

G Cloud 15- Framework Service Definition

Crown Commercial Service

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1. Service Overview

Infosys package consulting services build upon Infosys vast experience in leading ERP packages such as SAP, Oracle, Microsoft Dynamics AX and CRM, Salesforce.com etc. Our package consulting services bring in rich industry experience which is augmented by our business consulting subsidiary Infosys Lodestone Consulting to complement our technology expertise. This synergy helps us deliver comprehensive business solutions to our customers.

Infosys package evaluation methodology assists clients in selecting the right package meeting the business needs and aligning with IT strategy. This process is initiated by understanding business requirements. It includes definition of business scenarios and evaluation criteria, preparation of vendor RFP and demonstration of the package.

Infosys is a global leader consulting, technology services, innovation, and outsourcing. We partner with leading global organisations to provide business consulting, enterprise architecture, systems integration, package implementation, application development and maintenance, independent testing, infrastructure management services and business process outsourcing. Through these services, Infosys enables its clients to fully exploit technology for business transformation.

2. Service Description

2.1 SAP Package Consulting Services

Leveraging its strong enterprise package capabilities, Infosys provides a wide range of package consulting services including assessment, discovery, application rationalisation, decommissioning, performance engineering and roadmap.

Our Package Consulting services enable such initiatives by leveraging best practice functionality inherent within Enterprise Resource Planning (ERP) packages - SAP, Oracle, Microsoft, and other industry-specific technologies.

Infosys has helped some of the largest companies in the world achieve measurable business value through process transformation in such industries as oil and gas, retail, CPG, finance, life sciences and manufacturing, to name a few.

Infosys' package consulting service offerings include:

- Programme Excellence & PMO
- ERP Enabled Business Transformation
- ERP Governance, Risk and Compliance
- Supply Chain Transformation
- Customer Operations Transformation
- Human Capital Management Transformation
- Finance Transformation
- Enterprise Content Management

Infosys combines its consulting services and application services while conducting a package evaluation for its clients.

Consulting services: Our consulting services bring in rich industry experience to complement our technology expertise. They are backed by the deep industry experience of our practitioners and enhanced by our integrated set of industry-leading programme management, value realisation, and persona-based design processes and methodologies and tools from planning to delivery and beyond that support execution of such business transformation initiatives. This synergy helps us deliver comprehensive business solutions to our customers leveraging ERP package capabilities and functional capabilities of our consultants.

2.2 SAP Package Consulting Services

Package evaluation services: Infosys' package evaluation approach involves analysing the existing business processes of companies that intend to adopt package evaluation. We then map them to functionalities offered by various software packages. Evaluation activities are conducted both onsite and offshore.

The process of package evaluation focuses on appropriateness of the solution against business requirements. This involves the following:

- Gathering and refining business requirements
- Creating a business case
- Analysing, fitment, mapping and using out of the box features of the product
- Analysing the business specific reporting requirements & recommendations
- Recommending hardware and software configurations of application & servers
- Selecting and confirming the implementation approach & method
- Prototyping as per the business case
- Estimating the efforts and costs
- Developing the business proposal and timelines of the evaluated engagement.

3. SAP S/4 Assessment & Roadmap Definition

3.1 SAP New Technology Offerings

Infosys SAP practice has made a significant investment in all the new SAP technologies and provides package implementation and consulting services for the entire SAP suite. We have dedicated Centre of Excellence teams for each of the new technologies.

Infosys is recognised for its transformation capabilities by clients and industry leading analysts across the globe. Our SAP practice has deep expertise in delivering complex SAP programmes and has rich experience in delivering consulting and implementation engagements. Over the last several years, Infosys has firmly established itself as the partner of choice for many of the Fortune 500 companies across the globe.

S/4 HANA	BW4HANA	Mobility/UX	Cloud	Automation	Leonardo	BTP
Dedicated CoE team- consulting for roadmap/business case development, product evaluation and solution development Infra: 8 TB+ with 6000+ Learning Hub Licenses Tools & Accelerators: 40+ to accelerate S/4 HANA adoption journey Infosys Catalyst: Industry specific pre-configured solution - Co-innovation with SAP	Labs- Big data and Hadoop Labs Training: For embedded, big data, Visualisation Tools: to automate development & testing work for BI modernization programs, extension of BO visualization tools - BW4HANA adoption roadmap preparation and BW on HANA to BW4HANA migration framework - Co-innovation with SAP	- Mobile enabling SAP business processes across industries - Advisory on UX modernization and Fiori adoption - Implementation of standard Fiori application and custom UI5 apps for SAP functionalities - Mobile device mgmt. solutions around Afaria - Enterprise solution built on SAP mobile platforms - Co-development of mobile solutions with SAP	- Advisory services for cloud adoption - Cloud integration and migration services - Implement & support SAP cloud applications - Infosys SAP based cloud solutions & business platforms - Multiple enterprise solutions hosted on SAP cloud platform - SaaS based extensions solution development in SAP cloud with SAP cloud platform	- AI platform Infosys Nia connects with all layers of SAP application stack & leverages the machine learning algorithm and AI to provide deep insights from IT landscape Panaya capabilities extended for autonomous testing using omega and tricentis, Devops with Panaya release Dynamix - Created 250+ SAP tools to help automate service delivery	- Leonardo adoptions • advisory and readiness checks for customers - Use case based PoC's in IOT, machine learning and blockchain - Big data integration framework and roadmap - Certified solution- Smart supply chain solution on new age technologies - Customer specific scenarios working PDMS on linear asset mgmt. - Cross-skilling of Leonardo components	10+ Industry cloud solutions being developed, across all the industry verticals 12+ BTP based solutions developed and many of them certified - Designing Industry solution with combination of multiple technologies - Project-based co-innovation with its members, enhancing the capabilities of SAP's partner and customer ecosystem - Leverage latest technology and development frameworks of SAP BTP

Figure 1:SAP New Technology Service Offerings

3.2 Infosys S/4 Adoption & Roadmap Consulting

Infosys assessment consulting offering leverages powerful toolsets and covers all layers of IT – business process, infrastructure, architecture, technical and user Interface (UI) – enabling our clients to make the right decisions for their business. We take a data driven approach to identify business process similarities and differences across multiple lines of business/divisions. We objectively map the processes on the magic quadrant of process maturity to evaluate and prescribe process governance mechanisms. This enables you to create architecture options with HANA and recommend the right fit architecture for your business needs.

We also provide the clients with implementation options and develop a rock-solid business case that highlights the business objectives, cost benefits, details out the Return on Investments and the risks associated with each of the options. We do deliver a “ready-to-jump” capsule for the client’s implementation project.

We have setup an SAP Transformation CoE that brings in the best practices and experiences from different assessment and implementation programmes. The key focus of SAP Transformation CoE is as below:

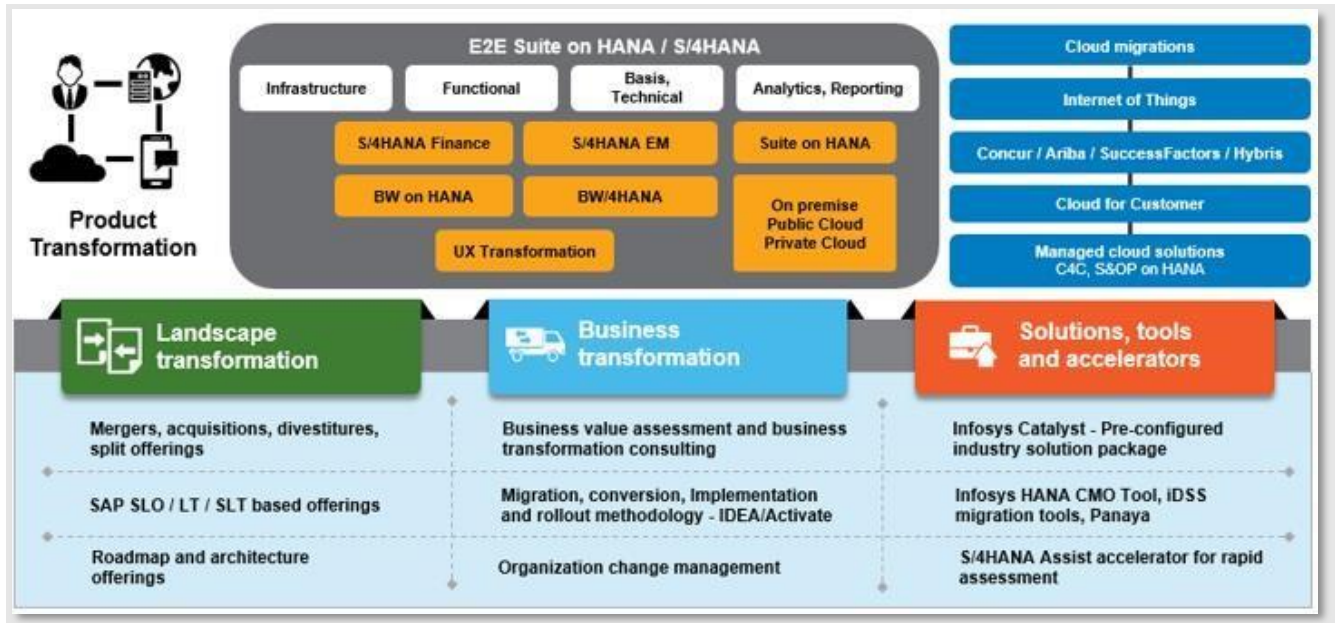


Figure 2: SAP Transformation CoE

3.3 S/4 HANA Assessment Services

We have conducted several successful S/4HANA assessments and implementations for clients across industries by adopting our five-pillar approach that comprises of:

- **Strategy** – Evaluate new technologies, recommend a roadmap, and develop a business case.
- **Architecture** – Review Overall IT landscape and design future-proof architecture
- **Infrastructure** - Choose your optimal solution, Cloud or on-premises, appliance, or tailored data centre integration.
- **Technical** – Plan and protect your investments during customisations.
- **Process** – Driving business value from S/4 HANA

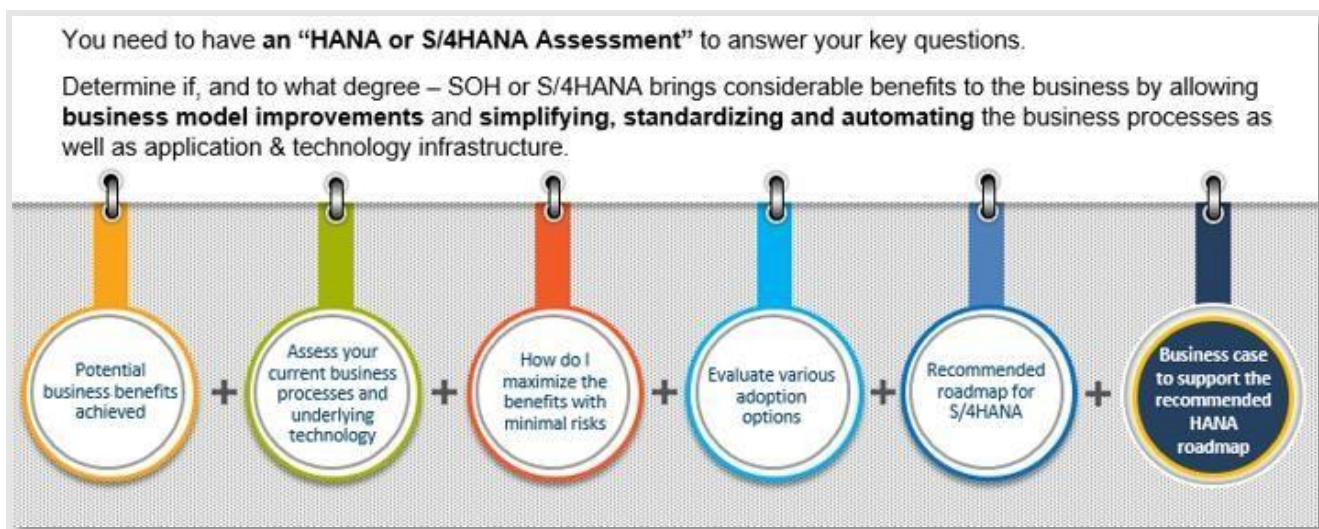


Figure 3: Key tenants of S/4 HANA Assessment

Our S/4 HANA Assessment Approach

Infosys uses its S/4HANA Adoption Framework (ISAF), a comprehensive platform for quantifiable value discovery and easier and quicker deployment of S/4HANA. Our comprehensive framework and service offerings are powered by our S/4HANA consultants, rich proprietary toolsets, proven de-risked methodology, strategic SAP alliance, and a dedicated S/4HANA Transformation Centre of Excellence (CoE).

We follow a three Tier Assessment Approach:

- Process Capability Assessment
- Roadmap Recommendation
- Business Case Development



Figure 4: S/4 HANA Assessment Approach

4. Infosys SAP Accelerators and Tools

Infosys brings a comprehensive suite of accelerators that can be deployed in all stages of the assessment and implementation journey. This helps ensure faster, seamless adoption of SAP S/4HANA with high degree of automation, reduced IT complexity and enables flow of real-time information with an ERP system. This can help run a live, digital, and data-driven enterprise.

Industry domain Centres of Excellence that provide intellectual property, including best practices, process reference models, pre-defined metrics and KPIs, and industry-specific solutions.

S.No.	Tools and Accelerators	Key Features
1.	IDEA-Activate	Leverages Infosys SAP S/4HANA Adoption framework backed by over 40 Tools and Accelerators
2.	Infosys Catalyst	Industry specific pre-configured solution repository
3.	Infosys HANA CMO	Identifies custom objects impacted by a HANA data base change and S/4HANA simplifications.
4.	Infosys S/4 Assist	Automates process and IT impact assessment reducing business and IT team involvement and time, which accelerates assessment.
5.	Instant Fiori	Complete automation of front-and back-end Fiori app identification to deployment

Table 1: Infosys SAP Accelerators and Tools

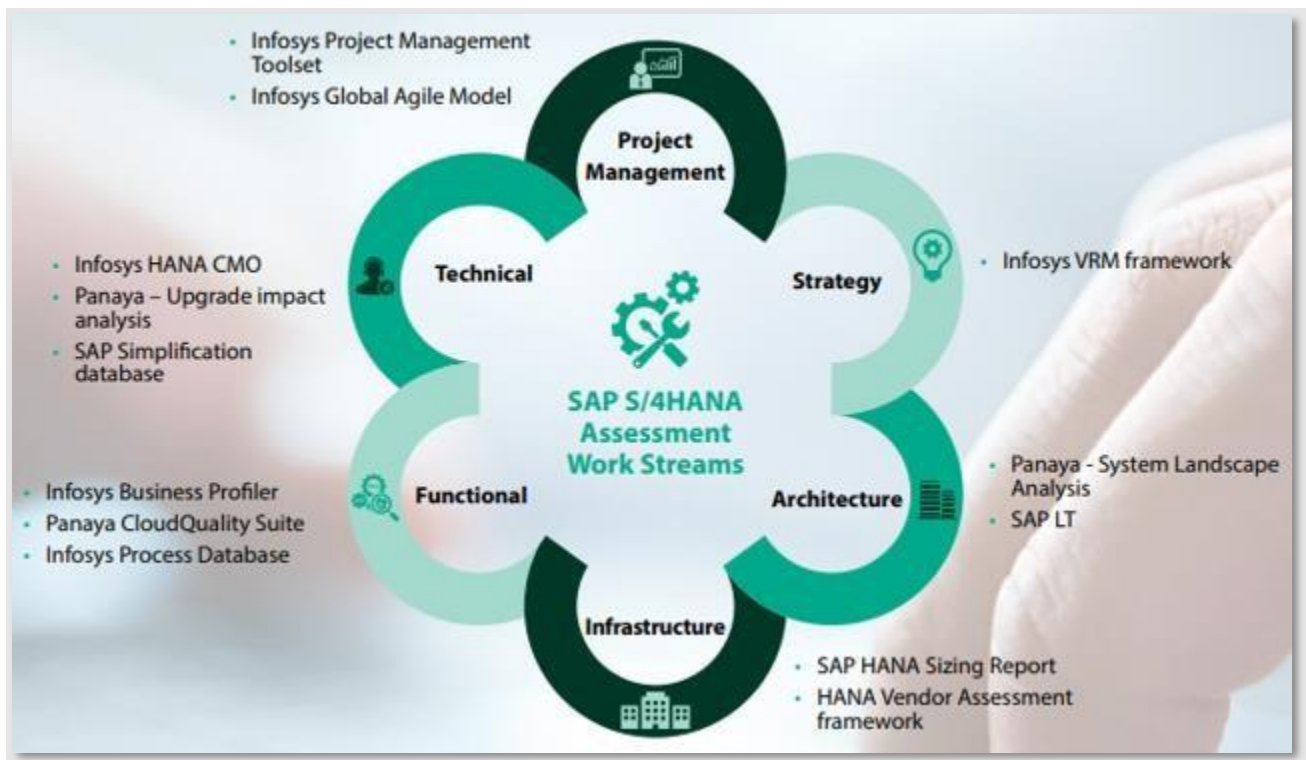


Figure 5: SAP S/4 HANA Assessment Workstreams

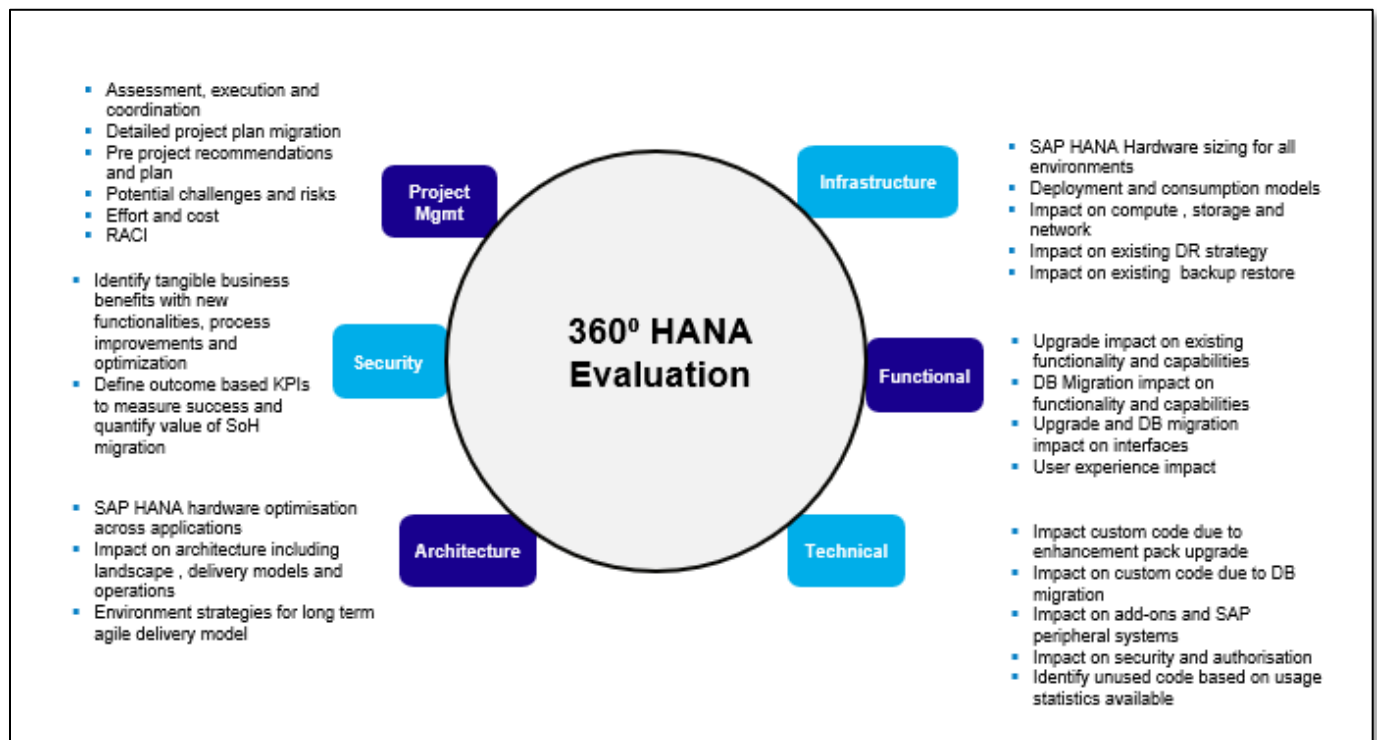


Figure 6: HANA Evaluation: S/4 Assist Tool

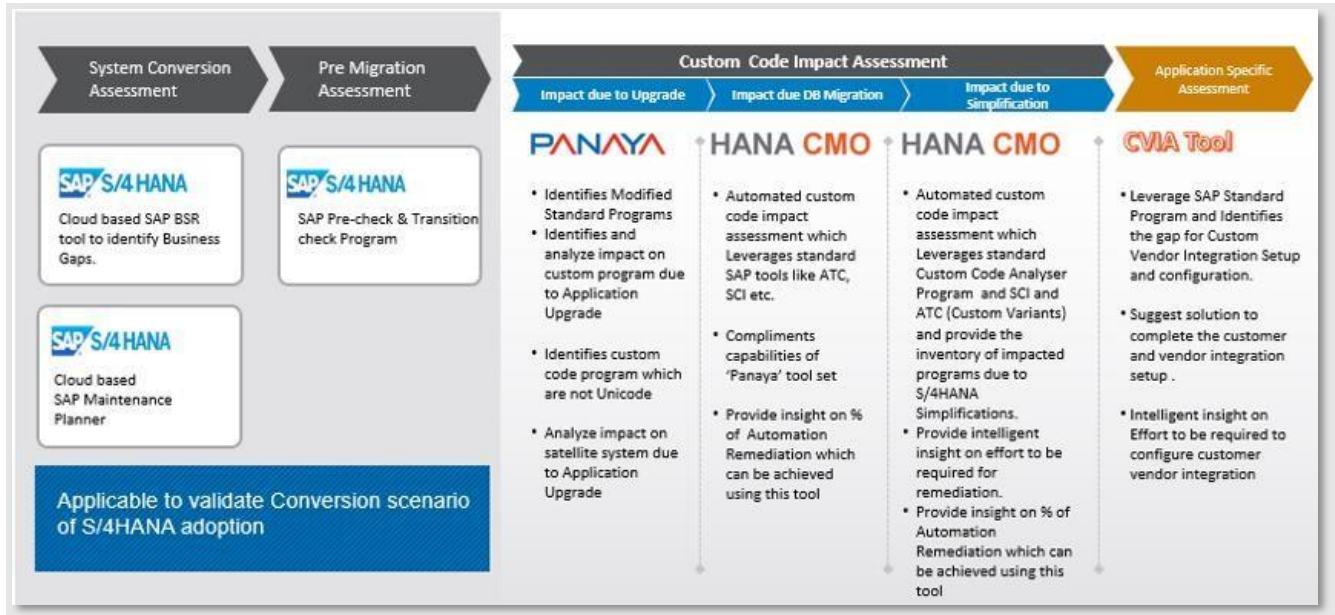


Figure 7:S/4 HANA Technical Assessment Accelerators

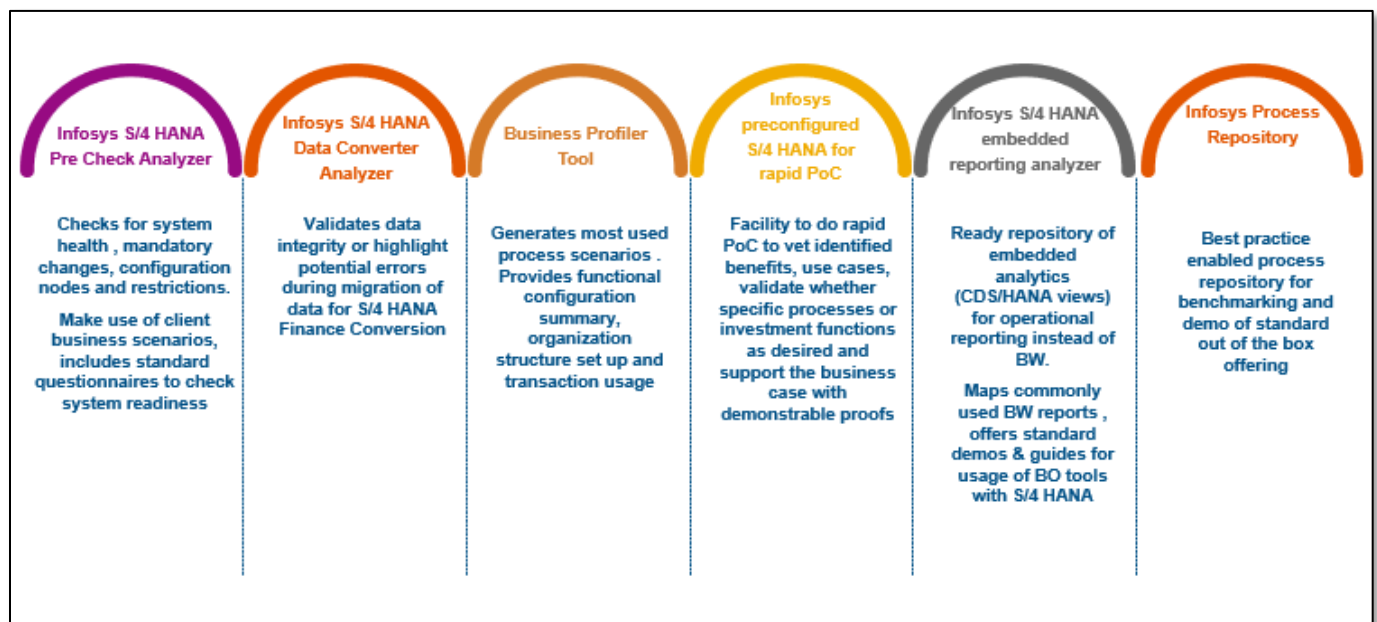


Figure 8:S/4 HANA Functional Assessment Accelerators

5. SAP Credentials

Our strategy has shaped our SAP offerings to be one of the strongest in the industry: Infosys has an Industry recognised SAP Practice for last 25 years with over £1.88 billion in revenue and employs over 25,000 SAP consultants across various geographies. Infosys has rich and varied experience of working with over 650 customers on SAP implementations, roll outs, upgrades, ongoing support, etc. across more than 50 countries and multiple business verticals.

Our SAP services strategy for market success are aligned to evolving client needs. We have strong focus and investment in new SAP technologies, fast growth markets, capacity build and trainings. We have developed proprietary and industry specific solutions to solve complex business challenges and ensure cost-effective deployments. We are a global SAP partner and certified partner for SAP S/4 HANA value assurance, SAP S/4 HANA on Cloud, SAP AMS, Operations, and AMS for SAP S/4HANA partner that enables us to execute co-innovation and co-creation for our clients in collaboration with SAP. As part of our SAP strategy, we have been making investments in our **SAP Centres of Excellence** for the next generation SAP technologies.

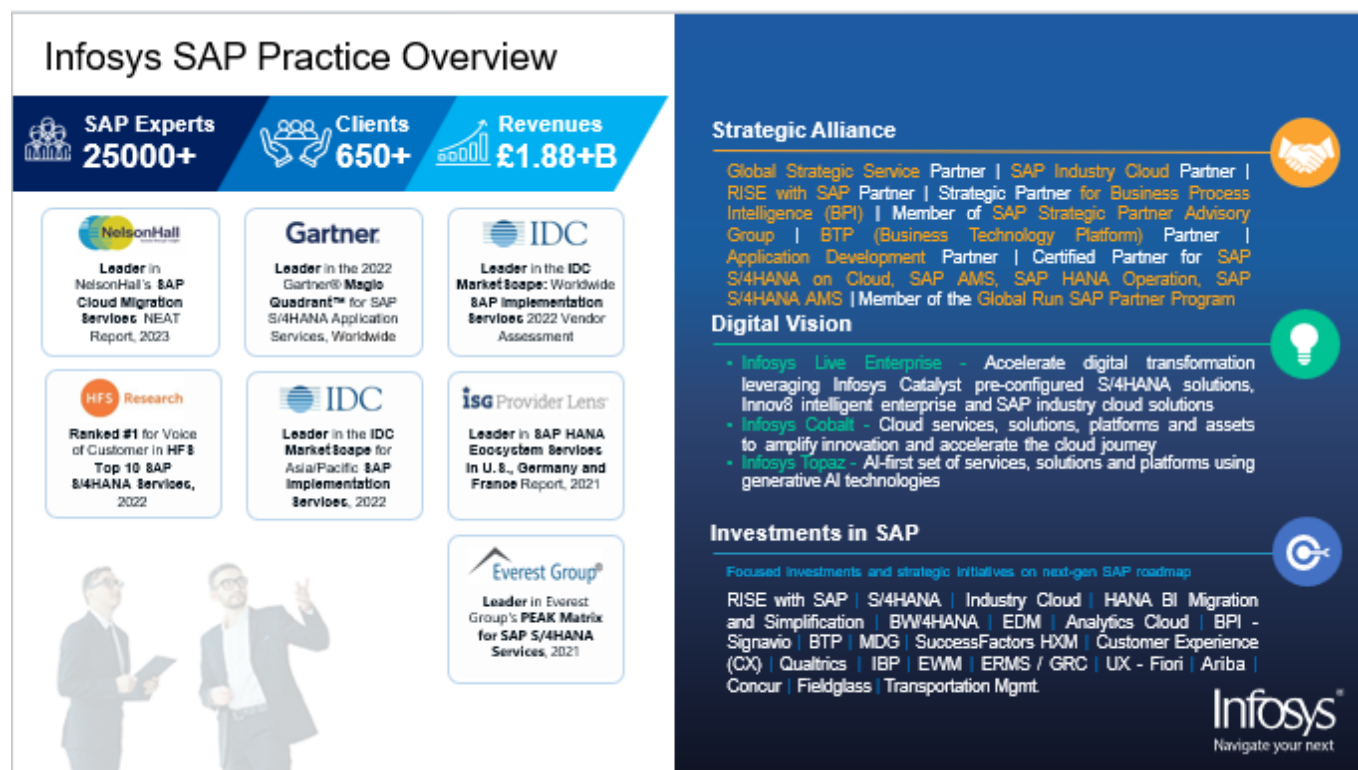


Figure 9: Infosys SAP Practice

It is reflected in analyst and customer ratings and our SAP market positioning too. Infosys has been rated high by leading analyst like Gartner, Nelson Hall, IDC, Everest Group etc for our SAP and SAP S/4 HANA services. Within our larger SAP Practice, Infosys handles various client engagements that involve technologies like S/4HANA, MDG, Fiori, Ariba, BIS, AIF.

Infosys has a strong SAP global presence with teams dispersed across geographies. Along with existing core delivery centres and SAP service specific hubs, Infosys SAP Practice is rapidly expanding to create new onshore offices.

Infosys is an 'SAP Global Strategic Services Partner,' which is the highest level of SAP partnership.

Infosys provides a wide range of SAP services ranging from Application Management Services to Business Transformations including digitalisation to accelerate adoption of tomorrow's business models today.

Infosys also provides end to end service offerings for SAP's new generation cloud products such as SAP Leonardo, SAP Ariba, SAP Fieldglass, SAP SuccessFactors, SAP Cloud platform, SAP Concur, SAP Hybris, SAP C4C, Analytics, SAP Qualtrics.

Infosys' offerings in SAP space includes:

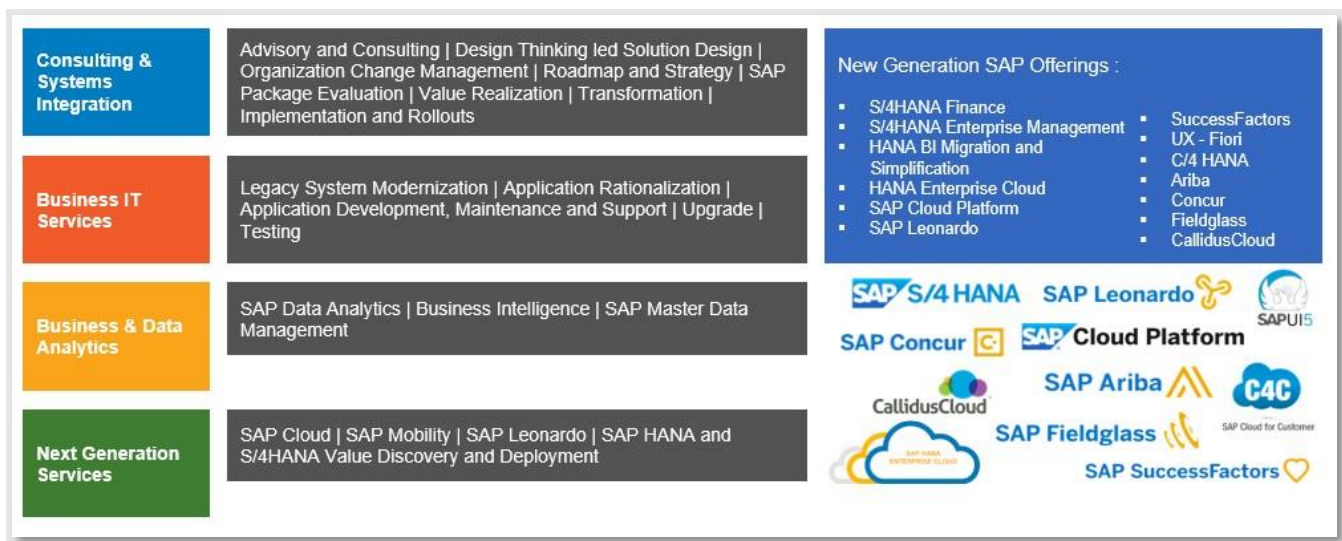


Figure 10:Infosys Offerings in SAP Space

Our collaboration is spearheaded by board members to drive joint, strategic initiatives across S/4HANA Enterprise, BW/4HANA, SuccessFactors, SAP Hybris, Ariba, and SAP Cloud platform.

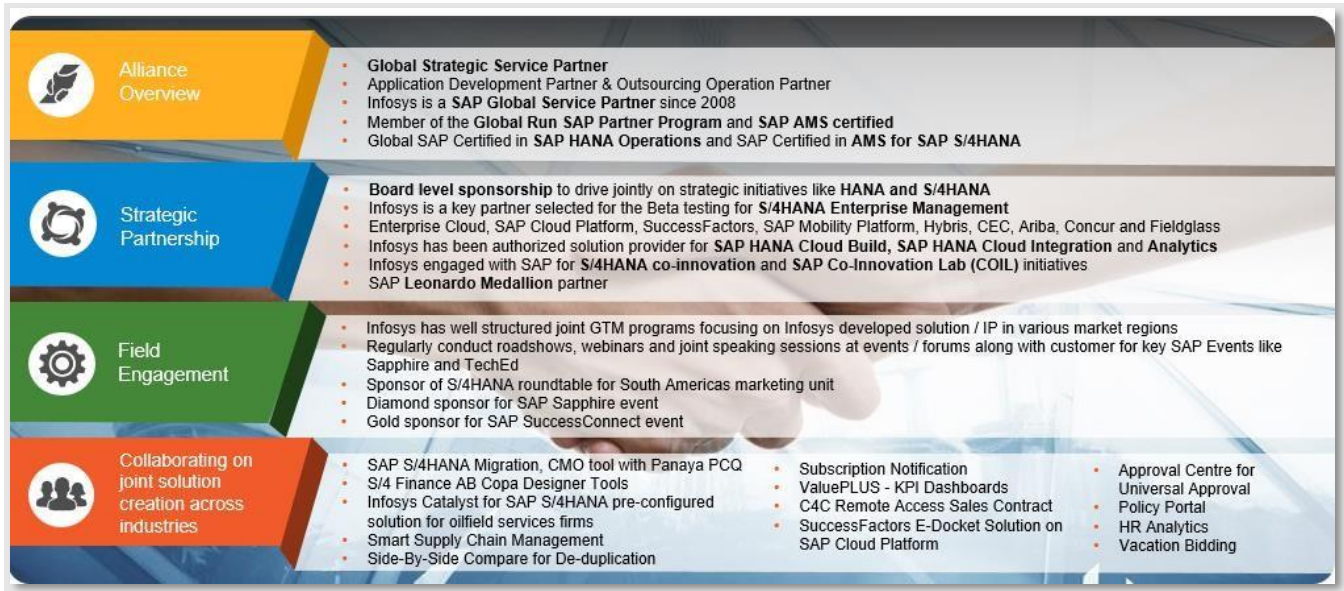


Figure 11: Infosys-SAP: A Strategic Alliance

Infosys is an **SAP S/4HANA Value Assurance** partner. We have a board level sponsorship to drive jointly on strategic initiatives like S/4HANA, S/4 Finance, S/4 Enterprise Management, HANA. Infosys is a key partner selected for the Beta testing for S/4HANA Enterprise Management as well as Enterprise Cloud, HANA Cloud platform, SuccessFactors, SAP Mobility platform, Hybris, CEC, Ariba, Concur and Fieldglass.

Infosys is an authorised solution provider for SAP HANA Cloud Build, SAP HANA Cloud Integration and Analytics. Additionally, Infosys has been engaged with SAP for S/4HANA co-innovation and SAP Co-Innovation Lab (COIL) initiatives.



Figure 12: SAP Global Certifications- First SI Certified for S/4 HANA Operations

Infosys helps clients to explore their rapidly emerging cloud strategy and to leverage new growth drivers such as cloud computing, mobility, in-memory computing to enhance the SAP application and infrastructure landscape. Infosys applies cloud-based mobility solutions, SAP HANA on the Cloud, hybrid HTML 5 applications.

Infosys offers implementation of business specific cloud strategies and manages this with help of enabling tools developed by Infosys and SAP.

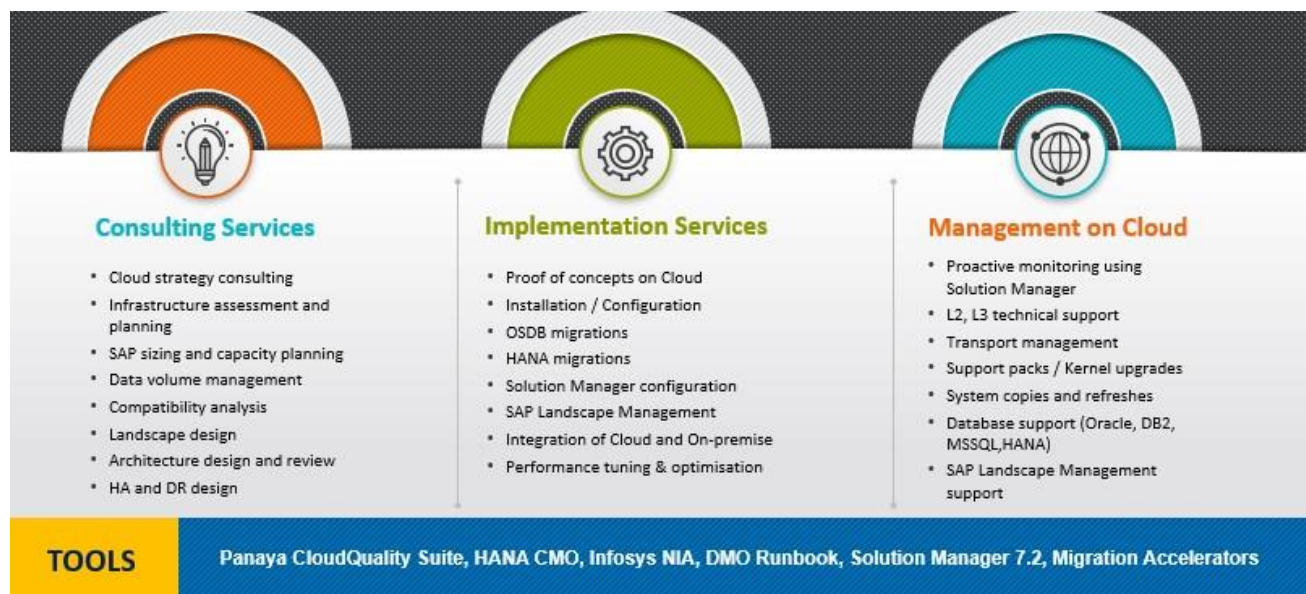


Figure 13: Overview of SAP on Cloud Offerings

Infosys offers an end-to-end partnership to help clients step into the cloud environment with robust methodology, tools, and accelerators. Infosys can analyse application portfolio, measure the impacts and chart a roadmap for a seamless cloud migration. Infosys allows business activities on OS migrations, DB conversions, Enhanced package upgrades, PI / PO upgrades, sizing, security, networking, authentication, and communication to seamlessly blend in cloud migration pathways.

By implementing a standard, proven methodology, Infosys enables end-to-end cloud migration from Ideation to implementation and hyper care support after go-live.

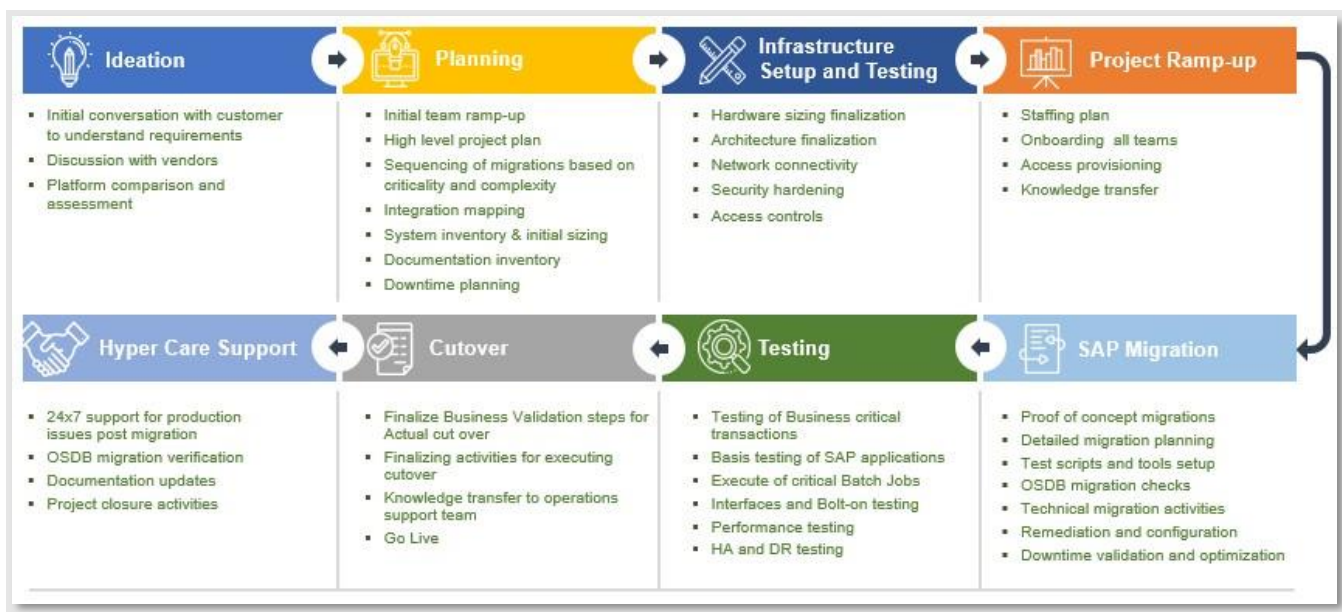


Figure 14: Cloud Migration Framework

With SAP Cloud Platform, Infosys kick starts client's digital initiatives without impacting their core SAP developments. Its outreach to client's end customers and business partners can be significantly enhanced with portals design and hosted on the cloud platform which can give a tailored and individual user experience on products and service offerings.

Infosys helps clients navigating their cloud migration journey by analysing and providing the best cloud service offering depending upon business need. Infosys also assesses the compatibility, configure and setup the solution.



Figure 15: Cloud Transformation Lifecycle

Infosys has developed its proprietary cloud transformation methodology known as 'Accelerating Cloud Transformation' (ACT) that helps enterprises rapidly define an implementation roadmap, develop products, and realise value from cloud adaptation.

This unique methodology caters to all enterprise transformation requirements. As an end-to-end implementation methodology, it includes an enactment portal - the Infosys Cloud Factory - that acts as a one-stop solution for all cloud deployment projects.

ACT is equipped with accelerators that outlines cloud strategy, along the implementation path while assisting in training and change management.

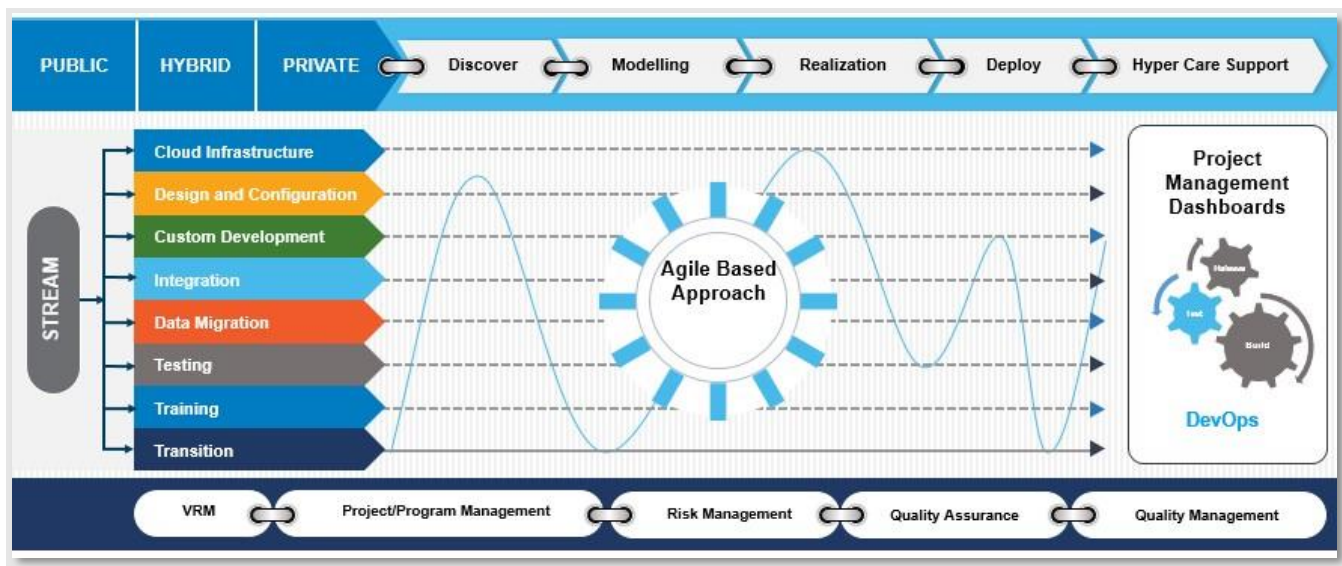


Figure 16: Accelerating Cloud Transformation (ACT) Methodology

Innov8: Strategic Partnership between Infosys, Hyperscalers and SAP

Innov8 brings SAP, Infosys and Hyperscaler partners together in the market with a definitive agreement to generate client centric full stack solutions. We have defined specific objectives for SAP and Infosys tied together to our mutual business plans.

All of this has been placed together with a single vision of generating the highest value for our customers on their journey to becoming intelligent enterprises.

SAP is partnering with Infosys to help clients invest in purposeful innovation to become an Intelligent

Enterprise. Innov8 for Embrace, an SAP collaboration programme with hyperscalers such as Microsoft

Azure, Amazon Web Services (AWS), Google Cloud, etc. as well as global strategic service partners (GSSPs), leverages Infosys industry knowledge. This is a platform delivered on a cloud hyperscaler environment with SAP digital solutions delivering end to end business outcomes at accelerated pace.

Innov8 is not a programme, rather a strategy of Infosys' SAP business. It is built in close collaboration with SAP. Some of the key benefits this partnership offers enterprises implementing/planning to implement SAP S/4HANA includes:

- Implement end-to-end business solutions at an accelerated pace.
- Invest in purposeful innovation to become a truly intelligent enterprise with industry leading intelligent use cases.
- Transforms business model to be based-on predictable OPEX cost.
- Free-up financial and human resources to drive innovation and transformation.
- Flexible points of entry to the SAP Enterprise platform for both existing and new cloud customers

To amortise cost Infosys has developed a flat lines model for the bundles converting Capex into Opex.

Infosys and SAP have co developed a talent model to help clients accelerate their digital journey.

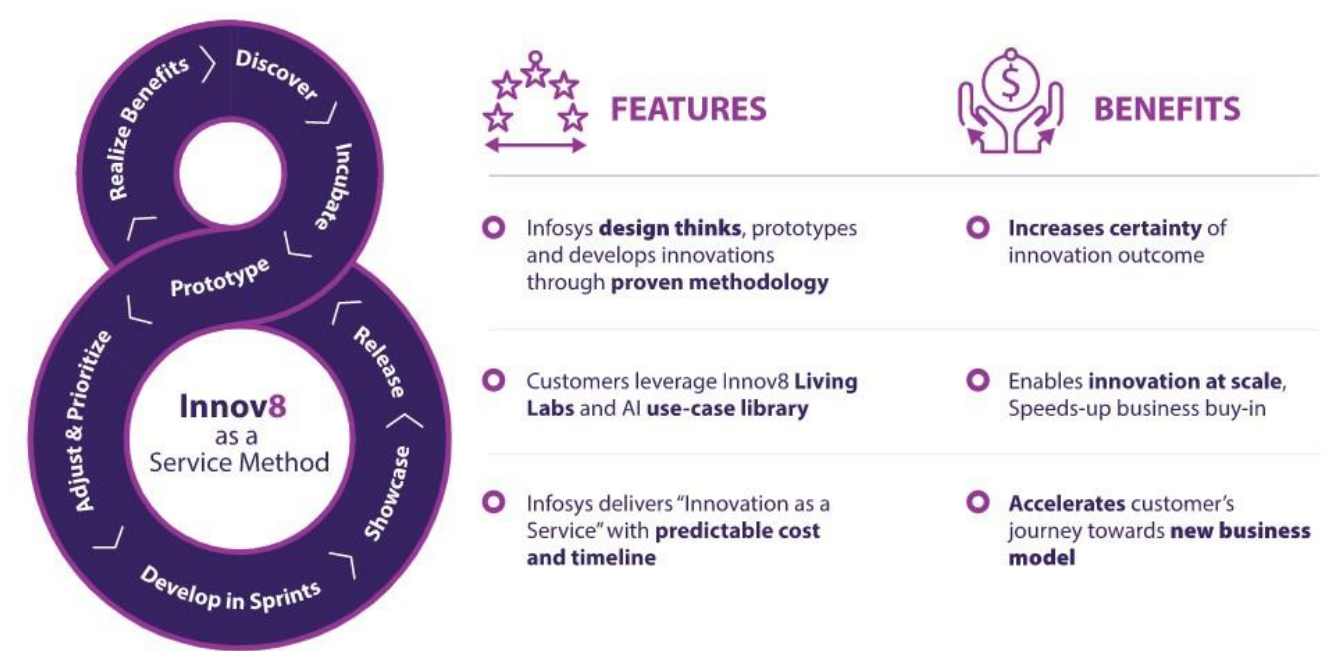


Figure 17: Infossys Innov8 to Accelerate Enterprise Digital Transformation Journey

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