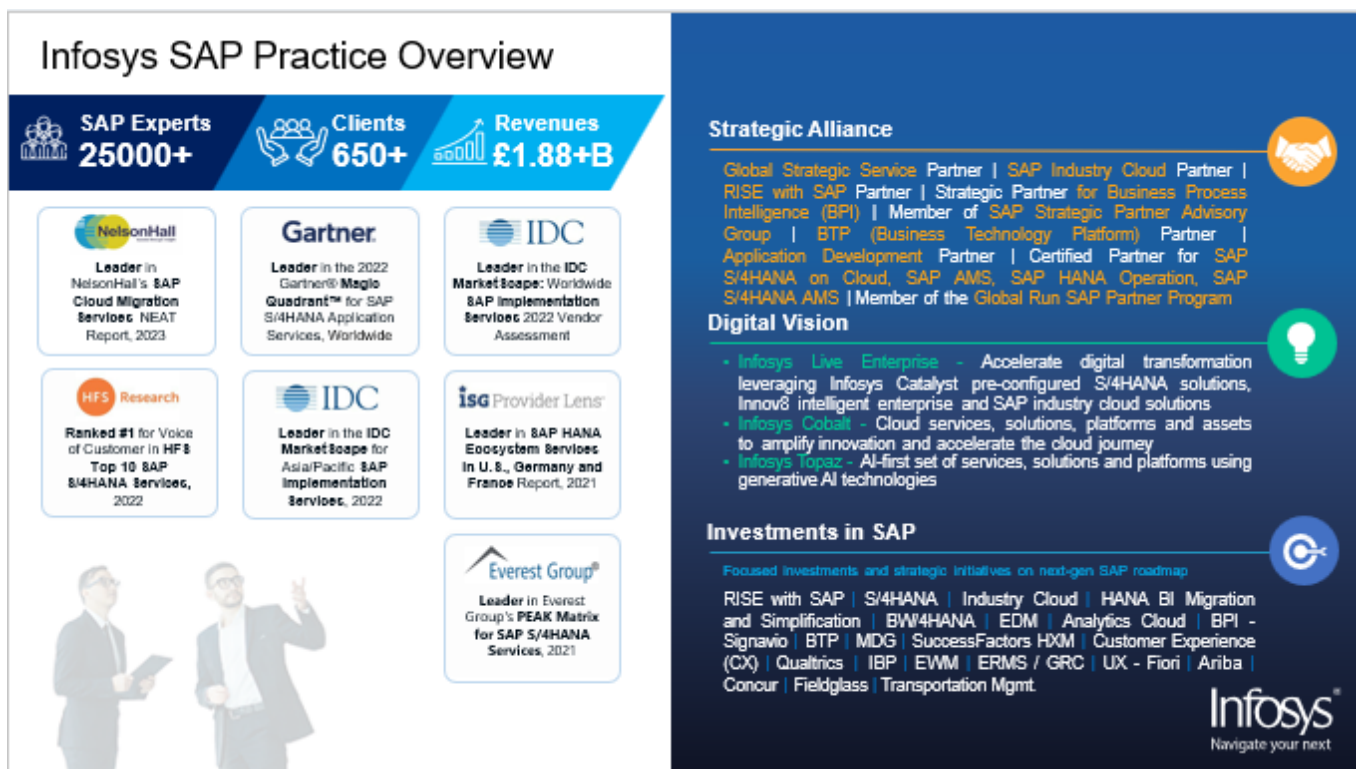


Figure 6: Infossys SAP Practice

It is reflected in analyst and customer ratings and our SAP market positioning as well. Infossys have been rated high by leading analyst like Gartner, Nelson Hall, IDC, Everest Group etc for our SAP and SAP S/4 HANA services. Within our larger SAP Practice, Infossys handles various client engagements that involve technologies like S/4HANA, MDG, Fiori, Ariba, BIS, AIF.

Infossys 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.

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

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

Infossys 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:

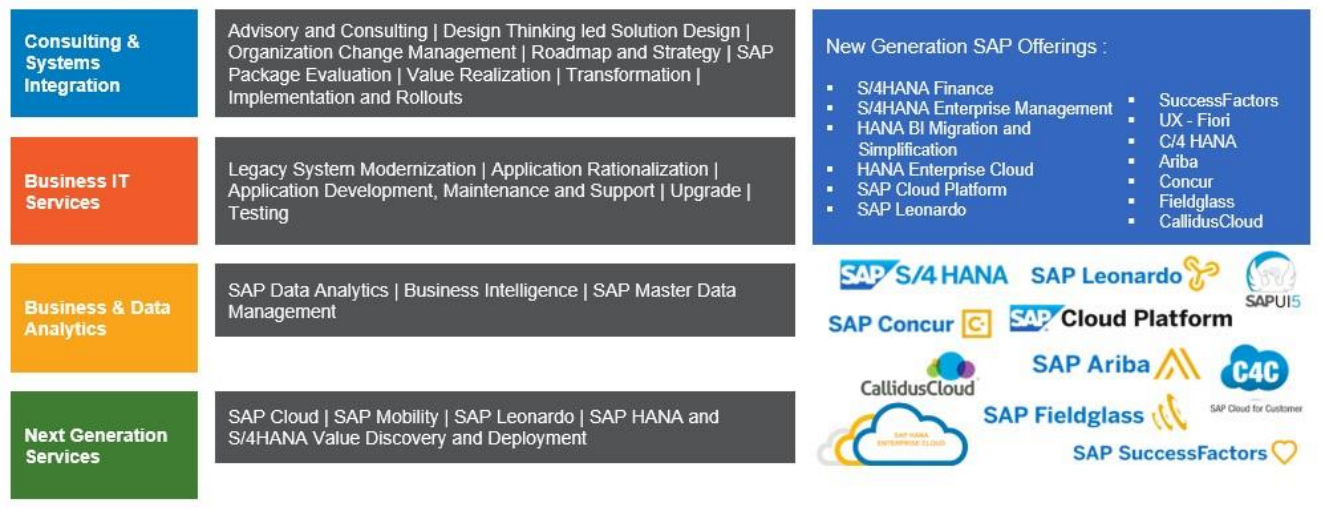


Figure 7:Infosys Offerings in SAP Space

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.

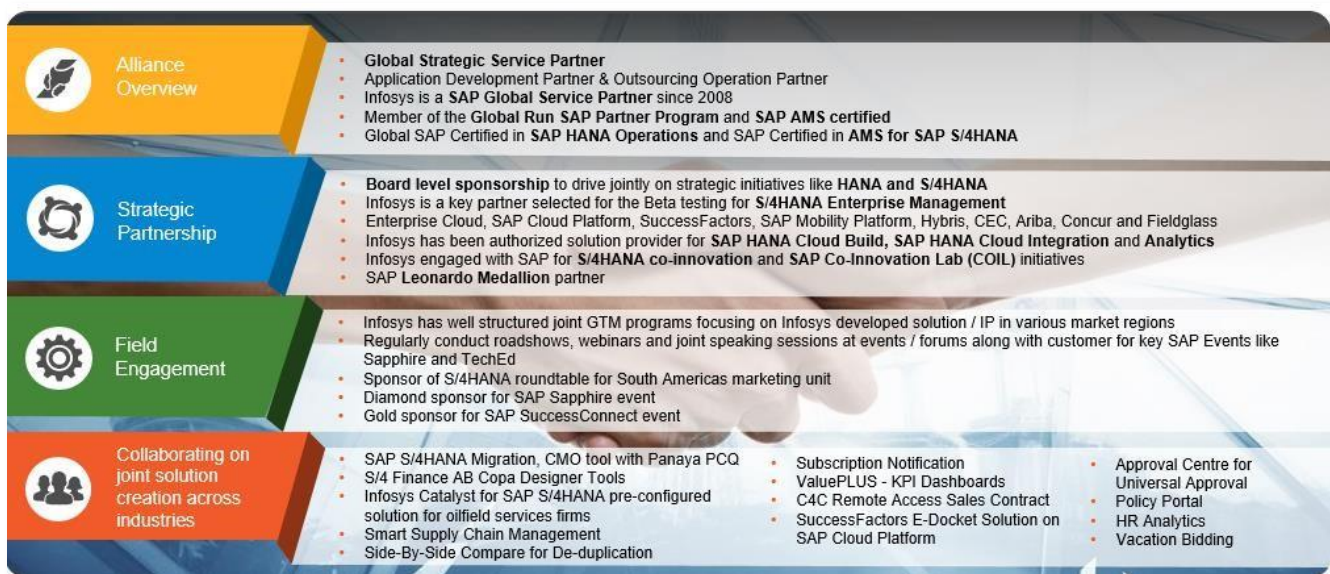


Figure 8:Infosys-SAP: A Strategic Alliance

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 9: SAP Global Certifications - First SI Certified for S/4 HANA for 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.

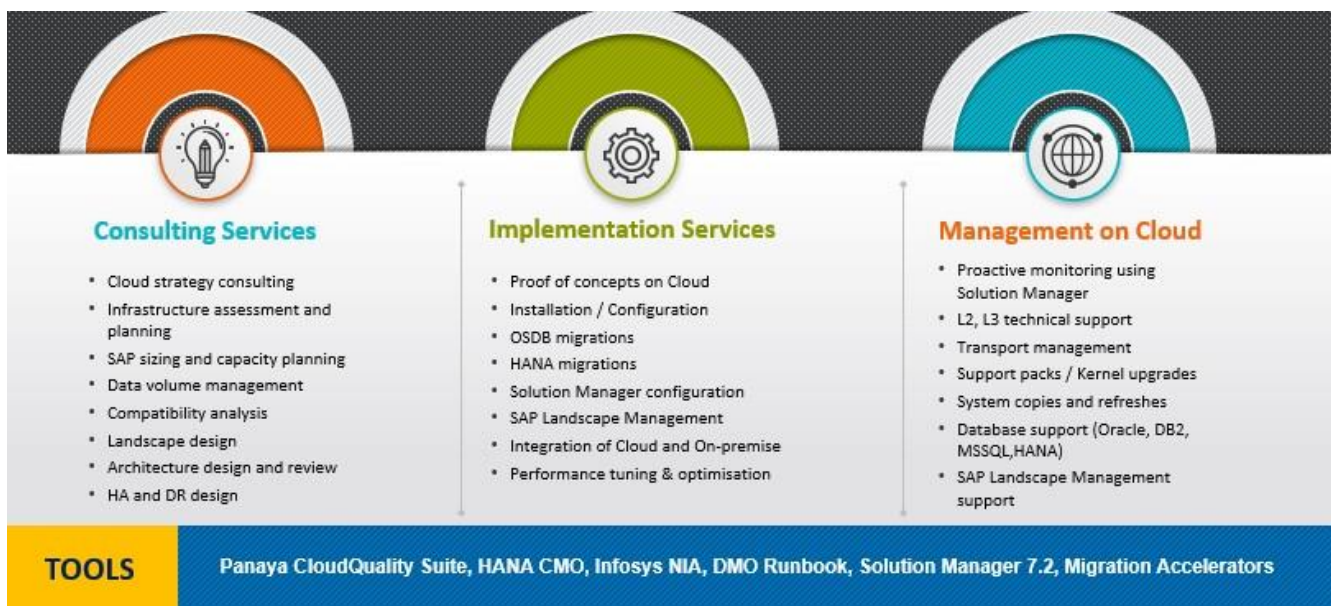


Figure 10: Overview of SAP on Cloud Offerings

Infosys offers an end-to-end partnership to help client 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.

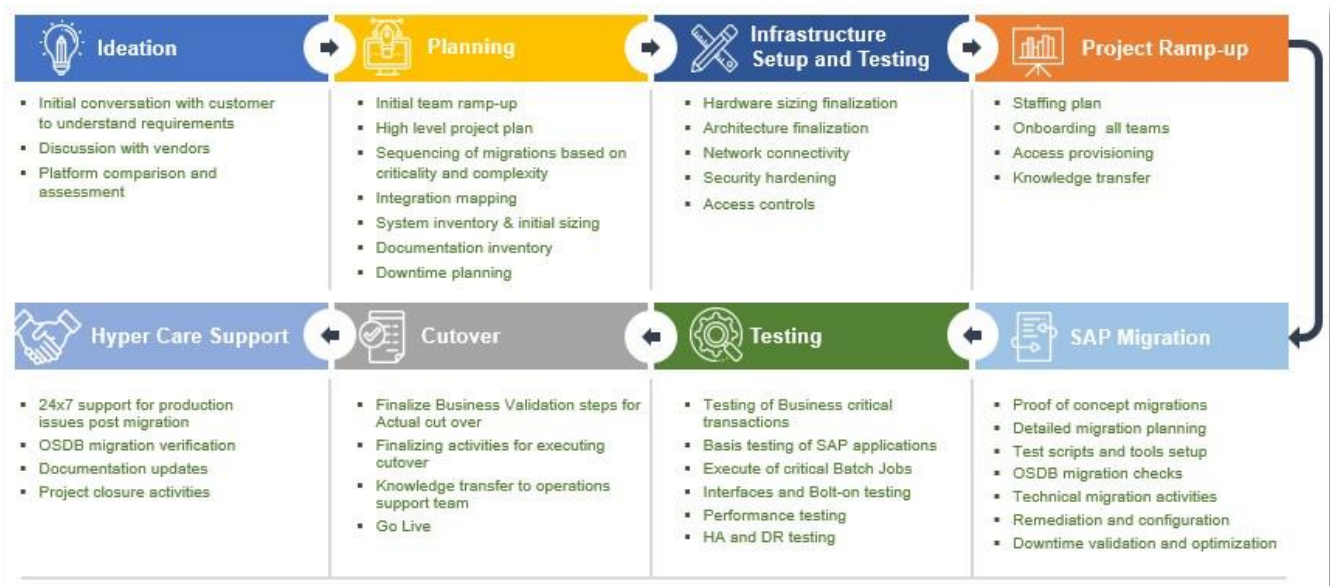


Figure 11: Cloud Migration Framework

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 12: Cloud Transformation Lifecycle

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.

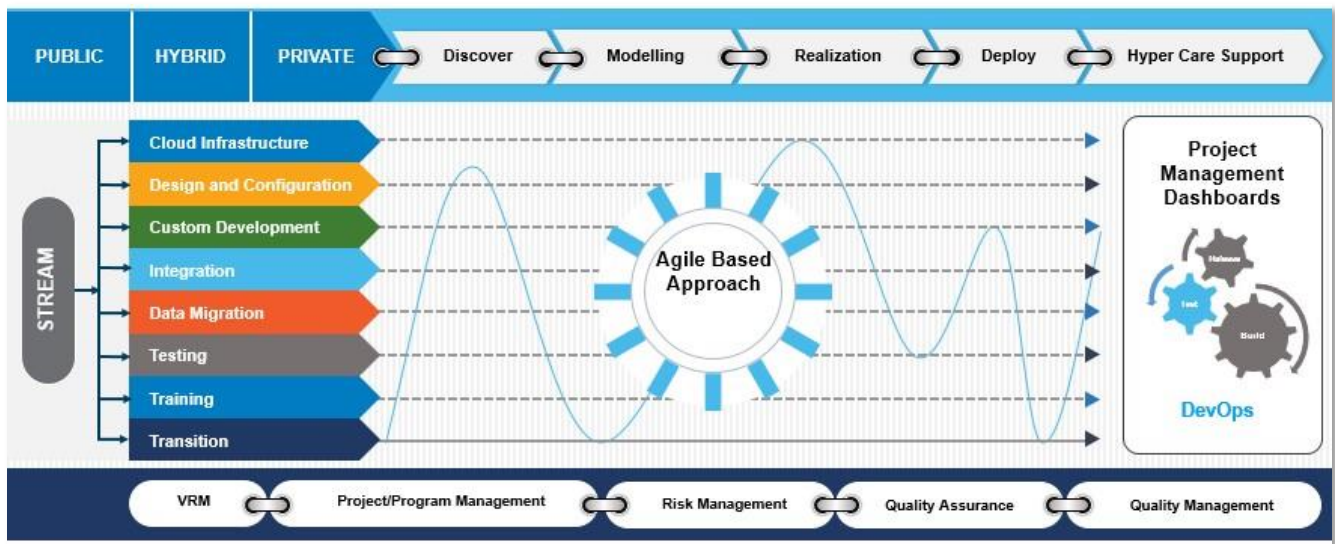


Figure 13: Accelerating cloud Transformation (ACT) Methodology

Innov8: Strategic Partnership between Infosys, Hyperscalers and SAP

Innov8 brings SAP, Infosys and Hyperscalers 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.

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 Hyperscalers such as Microsoft

Azure, Amazon Web Services (AWS), Google Cloud, etc 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, rather a strategy of Infosys' SAP business. It is built in close collaboration with SAP. Some of the key benefits this partnership offers enterprises implementing/planning to implement SAP S/4HANA includes:

- Implement end-to-end business solutions at an accelerated pace.
- Invest in purposeful innovation to become a truly intelligent enterprise with industry leading intelligent use cases.
- Transforms business model to be based-on predictable OPEX cost.
- Free-up financial and human resources to drive innovation and transformation.
- Flexible points of entry to the SAP Enterprise platform for both existing and new cloud customers

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.

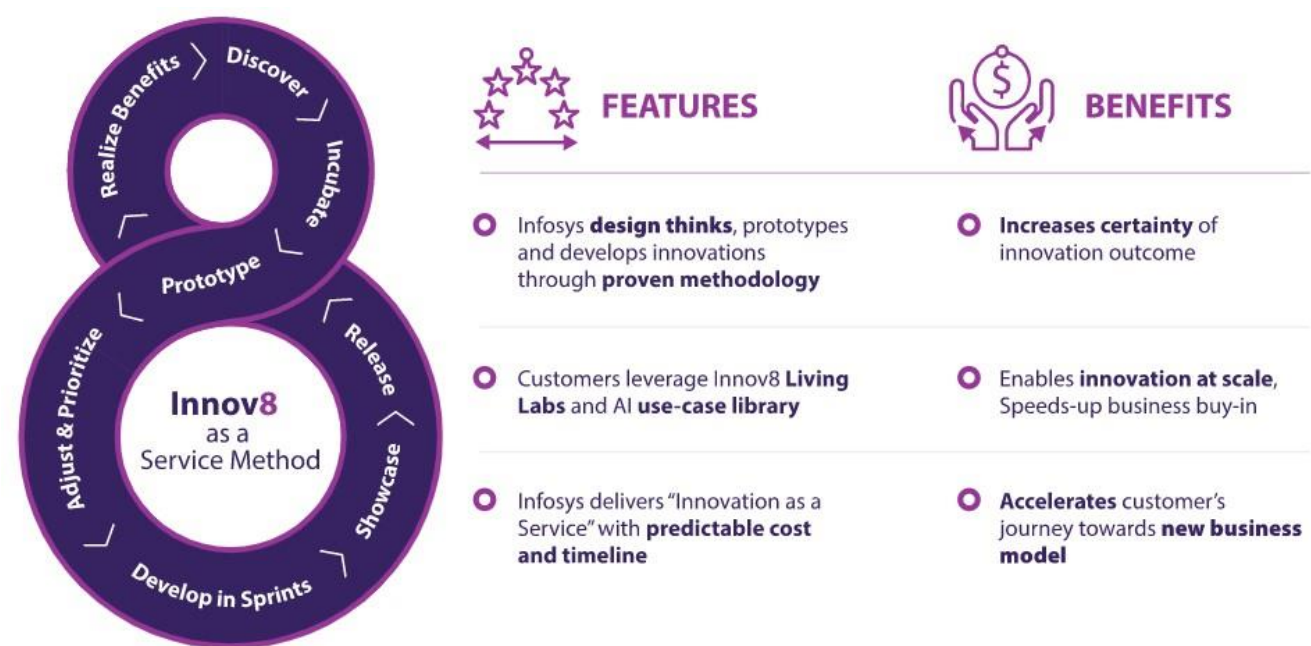


Figure 14:Infossys Innov8 to Accelerate Enterprise Digital Transformation Journey