

G Cloud 15- Framework Service Definition

Crown Commercial Service

January 30, 2026

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Table of Contents

- 1. Service Overview 5
- 2. Service Description 8
- 3. Assets & Tools 11
- 4. Credentials..... 12

Index of Figures

Figure 1: Infosys AI first organisation 5

Figure 2: Infosys Generative AI service Offerings 6

Figure 3: Infosys AI-First Strategy for FS 9

Figure 4: Re-imagined SDLC 10

Figure 5: Reusable IT Ops Agents 10

Figure 6: Infosys Agentic Foundry..... 11

Figure 7: Key Capabilities 11

Figure 8: Case Study 1 12

Figure 9: Case Study 2 12

Figure 10: Case Study 3 13

1. Service Overview

Infosys Generative AI and Agentic AI credentials can help accelerate business value for Government using over **150 pre-trained AI models**, over **100 technology partners**, over **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.

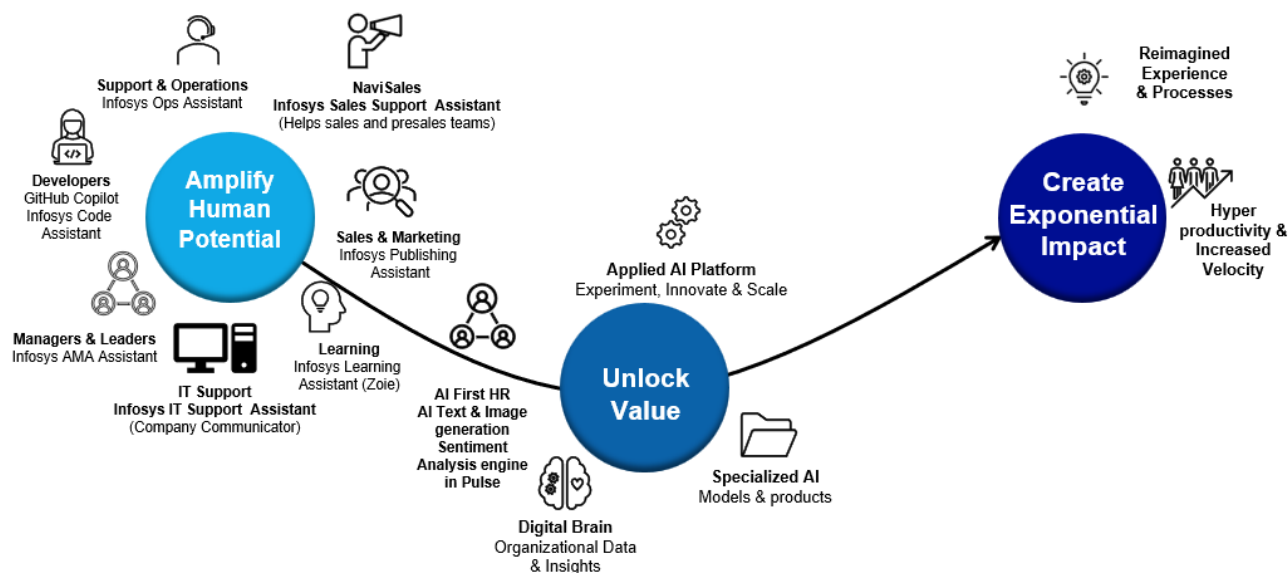


Figure 1: Infosys AI first organisation

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**.

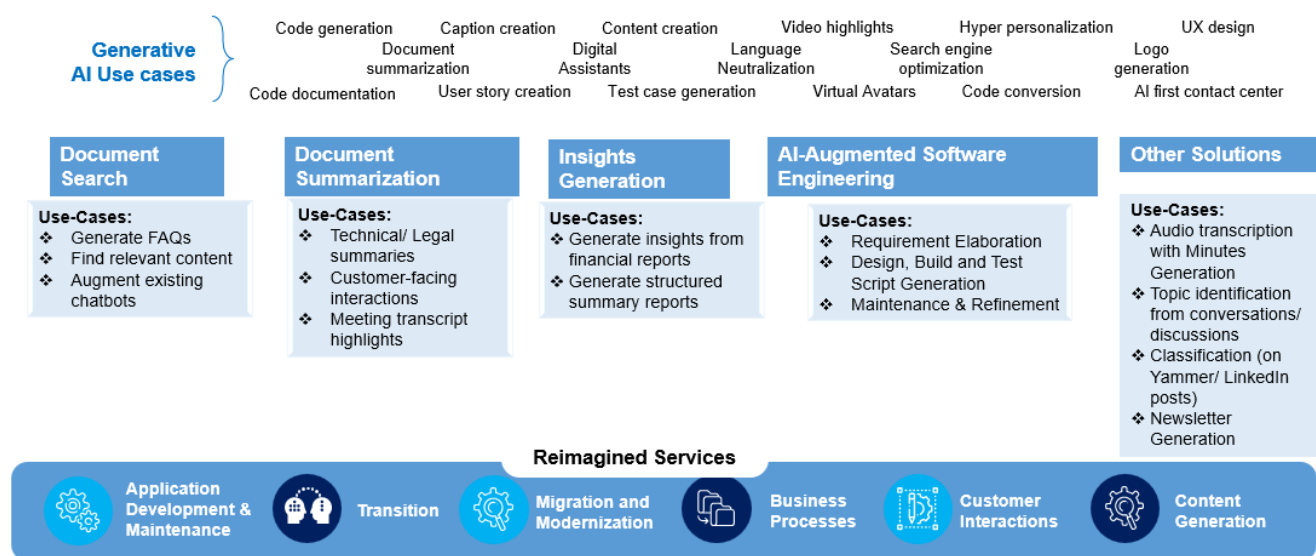


Figure 2: Infosys Generative AI service Offerings

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: Infosys 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**, over 200 use cases, smart data fabric (Topaz), and reusable AI frameworks.

Re-imagined SDLC with Human + AI Collaboration

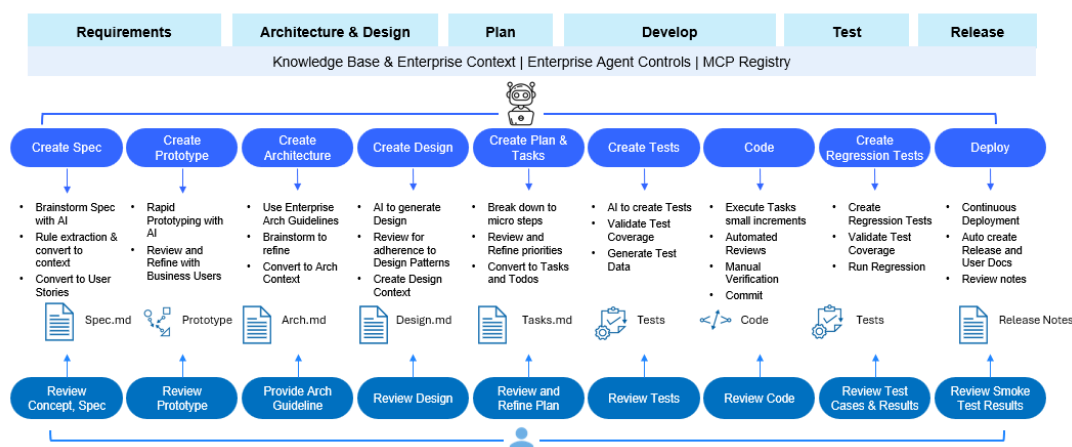


Figure 4: Re-imagined SDLC

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
AIOps	Anomaly Detection Agent	Failure Prediction Agent	Capacita 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, AIOps, incident and change management, service requests, event management, and problem management**.

3. Assets & Tools

Infosys Agentic Foundry, part of Infosys Topaz, is a comprehensive solution designed to accelerate the development and deployment of reliable production-grade AI agents. It brings together a comprehensive collection of reusable components, including a growing repository of pre-built horizontal and vertical agents, that will enable organisations to discover, shortlist, develop, deploy, monitor, and measure AI-driven initiatives effectively. Watch this video to learn more.



Figure 6: Infosys Agentic Foundry

Infosys Agentic Foundry | Key Capabilities

Modular, production-ready components for building, verifying, and scaling AI agents across your enterprise

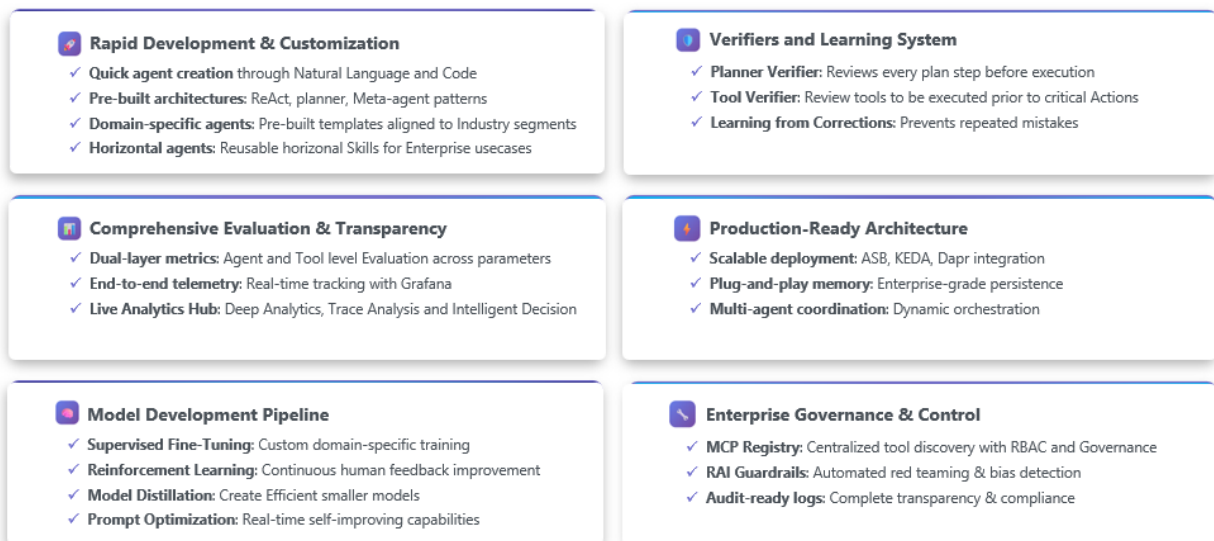


Figure 7: Key Capabilities

4. Credentials

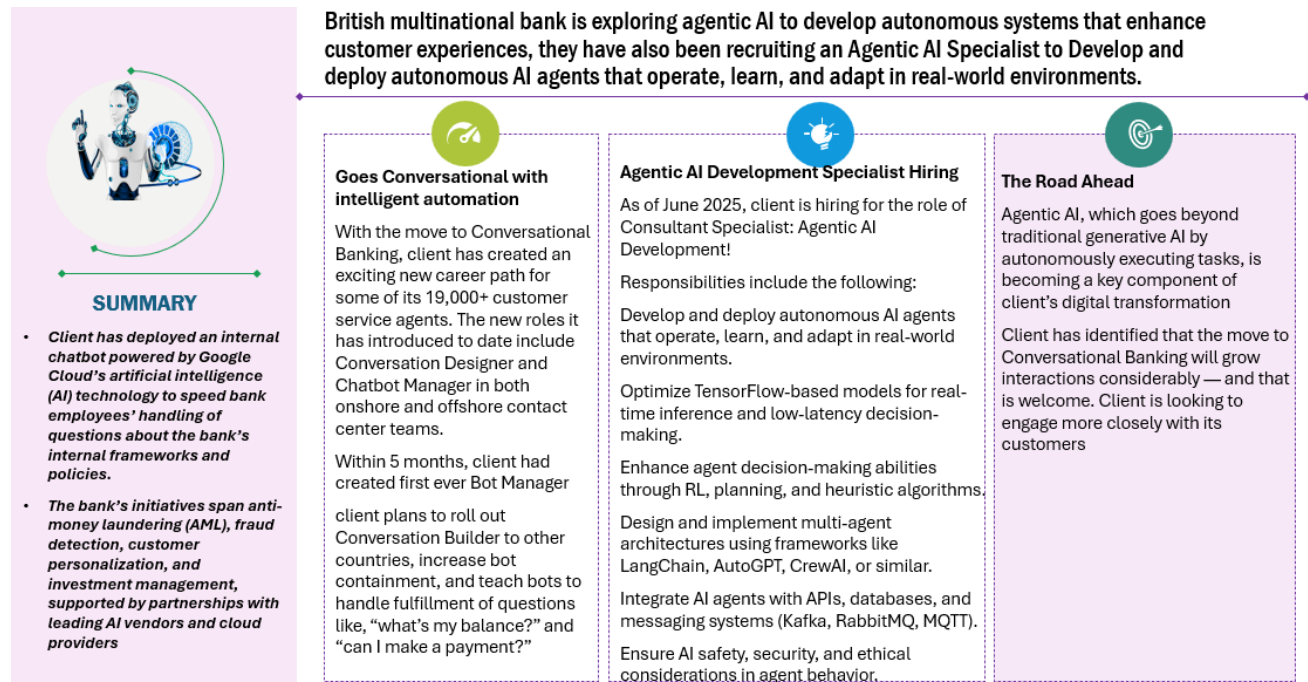


Figure 8: Case Study 1

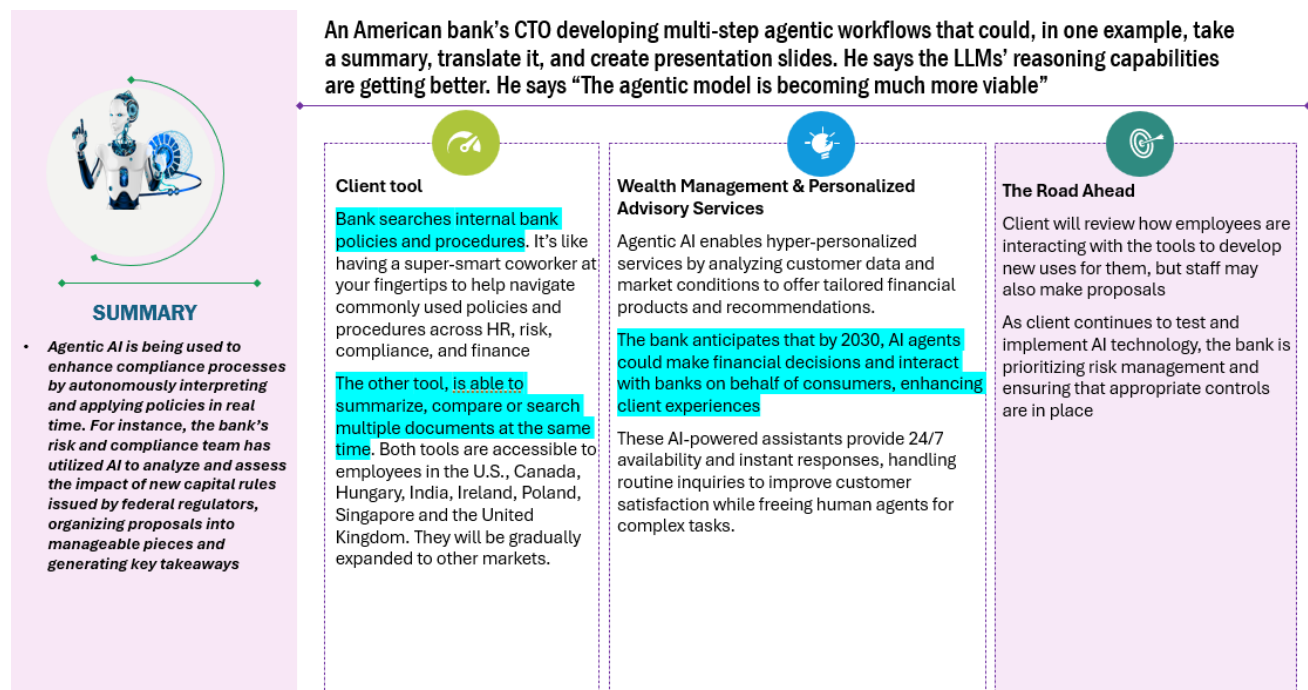


Figure 9: Case Study 2

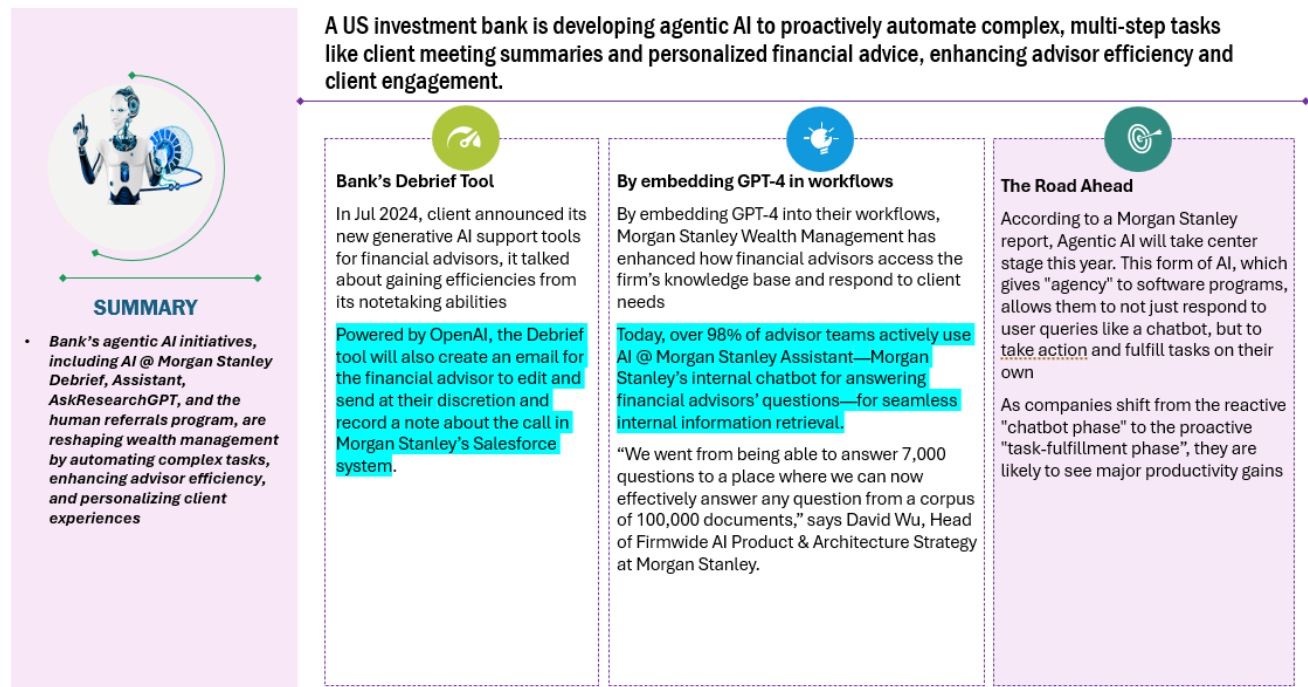


Figure 10: Case Study 3

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