

G Cloud 15- Framework Service Definition

Crown Commercial Service

January 30, 2026

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1. Service Overview

Infosys Package Upgrade Services builds upon Infosys vast experience in leading the implementation of software packages such as SAP, Oracle, Microsoft Dynamics CRM, Microsoft Dynamics AX, Salesforce, etc. and delivery of your upgrade projects.

With its unique de-risking approach, the Infosys upgrade solution can qualify the strategic, financial, operational, and technical impacts on your existing enterprise application landscape. Infosys' SAP upgrade methodology leverages the Global Delivery Model (GDM) to ensure faster go-live and quicker recovery of investments on SAP upgrade projects. A phased approach, comprising multiple upgrade passes helps de-risk the various challenges while detailed cutover planning, prior to upgrade, ensures minimal business disruption. One of the key differentiators of the Infosys SAP upgrade solution is the usage of accelerator tools including object analyser, transport management & conflict resolution tools.

2. Service Description

Following SAP's release of its ERP version 6.0 in July 2006, it has released multiple Enhancement packs with over 1770 additional functionalities. While all the functionalities are not applicable across industries, some in the finance module like the New GL and the Fast-Closing Cockpit offer immense benefits to all industry segments.

Considering the changes in the product architecture, organisations need to assess whether:

- Business is losing out by failing to utilise some of the new feature's SAP has introduced.
- The cost of paying penalties for remaining on unsupported versions outweighs the cost of upgrading.
- The current version along with the hardware is sustainable.
- The cost of postponing the upgrade will make it prohibitive in the future.

Infosys can help you answer these questions and formulate a plan of action to meet your business goals. With a unique assessment-based approach and a proven methodology founded on the Global Delivery Model, Infosys assures you a seamless upgrade experience. Infosys key solution design principles for the upgrades -

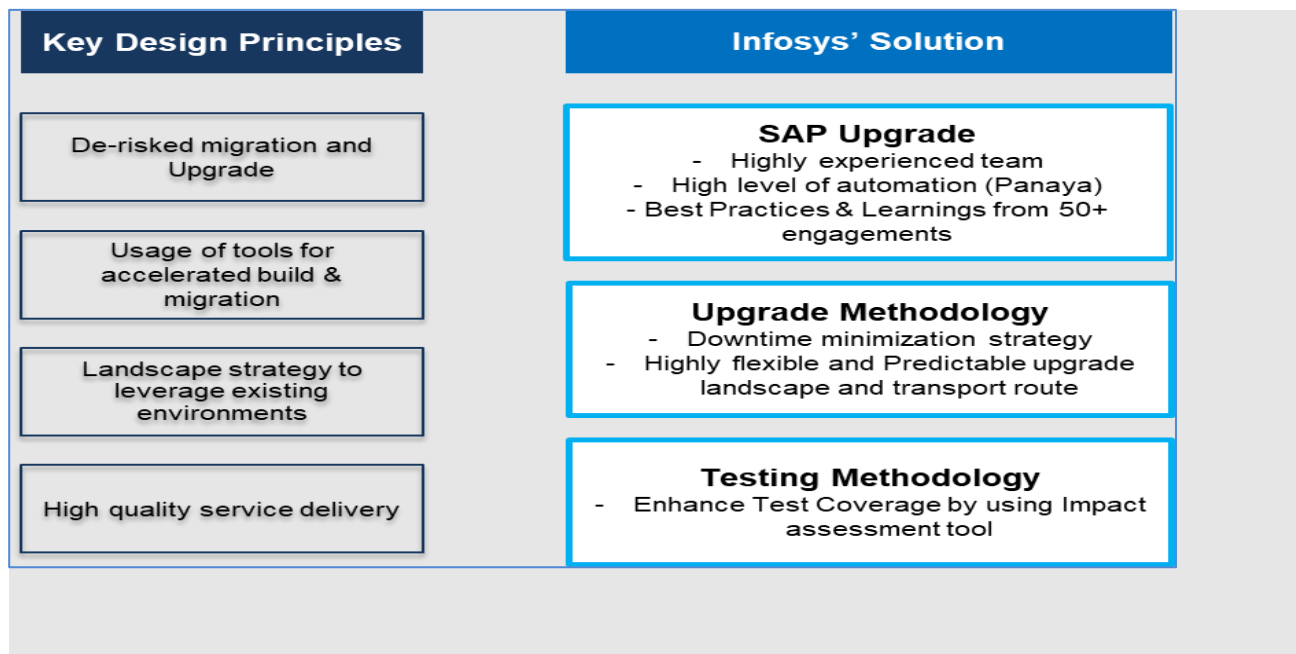


Figure 1:Upgrade Solution principle.

Upgrade Solution Offerings

Infosys has executed over 200 upgrade projects for global organisations over the past few years. This experience has enabled Infosys to develop a methodology using an array of tools that makes its upgrade process predictable and affordable. There is a wide acknowledgement of the accuracy of the Infosys estimation model.



Figure 2: Upgrade Solution Offerings

Superior Value for Upgrades at Infosys

- More than 100 upgrades to ERP 6.0; over 200 upgrade assessments
- Supported by the Upgrade Centre of Excellence (CoE) that has deep understanding of upgrades.
- State of the art toolset that makes the upgrade process highly predictable and reduces the effort significantly.
- Accurate and optimal estimation of timelines by assessing what to fix and what to test.
- Experience in upgrading landscapes that do not offer a single path to upgrade to ERP 6.0
- Huge database for known upgrade issues and best practices provides considerable savings in time and effort.



Figure 3:Infosys Value Proposition

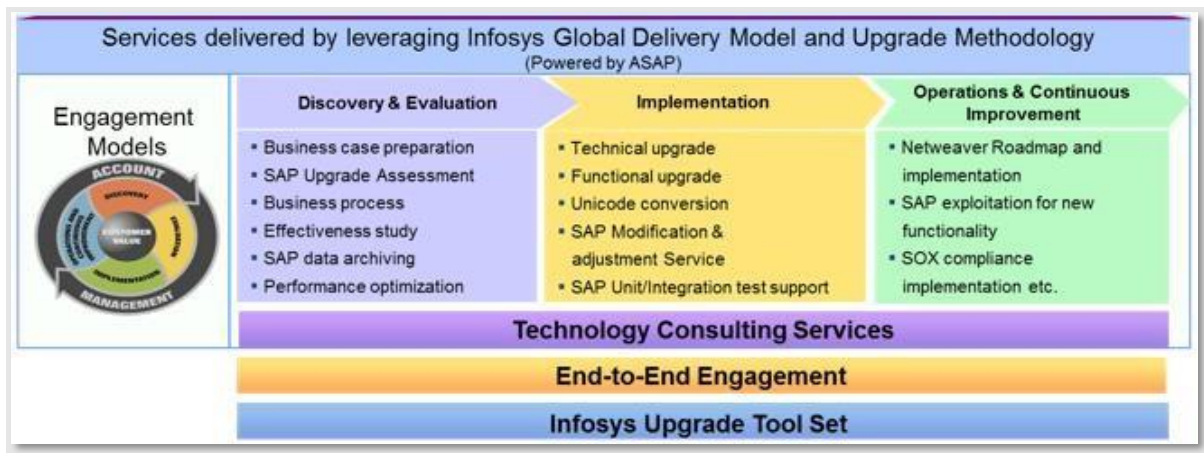


Figure 4:Infosys SAP Upgrade Services

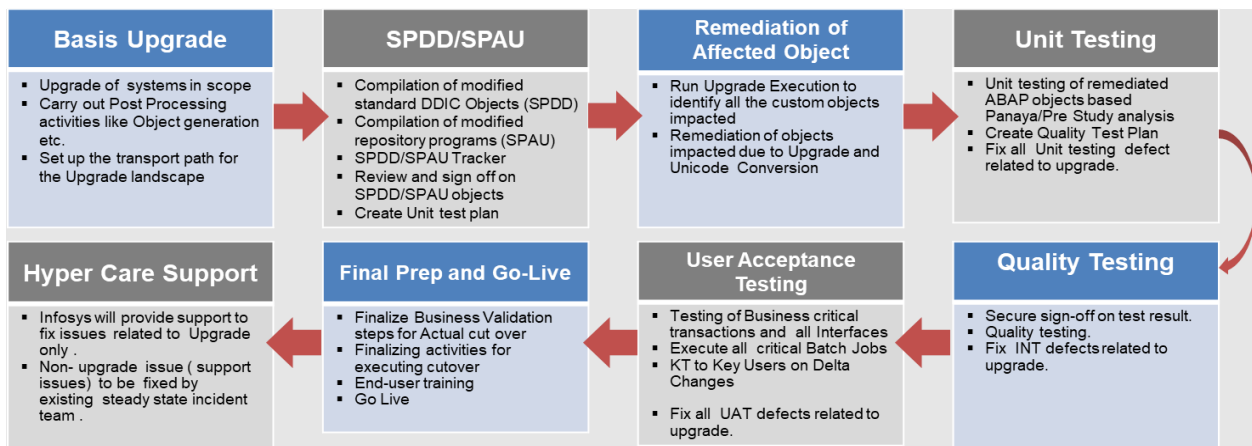


Figure 5:Infosys SAP Upgrade phases and Methodology.

3. Infosys SAP Accelerators & Tools

A well-planned upgrade is a well-executed upgrade.

Infosys has a proven methodology and a state-of-the-art toolset that enables a template approach to upgrades. The template and tools have been developed and fine-tuned with experience from numerous engagements. This helps to accurately estimate the effort and budget, accelerate the upgrade process, and ensure smooth transition.

Infosys' upgrade solution is classified into 5 major components for better estimation and tracking:

S.No.	Accelerators	High Level Description
1.	Project Management	Readymade templates and trackers available for various phases of the project and provide accurate status. Upgrade Execution tool is used periodically to assess progress in fixing custom objects.
2.	Basis	SOP's and Guides created. Pool of qualified and certified consultants.
3.	Technical	The proprietary toolset developed by Infosys includes: Object Analyzer Tool - Provides an inventory of custom objects, with failure cause for precise effort estimation during assessment. Infosys proprietary PANAYA Cloud Quality Suite EHP upgrade automation. Fast Track Tool - Facilitates automatic ABAP adjustments for Unicode issues. Automates fixing of 80% of Unicode defects. SAP Health Check Tool - Identifies obsolete custom objects; helps keep the system clean of unwanted code. Transport Management & Conflict Resolution Tool - Helps create document and release change requests as well as re-organise requests in development landscape; creates summary report of transports created for a project and status of the transports. HANA CMO: Infosys HANA Custom Code Migration and Optimisation automation tool helps assess and remediate the custom code issues during HANA upgrade project.
4.	Functional	Business Profiler Tool - Identifies standard and custom processes with transaction volume and helps prioritise testing of business processes, devises optimal test planning and sequencing, and significantly reduces KT time. Repository of Issues - Minimal turnaround time in fixing issues.
5.	Security	Identifies the required authorisation adjustments.

Table 1: Upgrade Solution Accelerators

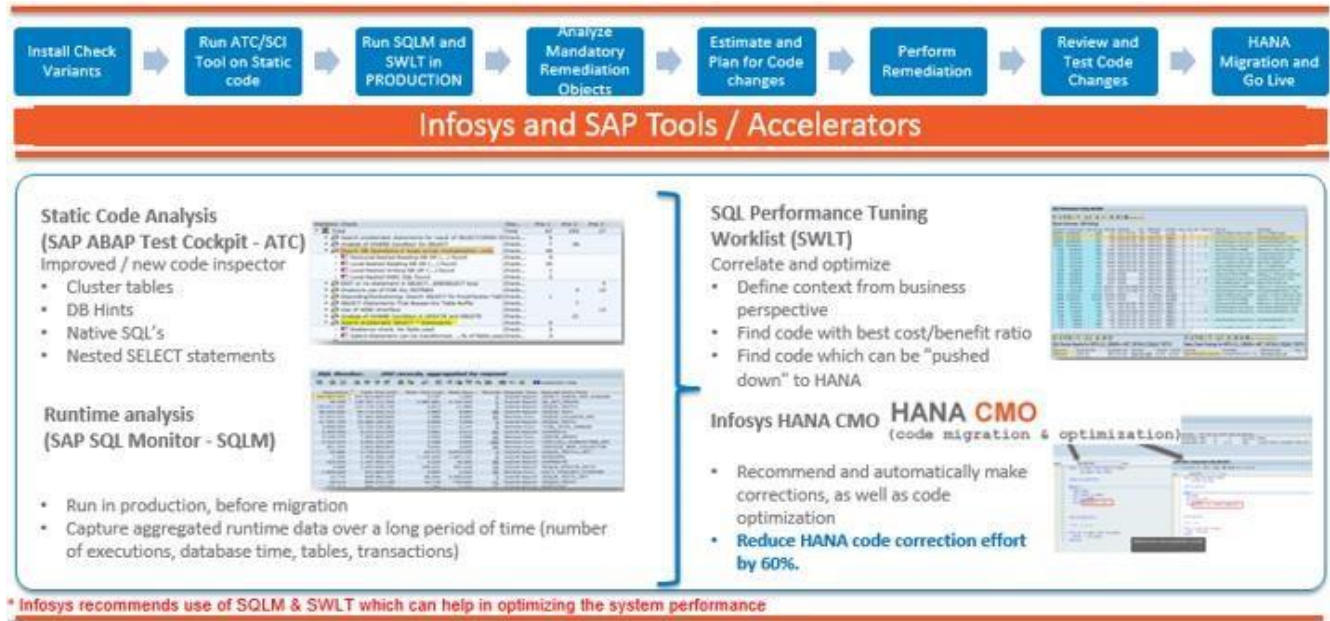


Figure 6: Infoscys SAP Upgrade Tools and Accelerators

Infoscys SAP capabilities cover the following areas -

- SAP Business Suite - SAP ERP (Functional Areas - Financials, Logistics, Human Resources, Corporate Services; Technical Areas - ABAP, Basis), CRM, SCM, SRM, PLM.
- SAP S/4 HANA Enterprise Management – Finance, Logistics • SAP NetWeaver - SAP EP, BI, MDM, PI/XI, CE/BPM, CAF, WAS.
- SAP Analytics - SAP BI BW, Business Objects, BODS/BODI, Xcelcius (SAP Dashboard), WEBI, Crystal Reports, BPC/BPS.
- New Technologies - SAP HANA, Success Factors, Mobility (Sybase), Ariba, Lumira, Fiori
- SAP Industry Solutions - Automotive, Banking, Consumer Packaged Goods, Insurance, Life Sciences, Media, Mining, Oil & Gas, Professional Services, Retail, Telecommunications, Transportation & Logistics, Utilities.

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 £1.88 billion in revenue and employs over 25,000 SAP consultants across various geographies. Infosys has rich and varied experience of working with over 650 customers on SAP implementations, roll outs, upgrades, ongoing support, etc. across more than 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.

Infosys SAP Practice Overview



Figure 7: Infosys SAP Practice

It is reflected in analyst and customer Ratings and our SAP market positioning as well. Infosys 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, 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 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:

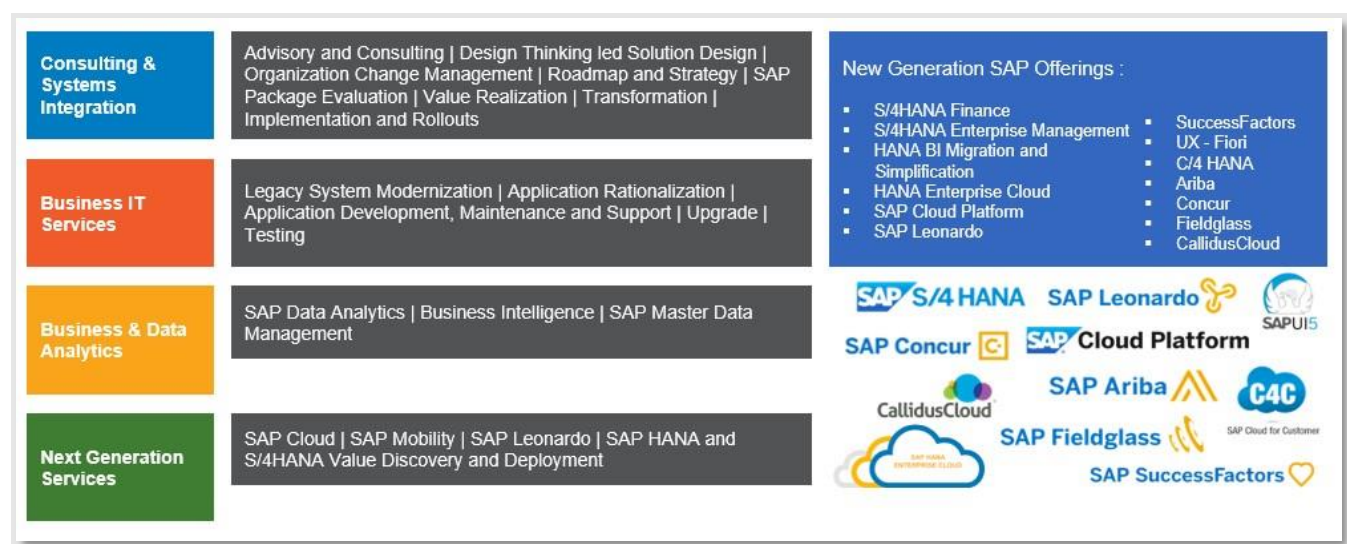


Figure 8:Infosys Offerings in SAP Space

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.

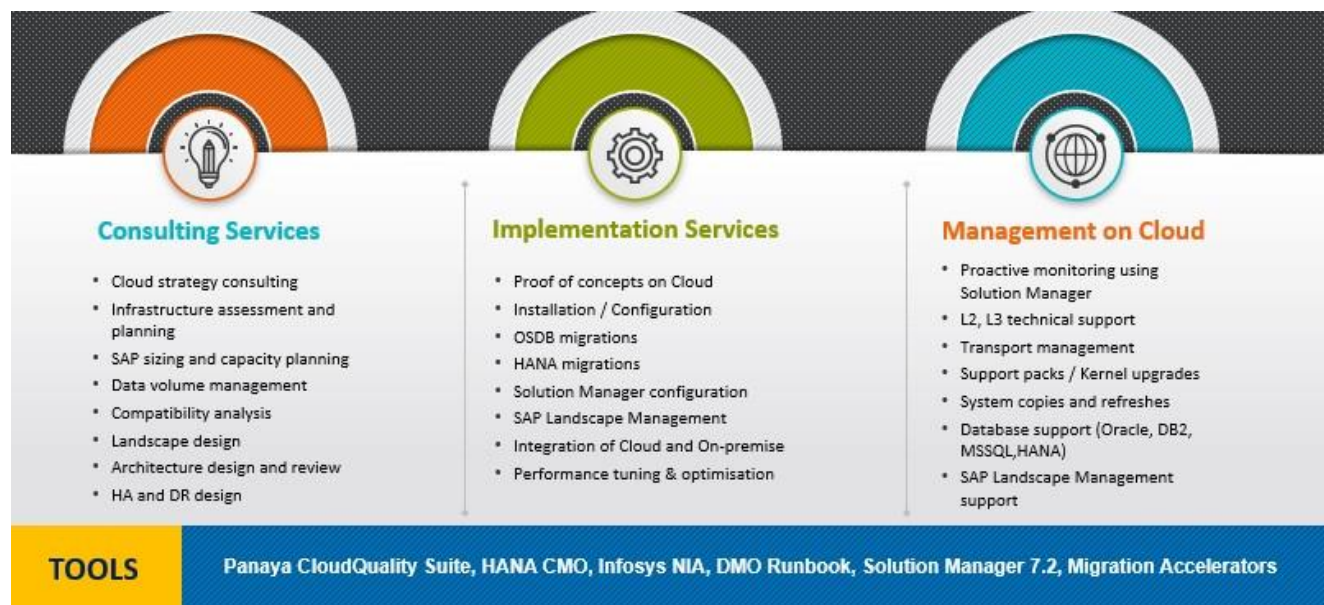


Figure 11: Overview of SAP on Cloud Offerings

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, Enhanced package 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.

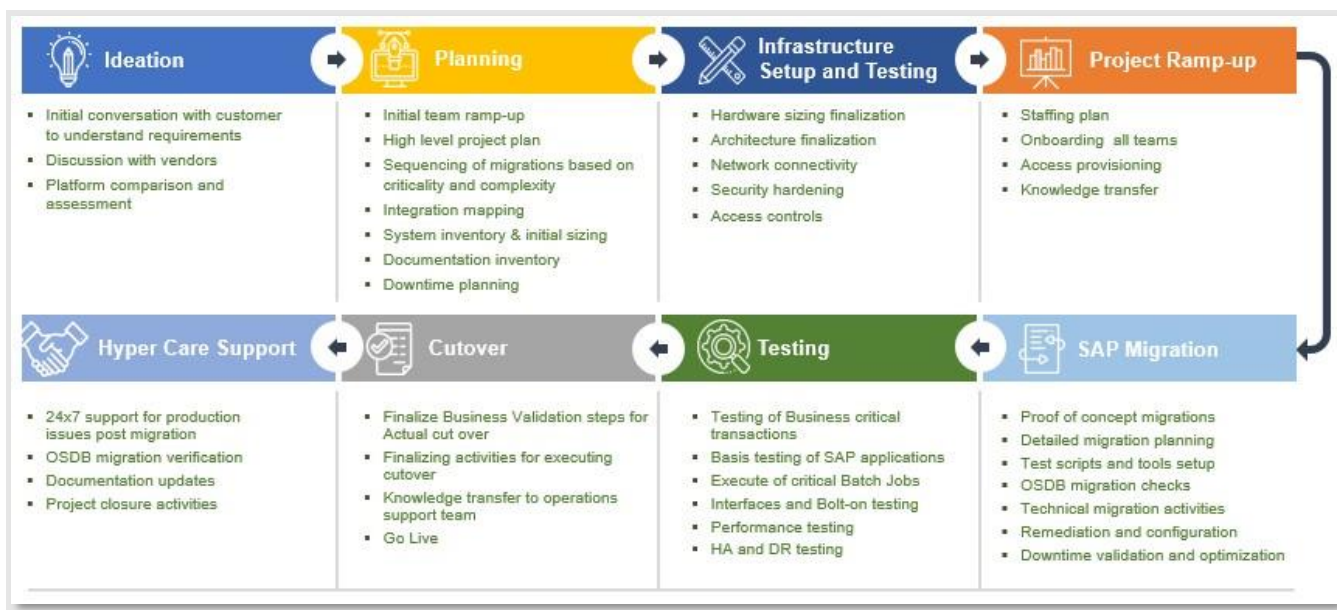


Figure 12: Cloud Migration Framework

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 Life 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.

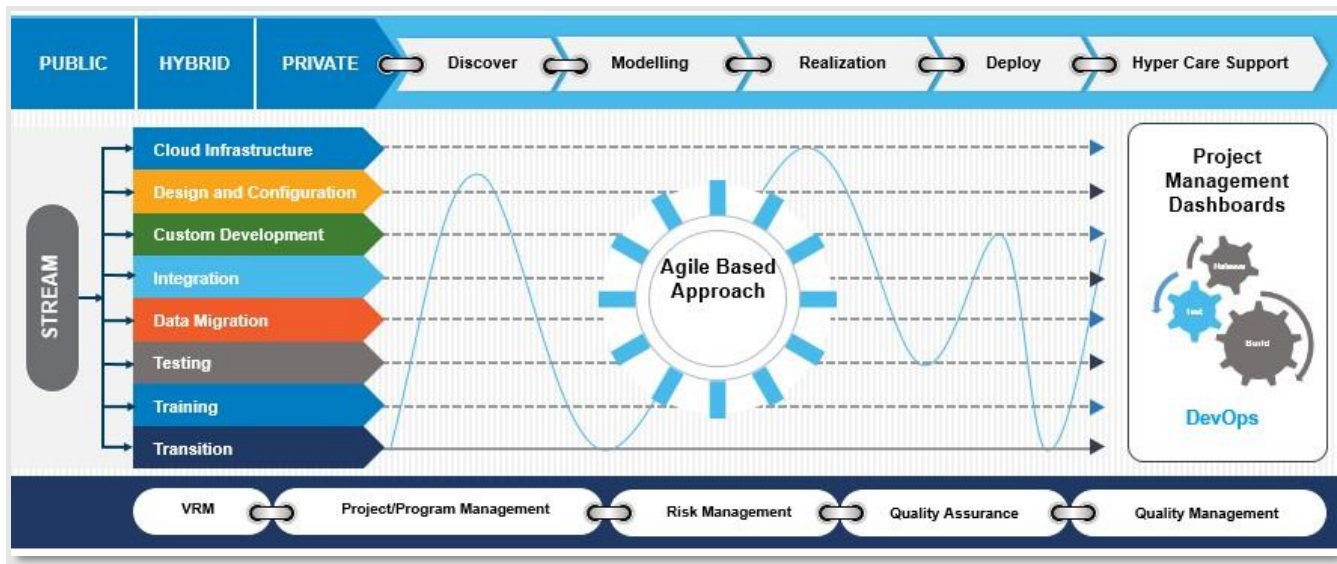


Figure 14: Accelerating Cloud Transformation (ACT) Methodology

Innov8: Strategic Partnership 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.

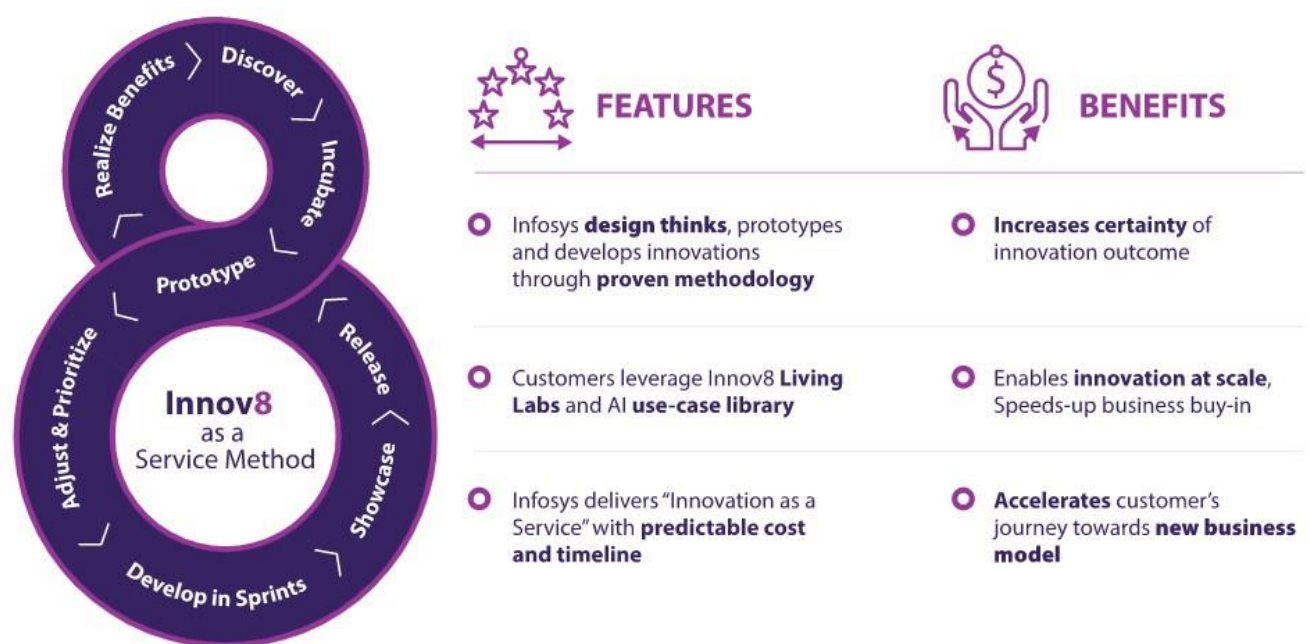


Figure 15: Infosys Innov8 to Accelerate Enterprise Digital Transformation Agency

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