

G Cloud 15 – Framework Service Definition

Crown Commercial Service

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Table of Contents

- 1. Service Overview 6
- 2. Service Description 8
- 3. Assets & Tools 12
- 4. Credentials..... 15

Index of Figures

Figure 1. Infosys Upgrade Approach..... 9

Figure 2. Infosys Transition Approach..... 10

Figure 3. Onsite-Offshore Support shifts and activities 11

Figure 4. Application Support & Maintenance Model 11

Figure 5. Infosys ACT methodology 12

Index of Tables

Table 1. Tools and Accelerators 14

Table 2. Support Credentials 16

1. Service Overview

Infosys is recognised and supported by the Oracle Corporation as one of its highest valued services partners and is proud to be an [Oracle Certified System Integrator Partner](#), currently holding Oracle's highest level of partnership—Level 4 in the Oracle Partner Network (OPN). This elite, invite-only status is extended to a selected group of global system integrators, reflecting our deep collaboration and strategic alignment with Oracle.

We have opened two 'Innovation Centres', one in Oracle Headquarters in Redwood Shores, and the second one in Infosys Shanghai Development Centre (DC) to showcase our industry solutions jointly developed with Oracle. Infosys has over 27 Oracle® Centres of Excellence focusing on a wide range of applications and technologies. In addition, we have several co-development and joint solution initiatives.

Infosys has a Strategic Partnership with Oracle. This partnership provides exclusive and extensive support to Infosys for post-sales implementation projects. This also includes joint involvement of Oracle and Infosys towards delivering an optimised support and an exclusive solution to the client.

Below are the benefits of our strategic partnership:

- Brings the right stakeholders from Oracle on-board
- Provides direct link into Oracle support and development
- Involves Oracle in early stage of project, mostly focus is on development
- Enables best support to assist client with targeted project issues with Oracle
- Raises visibility for critical project SRs and bugs to Oracle support and development management
- Oracle conducts regular reviews with Infosys on Support and Development Issues
- Oracle dedicates an Enterprise Account Manager and Partner Support Manager to Infosys as a single POC under this programme.

Infosys combines technical and industry leading practices to deliver successful business solutions and enables maximised return on investments for Cloud Oracle applications. Leveraging its extensive experience against various Oracle applications and rich domain expertise, Infosys enables clients to use Oracle applications to their business advantage.

Infosys has a consistent track record for being a leader in the Oracle applications space. Please find below a list of recent Awards and Recognitions received:

Awards and Recognition

Oracle Partner Awards:

- 2025 APAC Service Partner Technology/Cloud Award (AI Innovation Award)
- 2025 APAC Service Partner Technology/Cloud Award (Customer Success Award)
- 2025 EMEA Service Partner Technology/Cloud Award (Oracle Engineered Systems Breakthrough Award)
- 2025 NA Service Partner SaaS Applications Award (Customer Success Award)

Oracle Customer Excellence Awards 2025:

- Customer Experience Excellence Award (Outstanding achievements in enhancing CX): SBI Card
- Customer Experience Excellence Award (Outstanding achievements in enhancing CX): Vertiv

- Applications Innovation on Oracle Database (Using Oracle Database to enhance applications): The Open University
- Customer Experience Innovation Award (Most impactful CX program driven by data): Dibold Nixdorf
- Finance Excellence Award (Innovative and sustained value creation): Stanley Black & Decker

Analyst Ratings:

- Leader in Avasant's Oracle Cloud ERP Services 2024-2025 RadarView™
- Leader in the IDC MarketScape for Oracle Application Implementation Services APAC, 2025
- Leader in the 2024 Gartner® Magic Quadrant™ for Cloud ERP Services
- Leader in IDC MarketScape: Worldwide Oracle Implementation Services 2023 Vendor Assessment
- Leader in Everest's Oracle Cloud Applications (OCA) Services PEAK Matrix® Assessment 2023 – Global
- Leader in the 'Oracle Cloud and Technology Ecosystem 2023' in ISG Provider Lens™ Study' - Europe, U.S.

2. Service Description

With a strong Oracle Practice of over 16,000 Oracle SMEs, including more than 4,500 SMEs providing Support Services, we have successfully delivered over 500 Oracle Cloud AMS projects across multiple sectors. Infosys is a Strategic System Integrator (SI) partner of Oracle and one of the very few considered for their 'Cloud Catalyst' programme. Infosys has been consistently recognised as a **“Leader”** and among the Top 3 Oracle System Integrators by Gartner, IDC Marketspace, Everest and Avasant.

Oracle Cloud ERP as a Service

- Complete Cloud Suite – Oracle Cloud is fully integrated across applications, platforms and infrastructure. Oracle Software as a Service (SaaS) includes finance, HR, etc.—all running on the same database, data model and platform—reducing integration and cost issues.
- Reliable Security Controls – Best-in-class, top-to-bottom security at all levels of the technology stack.
- Proven Platform and Technology – Oracle ERP Cloud and Oracle EPM Cloud are optimised to run on the Oracle Database, the most widely used database in the world, 6 supporting published APIs and standards.
- Data Sovereignty – Comply with regulations such as GDPR and reporting requirements using out-of-the-box configurations, eliminating additional build and maintenance overheads.
- Innovative Cloud – Oracle cloud applications are continually reviewed to ensure they keep pace with emerging technologies such as the Internet of Things, artificial intelligence, machine learning, chatbots and blockchain – helping to future proof the platform.
- Embedded Social Collaboration – Social collaboration embedded into all cloud applications, including ERP. Users can collaborate in context without leaving their finance systems, supporting end-to-end processes and audit trails.

Our Oracle Cloud Applications practice has delivered projects from roadmap definition to implementation of several large global Oracle application engagements, with our highly skilled pool of consultants, our in-house implementation methodologies, tools and accelerators thereby ensuring business value.

Our **key solutions** are in the field of:

- CX Cloud
- HCM Cloud
- ERP Cloud
- SCM Cloud
- BI Cloud
- EPM Cloud
- Fusion Middleware (Platform as a Service)
- IaaS (Infrastructure as a Service)

Infosys Upgrade Approach

Based on its extensive Oracle Cloud upgrade experience, Infosys understands the importance of joint pre-planning and close co-ordination with the client, while coming up with an overall upgrade plan. We have developed a specific methodology called In-tune Rapid Upgrade that has been refined over multiple upgrades in the last few years. The methodology breaks down the overall upgrade process into logically defined phases:

- Plan
- Analyse
- Execute Upgrade
- Verify
- Activate
- Post Go-live Support

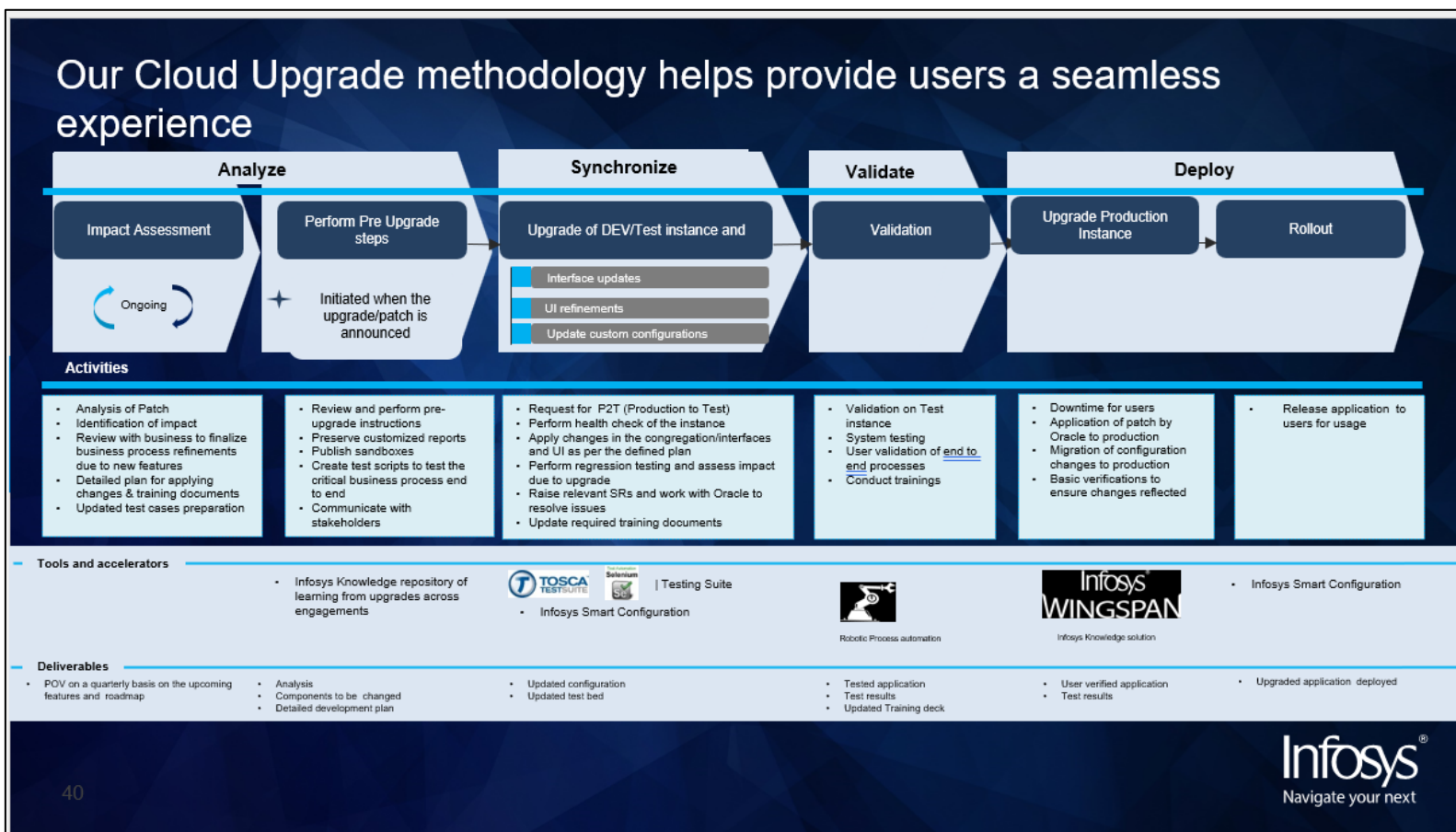


Figure 1. Infosys Upgrade Approach

Each phase has a clearly defined set of activities that must be completed before progressing to the next one. The methodology provides an extensive a set of templates, checklists and other reusable artefacts for every phase to ensure a consistent, seamless and successful upgrade.

Infosys Transition Approach

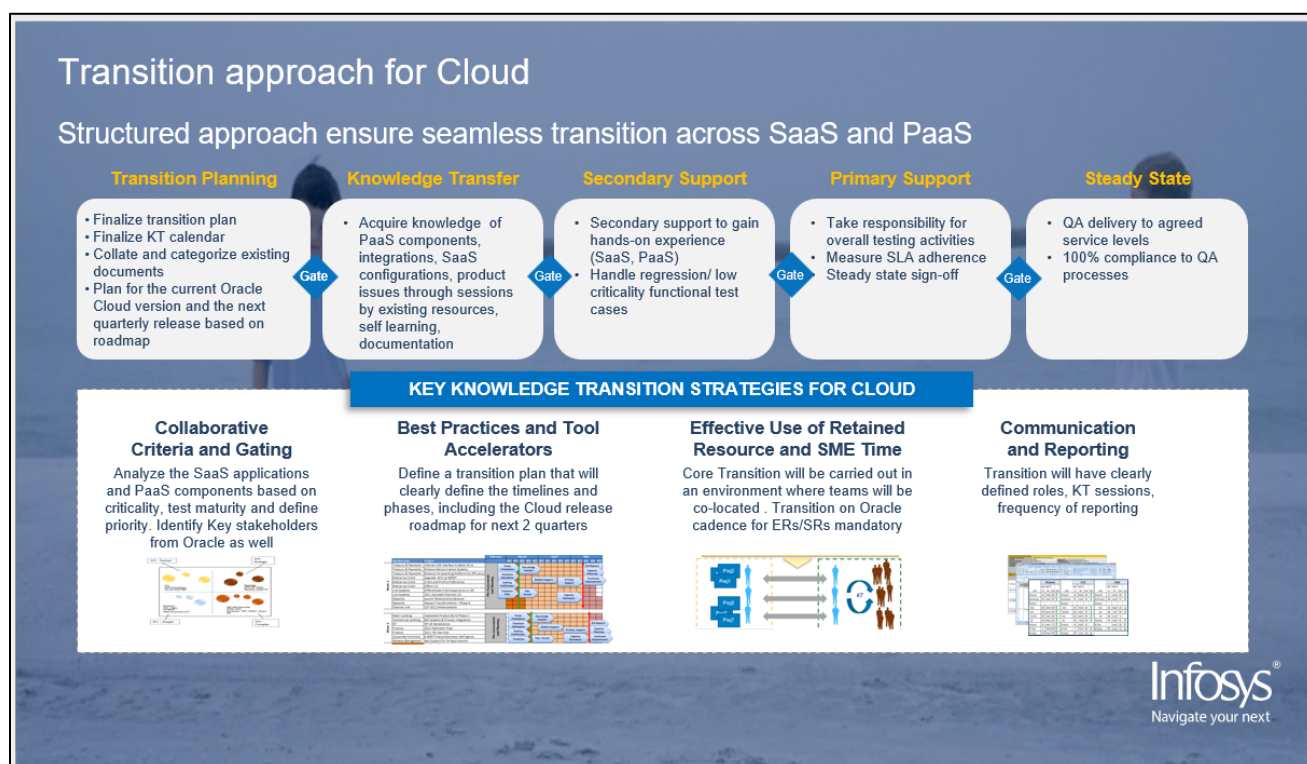


Figure 2. Infosys Transition Approach

Support Coverage for UK

Infosys operates in an onsite and offshore-based support model. The Infosys Global Delivery Model (GDM) is a framework for distributed project management and multi-location engagement teams.

Below is the proposed support coverage across applications:

On-Call Arrangement

Infosys provides on-call services for the applications marked as On-Call 24X7 (P1) when a Priority 1 issue is raised outside the support coverage hours.

For on-call support Infosys will publish an on-call calendar every month with the names of on-call person (offshore regular and shift) for each week. Infosys assumes that for all P1 issues, help desk will directly call the respective on-call support consultant for that week as soon as the ticket is logged in the system.

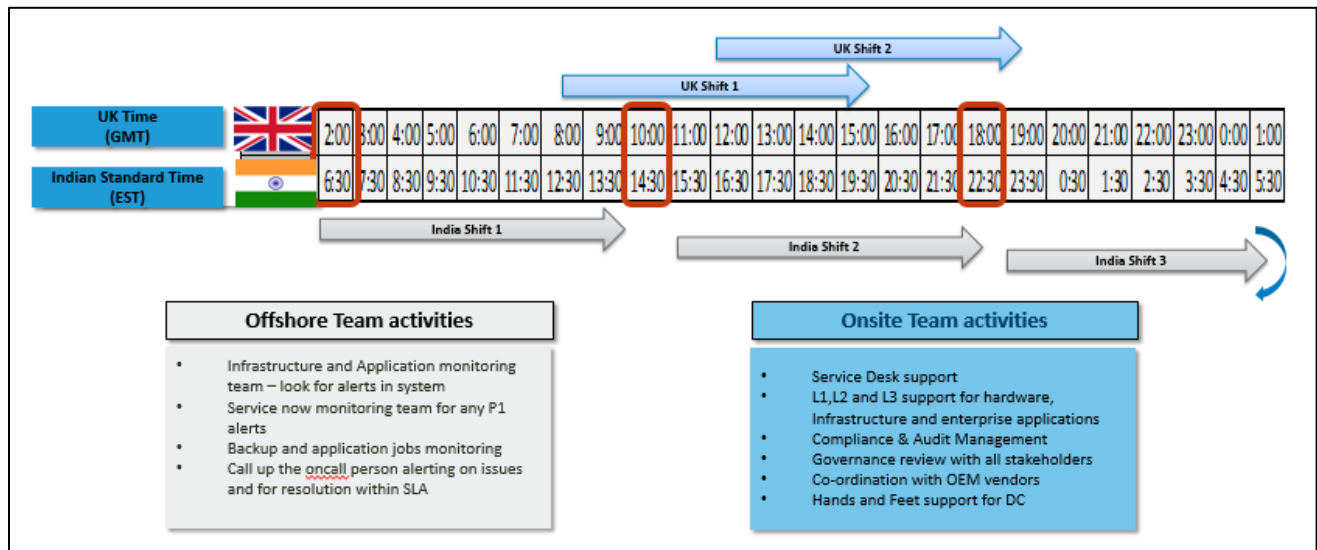


Figure 3. Onsite-Offshore Support shifts and activities

Comprehensive Model for Application Support & Maintenance

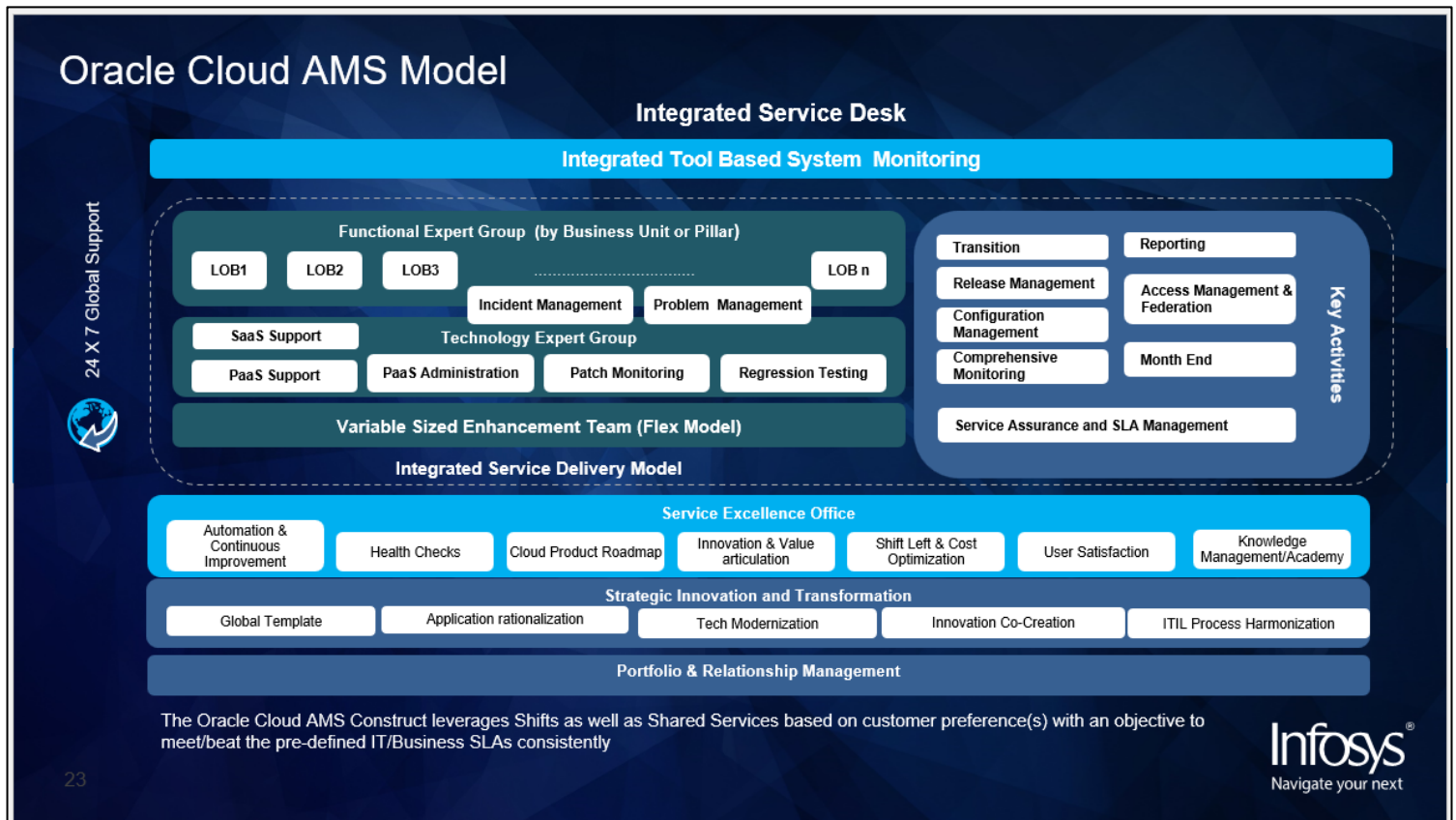


Figure 4. Application Support & Maintenance Model

3. Assets & Tools

In addition to various service offerings mentioned in the previous section, Infosys Oracle Cloud practice has a lot of pre-built solutions and methodologies, which help our customers in implementing cloud rapidly.

To start with, Infosys has an Oracle-approved Cloud Implementation methodology – ACT. It is based on our vast experience on working with various customers across the globe and verticals.

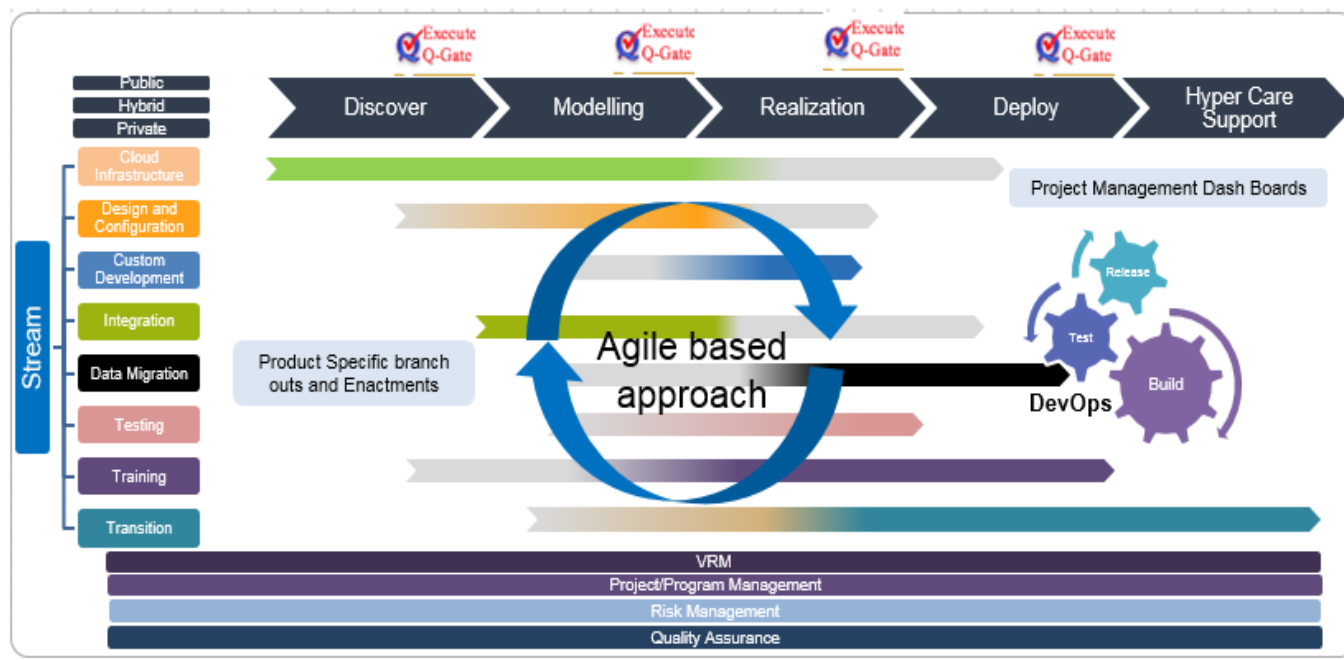


Figure 5. Infosys ACT methodology

The steps are indicated below:

- **Discover:** Initial strategy meeting, planning, co-ordination and communication to get started on the project. The business value of cloud enablement is understood and the foundation for governance is established.
- **Modelling:** Matching the business scenarios with standard SaaS product offerings. Decision to extend the standard product is planned and approved in this stage as well as all design and sprint iterations.
- **Realisation:** Converting the actual prototype of scope in agile way of development. The requirements are prioritised using business value analysis. The key business users are invited here to have glance of the development and share early feedback.
- **Deploy:** phase helps in planning to transport the developed elements into production server. Also, transition is being planned for a smooth roll over to support team during this phase. DevOps plays a key role here in reducing cycle time and easy deployments.
- **Hyper Care Support:** phase helps in transition of the project to support team for addressing post go-live issues, application stabilisation and services optimisation. Key data measurement and analysis are carried out for operational excellence and validate the promised business benefits.

Please find below our tools and accelerators that help expedite the project with enhanced assurance:

Tool	Description	Features	Benefits
IOCS – Infosys Oracle Cloud Suite	Infosys Oracle Cloud Suite (OCS) is a Digital Transformation solution, helps our customer to accelerate Oracle Cloud Implementation in a quicker turnaround time.	• Gold-Standard Industry Solutions and Domain Templates • Dynamic Client Instance Creation • Authoring with Version Control • Review-Approval Workflow • Role-based Live Dashboard • Plug-n-Play Tools • Structured Archival Process	• Pre-configured Ready-to-use Industry solutions • Guided tour with review-approval workflow • Role-based Dashboard and access • Easily configurable with external tools
Digital Configuration Engine – Smart Config Tool for Oracle Cloud	DCE tool will help load the manual configurations or master data setup in Oracle SaaS cloud in an automated way.	• Open source-based tool; Easy to use • Leverages Oracle APIs or RPA • Supports over 80 entities • Full load for multiple or specific entities	• Workbook with standard dataset • Faster turnaround • Template-based instance migration
Smart Release – Migration across instances	Considerable effort is spent in activities related to code/configuration migration across environments.	• Self-service forms • Single request form • Approval capability • Auto-migration • Versioning of deployed code • Restore previous version • Supports report, data Model, lookups, value sets	• Automated process • Faster turnaround • 30% effort saving
Infosys Testing Automation Framework (iTAF)	iTAF is completely a script-less test automation framework for functional and regression testing.	• One-stop solution record and playback • Over 120 inbuilt keywords • Distributed execution • Robust reporting • CI integration	• 50–60% effort reduction • Fast and accurate results • Reduced integration efforts • Self-service • 15–30% cycle time reduction

iBridge – Enabling Seamless Integrations	Infosys i-Bridge platform offers quick technical and functional insights into repeated integration scenarios.	• Catalogue of 200+ pre-built integrations • Reference documentation • Ready-to-use utilities • Continuous enhancement	• 30% reduction in interface development • Faster design • Improved quality
UDVT – Universal Data Validation Tool	UDVT is a simple Excel-based tool used for Data validation.	• Flexible and configurable • Offline validation • Reusable rules library • Works with Excel	• Saves 4 days per module • Useful across project phases • Works for any ERP module
RPA – Robotic Process Automation	RPA tool can be used for automation of deterministic activities.	• Automation for defined steps • Non-intrusive BOT • Background or assisted automation • Quick deployment	• Faster completion • 90% reduction of repetitive effort
Infosys Wingspan – Digital Learning Experience Platform	Infosys Wingspan is a next-gen learning solution to accelerate talent transformation.	• Guided learning paths • Validate capabilities • Integrate org knowledge • Live/recorded content • Podcasts • Anytime access	• Enhanced user experience • Improved productivity • Easy access and consumption
ChatBot – Virtual Assistant for Business Users	A virtual assistant to enable seamless access of information using natural language.	• Open-source • Seamless integration • Access controls • Quick new use case enablement • Extendable intent engine	• Instant response • Higher user satisfaction • Reduced ticket inflow • Reduced effort
Infosys PMA – Problem Management Analytics	Provides smart analytics and insights for problem management and ticket inflow reduction.	• Pattern analysis • Risk profiling • Correlation analysis	• Identify elimination opportunities • Automation recommendations • Hop spot identification • Ticket surge analysis

Table 1. Tools and Accelerators

4. Credentials

Client	Modules and versions	Key outcomes
UK Council responsible for delivering public services, managing community infrastructure and overseeing governance across multiple towns in the West Midlands region	- Financials, EPM/Risk Management, HR and Payroll, Purchasing, Supplier Portal, Reporting, BI/Analytics, Integration - L1-L3, Enhancements, Major/Minor Change Requests, Redwood upgrade, Patch Management, Executed Redwood upgrades for HCM, Payroll, and Procurement modules, ongoing enhancements to reporting capabilities to support evolving business requirements	L1: Efficiency improved by refining queues and shifting tasks from L2; Council is now fully independent in managing L1 support. L2: Infosys implemented a shift-left strategy, resolving key issues in the initial months resulted in reducing incidents by 40%. After 5 months, the Council became the primary owner of L2 support. L3: Incident and problem management aligned with business process metrics, resulting in a 50% reduction in incidents and a noticeable drop in average severity
Leading consulting group	- Oracle Cloud Compensation Management - Upgrade from Release 5 to Release 7	- Infosys support model offering helped the client meet its objectives of having a world-class Cloud HCM support model. - Integration solution and support for Cloud modules.
Global imaging and electronics company with more than 110,000 employees worldwide	Support of Oracle SOA, Oracle Transportation management, Salesforce.com, CA Clarity, Informatica ILM, IBM Cognos ICM, Oracle field service cloud, Infosys social collaboration, Hyperion and OBIEE.	- Inflow reduction of 15% per month in last six months. - Leveraged Infosys automation platform to automate repetitive tasks, with improved coverage for night shifts.
Logistics company with operations in more than 40 countries	Oracle Cloud Modules such as Global HR, Compensation, Performance, Absence Management, Recruitment and onboarding	5% productivity improvement - Resolution of workflow issues

World's largest banking and financial services organisation headquartered in UK	• Oracle Cloud Financials, Expenses, Advanced Collections, CRM, Procurement and Project Portfolio Management • Accounting Hub and Financial Reporting and Analytics	• Developed Support Framework for Cloud Model • Enhanced decision-making capabilities by providing custom BIP and Analysis reports • Identified Critical tasks and activities from Operations Support perspective • Enhanced transparency, governance and cost control
One of the largest fleet automotive distributors	• Oracle FIN Cloud modules along with WMS, FCCS, PBCS • Oracle SCM Cloud modules of, planning central, order management, procurement, product data hub, manufacturing	• Increase operational effectiveness by 25% • Efficient and streamlined processes to improve resource capacity utilisation by 15% • Month end closure in 3 days from existing 15 days • 3 Upgrades executed since Go Live without any outage
Large communication service provider with global operations	Oracle HCM Cloud • Global HR with PI, Cloud Workforce Compensation Management • Benefits, Performance Management, Goal Management	• Standardisation and streamlining of the processes across 30 countries • Enhanced employee and manager self-service experience with greater employee engagement • Smoother benefits administration handling and processing and talent visibility and management
Multinational media conglomerate with interests primarily in cinema and cable television	• Oracle HCM Cloud Compensation and Oracle Learning Cloud co-existing with PeopleSoft HR	• 20%-30% reduction in integration effort, with enhanced reporting capabilities across various user groups • Employee growth and leadership development through any-time, anywhere open learning involving innovative multi-format, multi-lingual learning content. • Improved process efficiency and minimise manual interventions

Table 2. Support Credentials



For more information, contact askus@infosys.com

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