

# G Cloud 15- Framework Service Definition

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## 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.

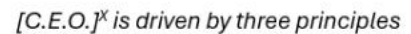
Our competencies / specialisations are shown below:

- 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



|                               |                                                                                                                                                                                  |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Human-Centric Approach</b> | With people at the core, we go beyond technology, considering emotions, behaviors, and context before driving innovation, competitive differentiation, efficiency & cost savings |
| <b>Holistic Coverage</b>      | We weave together design, technology, culture, and processes, creating a seamless tapestry of digital experiences for everyone                                                   |
| <b>Impactful Outcomes</b>     | Drive real-world impact by addressing the totality of human experience, operational excellence, made for industry, cloud-driven & AI-First approach                              |

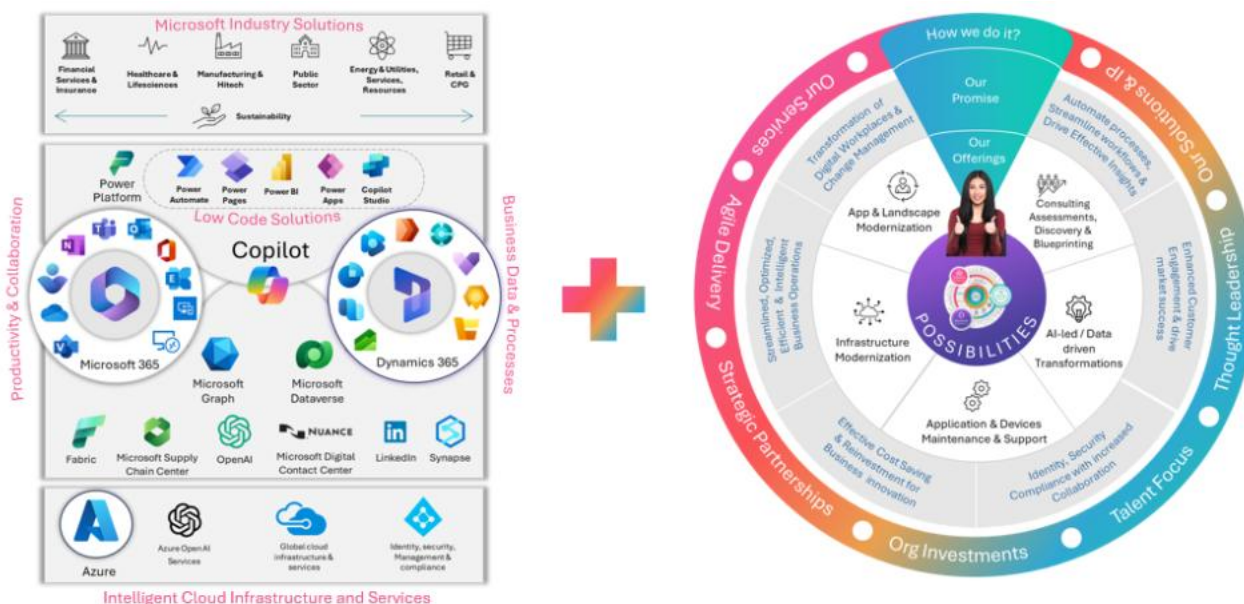


Figure 4: Platform of Possibilities

We have developed **industry and horizontal solutions leveraging D365 and Power Platform** for addressing niche industry problems and accelerating the time to market.

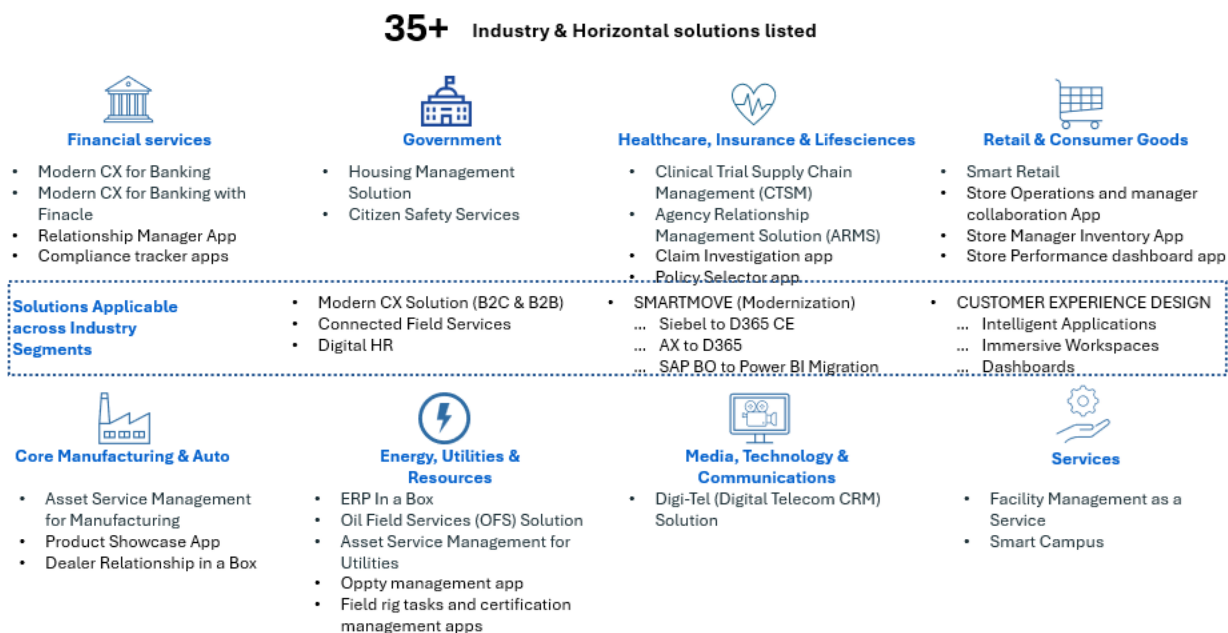


Figure 5: Our Industry and Horizontal Solutions

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.

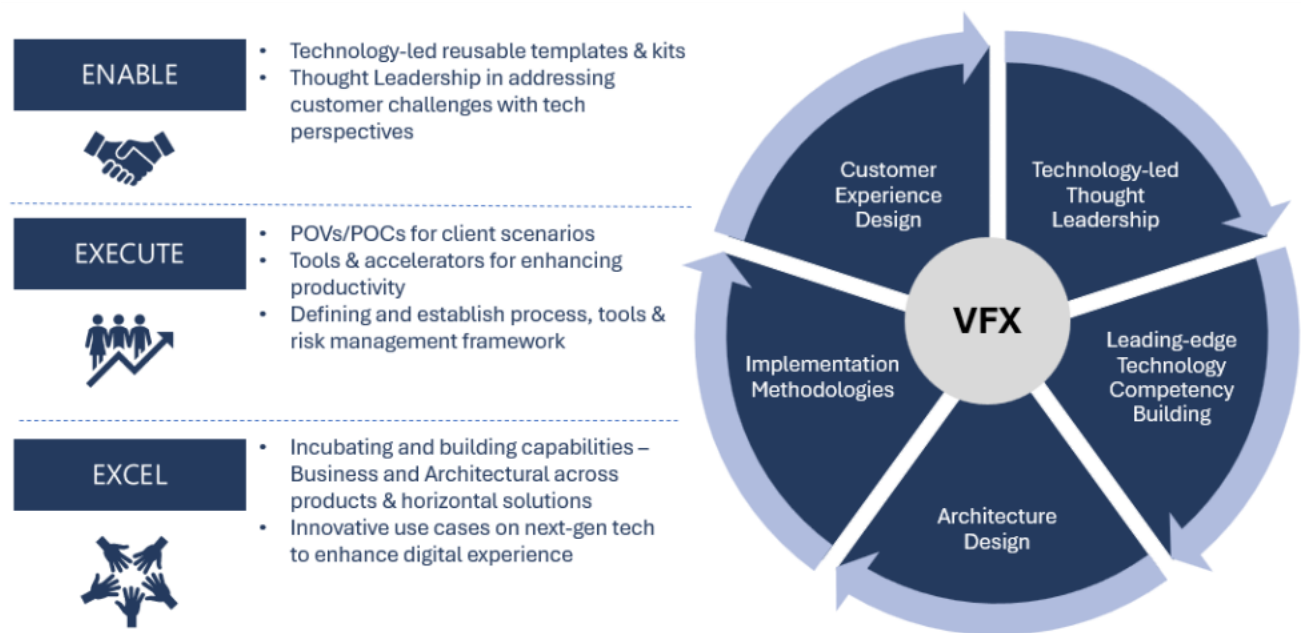


Figure 6: Value for Excellence

## 2. Service Description

### 2.1 Complaints Management

#### Service Description

The Infosys REF-O-RM Complaints Management System is a pre-configured, end-to-end solution designed to empower councils to efficiently streamline citizen enquiries, manage complaints, information requests and service requests. Built on Microsoft stack, it provides a user-friendly platform that simplifies resident interactions, third party case allocation and optimises internal council operations ensuring timely resolutions and improved resident satisfaction.

Our solution has built-in extensible end-to-end business processes, for corporate complaints, statutory complaints, member complaints, Freedom of Information (FOI)/ Service Access Request (SARs). It focusses on accelerating the case investigation, resolution and communication process with enhanced entities and relationships, workflows and processes that enable District, Borough and City Councils to deliver services to residents. Our proven best practices from successful D365 transformation engagements, brought together in a unique solution concept to achieve greater business value with Microsoft Business Applications.

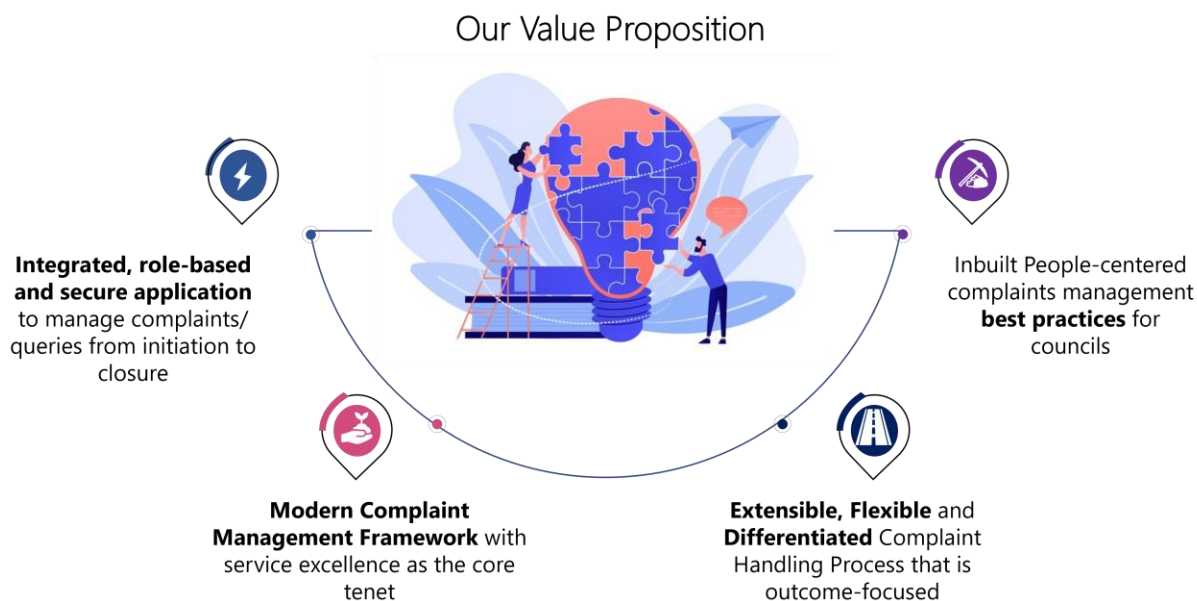


Figure 7: Value Proposition

## Features

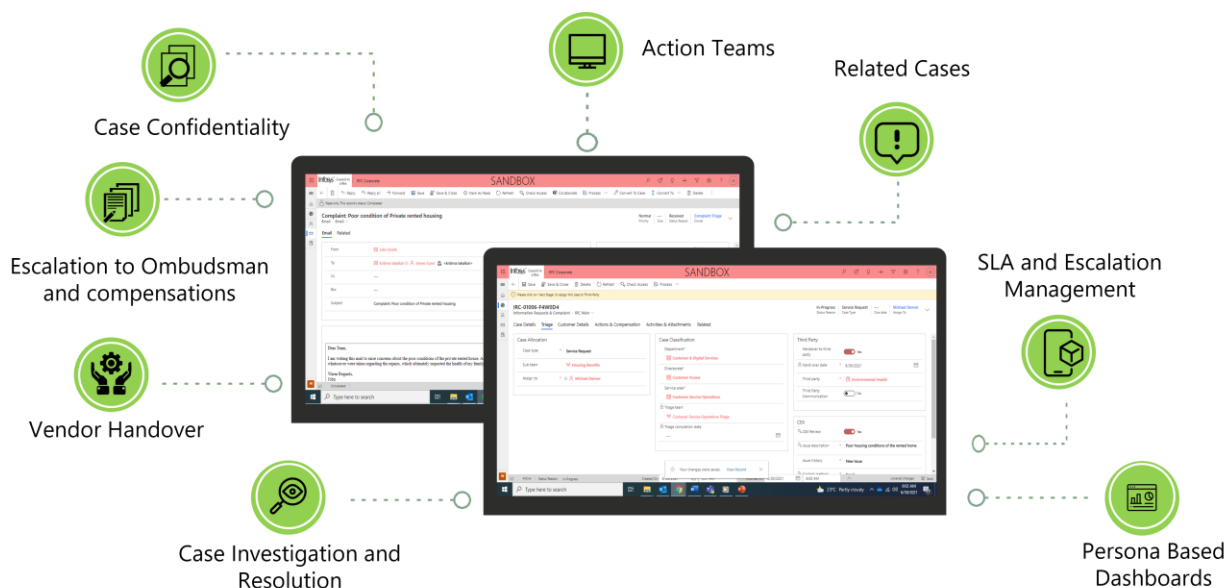


Figure 8: Features

## Benefits

Key benefits of Infosys REF-O-RM Complaints Management Solution:

1. Integrated, role-based and secure application to manage complaints / queries from initiation to closure.
2. Consistent customer experience across all touch points.
3. Efficient resolution through effective collaboration and access control.
4. Monitor timelines, track progress and ensure all enquiries and complaints are addressed within designated SLA timeframes.
5. Automated processes to Guide users to reach a swift and satisfactory conclusion, fostering positive resident experiences.
6. Reduced TCO with built-in extensible end-to-end business processes, for corporate complaints, statutory complaints, member complaints, FOI/SARs.
7. Track and allocate complaints to the right agent with workflow automation.
8. Enforce data capture requirements at various stages of case resolution.
9. Recognise consistent issues, define impacted customers and engage immediately, for better actions and quick resolution.
10. End to end journey with flexibility to integrate.
11. Efficiently categorise and assign cases to the appropriate teams for faster resolution.
12. Rapid deployment, flexible configuration and implementation with tailored case management system.

## Challenges and Solutions

1. **Need for omni-channel customer engagement.**  
Self-service portal, virtual assistant, phone, email enablement for customers, reduction in call management and manual data processing.
2. **Need for optimisation in operations and business process management.**

Pre-built structured processes for various case types, actions, corrective actions, compensation and escalation to ombudsman.

**3. Inconsistent communication about the case work.**

Residents struggle to track the status of their enquiries or complaints, leading to frustration and confusion. Great deal of time spent in updating the residents about the case through emails/letters. To address this, the platform provides email templates to send consistent messages to residents.

**4. Council operates as individual departments, each with its own mechanism to collect and retain customer data with no visibility across the organisation.**

Ability to integrate with existing technology for a single system of resident records.

**5. Resource limitation/ inefficient processes.**

Automated process and standardisation of procedures to reduce time spent on each case.

**6. Scalability.**

Enterprise level scalability to handle multiple departments in the Council.

### 3. Assets and Tools

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Based on our experience in the UK Council sector, we have created certain assets and tools, which can provide guidance, resources and best practices to the councils. This helps them overcome their key challenges and achieve successful outcomes.

Below are the key assets Infosys provides:

- **Assessment Tool**- our robust assessment tool helps councils evaluate their
  - digital maturity
  - architectural maturity and
  - identify areas for improvement.
- **Playbooks**- our comprehensive guides and playbooks help councils in:
  - addressing common digital challenges and
  - achieving outcomes.
- **Training Resources**- multiple repositories are available for councils to help staff develop digital skills and knowledge via:
  - Online courses
  - Templates for workshops and webinars.

In order to get the requisite values and returns from these assets and tools, Councils also need to look into certain areas, such as managing multiple stakeholders, e.g. their leadership, end-users, officers, vendors, residents, etc.

Key benefits that can be achieved are:

- Enhanced service-oriented solutions with personalisation and responsiveness from residents' perspective.
- Streamlined processes, errors reduction and resource allocation improvement.
- Personalised insights and related support for evidence-based decision-making.
- More collaborative engagement with the residents.

## 4. Credentials

| # | Client                                        | Engagement Brief                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Key Outcomes                                                                                                                                                                                                                                                                                                                                                                                                         |
|---|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Largest workforce solution provider in the UK | <ul style="list-style-type: none"> <li>Infosys implemented Dynamics 365 and Custom Portal bringing benefits of optimised performance by fully automating worker registration and compliance management solution.</li> <li>Implemented Azure Function as middleware to handle all the 3<sup>rd</sup> party integration seamlessly with added security of Azure.</li> <li>The solution is compliant with all the GDPR regulations and Azure Active Directory B2C policies have been implemented along with SSO for internal users</li> </ul> | <ul style="list-style-type: none"> <li>Reduction of manual effort by 60% thereby reducing the load on the client's Service Centres.</li> <li>Providing Contact/Applicant 360-degree view allowing the client's operators to find bottlenecks in the application process.</li> <li>Compliance related automations reduced the manual effort by 40% and ensuring fully compliant applications went through.</li> </ul> |
| 2 | UK-based Local Authority                      | <ul style="list-style-type: none"> <li>Implemented end-to-end D365 Case Management system.</li> <li>Data transformation from legacy systems</li> <li>Infosys helped build a new database that will serve as "single point of truth"</li> <li>Developed Power Automate flows and replacing legacy systems with MS stack solutions</li> <li>Providing consultancy for council's IT governance and establishing DevOps process.</li> </ul>                                                                                                    | <ul style="list-style-type: none"> <li>Provide ease of service to consumers</li> <li>Reducing licensing cost</li> <li>Automations will result in time and cost savings</li> <li>User experience improvement</li> </ul>                                                                                                                                                                                               |

| # | Client     | Engagement Brief                                                                                                                                                                                                                                                                             | Key Outcomes                                                                                                                                                                                                                                                                                                                                    |
|---|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |            | <ul style="list-style-type: none"> <li>Over 3 Integrations with third party systems</li> </ul>                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                 |
| 3 | UK Council | <ul style="list-style-type: none"> <li>Implemented D365 Case Management</li> <li>Integrations between Legacy Systems with D365 CRM via Staging Database</li> <li>High impact and proactive communication with customer team to ensure any dependency on them is quickly resolved.</li> </ul> | <ul style="list-style-type: none"> <li><b>15%</b> reduction in call-handling time</li> <li><b>24*7</b> system availability enabled faster transactions thereby resulting customer satisfaction</li> <li><b>50%</b> reduction in calls and letters through 'self-service enablement'.</li> <li>Manual effort reduced up to <b>50%</b></li> </ul> |

Table 1: Credentials

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)



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