

G Cloud 15 - Framework Service Definition

Crown Commercial Service

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1. Infosys Cloud Practice

1.1 Infosys Cloud Practice Overview

Infosys has a mature cloud practice with over 11 years of experience, 120,000 active cloud talent, 160,000 cloud professionals, over 1,000 successfully executed projects, over 750 active cloud clients and over 36,000 certified cloud professionals.

Infosys is premier partner with leading cloud service providers such as AWS, Microsoft Azure, Oracle and Google Cloud Platform.

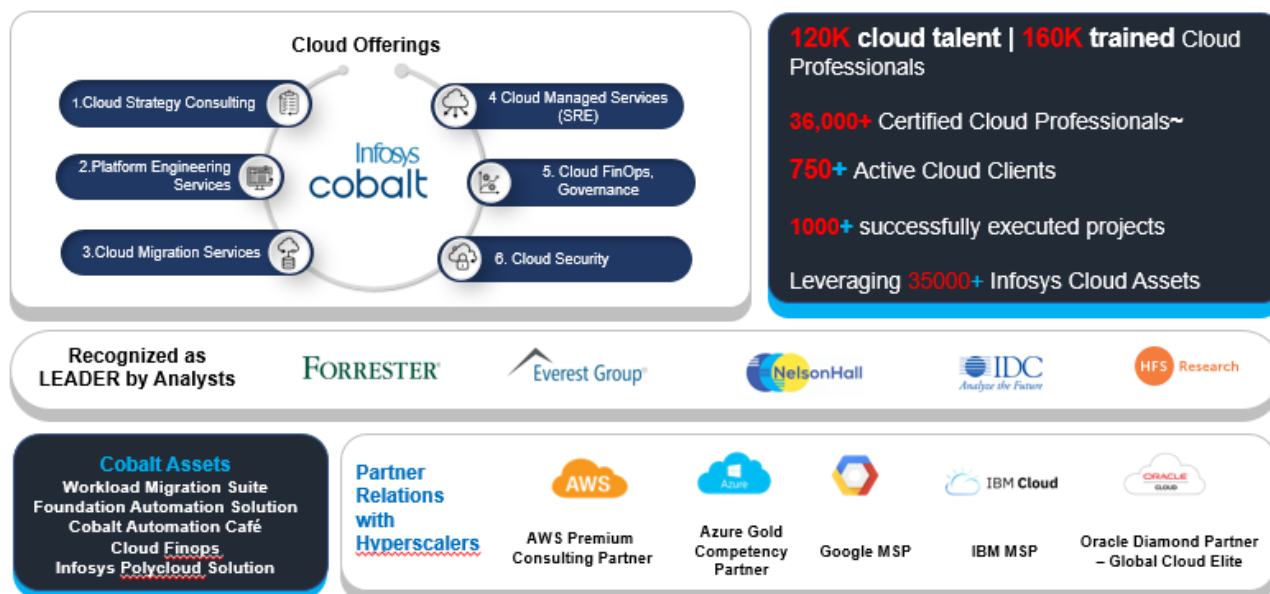


Figure 1 Infosys Cloud Practice Overview

Our cloud proposition includes creating sustained differentiation and value for business and IT alike, by leveraging Infosys Cobalt, our Cloud Adoption Framework. Infosys Cobalt helps in:

- ✓ Reducing complexity of multi-cloud and delivering a secure cloud platform, to bring elasticity and time to market at resource layer.
- ✓ Establishing domain specific technology platforms for data and business functions as composable capabilities.
- ✓ Developing new business capabilities to meet emerging business needs and faster time to market.

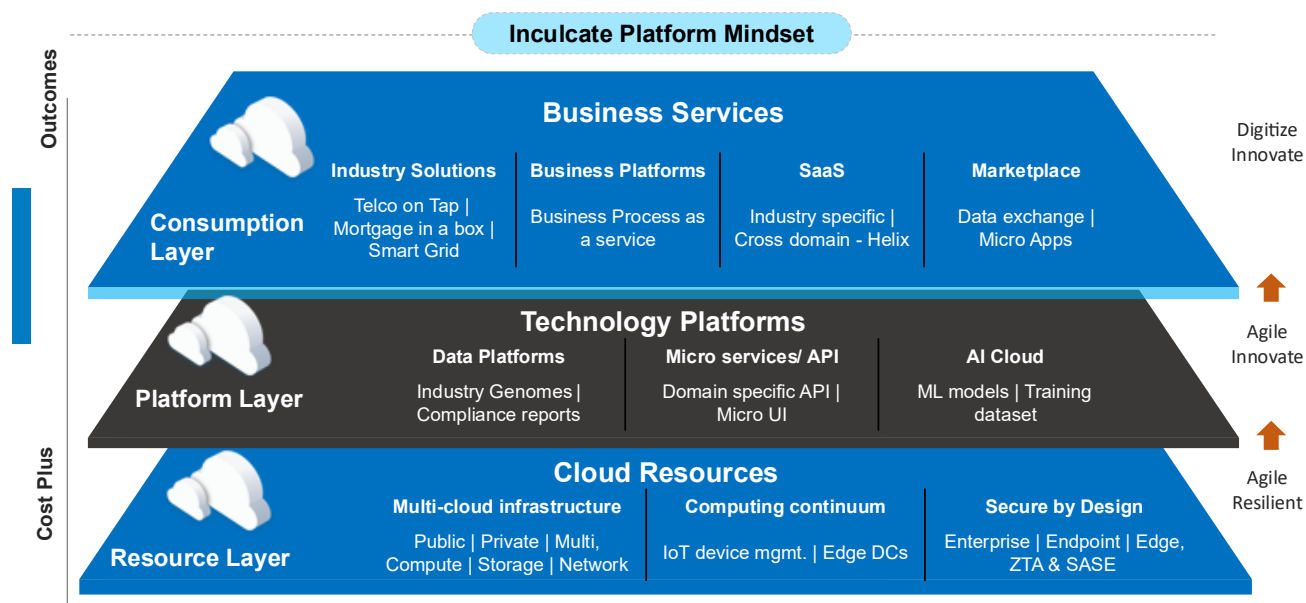


Figure 2 Force-multiplier of value-add services driving business outcomes

Infosys Cobalt: a set of services, solutions, and platforms that acts as a force multiplier for cloud-powered enterprise transformation.



Figure 3 Transition Challenges

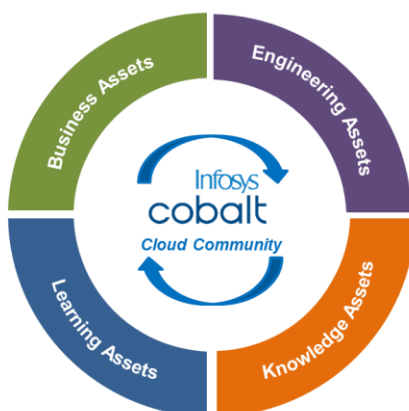
Infosys Cobalt has over 200 industry cloud-first solution blueprints, curated from 25,000 cloud assets from the business and technology practitioners.

Platforms, solutions, services, industry blueprints focusing on industry verticals and sub verticals, horizontal business capabilities, cross-industry business assets

- Payer Platform
- Skava Commerce
- Telco on Tap
- Transaction Reconciliation System

Learning modules as videos, playgrounds, quizzes, assignments and assessments on technology, Hyperscalers and business solutions delivered through LEX

- Internally created and managed content
- Content sourced from Hyperscalers
- Content from providers like Udacity, Coursera, etc.



Reference architectures, frameworks, solutions, services in the technology domain which can be utilized to create a higher-level solution on a cloud ecosystem

- Infosys Polycloud Platform
- Infosys Wingspan
- Infosys Cybersecurity Platform
- Infosys Cloud workload migration suite

Frameworks, solution capability models, reference architectures, process models which can be utilized for project implementation

- Project documents
- Proposals Templates
- Large deal submissions
- Case studies

Assets will be continuously made available on the Infosys Cobalt Cloud Store (<https://lstore.onwingspan.com/en/page/home>)

Over time, this cloud community engine will expand to include clients (and their organizations), partners, academia, startups, gig workers and citizen cloud developers.

Figure 4 Infosys Cobalt

Speed-to-market with over 200 industry cloud solution blueprints and Infosys Cobalt Labs

With Infosys Cobalt, enterprises can have ready access to a growing portfolio of over 200 cloud-first solution blueprints. Infosys Enterprise Service Management Café, for example, is an AI-powered solution built over the ServiceNow cloud platform, that delivers ready-to-launch applications. With Infosys Cobalt Labs, at Infosys global digital centres, businesses can also co-create new solutions and accelerate speed to market. More broadly, Infosys Cobalt Labs work with the Infosys partner ecosystem to pre-configure partnerships to prototype industry solutions.

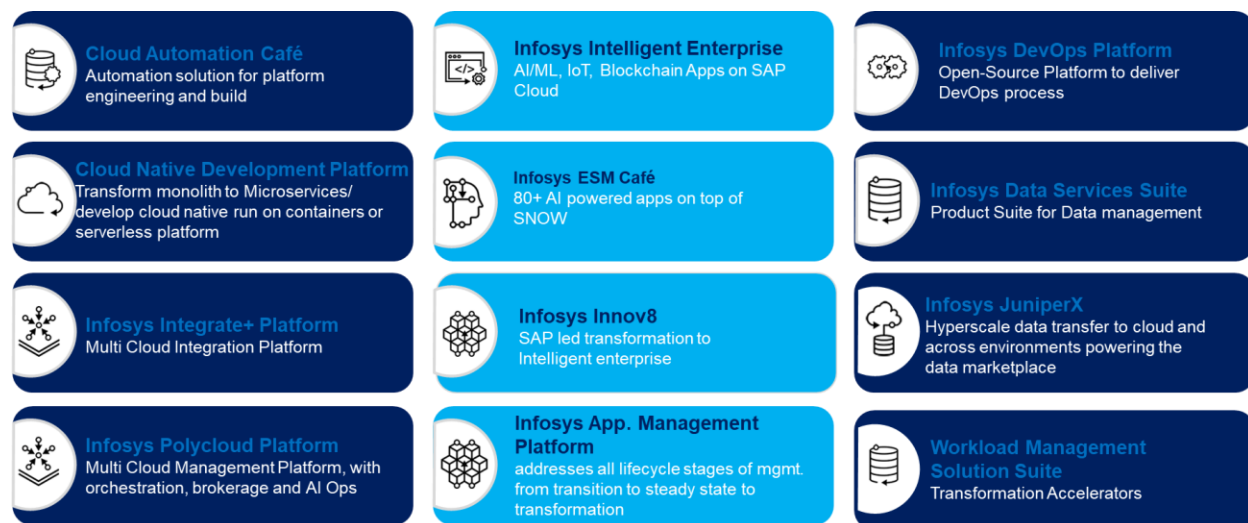


Figure 5 :Speed-to-market with multiple Engineering Assets

1.2 Infosys Premier Partnerships

Infosys has built strong relationship with our partner eco system.

- Infosys has over 11 years relationship with Azure and AWS. The GCP partnership is in place and a focused service offering has been launched.

- Infosys has joint solution, account mining and go-to-market plan with Azure, AWS, Google and Oracle, with monthly sales cadence and executive governance twice a year.
- Infosys passes on the discounts under several different partner programmes, based on the usage and volume, to the client with our strong partnership with the cloud service providers.

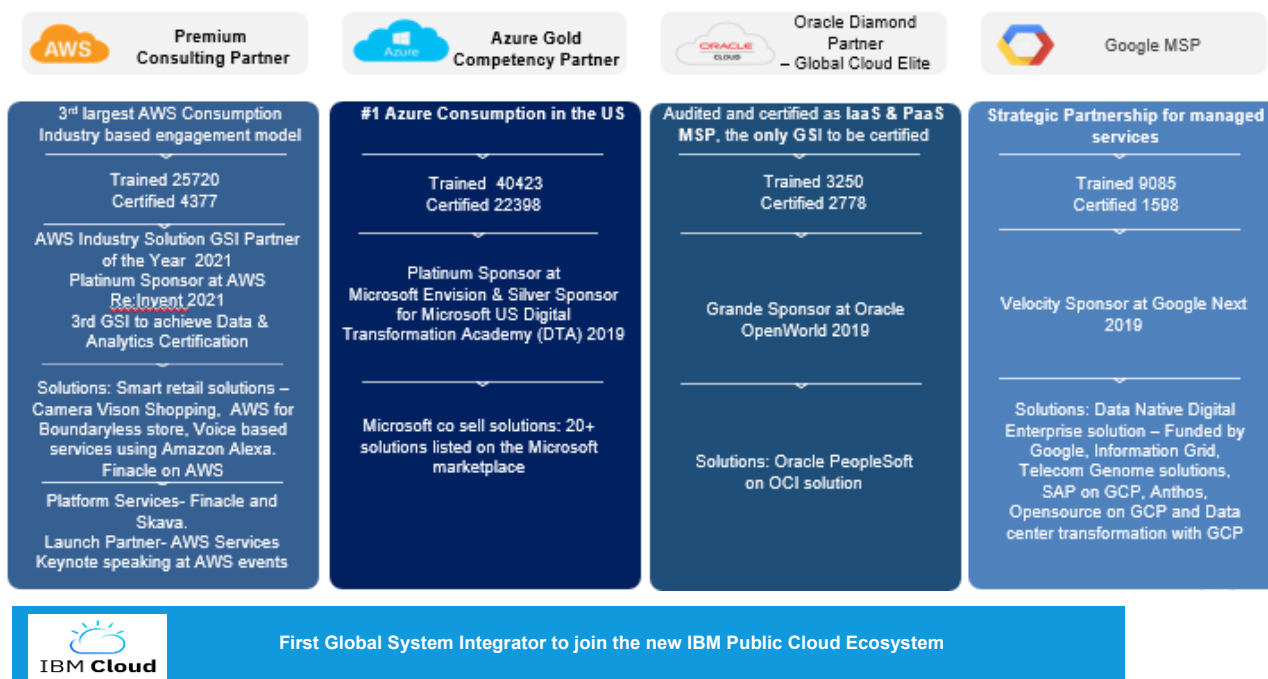


Figure 6 Infosys Premier Partnership with Cloud Providers

Infosys Public Services is enabling organisations to accelerate cloud adoption through a comprehensive suite of services and solutions. We help organisations unlock the value from cloud investments through:

- Assessment and migration to cloud platforms such as Amazon Web Services (AWS), Azure, Google, Oracle and others
- Cloud strategy and implementation including deployment of cloud-based enterprise applications
- Identity credential and access management using Microsoft Azure Active Directory solutions
- Cloud integration services that combine SaaS and enterprise applications in the cloud
- Managed cloud services for a virtual contact centre solution, security operations centre, network operations centre, enterprise service desk, and IT service management

Infosys has a rigorous training curriculum, which is run by our ETA (Education Training and Assessment), which operates the world's largest corporate university. Infosys has a strong talent pool of cloud professionals with 85% of our global delivery talent being cloud-aware and over 160,000 employees trained on AWS (41,000), Azure (66,000), and GCP (13,000) cloud.



Figure 7 Public Cloud Partners Overview

1.2.1 Infosys AWS Alliance and its Benefits

Infosys is an AWS Partner Network (APN) Premier Consulting Partner with AWS Competencies in both Migration and Financial Services. Infosys is also a member of the APN Managed Service Provider (MSP) Programme and Public Sector Partner Programme.

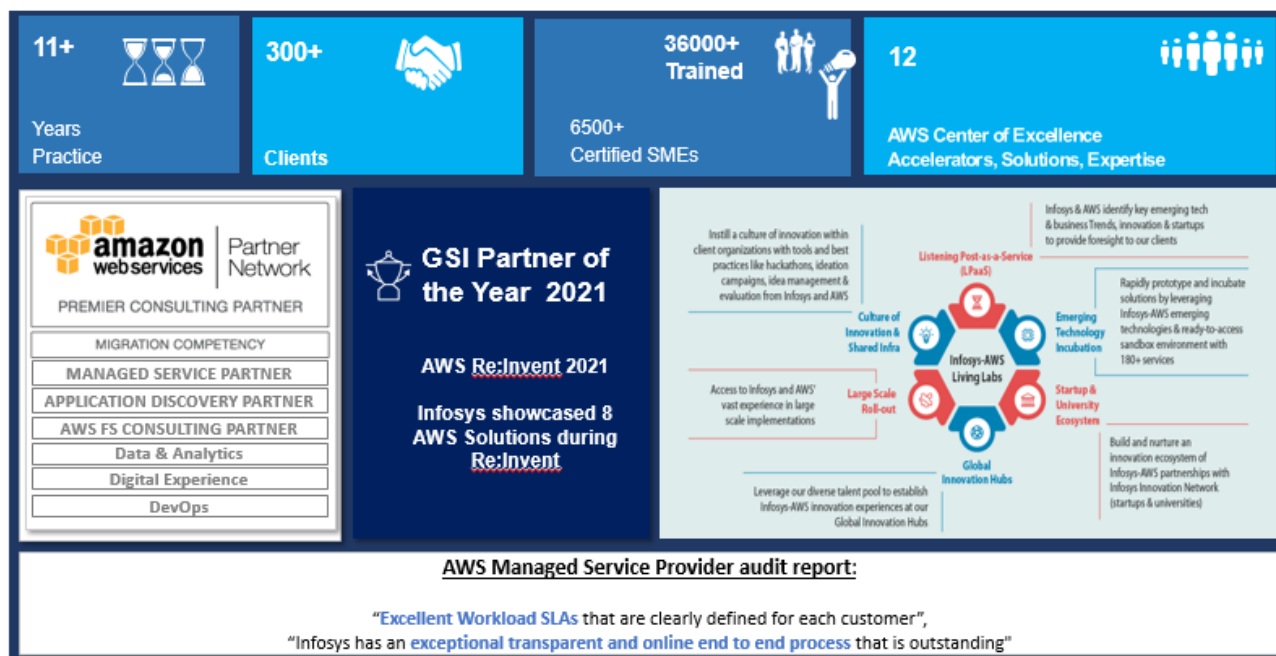


Figure 8 AWS Partner Overview

We are seeing a tremendous momentum across large enterprises, to adopt public Cloud. Infosys has been working with AWS and deploying their services for our customers for the past over 11 years. Our partnership has reached a strategic level, with Infosys recognised as launch partner for AWS Migration Competency and Managed Services.

Infosys is aligned to all the core AWS technologies and business teams across regions and we are committed to executing the transition to cloud successfully.

Infosys has the privileged status of Advanced Consulting Partner under APN and is a Premier Consulting Partner for AWS. This allows Infosys' a wide range of exclusive access - from technical updates, best practices, to AWS investment for client engagements and joint solution developments. Infosys was also one of the **6 founding global MAP Partners** and has contributed actively to the definition of the large-scale migration framework defined by AWS.

Building on the success of working with AWS across over 300 clients in the last 11 years, we are investing significantly in Training, Education and Technologies to bring the best of both AWS and Infosys in a focused way to build a solution suite for accelerated cloud adoption.

1.2.2 Infosys Microsoft Alliance and its Benefits

Infosys and Microsoft have a rich partnership legacy spanning over 15 years. As a Microsoft Inner Circle Member and a Platinum Partner, we collaborate with Microsoft at a strategic level to bring together our complementary strengths and deliver specialised capabilities, industry solutions, and services. Infosys and Microsoft are strengthening their joint go-to-market relationship with industry solutions focusing on areas of Cybersecurity, Enterprise applications on Azure, Microsoft Business Applications and Data Analytics. In collaboration with Microsoft, Infosys has:

- Established the first ever **Microsoft Cloud Business Unit (MCBU)** amongst global SI players
- Been recognised as a Microsoft Azure Expert **Managed Services Provider (MSP)**
- Formed the **Global Azure Migration Factory**, providing "AI Ready" enterprises with application assessment, migration, and transformation programmes
- Built data estate modernisation offerings
- Launched several industry solutions, such as **Smart Buildings and Spaces**

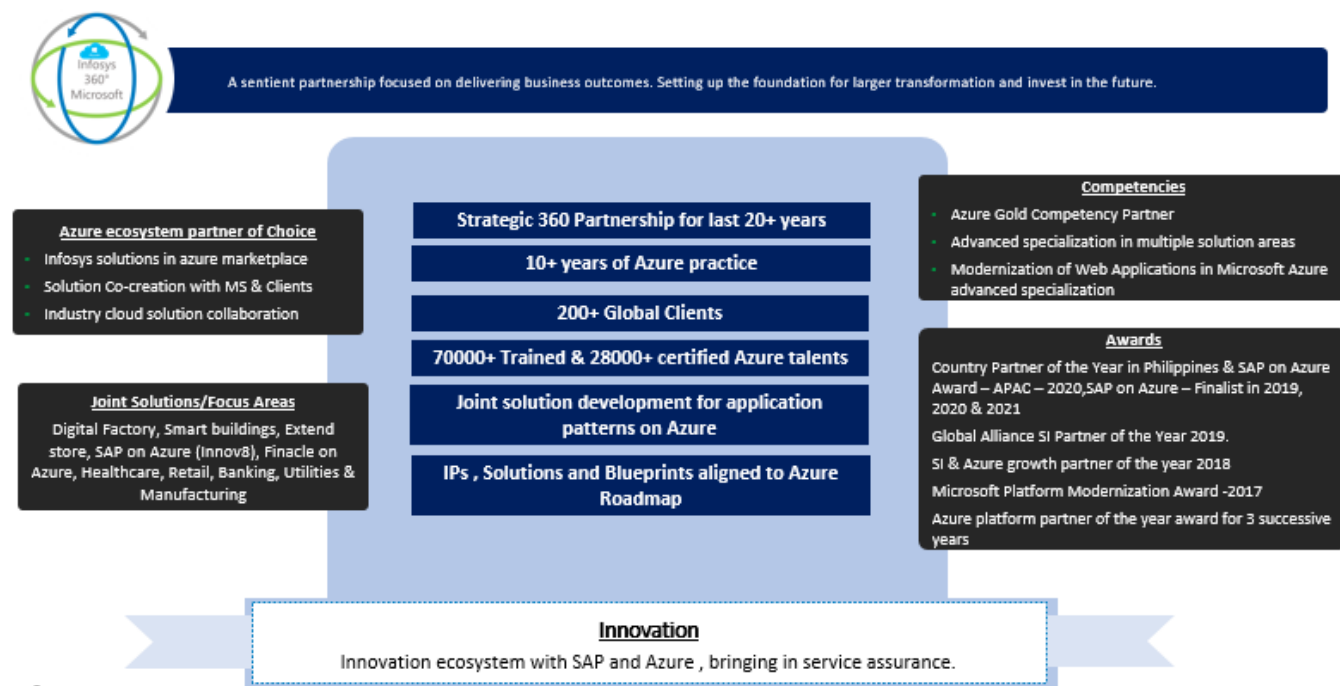


Figure 9 Azure Partner Overview

Azure Talent Pool:

Over 80,000 trained Subject Matter Experts , over 41,000 Certified Engineers, over 650,000 Solution Architects.

To deliver secure and sentinel experiences to customers, Infosys has created a Cybersecurity practice that delivers scalable and futuristic solutions leveraging Microsoft technologies. The companies are also collaborating for SAP on Azure solutions across multiple industries such as life sciences, retail, consumer products and automotive suppliers.

We want to not only enhance the value that our customers realise from their technology investments, but also to help them identify business opportunities in a forward-thinking, proactive manner.

Recent Deals

	Establish		Transform					Operate	
	Strategy	Assessment	Cloud Implementation	Assurance Platform	Security Implementation	Cloud Integration	Workload Migration	Operate	
Finance & Insurance									
Leading Independent Wealth Management company in ANZ 	✓	✓	✓	✓	✓	✓	✓	✓	✓
Pharma									
British Pharmaceutical company in China		✓	✓		✓				
American Global Pharmaceutical Corporation 		✓	✓		✓		✓	✓	
Services									
Educational Services firm in ANZ		✓	✓		✓	✓			✓
Educational Services firm in London		✓	✓		✓		✓	✓	
World leading provider of scientific, technical, medical information services		✓	✓						
Energy & Utilities									
One of the largest mobile communication services provider 	✓	✓	✓	✓	✓	✓			✓
Electric Utilities Company in Europe		✓	✓	✓	✓				
British multinational telecommunications company 		✓	✓						
One of the World's seven "SuperMajor" Oil and Gas Companies 		✓	✓		✓		✓		
One of the largest Energy Company in Europe 		✓	✓						

Figure 10 Azure Engagements

1.2.3 Infosys Google Alliance and its Benefits

Infosys is one of Google's latest GSI partners with a focus on several target accounts across the globe. We have established joint pipeline activities, where we overlook all matters relating to data. Infosys has expanded its partnership with Google Cloud to become a Google Cloud Managed Service Provider (MSP). As a qualified MSP, Infosys will offer clients full application lifecycle services with its deep cloud and data analytics expertise. This will include consulting, assessment, migration, optimisation and support services for enterprises looking to optimise their workloads on the Google Cloud Platform (GCP).

Google capabilities

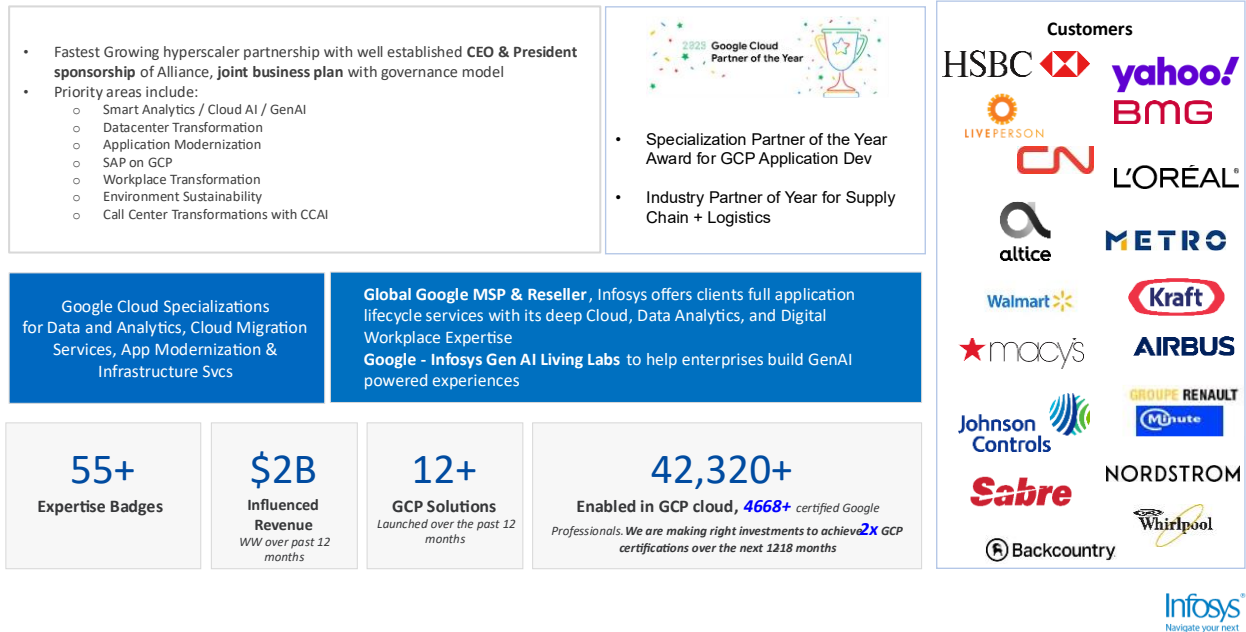


Figure 11 GCP Partner Overview

2. Infosys Cloud Service Offerings

Our Cloud Service offerings are structured in a modular way to navigate digital transformation with cloud. We differentiate our offerings through investments in IP, CoEs and collaboration with our extended partner ecosystem.

Our service offerings take clients through Cloud led transformation, across every transformation themes irrespective of the stage of their Cloud journey

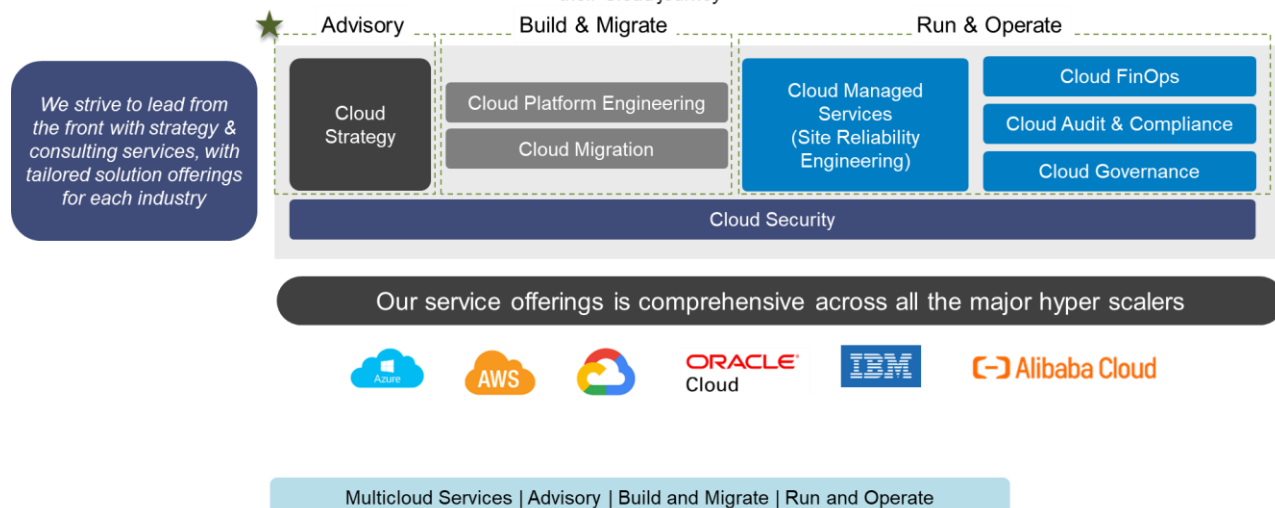


Figure 12 Infosys Cloud Service Modules

2.1 Infosys Cloud Strategy Framework

Infosys has broader go-to-market themes within our Cloud Ecosystem aligning with client needs and that are built on a holistic Infosys Framework, Cloud strategy will guide clients through entire cloud journey based on holistic Infosys framework mentioned below.

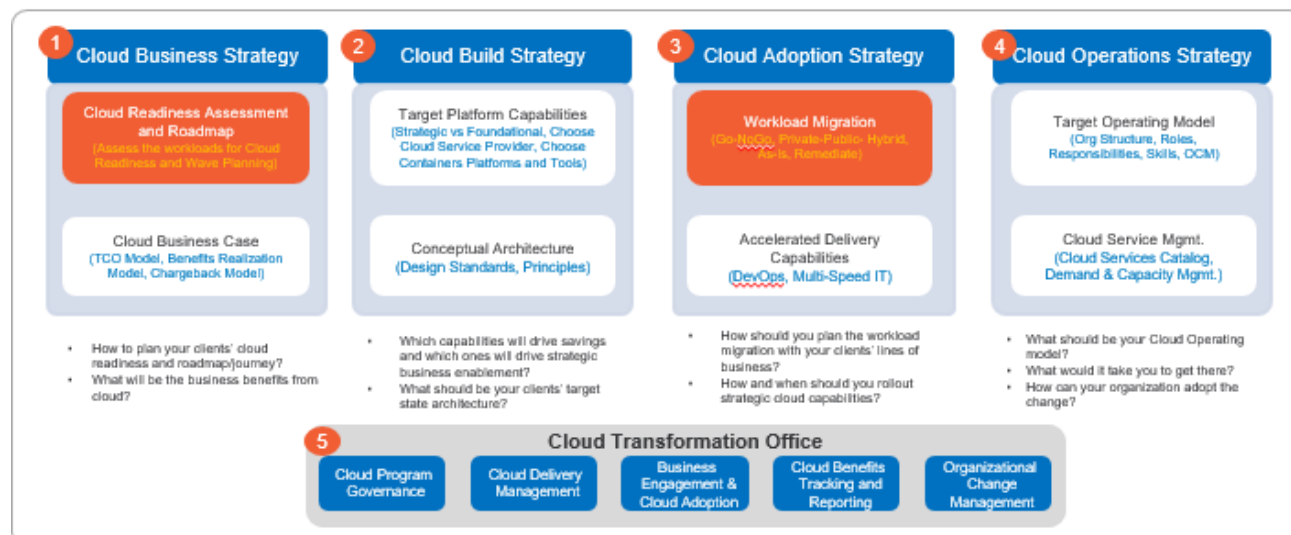


Figure 13 Infosys Cloud strategy Framework.

Roadmap to achieve the business goals

Infosys aligns solutions to the client's cloud strategy. Since each client's goals vary as per the business requirements, so solutions also vary. Broader go-to-market themes within our Cloud Ecosystem:

- Data centre transformation
- SAP on cloud
- Data analytics
- Application modernisation
- Digital transformation
- Engineering technologies

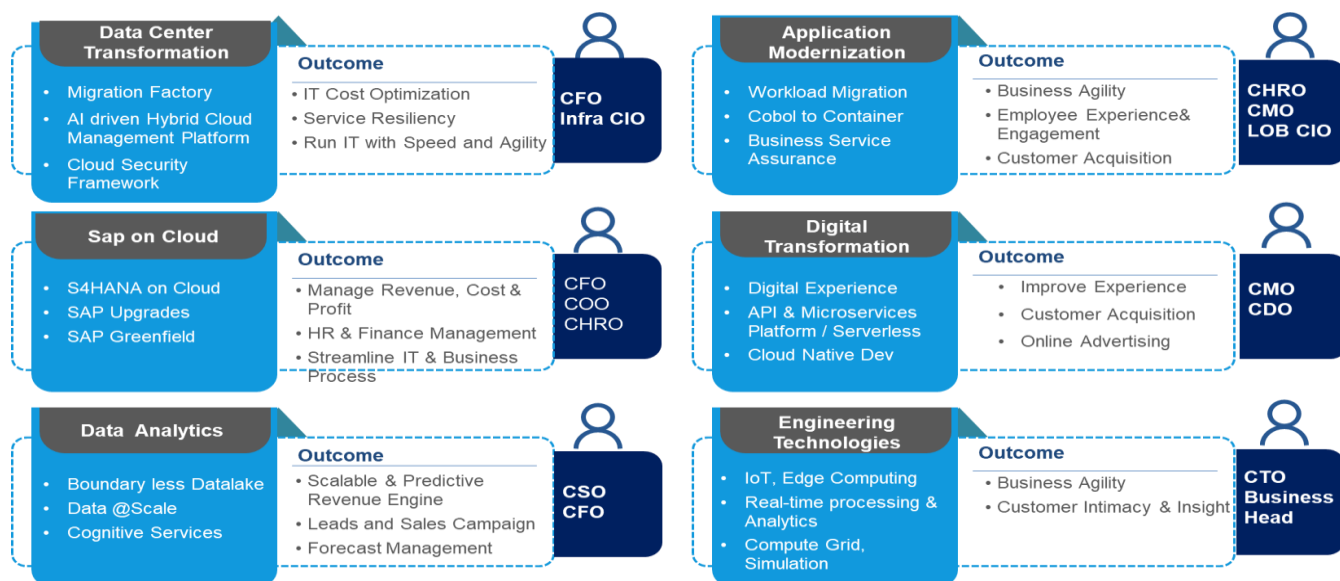


Figure 14 : Infosys Cloud Strategy

Some of the challenges clients face when thinking about leveraging cloud:

- 1) How to leverage cloud as a growth engine, can it save cost as well?
- 2) Is the organisation ready to adopt cloud in the right way?
- 3) Which cloud provider(s) is most suitable for the organisation?
- 4) Will the cloud deliver the right value? What are the hard and soft benefits?

Infosys helps in laying the path for a smooth transformation across the enterprise customers to gain their business goals.

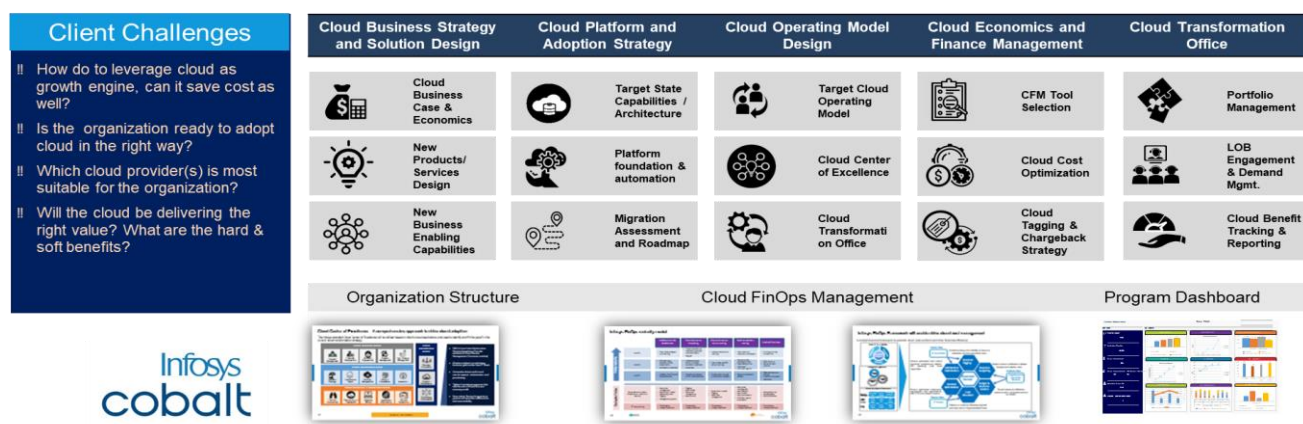
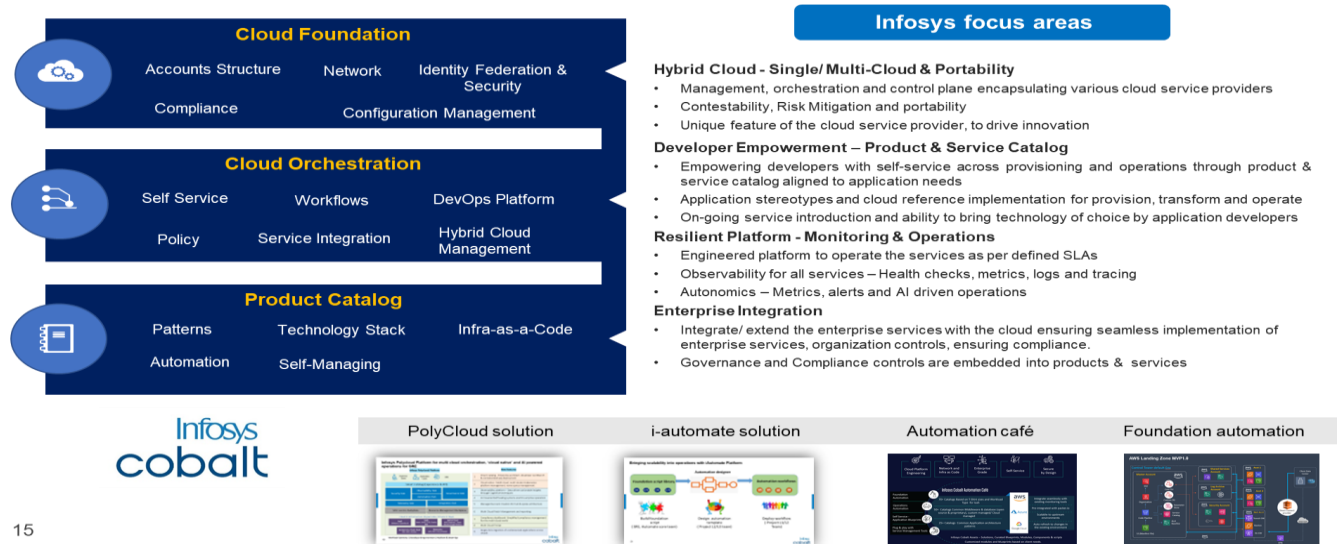


Figure 15 Cloud strategy and consulting services

2.2 Infosys Cloud Platform Engineering

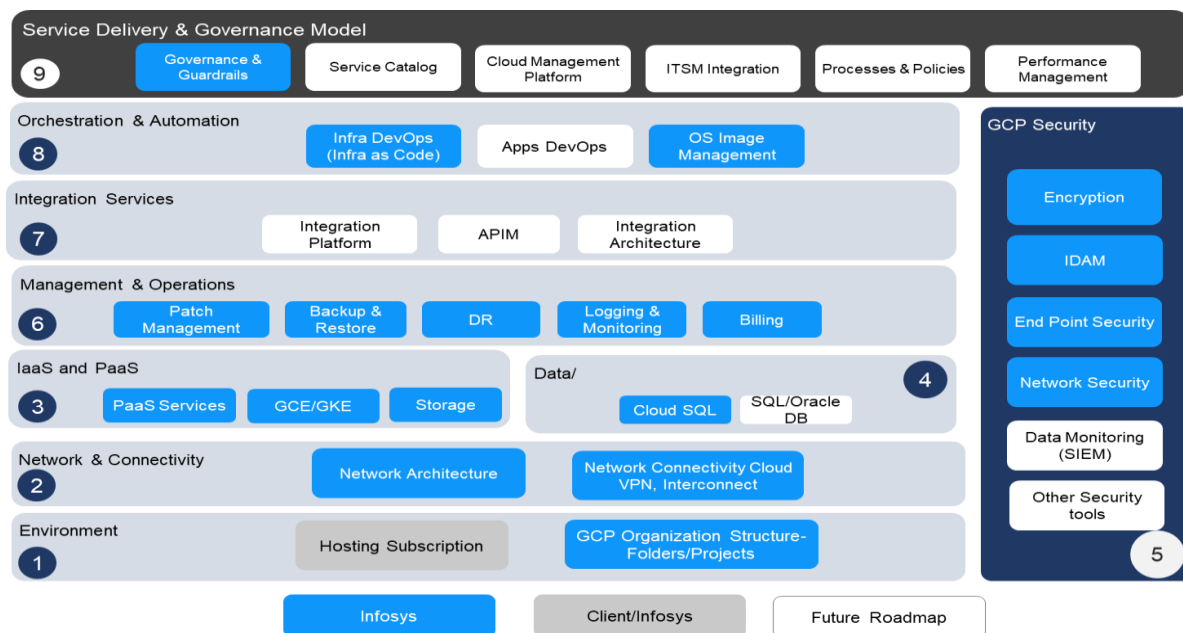
Cloud Platform Engineering services enable faster cloud adoption to empower the developers to build and run cloud applications through an engineered platform with least friction with platform teams.



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We can fast track cloud foundation setup by leveraging Infosys cloud foundation service framework. During the platform design exercise Infosys team will engage with the client for:

- Design alignment with client central cloud platform architecture standards
- Alignment with client design governance
- Review of design with cloud vendor to incorporate their best practices inputs



4

Figure 16 Cloud Foundation Design

Our cloud foundation services include the following core components:

- Infrastructure
- Networking
- Hosting
- Identify
- Security
- Monitoring
- Backup
- Delivery/ Finish

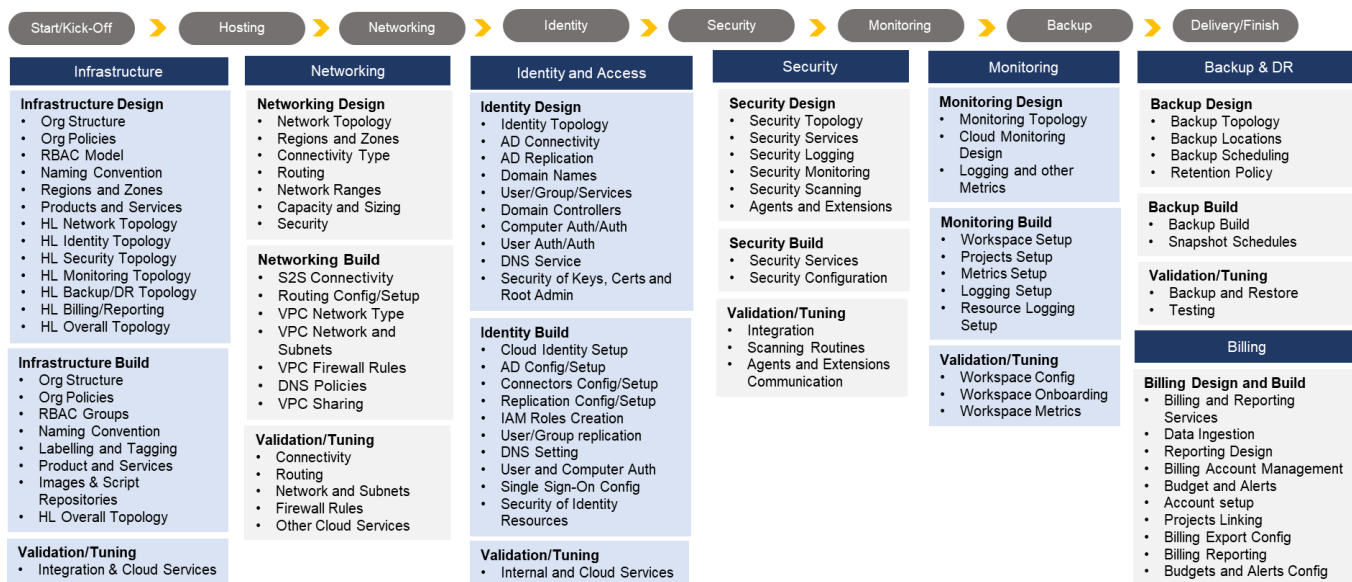


Figure 17 Infosys Cloud Foundation Services

2.3 Infosys Cloud Migration Service

Cloud Migration Services leveraging factory model driving higher levels of automation

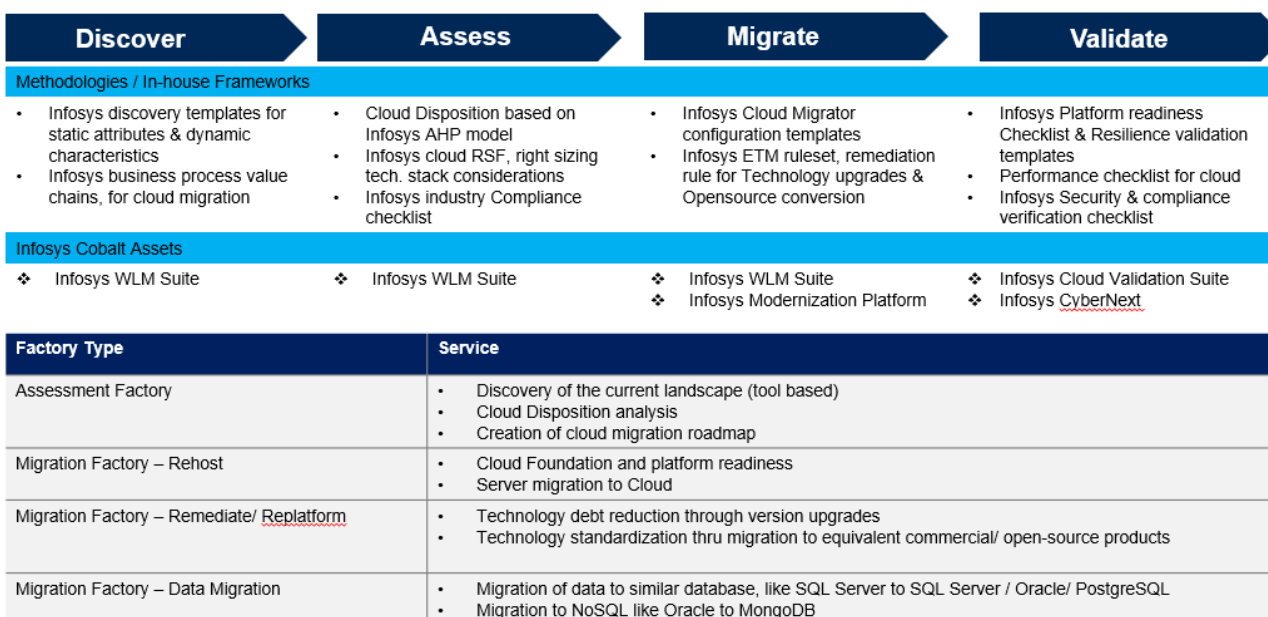


Figure 18: Infosys Cloud Migration Assessment Framework

This assessment provides clear cloud compatibility heat map and path for migration.

Recommendation summary will be provided as below (for all workloads in the portfolio):

1. Cloud suitability disposition results.
2. Cloud suitability distribution based on LOB or functional groups.
3. Migration type disposition results.
4. High level roadmap for migrating the workloads.
5. Cost spend details including current costs, target costs, and migration costs.
6. ROI and breakeven period.

Infosys Cloud migration services help to modernize the core for efficiency and agility. It also helps in accelerating the adoption.

2.4 Cloud Managed Services

We will run Cloud Platform operations for Customers with continuous focus on optimisation across various operational functions.

Our cloud operations service catalogue is built around cloud adoption framework and addresses the needs of basic and advanced cloud operations requirements.

Our cloud operations service catalog is built around cloud adoption framework and addresses the needs of basic and advanced cloud operations requirements.



Catalogue	Scope covered
Baseline operations	Monitoring & alerting: For Cloud resource and service (including IaaS and PaaS) with Azure/AWS/GCP monitor Compliance: Monitor policy drifts and ensure policy compliance Protection & recovery: Backup and recovery for Azure/AWS/GCP and non-cloud workloads, resources for recovery and backup Provisioning & deprovisioning: Provisioning, configuration, and updates for Azure/AWS/GCP resources with full automation using ARM/cloud formation templates Automation: Automate day to day operational & provisioning activities (Infra as code) Operating system (OS) support: OS administration include patch deployment using Cloud native tools Cost optimization: Continuous cost monitoring and optimization.
Add-On services	Observability platform: Building and supporting observability platform to enable SRE operations (open source & 3rd party tools) ITSM tool integration: Integrating monitoring tools with ITSM platform for streamlining alert and incident management process AI Operations: AI-powered insights, and automated / assisted incident handling that leverage AI and BOTs Security Operations: Configure security center for security breach triggers Hybrid cloud operations: Use Infosys Polycloud Platform to manage public cloud and on-premise infrastructure

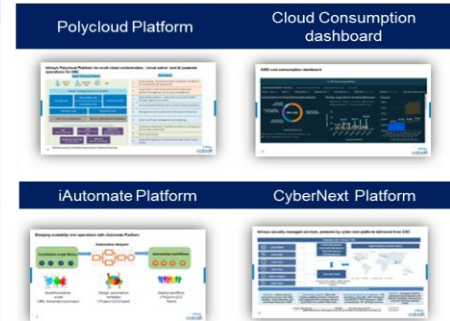


Figure 19: Cloud operations: Using cloud native & AI based technologies

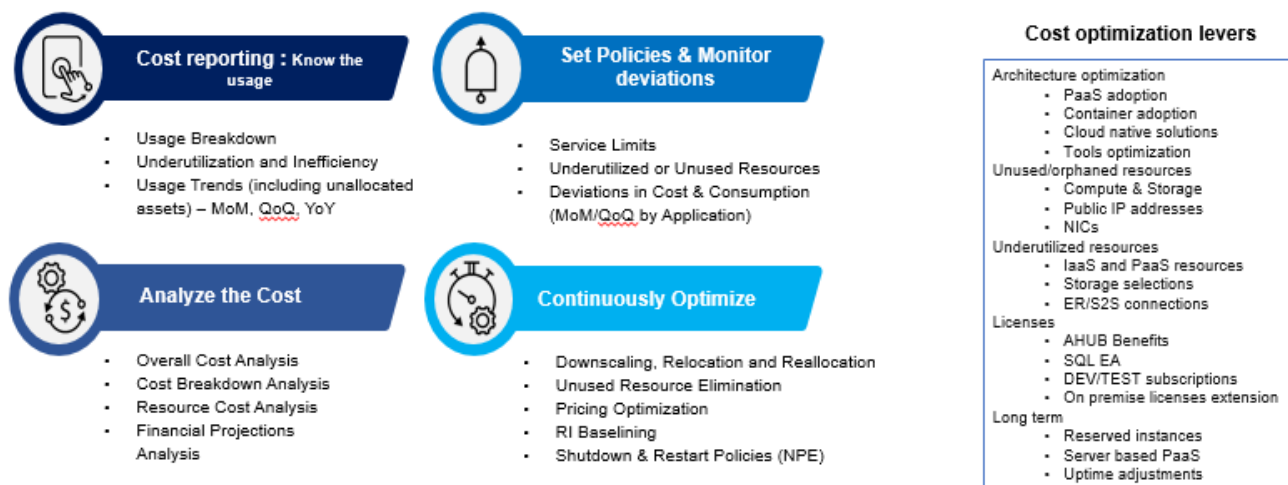
Infosys Cloud operation proposes different values such as:

- Everything as Code (Infrastructure, Configuration, Policy, Security and more) to ensure high repeatability and do-it-once approach
- Deliver continuous value through cost optimization, architecture optimization, resource efficiency, and evolve through introduction of new services and newer operating models such as SRE
- Self-service driven approach to drive operational efficiencies, empower developer and reduce friction between application development, platform engineering, and operation teams

2.6 Cloud FinOps & Governance

2.6.1 Cloud FinOps

Cloud FinOps allows cloud cost optimisation delivered through tools and processes. It ensures granular visibility and insights, enforcement of best practices in resource lifecycle management and improved pricing model for resources.



Ensures granular visibility and insights, enforcement of best practices in resource lifecycle management and improved decision making the right pricing model for resources

Figure 20 Cloud FinOps

2.6.2 Cloud Governance

Infosys provides a strong governance model to drive cloud cost optimisation.

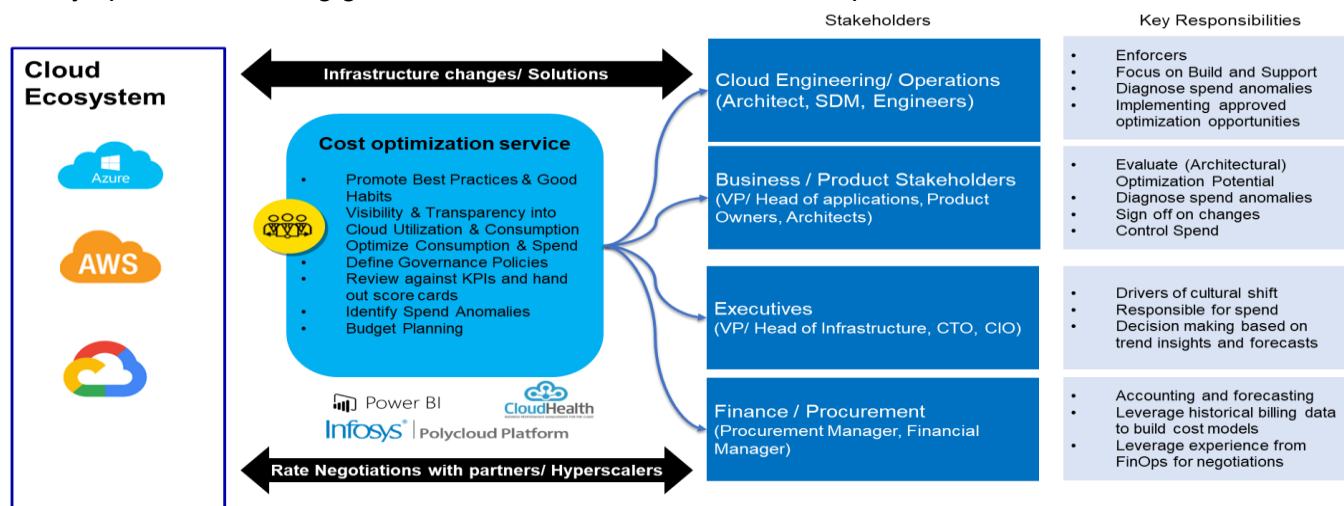


Figure 21 Cloud Governance

2.7 Cloud Security

2.7.1 Cloud Security Services

Infosys provides cloud security service considering security at the centre of public cloud adoption.

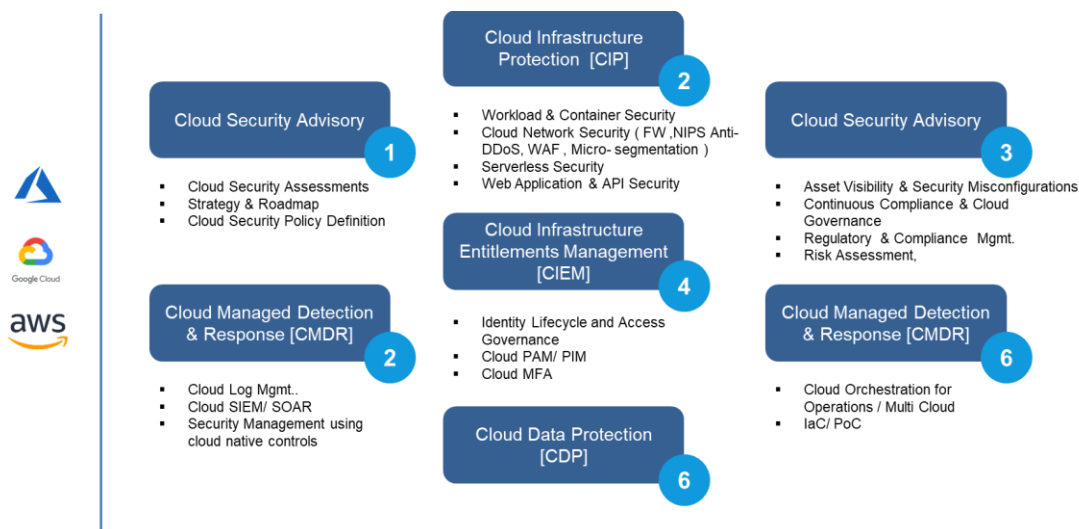


Figure 22 Cloud Security Service

2.7.2 Cloud Security services: Tools and Accelerators

Infosys Cyber Next platform.

This platform ensures comprehensive security at any given point of time. Through this platform, end to end security services are handled in a unified and reliable manner.

Reusable Cloud Security Implementation as code.

Security Automation/Cloud Security Implementation As Code (IaC/DevSecOps). Can help achieve scalability and agility in deployment of network and application Infrastructure. With IaC DevOps teams can include security in their CI/CD pipelines.



Infosys Point Solutions (1)

Cyber Watch: Security Monitoring, Incident Response and orchestration. Log correlation & alerting
 Cyber Compass: Single Pane View of all security controls. Visualize security program maturity and identify control gaps.
 Cyber Gaze: Single pane view of security metrics around various controls. Trend charts to track changes. Identify key concerns and Improvement areas.

Infosys Point Solutions (2)

Cyber Scan: Unified vulnerability view across application & infrastructure. Risk scoring to prioritize patching. Vulnerability life cycle management.
 Cyber Intel: Aggregation of select threat intel feeds in a single platform. Monitoring threat landscape, brand reputation and IP leakage.
 Cyber Hunt: Proactively detect anomalies associated with threats using analytics and Visualization. Hypothesis and techniques based hunting.

Figure 23: Cloud security services: Tools and Accelerator

Summary of Infosys Cloud Practice Engagements

2.8 Cloud Engagements

	Advise		Build & Transform				
	strategy	Assessment	Cloud Implementation	Assurance Platform	Security Implementation	Cloud Integration	Workload Migration
Leading Independent Wealth Management company in ANZ	•	•	•	•	•	•	•
British Pharmaceutical company in China		•	•		•		
American Global Pharmaceutical Corporation		•	•		•		•
Educational Services firm in ANZ		•	•		•	•	
Educational Services firm in London		•	•		•		•
World leading provider of scientific, technical, medical information services		•	•				
One of the largest mobile communication services provider	•	•	•	•	•	•	
Electric Utilities Company in Europe		•	•	•	•		
British multinational telecommunications company		•	•				
One of the World's seven "Super Major" Oil and Gas Companies		•	•		•		•
One of the largest Energy Company in Europe		•	•				

	Advise		Build & Transform				
	strategy	Assessment	Cloud Implementation	Assurance Platform	Security Implementation	Cloud Integration	Workload Migration
Global Swiss agribusiness that produces agrochemicals and seeds		•	•	•	•		•
Aircraft Manufacturing company. American multinational corporation that designs, manufactures, and sells airplanes, rotorcraft, rockets and satellites	•	•	•	•	•		•
Leading provider of sensor-based sorting equipment for recycling, food, mining and specialty products		•	•				
Multinational Mining Metals and Petroleum Company		•	•	•			
Manufacturing Company		•	•				
American corporation that manufactures, markets, sells machinery, engines		•	•				
British multinational alcoholic beverages company		•	•		•		
Multinational confectionary, food, and beverage conglomerate		•					
World's largest chain of fast-food restaurants		•	•				•
Data-driven marketing and loyalty analytics company		•	•				
Transportation and logistics company with operations in road, rail, sea, air and warehousing		•					

Figure 24 Summary of Cloud Engagements

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