

G Cloud 15 – Framework Service Definition

Crown Commercial Service

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1. Service Overview

Infosys helps enterprises navigate their next by accelerating their enterprise business process transformation. Our investments in automation and custom models for value realisation helps you become a connected and agile enterprise. Our solutions and services streamline your Implementation to cater to the growing needs of business expansion and changing requirements.

Infosys is proud to be an [Oracle Certified System Integrator Partner](#), currently holding Oracle's highest level of partnership—Level 4 in the Oracle Partner Network (OPN). This elite, invite-only status is extended to a select group of global system integrators, reflecting our deep collaboration and strategic alignment with Oracle.

Infosys has a Strategic Global Partnership - GSI, with the ability to provide end to end NetSuite solution to customers across different geographies. This partnership provides exclusive and extensive support to Infosys for post-sales implementation projects. This also involves a core team trained from an implementation / end-user perspective delivering global synergies on joint go-to-market strategies with privileged access to knowledge assets, training modules and certifications of NetSuite.

Oracle-NetSuite ERP cloud product entails:

- **Design** for Modern Businesses
- **Flexibility** built in
- **Business Intelligence** for all
- **Commerce Ready** system

Infosys has established a strong and strategic partnership with Oracle NetSuite under the SuiteLife programme, enabling end-to-end delivery of NetSuite solutions across global markets. This alliance encompasses multiple dimensions, including GSI Partnership for global solution deployment, Solution Provider capabilities leveraging SuiteSuccess best practices and SuiteCloud Developer Network Partnership for SuiteApp development and maintenance. Additionally, Infosys offers comprehensive Professional Service Consulting for global delivery, joint go-to-market alignment with NetSuite and robust enablement through on-demand training programmes for practitioners. Together, these initiatives empower Infosys to deliver innovative, scalable and future-ready solutions that drive business transformation for clients worldwide, in the areas of:

- **CRM**
- **ERP**
- **Omni-channel commerce**
- **HCM**
- **Analytics**

2. Service Description

Within Infosys' Oracle Practice we have more than 250 NetSuite and OpenAir consultants and have successfully delivered over 25 Oracle-NetSuite global engagements across multiple sectors. Infosys is the Global Systems Integrator-GSI partner, demonstrating our investment across the depth and breadth of Oracle-NetSuite services.

Our NetSuite practice has delivered projects from roadmap definition to implementation of several SME global Oracle-NetSuite transformation engagements, with our highly skilled pool of consultants, our in-house implementation methodologies, tools and accelerators thereby ensuring business value. Infosys along with consulting advisers help transform the Client's strategies into viable technology-enabled outcomes through its various service offerings such as Consulting, Implementation, Support and Maintenance, Development and License Optimisation for the below Oracle Cloud Products.

Our key solutions across all NetSuite verticals are:

- CRM
- ERP Financials
- SCM
- HCM
- Omni-channel commerce
- Analytics

Please find below a snapshot of Oracle NetSuite practice:

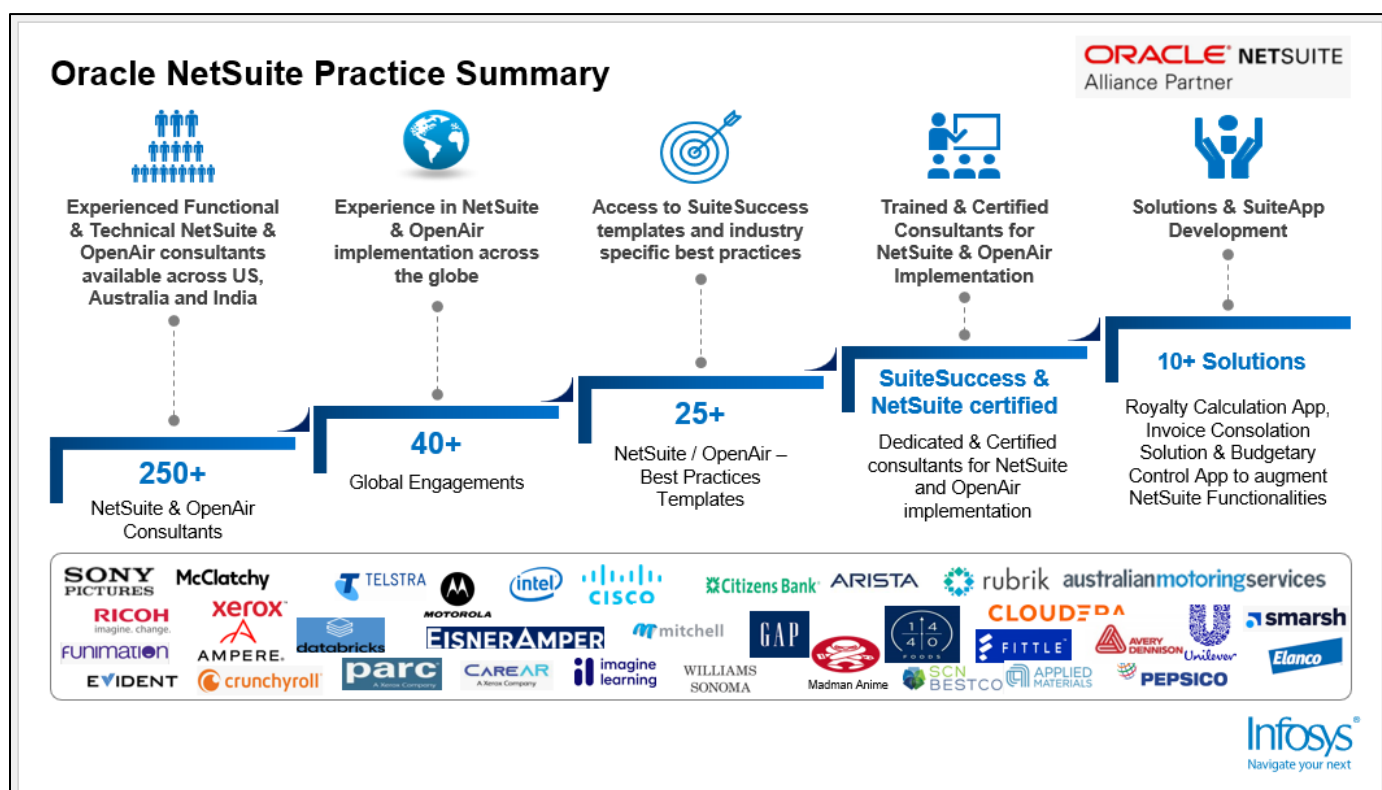


Figure 1. Oracle NetSuite Practice

Infosys offers comprehensive Next Gen NetSuite services tailored to diverse industries, including public sector, retail, financial services, healthcare, media, energy, education and manufacturing. Our offerings span across the entire lifecycle; from cloud readiness consultation and package design to seamless implementation using proven methodologies and global standards. We enable business transformation through F&A BPaaS solutions on the NetSuite platform, supported by detailed assessments to identify the right product fit based on technology, cost and vendor maturity. Additionally, Infosys provides secure migration from traditional ERP systems, de-risked upgradation using standardised tools and robust Professional Service Automation (PSA) with OpenAir. These end-to-end capabilities ensure agility, scalability and operational excellence for organisations adopting NetSuite.

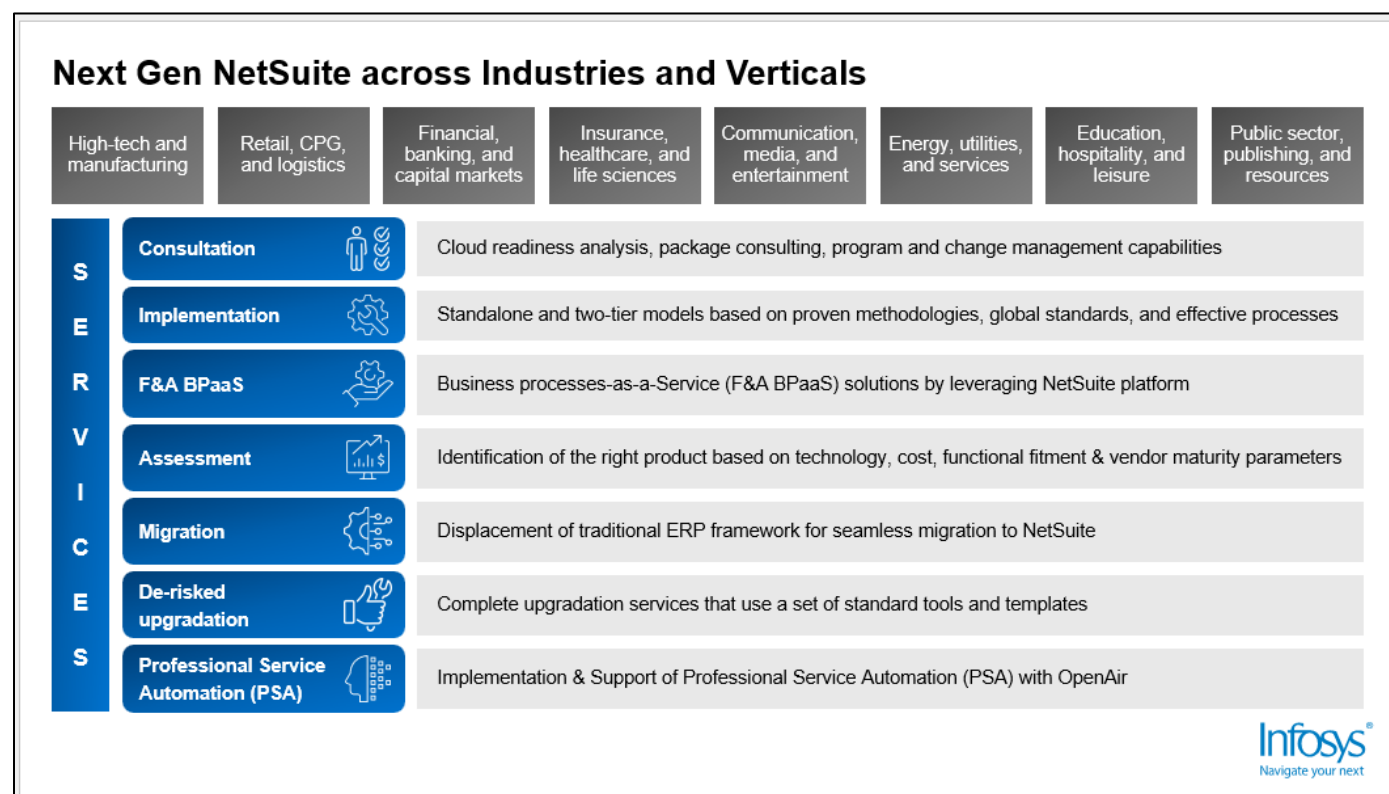


Figure 2. NetSuite Service Offerings

3. Implementation Methodology and Tools

In addition to various service offerings mentioned in the previous section, Infosys Oracle-NetSuite practice follows the SLIDE methodology which helps our customers implement NetSuite rapidly.

To start with, Infosys follows the Oracle approved **SuiteSuccess Led Iterative Design and Execution** – “**SLIDE**” Methodology and is based on our experience working with various customers and verticals across the globe.

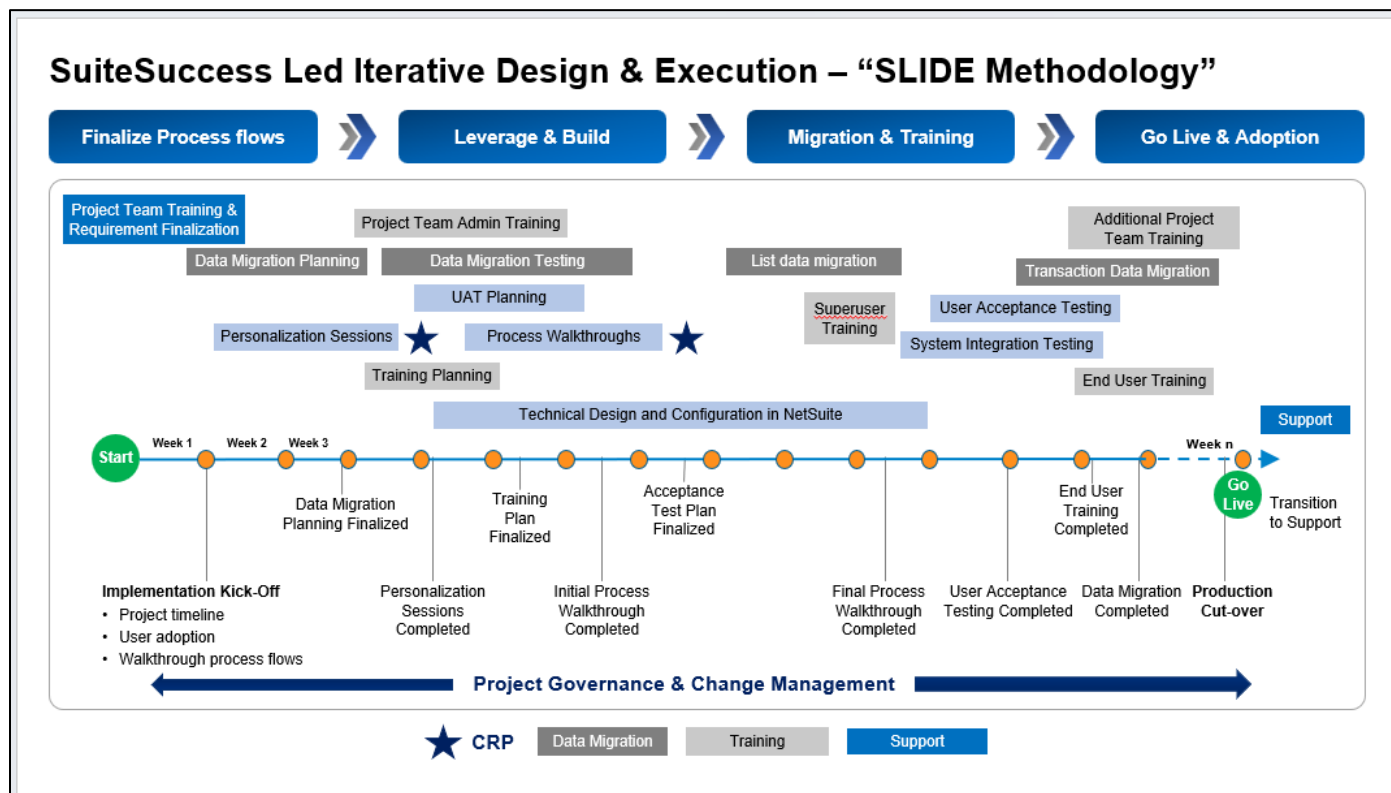


Figure 3. SLIDE Methodology

Tools and Accelerators

Infosys has a wide spectrum of Tools and Accelerators to ensure accurate and efficient delivery of data adherence to requirements and processes:

Category	Tools and Accelerators	Features	Benefits to Customer
Data Validation / migration	Universal Data Validation Tool (UDVT)	Validate the data at the time of populating the template itself	- Tool helps reduce errors in data loading. - Up to 25% savings in effort on error fixing as compared to manual effort
Testing	Test Automation	Automates testing	This tool helps in automating the test case execution based on pre-set test cases. It can also generate random test data.

			• Around 35% effort savings on Test data creation and testing as compared to manual effort
NetSuite (Process Maps)	SuiteSuccess recommended process maps	Enable industry proven business process maps which will be leveraged further for NetSuite configuration	• Best practices across each process areas, including revenue recognition and multi-book accounting. • 30% effort savings Process Mapping and Configurations as compared to manual effort
NetSuite (Data Templates)	Modified Industry specific data templates.	These ready to use data templates have been designed to accommodate all the relevant fields which can be captured into NetSuite across all entities and transactions	• These data templates act as catalyst to improve data migration process whereby less time is spent on data field gathering and template finalisation. • 30% effort savings on Data Migration as compared to manual effort

Table 1. Tools and Accelerators

4. Credentials

Please find some of our credentials below:

Client Description	Scope	Business Impact
Leading global technology giant in business innovation	• Business Process Optimisation and COA design • eCommerce Storefront for IoT Products • Integration with Salesforce, Ariba, Concur via Oracle Integration Cloud • Enterprise Planning and Financial Consolidation	• 40% ↑ Subscription Billing Productivity • 70% ↓ Month-end Closing Time • 50% ↑ Customer Engagement • 60% ↑ Revenue Recognition Productivity
Leading entertainment company	• COA Restructuring • Royalty Calculation Optimisation • Auto-sync with Amazon, Roku, Xbox, Stripe, PayPal • Inventory Management Optimisation	• 70% ↓ Month-end Closing Time • 50% ↑ Revenue Recognition Productivity • 80% ↑ Billing Accuracy • 60% ↑ Productivity in Digital Item Structure
Leading telecommunications company	• PSA Solution Evaluation and Implementation • Integration with SAP, Salesforce • Data Transformation and Migration • Process Transformation and BAU Support	• 30% ↓ Overall Costs • 20% ↓ Project Cycle Time • 20% ↑ Billing Accuracy • 35% ↑ Customer Engagement via Data Analytics

Table 2. Credentials

For more information, contact askus@infosys.com



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