

G Cloud 15- Framework Service Definition

Crown Commercial Service

January 30, 2026

Contact Information

For further information and discussions, please contact	
Name	Peter Gill
Designation	AVP and Head of UK Public Sector Sales
Address	Infosys Limited
Phone	+44 7391393866
Email	peter.gill@infosys.com

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Table of Contents

- 1. Service Overview 4
- 2. Service Description 8
 - 2.1 Microsoft Power Platform.....8
- 3. Credentials..... 9

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.

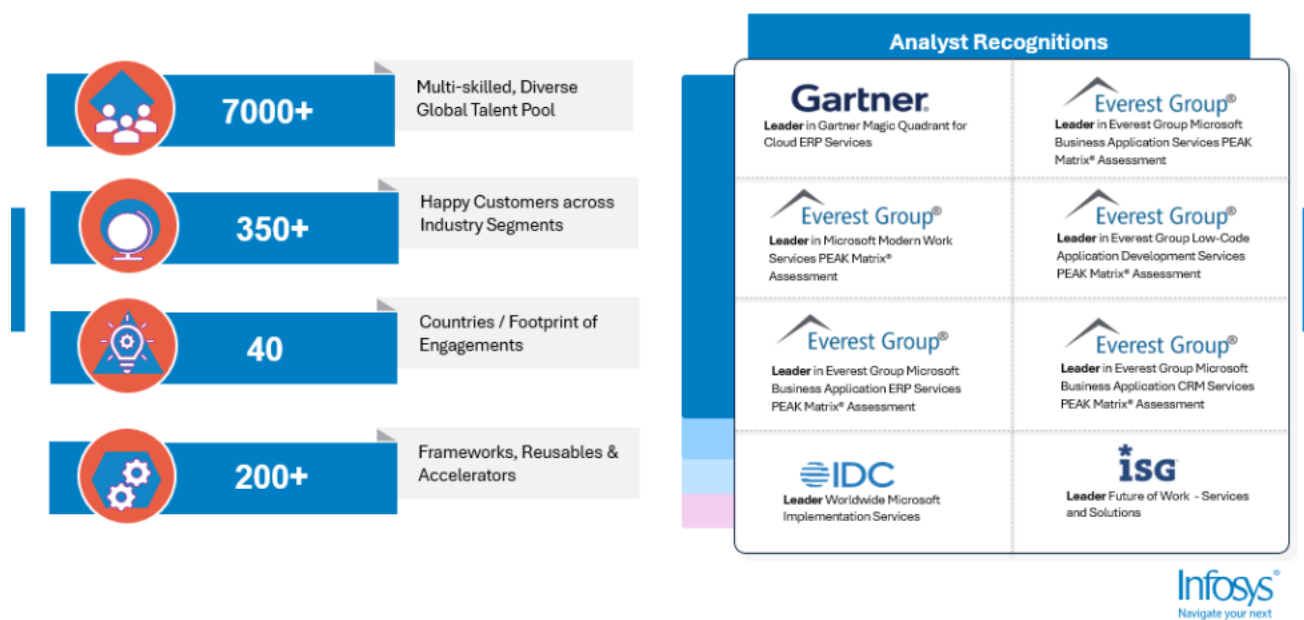


Figure 1: Microsoft Practice at Infosys

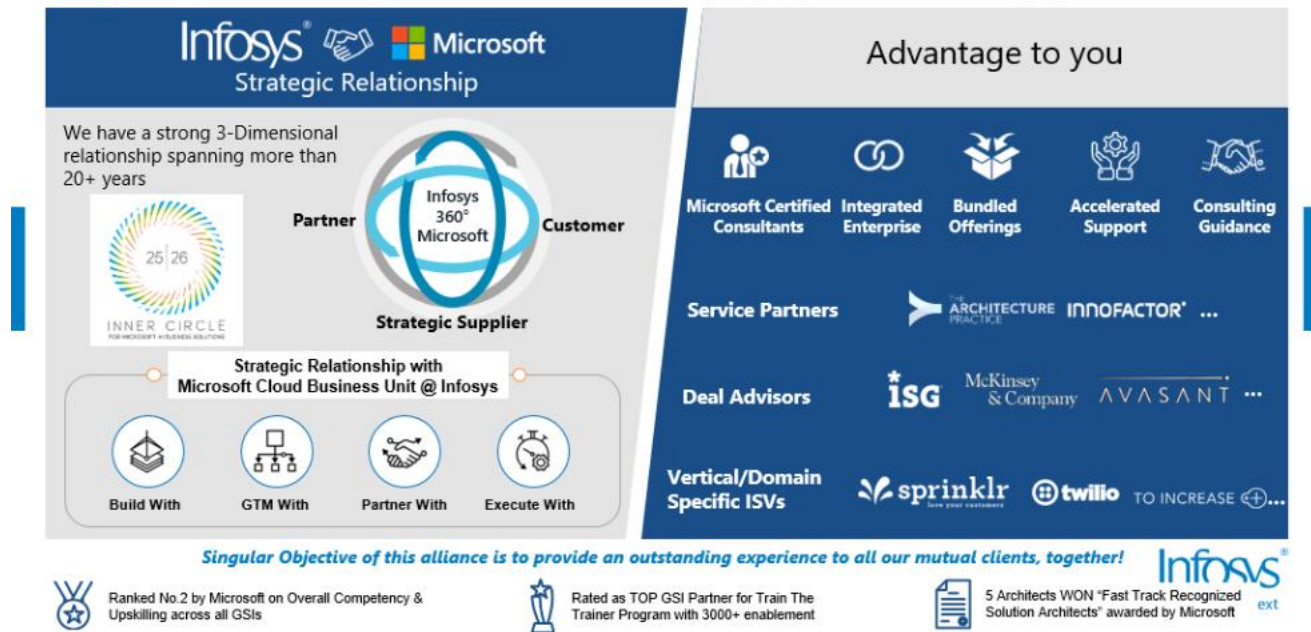
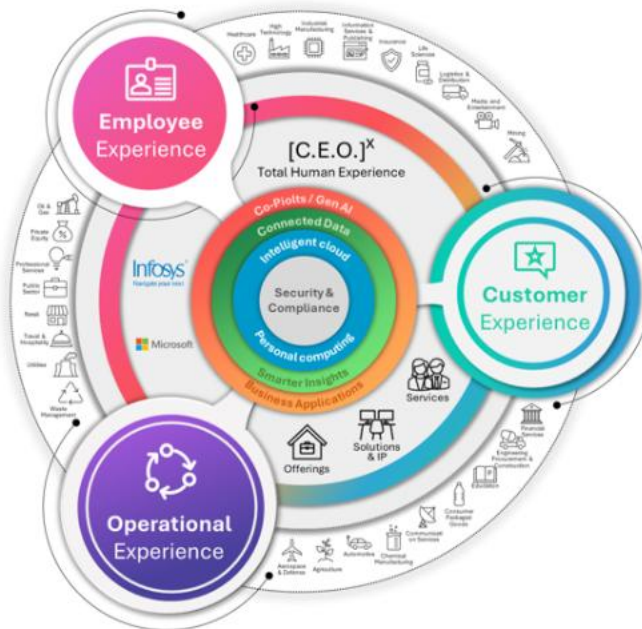


Figure 2: Infosys – Microsoft Relationship

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



[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 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**.

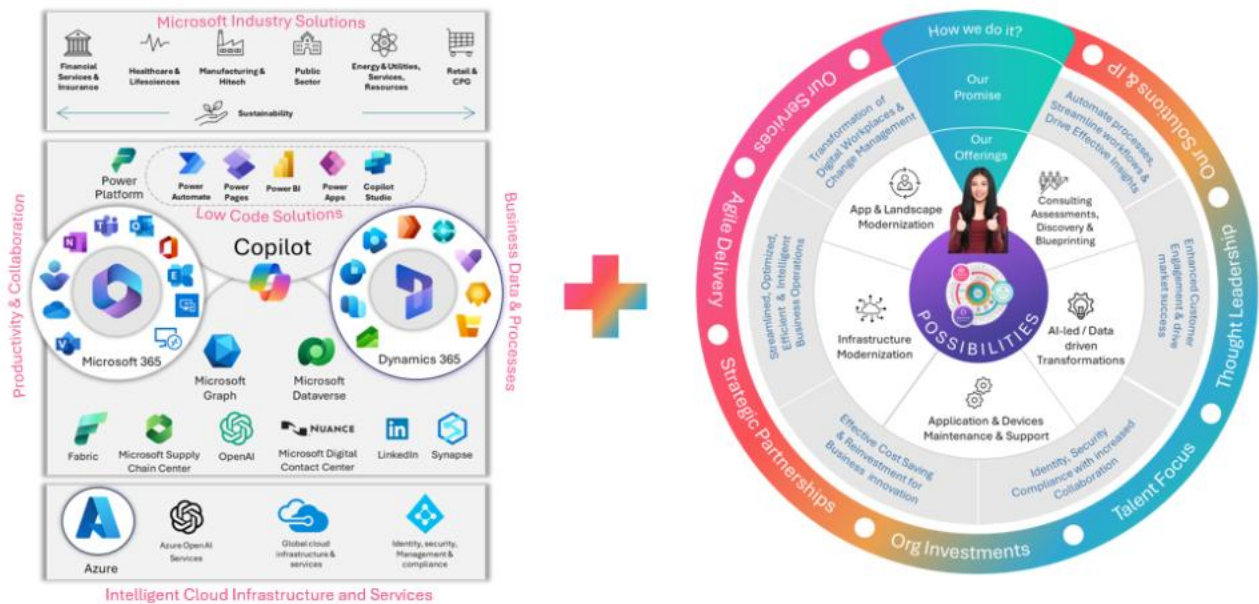


Figure 4: Platform of Possibilities

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.

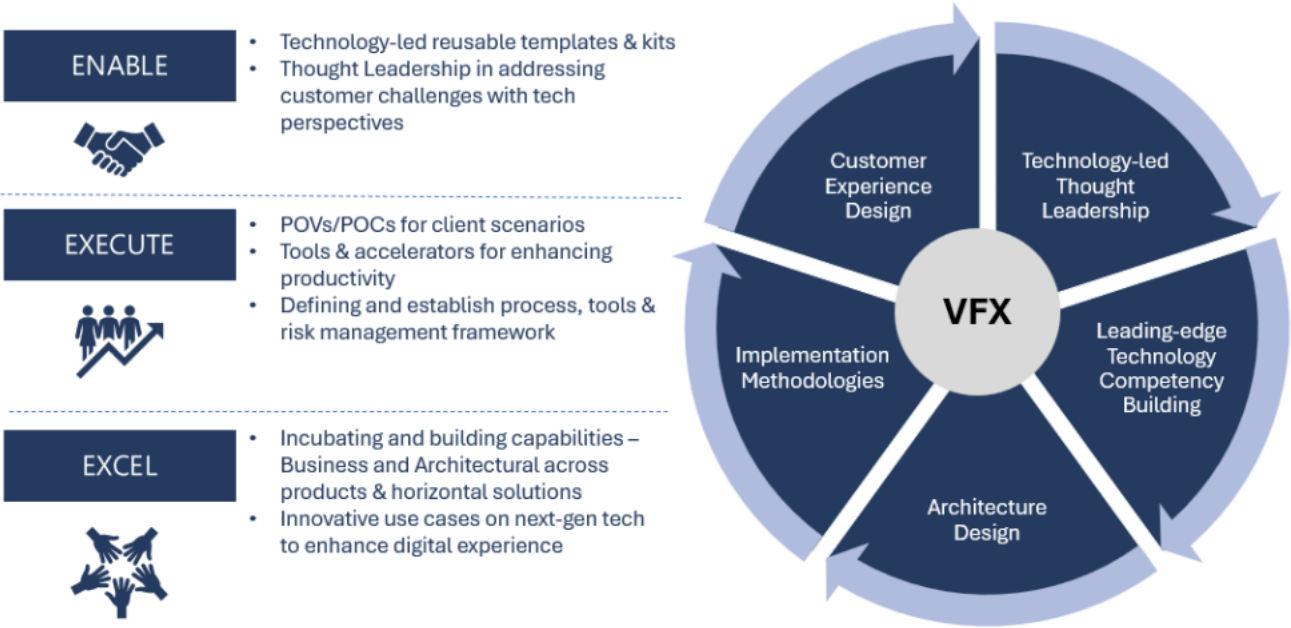


Figure 6: Value for Excellence

2. Service Description

2.1 Microsoft Power Platform

Description

Microsoft Power Platform is a low-code application development suite that enables organisations to build custom apps, automate workflows, analyse data, and create secure websites—all without extensive coding. It includes Power Apps, Power Automate, Power BI, and Power Pages, allowing businesses to streamline processes, enhance productivity, and integrate seamlessly with Microsoft 365, Dynamics 365, and Azure services.

Some of the features are mentioned below:

1. Application Modernisation
2. Hyperautomation
3. BI Modernisation
4. Climate Technology
5. LCNC at Scale
6. Copilot Adoption
7. Evangelisation
8. CoE ++ and Governance
9. Build and Support
10. Automation / CoPilot

Some of the benefits are mentioned below:

1. Modern UI/UX, cloud scalability, and integration with legacy systems for faster innovation.
2. Automates repetitive tasks end-to-end, reducing operational costs and improving efficiency.
3. Real-time insights with Power BI, enabling data-driven decisions and predictive analytics.
4. Tracks sustainability metrics and optimises energy/resource usage for ESG compliance.
5. Empowers business users to build apps quickly, reducing IT backlog and accelerating delivery.
6. AI-driven assistance for app building and automation, boosting productivity and innovation.
7. Drives organisational adoption through training and awareness, maximising ROI.
8. Establishes best practices, security, and compliance for scalable, controlled growth.
9. End-to-end solution development with ongoing maintenance for reliability and performance.
10. Combines automation with AI for smarter workflows and enhanced user experience.

3. Credentials

#	Client	Engagement Brief	Key Outcomes
1	Largest workforce solution provider in the UK	- Design Workshops: Monthly sessions to identify and validate key applications. - Innovation Roadmap: A strategic plan for future Power Platform initiatives. - Joint IP Creation: Collaborative development of reusable assets and solutions. - Automation Implementation: Streamlining workflows across business units. - Org-wide Rollout Planning: Structured deployment of solutions - Governance Framework: Weekly and monthly meetings to monitor progress and resolve issues. - Resource Collaboration: Client provided access to systems and stakeholders; Infosys contributed expertise, tools, and accelerators.	- Accelerated Digital Transformation: Rapid development and deployment of applications using Power Platform. - Operational Efficiency: Automation of manual processes reduced turnaround time and improved accuracy. - Scalable Innovation: A repeatable model for innovation across client's global operations. - Collaborative Value Creation: Joint IP and shared best practices enhanced solution quality and reusability. - Reduced Technical Debt: Proactive strategies ensured sustainable development and long-term maintainability. - Enhanced Governance: Structured oversight ensured alignment with business goals and timely issue resolution.
2	Leading Energy company across the globe	- Conducted scoping workshops with the client for roadmap definition and business readiness assessment - Higher Management and Employees can directly view the relevant events/seminar/conferences/trade fairs in UK using the mobile app developed	- PowerApps to provide all the events in calendar view and also provide way to search for the events by Sector, location and by date. PowerApp to show relevant events/seminars/conferences/trade fairs for the team - User can track the events by marking them as favorites and can also share the events to any other person by email within the app

For more information, contact askus@infosys.com



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