

G Cloud 15- Framework Service Definition

Crown Commercial Service

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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

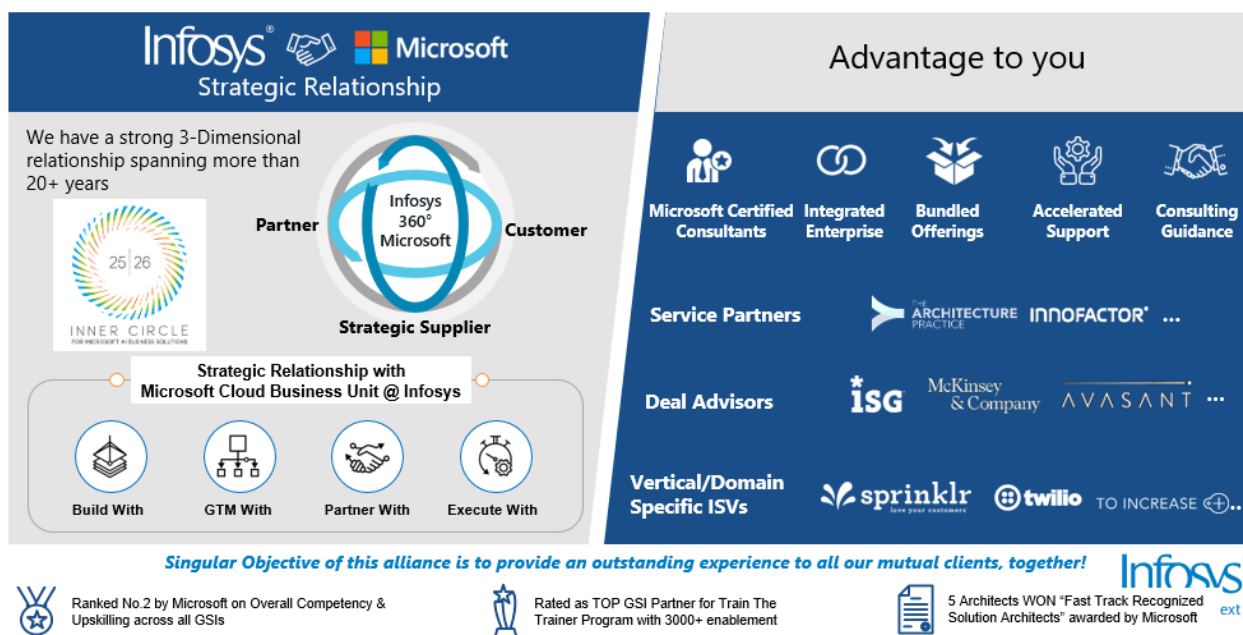


Figure 2: Infosys – Microsoft Relationship

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

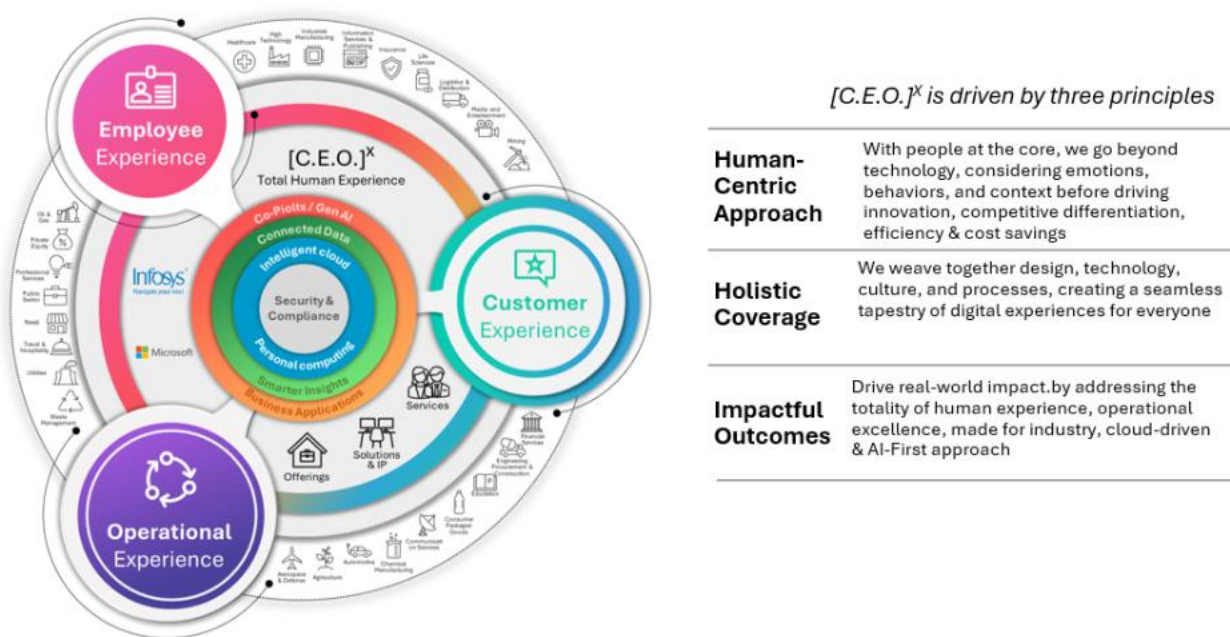


Figure 3: Total Human Experience” with [C.E.O.]

We bring the **“Platform of Possibilities”** to your industry specific transformation initiatives, leveraging the **“Microsoft Stack”** as a Platform to drive **infinite innovation possibilities**.

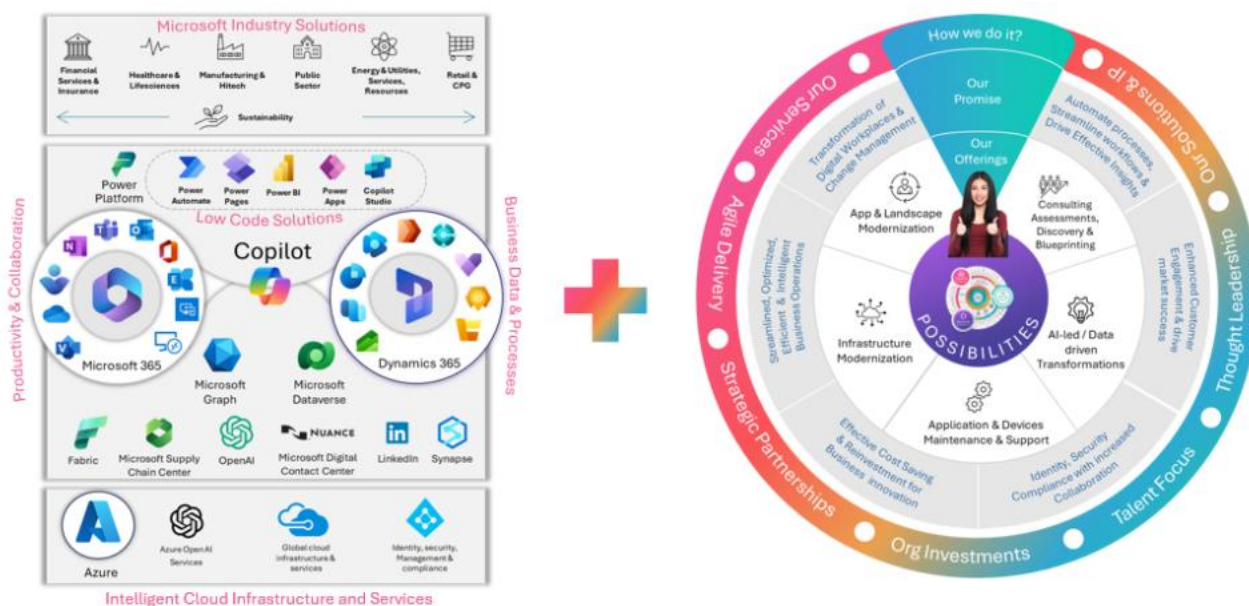


Figure 4: Platform of Possibilities

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.

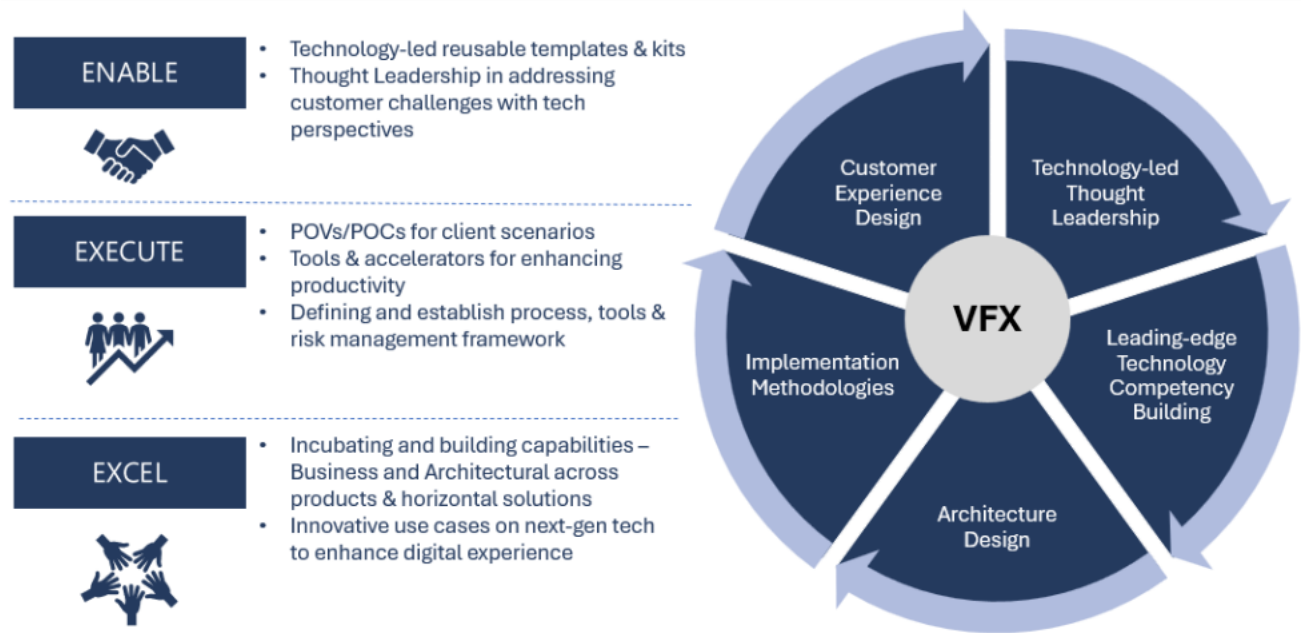


Figure 6: Value for Excellence

2. Service Description

Microsoft Dynamics 365 CRM Cloud Advisory Services with Cloud Implementation / Testing / Roll out / Support

Description

Infosys' Microsoft Dynamics 365 CRM Cloud Advisory services: End-to-end services for cloud readiness assessment, fit-gap analysis, integration and optimisation services for Microsoft Dynamics 365 cloud implementation. We implement all the modules of D365 CRM, including Sales, Customer Insights, Customer Service, Field Service and Project Operations. We also provide warranty/hyper care post go-live.

Some of the features are mentioned below:

1. D365 CRM/CE implementation leveraging OOTB capabilities, configuration and customisation.
2. Pick and mix from CRM modules to create a bespoke solution.
3. Dynamics 365 Sales for Sales and Quote Management.
4. Dynamics 365 Customer Service for Case Management.
5. Microsoft Dynamics 365 Field Service for Mobile Workforce Management.
6. Dynamics 365 Customer Insights (Marketing) for Lead Generation and Events.
7. Copilot for Microsoft Dynamics 365 CRM.
8. Expand further with third party integrations and Microsoft products.
9. D365 CRM upgrade, rollout, support.
10. Legacy CRM to D365 CRM migration.

Some of the benefits are mentioned below:

1. Provides a 360-degree view of the customer base.
2. Real-time access to data through CRM.
3. GDPR compliant.
4. Seamless data management and removal of silos.
5. Secure and scalable business application environments.
6. OOTB reporting capabilities.
7. Flexible architecture, deployment options and pricing.
8. Deep integration with Office 365.
9. Intuitive user interface.
10. Actionable insights through real-time reporting.

3. Credentials

#	Client	Engagement Brief	Key Outcomes
1	Largest workforce solution provider in the UK	- Infosys implemented Dynamics 365 and Custom Portal bringing benefits of optimised performance by fully automating worker registration and compliance management solution. - Implemented Azure Function as middleware to handle all the 3rd party integration seamlessly with added security of Azure. - The solution is compliant with all the GDPR regulations and Azure Active Directory B2C policies have been implemented along with SSO for internal users	- Reduction of manual effort by 60% thereby reducing the load on the client's Service Centers. - Providing Contact/Applicant 360-degree view allowing the client's operators to find bottlenecks in the application process. - Compliance related automations reduced the manual effort by 40% and ensuring fully compliant applications went through.
2	Local Authority in the UK	- Implemented end-to-end D365 Case Management system. - Data transformation from legacy systems - Infosys helped build a new database that will serve as "single point of truth." - Developed Power Automate flows and replacing legacy systems with MS stack solutions. - Providing consultancy for council's IT governance and establishing DevOps process.	- Provide ease of service to consumers - Reducing licensing cost - Automations will result in time and cost savings. - User experience improvement

#	Client	Engagement Brief	Key Outcomes
		Over 3 integrations with third party systems	
3	UK Council	- Implemented D365 Case Management - Integrations between Legacy Systems with D365 CRM via Staging Database - High impact and proactive communication with customer team to ensure any dependency on them is quickly resolved.	15% reduction in call-handling time 24*7 system availability enabled faster transactions thereby resulting customer satisfaction 50% reduction in calls and letters through 'self-service enablement'. - Manual effort reduced up to 50%

Table 1: Credentials

For more information, contact askus@infosys.com



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