

G Cloud 15- Framework Service Definition

Crown Commercial Service

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1. Service Overview

Infosys Topaz Fabric is a stack of layered, composable, open and interoperable data infrastructure, models, agents, flows, and AI apps that help unify and accelerate IT service delivery across the enterprise landscape. It makes it simple for enterprises to access services-as-software — both integrated and modular — through a comprehensive one shop, unlocking enterprise value by reimagining IT processes, building on existing IT investments, and bringing together out-of-the-box AI-led capabilities while avoiding vendor lock-ins.

The enterprise services delivered through Infosys Topaz Fabric include IT operations, transformation services, quality engineering services, and cybersecurity services. The services are delivered through synergetic efforts from:

1. **Digital workers** running on deterministic rules, workflows, tools, bots, and APIs.
2. **AI workers** handling complex tasks that require understanding and summarising unstructured information (text, images, speech, video, and code), making predictions and decisions, reasoning, planning, and orchestrating multi-step processes. This often involves collaboration with human workers using assistive approval, or human-in-the-loop modes.
3. **Human workers** perform high-risk, creative, and legally sensitive tasks. They also supervise, train, and continuously optimise the out-of-the-box digital and AI workers to ensure accuracy, governance, and ethical alignment.

Together, these workers execute end-to-end workflows with humans in or out of the loop, eliminate or automate tasks, and augment humans in performing tasks.

2. Service Description

Topaz Fabric provides three different delivery models:

- **Managed Services Stack:** Provisioned by Infosys on the Infosys cloud, set up specifically for your custom requirements and connected to your enterprise cloud. Infosys will manage the platform and cloud, while ensuring service availability in accordance with the predetermined SLAs.
- **Client On-Prem / Cloud Stack:** Deployed in your private or public cloud environment while Infosys ensures timely upgrades and support.
- **Custom Client Stack:** Infosys uses its platforms and the out-of-box agents to build and deploy custom agents on your preferred platform making it easy for you to manage and support the stack.

3. Assets and Tools

Topaz Fabric offers connectors for over 30 tools, including:

- Enterprise Platforms: ServiceNow, Dynatrace, Splunk, Jira.
- Business Platforms: S/4HANA, Oracle.
- Data Platforms: Snowflake.

The stack is keep evolving, and we continue integrating it with leading enterprise platforms, business platforms, and data platforms—enabling faster deployment, seamless interoperability, and accelerated value realisation.

4. Credentials

- **Swarovski:** Leveraged Topaz Fabric for IT operations automation, reducing incident resolution time and improving customer experience.
- **Nu Skin:** Adopted AI-driven workflows for customer service and supply chain, resulting in faster response times and higher CSAT scores.
- **Citizens Bank:** Implemented AI agents for loan processing and compliance checks, improving operational efficiency and reducing turnaround time.

For more information, contact askus@infosys.com



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