

G Cloud 15- Framework Service Definition

Crown Commercial Service

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1. Service Overview

Infosys has built synergies across Microsoft products and offerings to drive market momentum with an integrated **“ONE-MICROSOFT”** practice. We have 2 decades of hands-on experience with Microsoft D365 Business Applications, Power Platform, Microsoft 365, and related services.

Our competencies / specialisations are shown below:

- Excellent understanding of Microsoft technology stack leading to Infosys partnering with over 350 customers across the globe in their digital transformation journeys with Microsoft.
- Over 6,500 global talent pool in our Microsoft unit.
- Over 1,500 Power Platform talents with certifications.
- Over 40 countries / footprints of engagements.
- Over 35 inbuilt solutions across industries.
- Over 200 frameworks, reusables and accelerators.

Infosys is a **Gold level managed Microsoft partner** and has been a member of **Microsoft's Inner Circle** for the last 4 consecutive years.



Figure 1: Microsoft Practice at Infosys

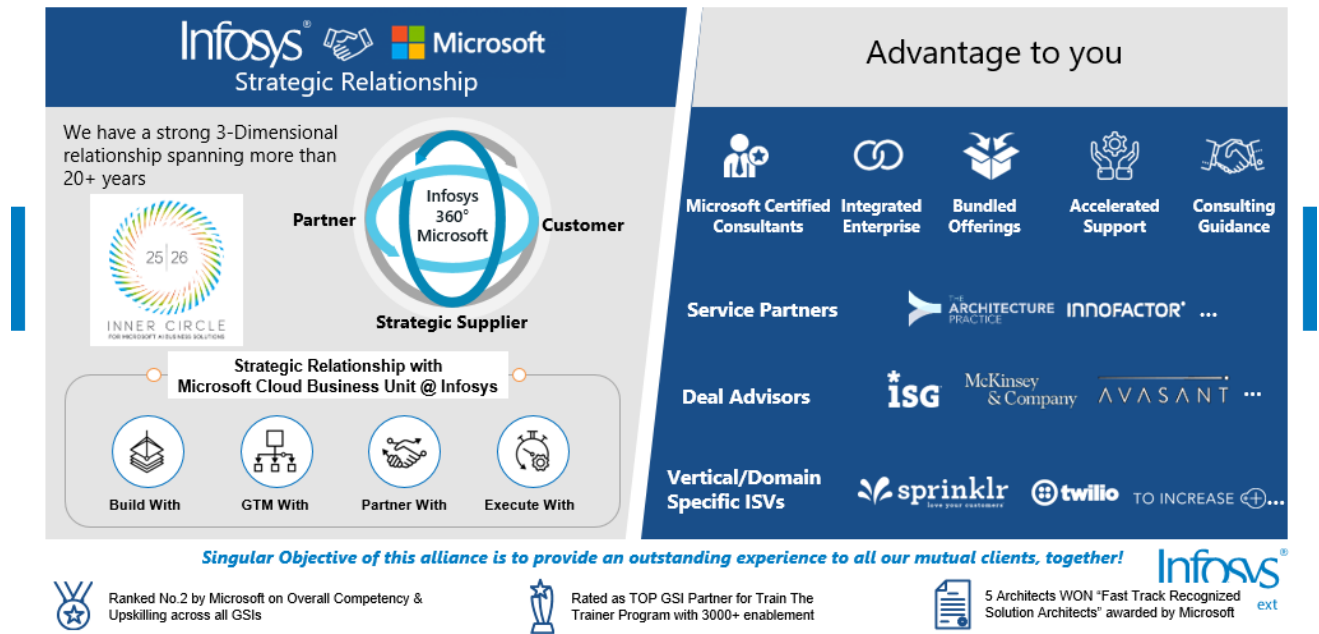


Figure 2: Infossys – Microsoft Relationship

We help businesses drive “**Total Human Experience**” with [C.E.O.]^x while creating relevant and impactful digital solutions for your business.

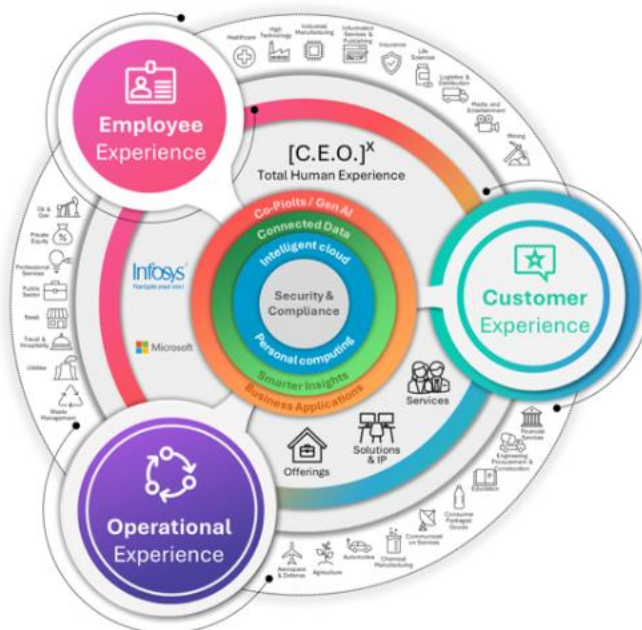


Figure 3: Total Human Experience” with [C.E.O.]

We bring the “**Platform of Possibilities**” to your industry specific transformation initiatives, leveraging the “**Microsoft Stack**” as a Platform to drive **infinite innovation possibilities**.

[C.E.O.]^x is driven by three principles

Human-Centric Approach	With people at the core, we go beyond technology, considering emotions, behaviors, and context before driving innovation, competitive differentiation, efficiency & cost savings
Holistic Coverage	We weave together design, technology, culture, and processes, creating a seamless tapestry of digital experiences for everyone
Impactful Outcomes	Drive real-world impact by addressing the totality of human experience, operational excellence, made for industry, cloud-driven & AI-First approach

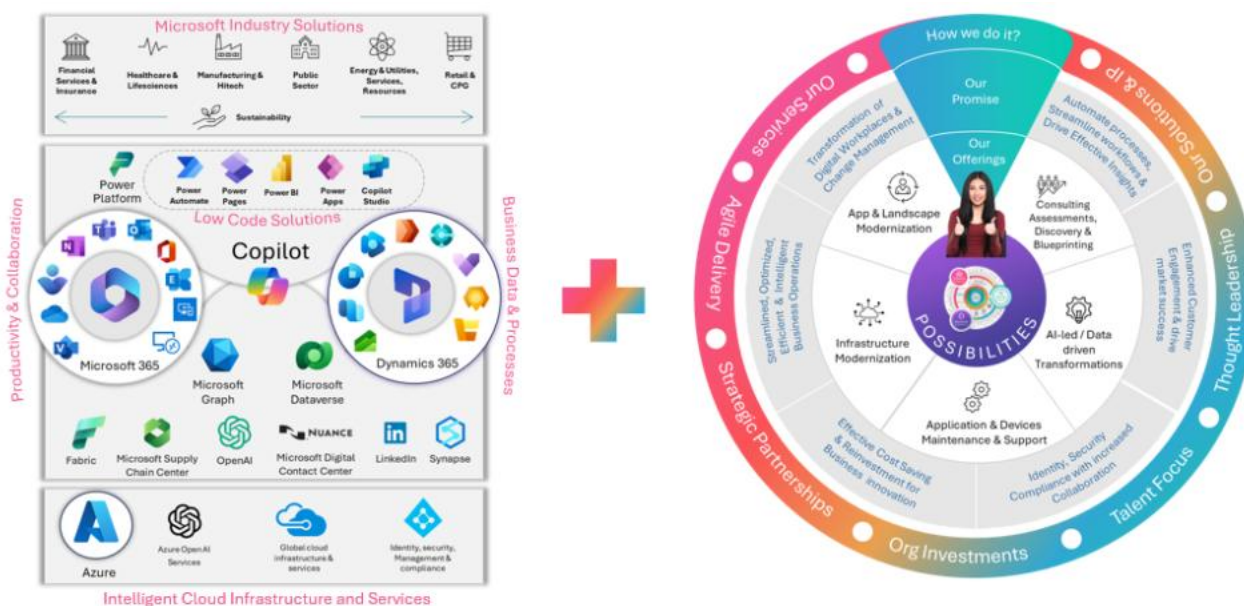


Figure 4: Platform of Possibilities

We have developed **industry and horizontal solutions leveraging D365 and Power Platform** for addressing niche industry problems and accelerating the time to market.

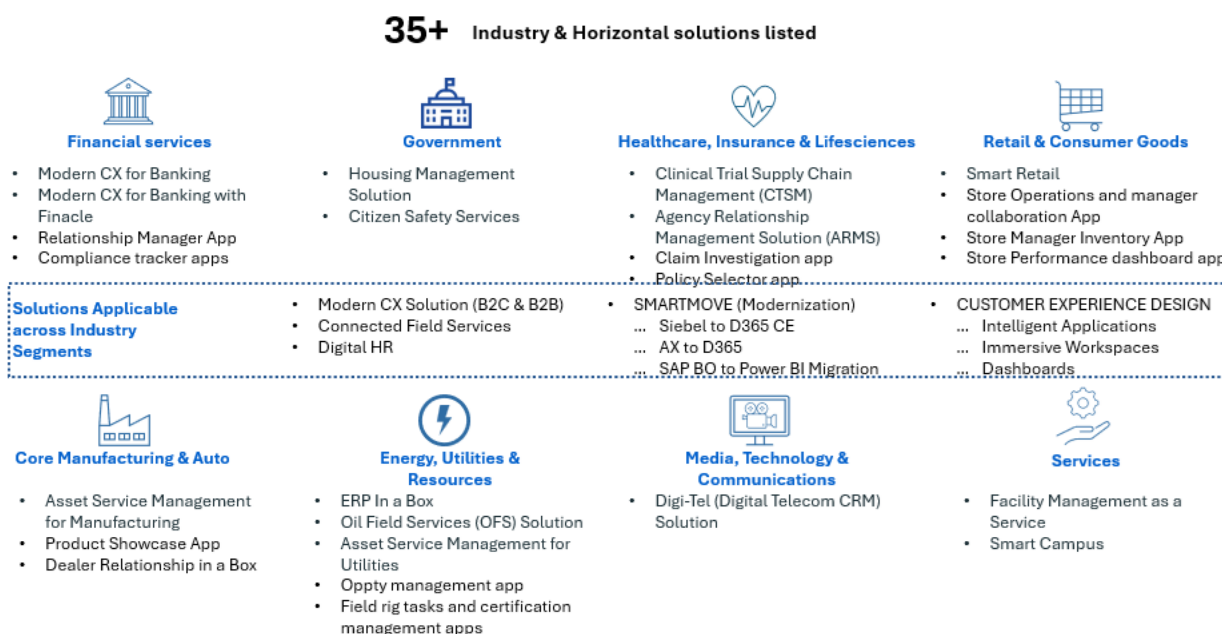


Figure 5: Our Industry and Horizontal Solutions

Infosys has established a high-performing Microsoft Dynamics 365 **VFX (Value For eXcellence)**, our multi-functional Centre of Excellence (CoE) for capability building and tech innovation, which is a catalyst for building synergies and driving client value.

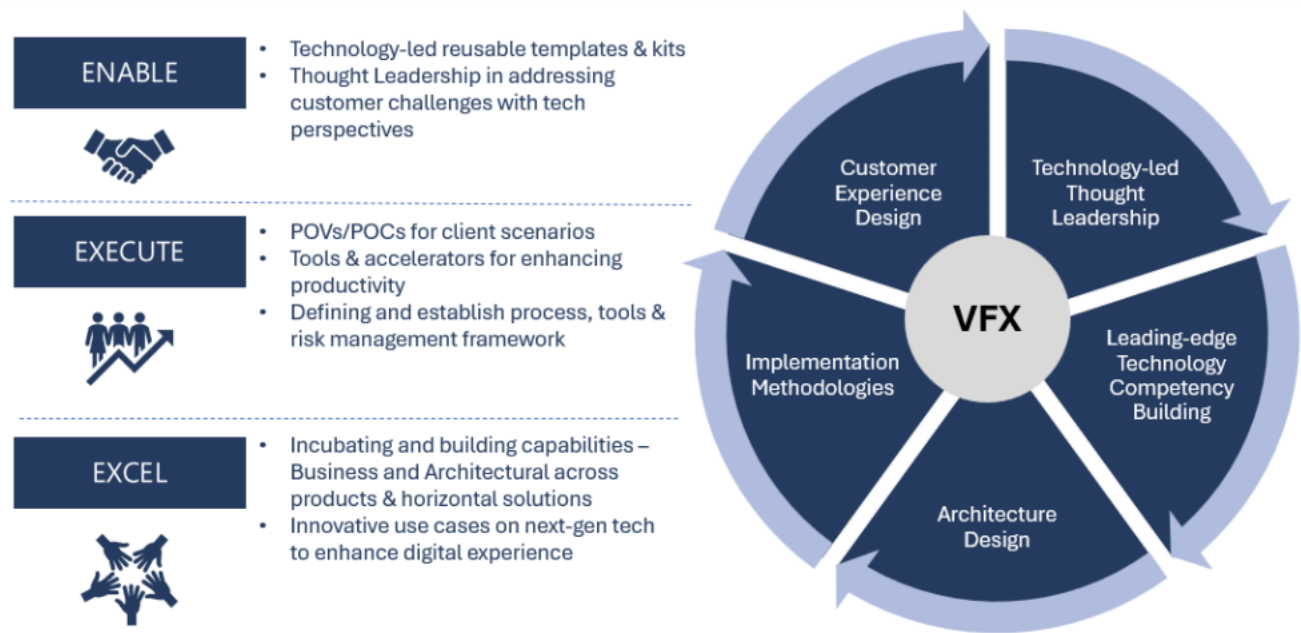


Figure 6: Value for Excellence

2. Service Description

Microsoft Dynamics 365 ERP Support and Maintenance Services

Description

Infosys provides support and maintenance services of Dynamics 365 ERP solutions hosted on the cloud to ensure continuity of business and best practice business processes. This includes minor enhancements, corrective maintenance, bug fixes and production support. Infosys provides warranty / hyper care support and steady state support once the application has stabilised.

Some of the features are mentioned below:

1. Support and maintenance for all Dynamics 365 ERP modules.
2. L2, L3 support for D365 ERP solutions.
3. Transition process in areas where transition is not complete.
4. Support tailored with enhanced SLAs to meet bespoke organisational requirements.
5. D365 ERP project recovery, health checks, optimisation, predictive maintenance.
6. Dynamics 365 ERP online/email/ onsite/telephone support.
7. Dynamics 365 ERP user adoption.
8. D365 ERP stabilisation.
9. Proven processes, tooling and practices aligned to GDS principles.
10. GDPR-compliant services.
11. Training sessions will be conducted through classroom training, videos, user manuals for hands-on and execution.

Some of the benefits are mentioned below:

1. Up to 24x7x365 D365 ERP support.
2. Highly qualified and experienced UK team of Dynamics 365 ERP consultants.
3. Support and upgrade of legacy module implementations to newer versions.
4. Microsoft-qualified Service Desk consultants with expert Dynamics 365 ERP knowledge.
5. Guided planning and strategy for D365 ERP projects.
6. Continuous improvement for Dynamics 365 ERP systems.
7. Ongoing training and user adoption for Dynamics 365 ERP.
8. Cost reduction and greater return on investments (ROI).
9. Performance optimisation, flexible capacity model, increased predictability.
10. Global operations scalability, demand flexibility enablement.
11. Clarify queries and help end users navigate through the system.

3. Credentials

#	Client	Engagement Brief	Key Outcomes
1	Telecommunication services company	• D365 FandO (All Modules except manufacturing, asset management and advance WH) • Over 40 interfaces with various applications • L2 and L3 tickets support provided. • Support for impact analysis, deployment and sanity testing	• Microsoft D365 platform implementation to sunset legacy SAP to enhance customer and user experience and enable better decision making. • Simplified end to end business processes across Finance, Supply Chain, Procurement, Sales and HR business functions to enhance customer and user experience. • Better decision making due to access real time data and insights.
2	Spring water company	• Supported applications at Level 2 for EMEA and APAC regions and at Level 3 globally (EMEA, APAC and LATAM) • Enhanced existing Hand Point solution (A handheld solution on LS Retail add-on on Navision) • Developed Navision interfaces for the CIS Data Migration project • Actioning of Access Requests and Security Configuration Changes • On-call support for P1 and P2 – 24x7, 365 days • Estimation and implementation of minor Change Requests and of AER's (Major changes)	• Witnessed a 40% reduction in ticket flow since the start of support tenure • Increased productivity by ~35% through the creation of Team Processes Documents and Knowledge repository • ~70% reduction in ticket re-open rate, resulting in improved client satisfaction • Reduction in average ticket handling time by ~30% resulting in reduced time to resolve a ticket. • Taking ownership of 4-6 product tickets (with Microsoft) which was originally supposed to be an L4 task.

Table 1: Credentials

For more information, contact askus@infosys.com



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