

G Cloud 15 – Framework Service Definition

Crown Commercial Service

January 30, 2026

Contact Information

For further information and discussions, please contact	
Name	Peter Gill
Designation	AVP and Head of UK Public Sector Sales
Address	Infosys Limited
Phone	+44 7391393866
Email	peter.gill@infosys.com

Confidential Information

This proposal is confidential to Infosys Limited ("Infosys") and Crown Commercial Services ("CCS"). This document contains information and data that Infosys considers confidential and proprietary ("Confidential Information").

Confidential Information includes, but is not limited to, the following:

- Corporate, employee and infrastructure information about Infosys
- Infosys' project management and quality processes
- Customer and project experiences provided to illustrate Infosys capability

Any disclosure of Confidential Information to or use of it by a third party (i.e., a party other than CCS), will be damaging to Infosys. Ownership of all Confidential Information, no matter in what media it resides, remains with Infosys.

Confidential Information in this document shall not be disclosed outside the buyer's proposal evaluators and shall not be duplicated, used, or disclosed – in whole or in part – for any purpose other than to evaluate this proposal without specific written permission of an authorised representative of Infosys.

Table of Contents

- 1. Service Overview 5
- 2. Service Description 6
- 3. Assets & Tools 9
- 4. Credentials..... 10

Index of Figures

Figure 1: Overview of APOC 5

Figure 2: Infosys APOC Structure 7

Figure 3: AI Agents and Tools used in APOC 9

1. Service Overview

Infosys Accounts Payable on Cloud (APOC) is a cloud-based, ERP-agnostic SaaS platform designed to streamline and modernise Accounts Payable operations through an Agentic AI framework. The solution enables organisations to achieve minimal-touch or touchless invoice processing with fully governed workflows, high levels of automation and consistent global controls.

APOC has been designed to address the growing need for an AP solution that extends beyond the functional limitations of traditional ERPs. It consolidates fragmented tools, replaces redundant processes, and serves as a single integrated layer of engagement for Accounts Payable operations. APOC combines intelligent document processing, AI-driven decisioning and human-in-the-loop validation to deliver standardised, scalable and compliant AP operations across multiple geographies.

APOC may be deployed as a standalone SaaS platform or as part of a Platform-plus-People (BPaaS) delivery model, supported by Infosys BPM's managed services. This combined approach provides organisations with predictable performance, measurable productivity gains and a streamlined operating model aligned to best-practice AP standards.

APOC enables organisations to transition towards a future-ready Accounts Payable landscape by combining automated processing, strong process governance and a secure cloud-based architecture to deliver efficiency, accuracy, and faster time-to-value throughout the Invoice-to-Pay lifecycle.

With Infosys Accounts Payable on Cloud (APOC): Powered with Agentic AI

Infosys APOC is a **cloud-based SaaS platform** based on **Agentic AI framework** that provides **minimal touch invoice processing** with built in AI Agents for end-to-end orchestration

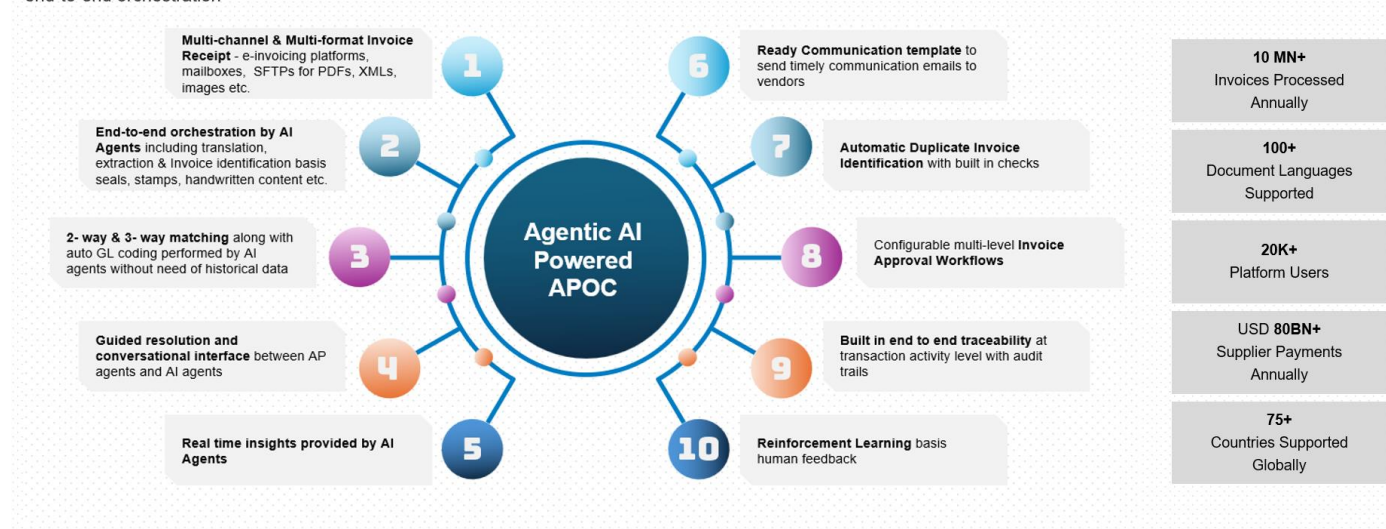


Figure 1: Overview of APOC

2. Service Description

The core capabilities of APOC are designed to support comprehensive, end-to-end Accounts Payable processing through an integrated, AI-enabled, cloud-based platform.

- **Multi-Channel Invoice Capture and Translation:** APOC supports invoice intake across multiple channels including email, digital uploads, SFTP feeds, scanned documents and supplier submissions. The platform also incorporates multi-language document translation, enabling seamless processing of invoices in over 100 languages.
- **AI-Driven Extraction, Classification and Validation:** The platform uses advanced AI and Machine Learning to perform intelligent data extraction at header and line level. It classifies invoices into PO and non-PO types, applies master-data-based validations, identifies inconsistencies, and prepares the invoice for automated downstream processing.
- **Automated Matching and GL/Cost Centre Determination:** APOC performs 2-way and 3-way matching at scale, driven by business rules and tolerance thresholds. It also applies AI-led GL coding and cost centre identification, reducing manual interpretation and improving coding accuracy.
- **Agentic AI Orchestration for End-to-End Processing:** A central Orchestration Agent manages the full processing lifecycle. It coordinates the workflow across multiple Micro-Agents responsible for translation, extraction, enrichment, validation, matching and exception identification. The Orchestration Agent tracks actions, flags issues and ensures invoices move through the correct process path with minimal human intervention.
- **Guided Exception Handling and Collaborative AI Assistance:** When human intervention is required, APOC provides structured exception queues and a GenAI-enabled collaborative assistant. This assistant explains the cause of exceptions, identifies missing or conflicting data, and recommends corrective actions, enabling faster and more consistent resolution.
- **Human-in-the-Loop Review and Approval:** The platform supports human validation for exceptions, semi-completed tasks, high-risk invoices and required approvals. This ensures adherence to organisational policies while maintaining the benefits of high straight-through automation.
- **Supplier Interaction and Case Management:** APOC includes an integrated supplier portal that enables vendors to submit invoices, view status updates and raise or resolve queries. Supplier interactions are routed through structured case management, reducing email-based dependency and improving response time.
- **Invoice Posting and ERP Connectivity:** The platform integrates with ERP and financial systems to complete invoice posting. Integration can be achieved through APIs, middleware or file-based mechanisms, supporting a wide range of enterprise system landscapes.
- **Embedded Reporting and Operational Insight:** APOC includes a real-time AP cockpit providing detailed reporting on throughput, exceptions, processing times, SLA performance, workload and compliance metrics. Audit trails for AI and human actions support transparency, governance and continuous improvement.

High Level Logical Architecture for Infosys APOC

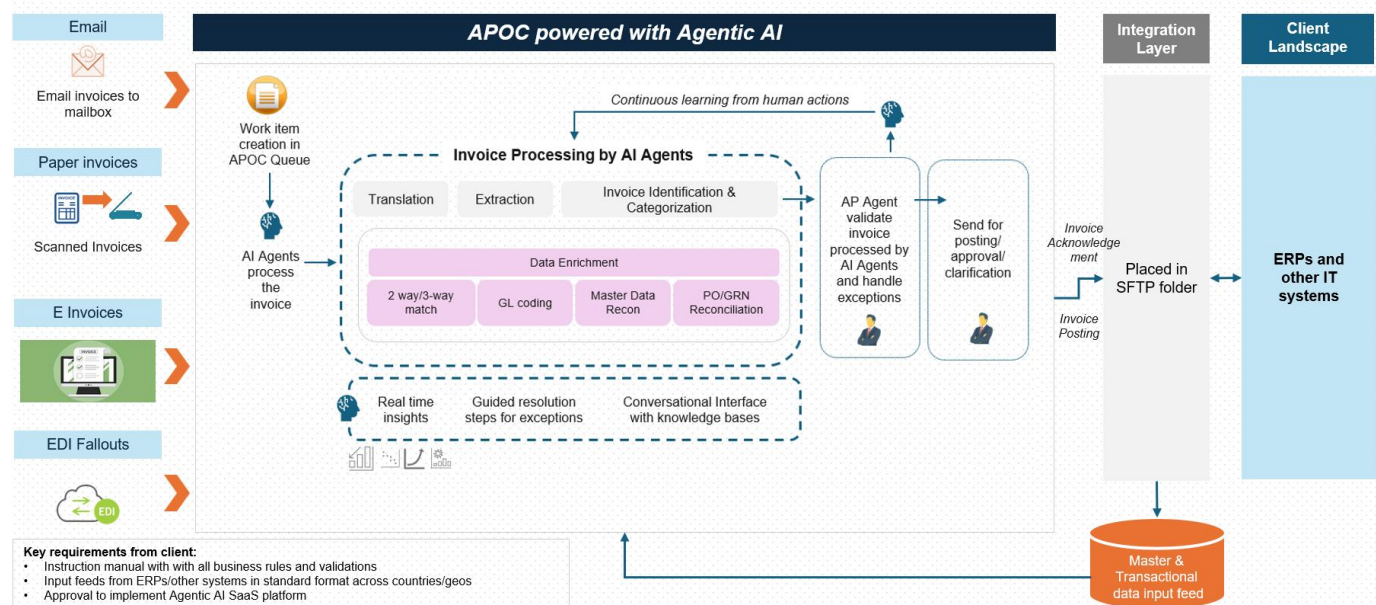


Figure 2: Infosys APOC Structure

APOC delivers significant operational, financial and experience-driven benefits through intelligent automation, structured workflows and cloud-based delivery.

- Reduced Effort & Faster Turnaround**
 Automation of extraction, validation, matching and routing minimises manual intervention and accelerates invoice processing cycles.
- Improved Accuracy**
 AI-driven data capture and systematic validation against master and transactional data ensure fewer errors and higher first-time-right outcomes.
- Standardised Global Operations**
 Configurable rules and workflows enable consistent processing across geographies, business units, and invoice types, supporting harmonised finance operations.
- Enhanced Visibility & Governance**
 Real-time dashboards and reporting provide transparency into invoice status, bottlenecks, and exception trends, strengthening oversight and control.
- Better Supplier Experience**
 Supplier portals offer direct access for invoice submission, status tracking and query resolution, reducing delays and dependency on AP teams.
- Scalability for High Volumes**
 Cloud architecture supports large invoice volumes, multiple languages and diverse formats, enabling global scalability without proportional effort.

- **Compliance & Audit Readiness**

Embedded controls, structured workflows and detailed audit logs ensure traceability and alignment with organisational and regulatory standards.

In essence, APOC transforms Accounts Payable into a streamlined, accurate and scalable process, improving efficiency, governance and supplier engagement while reducing costs and cycle times.

3. Assets & Tools

APOC incorporates a set of AI-enabled agents, automation components and processing tools that collectively accelerate and streamline the end-to-end Invoice-to-Pay journey. These assets automate key processing steps, reduce manual intervention and ensure that each invoice progresses through a consistent and controlled lifecycle.

- **Orchestration Agent:** Manages the complete invoice processing workflow—detects new cases, assigns tasks to micro agents, monitors progress, consolidates outputs and ensures full traceability for transparency and control.
- **AI Micro Agents Toolkit:** APOC deploys specialised 6-8 micro agents to automate core AP tasks. These agents work autonomously in sequence, minimising human intervention.
- **Collaborative AI Agent:** Provides contextual guidance to AP analysts for exceptions—explains issues, identifies mismatches and recommends corrective actions to standardise decisions and reduce rework.
- **Human-in-the-Loop Tools:** Structured queues, assisted views, and guided workflows enable rapid validation and consistent closure of exceptions.
- **End-to-End Processing Utilities:** Includes document normalisation, automated case creation and posting tools for seamless ERP transfer.
- **System Integrations:** Supports ERP and upstream/downstream connectivity via APIs, middleware or secure file exchange for synchronised data flow.

How are invoices handled by AI agents?

An Invoice once received in Infosys APOC is immediately processed by a series of AI Agents before being made available to a human agent to act upon; with details on what exceptions the human agent needs to handle via a collaborative, conversational agent.

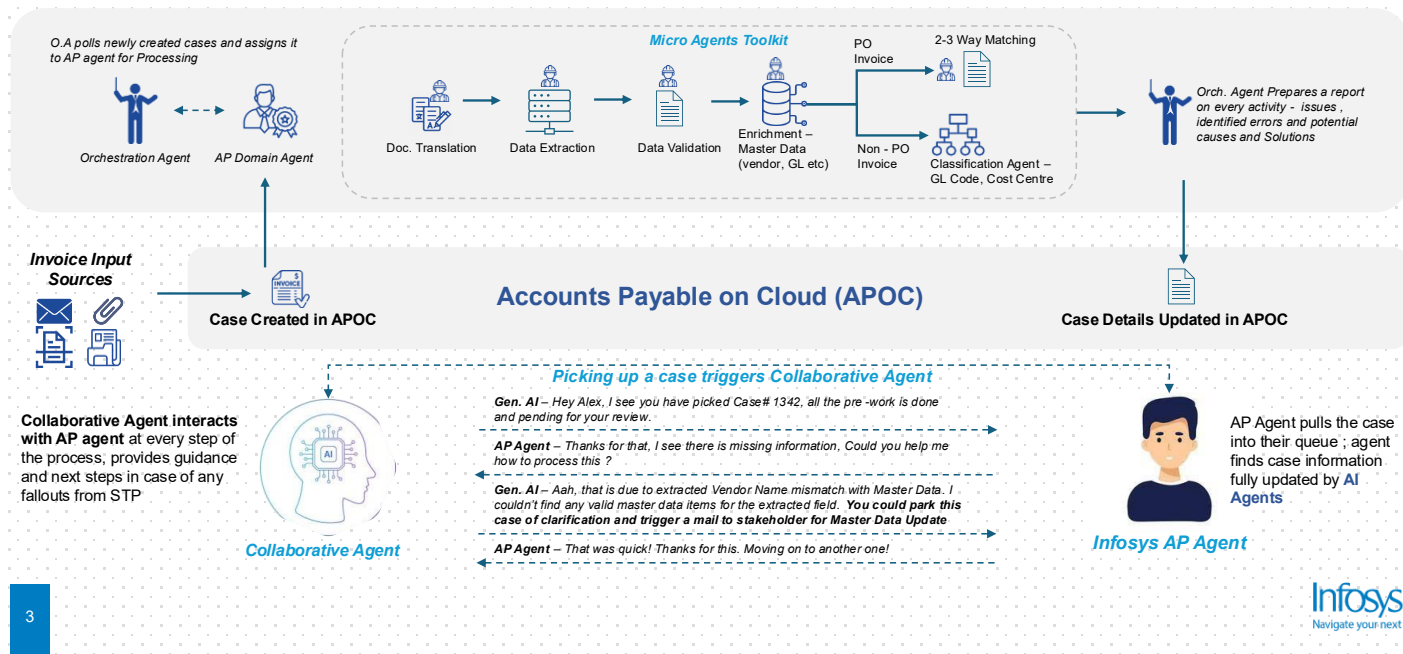


Figure 3: AI Agents and Tools used in APOC

4. Credentials

The following case studies illustrate how APOC has been deployed across diverse client environments to streamline Accounts Payable operations, enhance automation levels and deliver measurable improvements in accuracy, cycle time and operational efficiency. These examples demonstrate the platform's ability to support large-scale, multi-country AP functions while adapting to varied process complexities, system landscapes and business requirements.

Client	Business Challenge	Key Outcomes
Leading Restaurant Operator	Manual, paper-based accounts payable processes with multi-language invoices, complex validations and high turnaround time led to inefficiencies, lack of visibility and increased costs.	- Implemented Infosys AP on Cloud (APOC) with Agentic AI for end-to-end automation, including multi-agent orchestration for invoice extraction, translation, enrichment, and validation, supported by human-in-the-loop for exception handling and real-time visibility. - Value retained via Efficiency (FP):50%, Insights for training and process optimisation 90% invoice language translation accuracy 40% improvement in invoice processing turnaround time (TAT)
Leading logistics and freight management solutions provider	CEVA's existing OCR solution, Dokustar (OpenText Capture Centre), has significant limitations in processing unstructured and semi-structured documents. It lacks a feedback mechanism to learn from user corrections, making invoice training repetitive and time-consuming. Vendor coverage 50%, as many vendors are not supported by the OCR, resulting in only partial automation and leaving a large volume of invoices to be processed manually.	- Implemented Infosys AP on Cloud (APOC) for end-to-end invoice processing. 3,600 Hours saved annually 100% Vendor Coverage Achieved Through OCR Automation ~83% accuracy achieved for all cases submitted in Azure OCR - Expanded Coverage The enhanced solution is now adopted by client in their Chennai GBS and North Asia Region, covering ~120,000 invoices per annum.

For more information, contact askus@infosys.com



© 2026 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/or any named intellectual property rights holders under this document.