

G Cloud 15- Framework Service Definition

Crown Commercial Service

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- Infosys' project management and quality processes
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1. Service Overview

Infosys Generative AI and Agentic AI credentials can help accelerate business value for Government using **150+ pre-trained AI models, 100+ technology partners, 10+ platforms, AI-first specialists, and data strategists** and ‘**Responsible by design**’ approach to ethics, trust, privacy, security, and compliance.

Leveraging **Infosys applied AI framework** to build an **AI-first core** that empowers people to deliver cognitive solutions, Infosys help enterprises by:

- Accelerate growth
- Unlock efficiencies at scale
- Build connected ecosystems

Infosys is taking an **AI-first approach** to its own business transformation. We are using the power of generative AI, analytics and cloud to accelerate our own market offering evolution, enterprise transformation, building incremental value from micro-changes, to improve client service, reimagine business processes, software engineering and boost productivity. Nearly **50,000 reusable intelligent services, applied in over 25,000 instances, amplify Infosys employees today.**

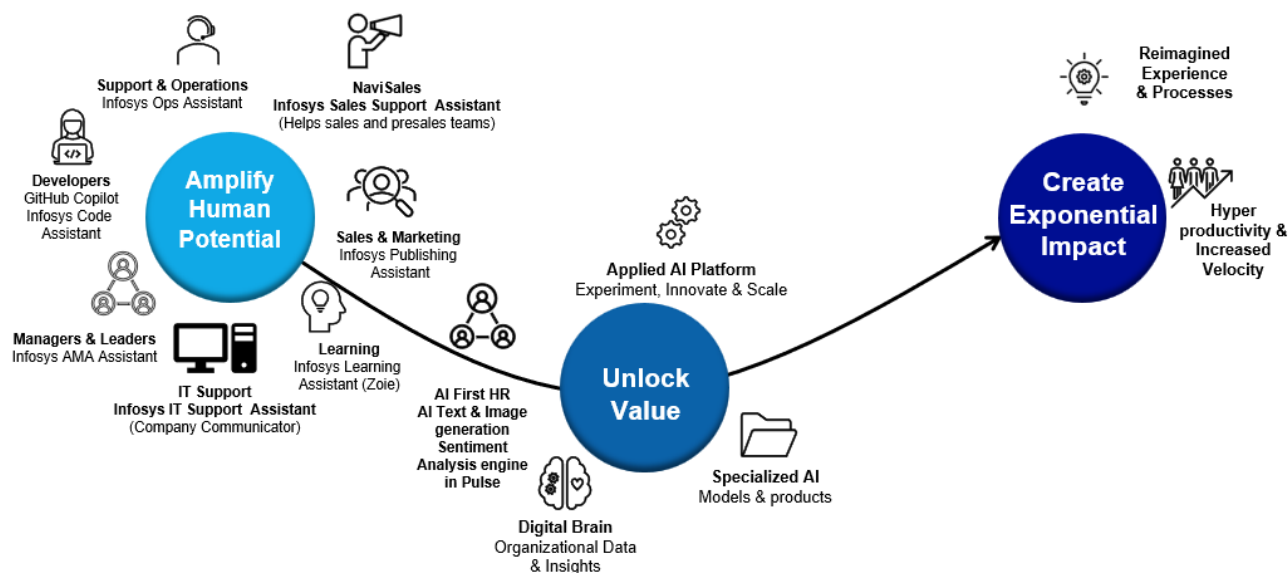


Figure 1: Infosys AI first organisation

Infosys is enabling the art of possibilities with generative AI tools as detailed within the figure below. Infosys has already built many solutions on **large AI models** and our experience should give **Government confidence** we are able to help Government during an engagement.

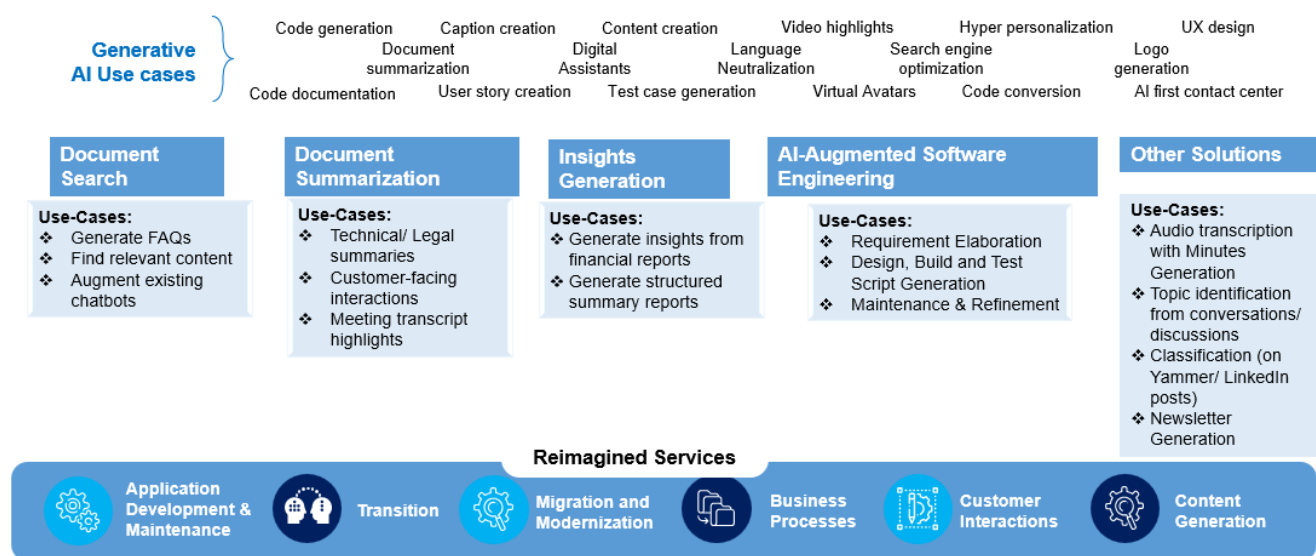


Figure 2: Infosys Generative AI service Offerings

Academia, Industry Experts and Alliances:

Infosys has established extensive collaborations with academia and industry experts to drive innovation and develop future-ready talent. These partnerships span across various prestigious institutions and focus on emerging technologies, research, and skill development. Notable academic partnerships include collaborations with Stanford University, Massachusetts Institute of Technology (MIT), Purdue University, and the Indian Statistical Institute. These collaborations aim to foster research in artificial intelligence.

Industry experts:

In addition to academic partnerships, Infosys also engages with industry experts and forums to enhance its technological capabilities and service offerings. The company has formed strategic alliances with leading technology providers like Microsoft, AWS, Google Cloud Platform, NVIDIA. These partnerships enable Infosys to leverage cutting-edge technologies and deliver innovative solutions to its clients. Infosys' commitment to continuous learning and development is further demonstrated through its corporate university, which is recognised as the world's largest, emphasising the company's dedication to upskilling its workforce and staying at the forefront of technological advancements.

Infosys has consistently demonstrated excellence across the technology and consulting landscape, earning prestigious accolades from leading industry analysts and institutions. These recognitions underscore Infosys' commitment to innovation, intelligent automation, and transformative digital solutions:

- Leader in The Forrester Wave™: 2025 – Acknowledged for its strategic vision and execution capabilities in delivering cutting-edge technology services.
- AI Gamechangers Awards 2023-24 – Honored for pioneering advancements and impactful implementations in artificial intelligence.
- Leader in the 2024 Gartner Magic Quadrant – Recognised for its comprehensive service offerings and strong market presence.

- Leader in NelsonHall's Business Process Transformation through RPA and AI – Acknowledged for enabling business transformation through robotic process automation and artificial intelligence.

2. Service Description

Infosys Topaz: Driving an AI-First Journey with Responsible Innovation:

Infosys Topaz represents our AI-First vision—a comprehensive portfolio of platforms, solutions, and accelerators designed to make AI adoption responsible, repeatable, and scalable. Our journey began with strong foundation services such as data readiness, security, and governance, and has evolved into agentic architectures that combine large models with specialised tools and workflows.

Topaz operationalises AI through standardised playbooks like and the 3D framework (Discover–Design–Deliver), supported by 10 enterprise-ready platforms spanning data and analytics, automation, cloud-native engineering, and agentic orchestration. At its core, Topaz embeds Responsible AI by Design, ensuring policies, controls, and guardrails from ideation to operations—helping enterprises move confidently from experimentation to production with measurable business impact.

Today, Topaz powers global GenAI engagements, enabling end-to-end transformation across discovery, decomposition, design, de-risking, development, deployment, and democratisation. This approach helps client's future-proof investments while scaling AI safely across functions.

Infosys leads GenAI engagements worldwide, partnering with enterprises to modernise core systems, elevate customer experiences, and unlock new productivity frontiers. Our AI-first strategy is grounded in responsible innovation and engineered repeatability, enabling organisations to adopt and scale AI with confidence.

Across transformation programs, we deliver industrialised, production-ready use cases—from code modernisation and intelligent operations to data interpretation, workflow automation, and contextual knowledge extraction. These solutions drive strategic outcomes such as faster time-to-market, cost efficiency, and improved service reliability.

As a strategic AI partner, Infosys offers platform-centric foundations and full lifecycle delivery—from model development to deployment and maintenance—ensuring comprehensive, scalable, and responsible AI solutions.

AI-First Strategy for Financial Services:

Infosys AI-First Strategy for Financial Services has Nine Key Components

Opportunity to Maximize Value from AI, Data and Cloud



Figure 3: 3X3 Matrix for AI-First Strategy for FS

Infosys' AI-First approach for financial services focuses on **nine components across three layers**:

- **AI-First Growth:** Personalisation in marketing, deepening client relationships, portfolio management.
- **AI-First Core:** Credit risk scoring, compliance and fraud detection, operational efficiency.
- **AI-First Foundation:** Modernising tech and infrastructure, talent and change management, enterprise data readiness.

Powered by **Infosys FS AI Store**, 200+ use cases, smart data fabric (Topaz), and reusable AI frameworks.

Re-imagined SDLC with Human + AI Collaboration

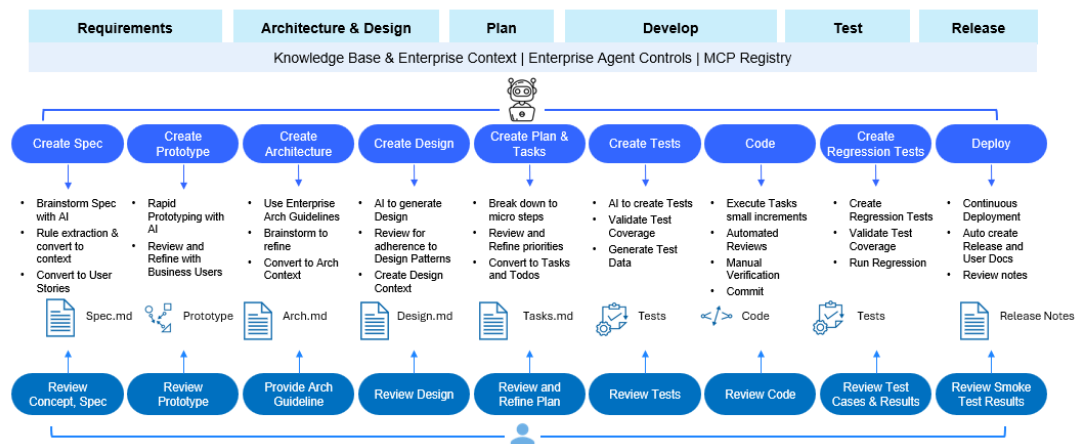


Figure 4: Re-imagined SDLC

A simplified SDLC integrates **Human + AI collaboration** across phases from requirements to release. AI accelerates spec creation, prototyping, architecture, design, testing, coding, regression, and deployment—enabling **automation, validation, and continuous delivery** for faster, smarter development.

Reusable IT Ops Agents with Infosys Topaz:

We are creating reusable IT ops agents for our agent foundry							Infosys topaz
IT Ops agents							
Job Monitoring	Job Creation Agent	Job Status Agent	Job Failure Diagnosis Agent	Job Failure Prediction Agent	Job Resource Manager Agent	Job Log Monitoring Agent	
Ticket Routing	Ticket Assignment Agent	Shift Roster Management Agent	Ticket Routing Analysis Agent	Skill Manager Agent	Ticket SLA Analysis Agent	Ticket Classifier Agent	
App Monitoring	Synthetic Transaction Monitoring Agent	Workload Forecasting Agent	App Availability Prediction Agent	App Failure Diagnosis Agent	App Log Analyzer Agent	App Configuration Management Agent	
SRE	App Performance Monitoring Agent	DB Query Performance Analysis Agent	Chaos Monkey Automation Agent	Website Performance Analysis Agent	Event Correlations Agent	Failure Root cause Analysis Agent	
AI Ops	Anomaly Detection Agent	Failure Prediction Agent	Capacity Prediction Agent	Change Incident Correlation Agent	Ticket Summarization Agent	Code Analysis Agent	
Incident Management	Incident Logging Agent	Incident Categorization Agent	Incident Remediation Agent	Incident Prioritization Agent	Incident Monitoring and Escalation Agent	Incident Communication Agent	
Change Management	Change Planning Agent	Change Communication Agent	Change Risk Analysis Agent	Change Review and Analysis Agent	Patch Management Agent	Upgrade Agent	
Service Request Management	Service Request Agent	Access Provisioning Agent	Service Request Tracking Agent	Service Request Fulfillment Agent	Service Request Reporting Agent	Service Request Quality Agent	
Event Management	Event generation Agent	Event Reporting Agent	Event Deduplication Agent	Event Categorization Agent	Event Processing Agent	Event Prediction Agent	
Problem Management	Problem Management Analytics Agent	Problem Diagnosis Agent	Resolution Recommendation Agent	DevSecOps Agent	Impact Analysis Agent	Problem Management Reporting Agent	

Figure 5: Reusable IT Ops Agents

Infosys Topaz is building **reusable IT Ops agents** for automation and efficiency across areas like **job monitoring, ticket routing, app monitoring, SRE, AI Ops, incident and change management, service requests, event management, and problem management**.

3. Assets & Tools

Navigating the complexities of modernising applications often involves transitioning from legacy systems, a process that can be manual, time-consuming, and costly. Traditional approaches often lack efficiency, making it crucial to adopt streamlined strategies that reduce effort, minimise disruption, and optimise costs.

Infosys Code Migrator (Infosys IP) is an AI-native tool, purpose-built for code migration, integrating Generative AI and MLOps from the ground up. Unlike conventional tools that add AI as an afterthought, this tool incorporates AI throughout the migration lifecycle, delivering unmatched efficiency and accuracy. By addressing challenges in every stage of the migration process, it ensures a smooth transition to modern technology platforms.

Few key features of Infosys Code Migrator:

- AI-Driven Project Creation
- Smart dependency management
- End-to-End validation guardrails
- Extensive ML-Ops framework

WHY INFOSYS CODE MIGRATOR:

- **Gen AI-powered code & documentation generation:** Integrate Gen AI across all migration stages while leveraging optimisation techniques to generate code & documentation
- **Independent components and reusable plugins:** Seamlessly customise, configure and integrate components to define tailored workflows
- **Agile work optimisation and rapid delivery of new paths:** Support team acts swiftly on defects, training and enhancements, enabling faster creation of new migration paths
- **Human-in-the-loop:** Validates generated code, addresses inconsistencies to ensure accuracy and suitability for real-world applications
- **Cost-effective framework for accelerated project journey:** Accelerate project delivery and reduce costs through efficient, managed solutions that maximise savings
- **Lightweight infrastructure and seamless deployment:** Leverages open-source software, needs minimal infrastructure and enables quick, standalone deployment

Client Values:

- ~ 30% faster time to market
- ~ 30% - 40% build effort saved in overall delivery lifecycle
- 2 – 3 weeks to start a new Journey
- 0\$ Infosys IP accelerator

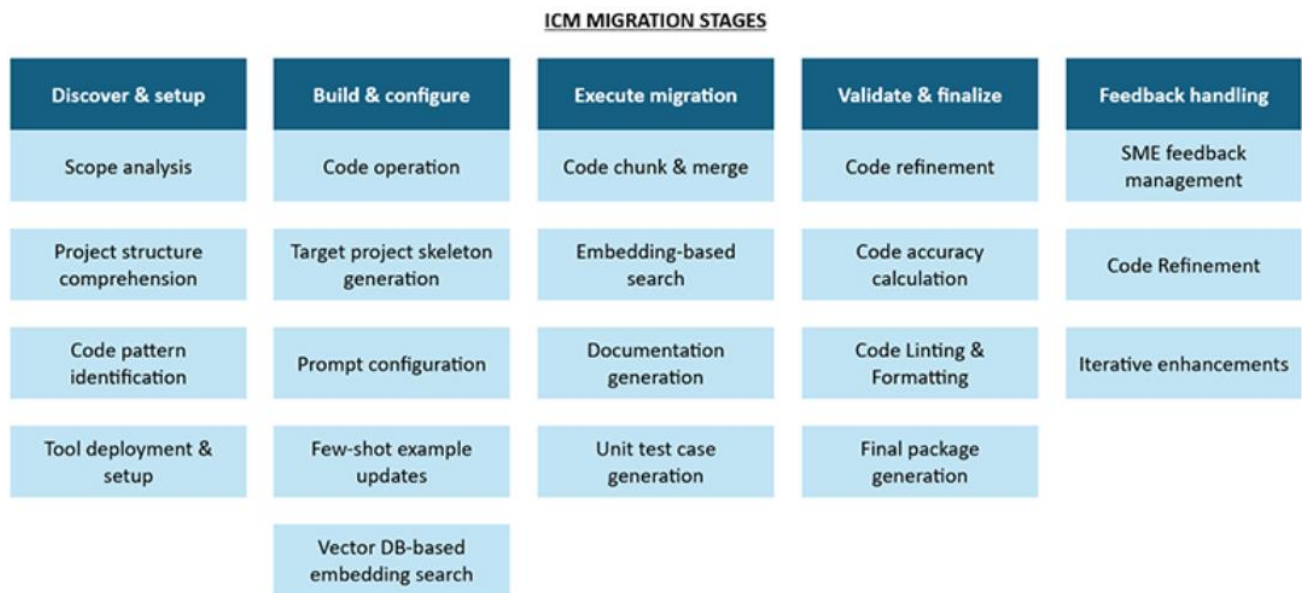


Figure 6: ICM Migration Stages

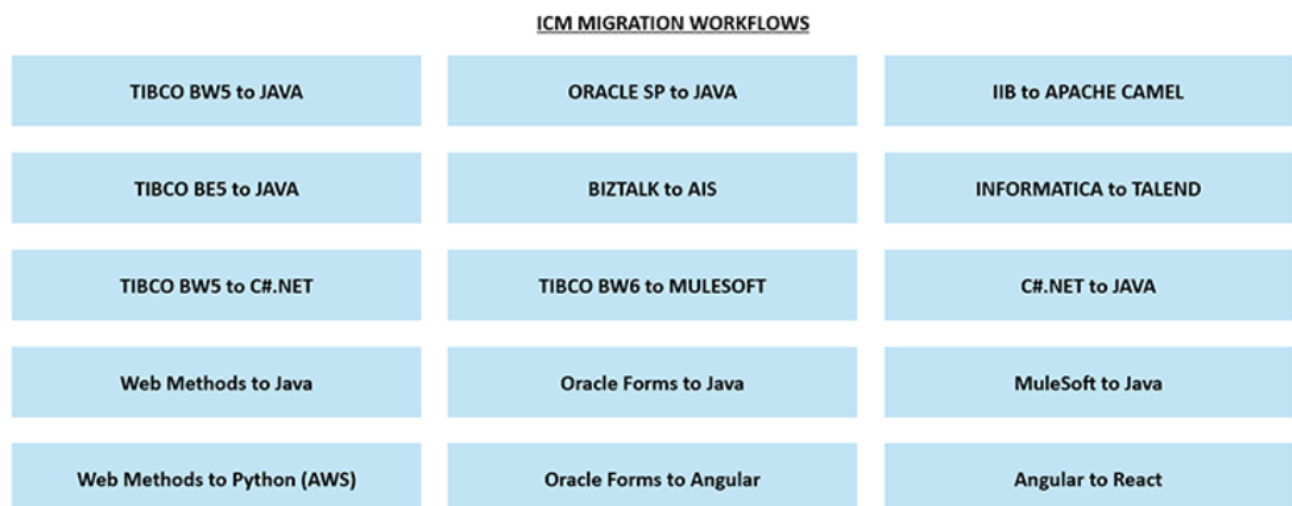


Figure 7: ICM Migration Workflows

4. Credentials

Case study: TIBCO to Java Migration for a major airline company



Context

- Client is a major airline company headquartered in Chicago, Illinois.
- They operate a large domestic and international route network across the United States and globally.
- They are looking to migrate their existing TIBCO BusinessEvents & BusinessWorks interfaces to an open-source Java platform.

Infosys Involvement

Infosys partnered with client to:

- Implement an automation solution replacing the existing TIBCO BE & BW interfaces with Java code.
- Leverage Generative AI capabilities to extract business rules from existing TIBCO code

Approach

- Infosys Code Migrator implemented for BE & BW code migration
- Gen AI based code conversion and optimization
 - Configuration of LLM parameters to improve GenAI output
 - Pre-processing of source code – Code cleansing, code chunking, PII removal etc.
 - Prompts for code conversion which includes xpath conversions, input/ output bindings, mappings etc.
 - Post processing – chunk merging, key word replacements, coding standard validations, code quality verification
- Deterministic approach to create project structure and integrate GenAI output
- Outcome package is delivered for further improvements with Human in the Loop

Value Delivered

- 40% acceleration in development turn around time

Key Current Capabilities

- Trigger configurations
- SOAP & Rest service calls
- Custom code extractions
- Coding standards
- XML mappings
- JSON mappings
- Connectors
- ...

Figure 8: Case Study 1

Case study: OSP to Java for an American omnichannel retailer



Context

- Client is an omni-channel retailer, headquartered in New York City, US.
- They operate a vast domestic and international network across the United States and globally.
- They are planning to migrate their existing Oracle Stored Procedures (OSP) to an open-source Java platform.

Infosys Involvement

Infosys partnered with client to:

- Implement an automation solution replacing the existing OSP with Java code.
- Leverage Generative AI capabilities to extract business rules from existing OSP

Approach

- Infosys Code Migrator implemented for OSP code migration
- Gen AI based code conversion and optimization
 - Configuration of LLM parameters to improve GenAI output
 - Pre-processing of source code – Code cleansing, code chunking, PII removal etc.
 - Prompts for code conversion.
 - Post processing – chunk merging, key word replacements, coding standard validations, code quality verification
- Deterministic approach to create project structure and integrate GenAI output
- Outcome package is delivered for further improvements with Human in the Loop

Value Delivered

- 60% output code accuracy
- 40% acceleration in development turn around time.
- 40 OSPs migrated to Java spring boot
- Outputs achieved within a span of 7-8 weeks

Figure 9: Case Study 2

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