

G Cloud 15- Framework Service Definition

Crown Commercial Service

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Response to Request for Proposal

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Table of Contents

- 1. Service Overview 6
- 2. Service Description 7
- 3. Infosys Credentials for each of the SAP Cloud Products 9
- 4. Implementation methodology for Cloud Products 10
- 5. SAP Credentials..... 11

Index of Figures

Figure 1:SAP Cloud Products integrated along the supply chain..... 8

Figure 2:Implementation Methodology 10

Figure 3:Infosys SAP Practice.....11

Figure 4:Infosys Offerings in SAP Space..... 12

Figure 5:Infosys-SAP: A Strategic Alliance 13

Figure 6:SAP Global Certifications - First SI Certified for S/4 HANA Operations..... 13

Figure 7Overview of SAP on Cloud Offerings..... 14

Figure 8:Cloud Migration Framework 15

Figure 9:Cloud Transformation Lifecycle 15

Figure 10:Accelerating Cloud Transformation (ACT) Methodology 16

Figure 11:Infosys Innov8 to Accelerate Enterprise Digital Transformation Journey 17

Index of Tables

Table 1:Implementation Services..... 8

1. Service Overview

Infosys package implementation and support services leverages Infosys vast implementation experience in leading ERP packages such as SAP, Oracle, Microsoft Dynamics CRM, Microsoft Dynamics AX and Salesforce.com etc. Infosys' proven implementation methodology and high emphasis on standards and processes result in robust package implementations for our clients.

With our global experience and having delivered high-quality package implementations, Infosys' package experts ensure on-time and on-budget delivery for clients across geographies. Our template-based approach optimises rollout duration and leverages our experience in multi-country rollouts. The result – faster rollouts while maintaining standard business practices across geographies. This helps create better ROI for our clients.

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, with this journey getting a backing from strategic business consultants from our subsidiary Infosys Lodestone Consulting.

2. Service Description

Infosys package implementation and roll-out services meet the client requirements across the entire implementation life cycle. A high-level description of services offered is as follows:

S No	Services	High-Level description
1	Programme / Project Management	• Work with the client management team to develop project plans, monitor and execute to plan. • Proactively identify and manage the Risks and dependencies to the programme delivery. • Provide timely reporting on Infosys activities and support the programme governance processes
2	Business Requirements and Processes	• Gather detail business requirements to configure the solution. • Define the business processes with global standards and local flavour as needed based on local legal, regulatory, statutory and market requirements
3	Solution Design	• Develop and implement the detailed solution design including functional and technical design, functional and technical integrations to deliver the specified business requirements
4	Global Template Design	• Infosys adopts a template-based approach optimises rollout duration and leverages our experience in multi-country rollouts. This includes standardisation of common processes across the organisation, creation, and baseline of global template for all required processes and development of a high level functional and architectural landscape across geographies
5	Testing	• Own and execute unit and systems integration testing. • Own and execute the data conversion testing. • Support the client teams in the preparation and execution of user acceptance testing and regression testing
6	Data Migration	• Set up the static and reference data. • Facilitate the current data migration
7	Training	• Develop training materials using the specialised ERP tools. • Deliver training using the “Train the Trainer” approach
8	Cut over and deployment	• Facilitate the processes as applicable to enable the deployment of the tested and accepted solution into production

9	Warranty	• Provide a definite period of warranty or production support for the solution at the end of implementation.
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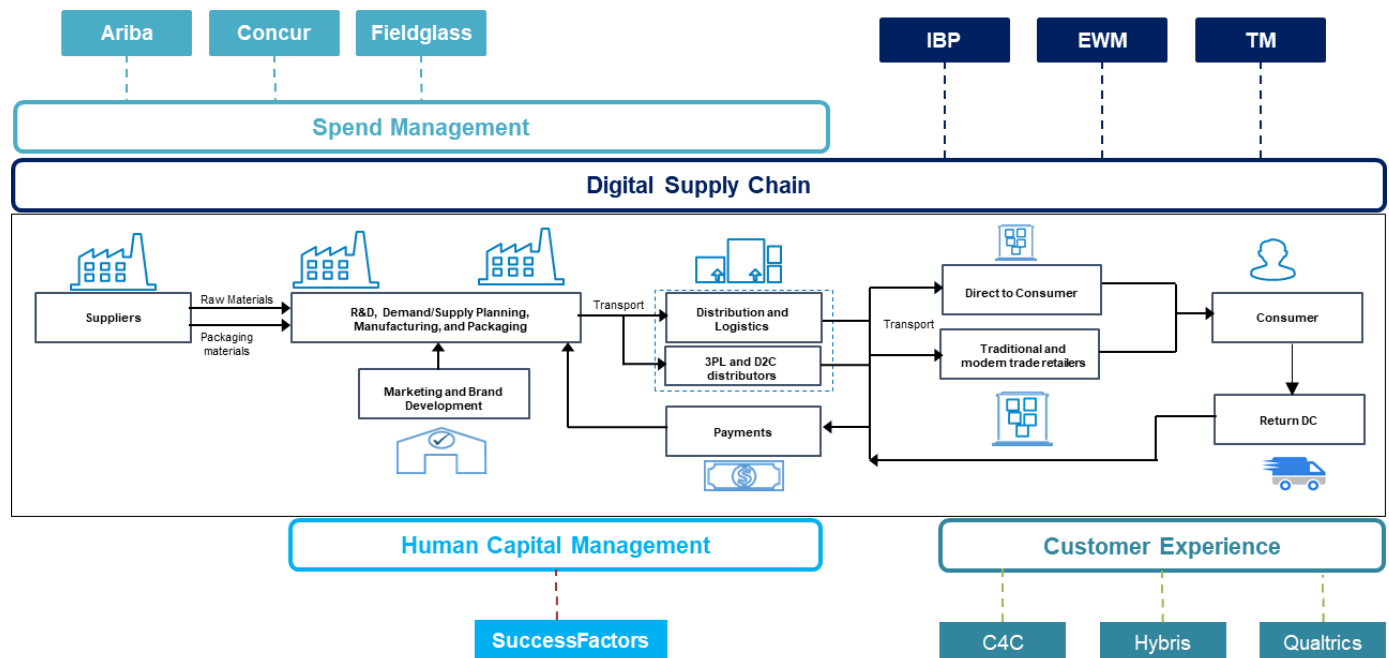
Table 1:Implementation Services

Please note that the Infosys package implementation service covers the following product lines:

SAP:

- SAP Business Suite - SAP ERP (Functional Areas - Financials, Logistics, Human Resources, Corporate Services; Technical Areas - ABAP, Basis), CRM, SCM, SRM, PLM.
- SAP S/4 HANA EM, Finance, Logistics
- SAP NetWeaver - SAP EP, BI, MDM, PI/XI, CE/BPM, CAF, WAS.
- SAP Analytics - SAP BI BW, Business Objects, BODS/BODI, Xcelcius (SAP Dashboard), WEBI, Crystal Reports, BPC/BPS.
- New Cloud Technologies - SAP HANA, Success Factors, Mobility (Sybase)., Ariba, Leonardo, SAP B/WHANA, SAP S/4HANA, SAP Concur, SAP Leonardo, SAP Fieldglass, SAP Hybris, SAP IBP, SAP C4C

Infosys has expertise and experience in the new generation SAP cloud products and below representation is for how these products are leveraged in the clients' supply chain.

**Figure 1:SAP Cloud Products integrated along the supply chain**

3. Infosys Credentials for each of the SAP Cloud Products

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.

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

Integrated Business Planning (IBP)	Extended Warehouse Management (EWM)	Transportation Management (TM)	Intelligent Asset Management (IAM)
Key aspects: - Intelligent planning across supply chain (demand, supply, S&OP, Inventory) - Excel spreadsheet based user interface - Flexible data modelling - Real-time scenarios and simulation	Key aspects: - Embedded EWM solution in S/4 HANA for high-volume warehousing optimization - Enables real-time insights and traceability - Integration with RFID, IoT, mobile apps - Simplified process; reduced data redundancy	Key aspects: - Strategic Freight Procurement enables transportation forecast to manage variability - Integration with tracking applications - Resource, load and route optimization - Real-time transportation charge calculation	Key aspects: - Move from 'Preventive Maintenance' to 'Predictive Maintenance' leveraging Internet of Things (IoT) - Data science and rules driven approach to drive safety, reduce cost and improve asset productivity - End-to-end process integration – Alert, Discover, Remedy
Differentiators: - Infosys is one of the first to implement IBP in the world 200+ SAP IBP consultants - Strong SAP alliance and multiple co-developments	Differentiators: 65+ SAP EWM consultants - Successful experience in high-velocity SAP deployments across industries - Modern EWM training academy powered by a collaborative online portal	Differentiators: 150+ SAP TM consultants - Proven end-to-end implementation experience in both Shipper and LSP scenarios - Re-usable assets and frameworks - Co-innovation with SAP for product stabilization	Infosys Approach - IAM is a key focus area for SAP and Infosys is keen to support SAP in this area - Infosys is developing capability in IAM leveraging its existing pool of 300+ EAM consultants and through training enabled by SAP and through PoC builds for clients
Solutions / Accelerators: - WBS modelling for service planning - Price Elasticity Tool - Performance Management Tool - Shelf-life Planning solution - R-studio integration	Solutions / Accelerators: - Preconfigured implementation tools - Accelerator Kits - Rapid deployment approach - Configurator Wizard	Solutions / Accelerators: - Accelerators for Order Management, Transportation Planning, Freight Settlement - Reusable scenarios for critical processes - POC for Shipper & LSP in TM 9.6 and S4 Supply Chain 1809/1909	

Ariba	Concur	Fieldglass
Key aspects: - SaaS Cloud based procurement solution that simplifies procurement and sourcing process - Enhanced user experience and mobility - Powerful integration capabilities - Solution Across Complete spend Management for direct and indirect procurements	Key aspects: - Cloud based travel & expense management solution that helps simplify and standardize the travel & claim processes across organization. - Enhanced usability and mobility	Key aspects: - Helps to manage & optimize external workforce and services with diverse things like SOW type projects and services, Independent contractors - Integrates with multiple applications like SAP SuccessFactors Employee Central, S/4, SAP Ariba solution for Work orders invoices
Differentiators: 200+ consultants with 90+ Certified. 16 years of Ariba Practice - Active Ariba client base is 25 - Proven experience in 80+ engagements - SAP recognized Ariba CIG partner for integrations	Differentiators: - Leveraging experience in various ERP and HR solutions for better integration. - Expertise across various Travel Management solutions. - Successful Implementations across various verticals	Differentiators: 3 successful implementations with focus on integration with different systems - Ramping up on Fieldglass with 10+ resources being trained recently
Solutions / Accelerators: - IBP integration for forecast and supplier commits - Ariba Guided Buying Toolkit - Infosys IP tool to migrate legacy contract data - SAP Ariba OD Testing Tool Kits, Robotic Automation and chat bot - CGI Integration	Solutions / Accelerators - Accelerators for integration - Leverage best practices through Infosys AMS CoE	Solutions / Accelerators: Integration Build & Support – SAP FG & SAP ECC & EAM

4. Implementation methodology for Cloud Products

Infosys has developed many tools and accelerator for SAP cloud products implementation. Accelerated Cloud Transformation (ACT) methodology is being used for a quicker solution implementation with Agile based approach.

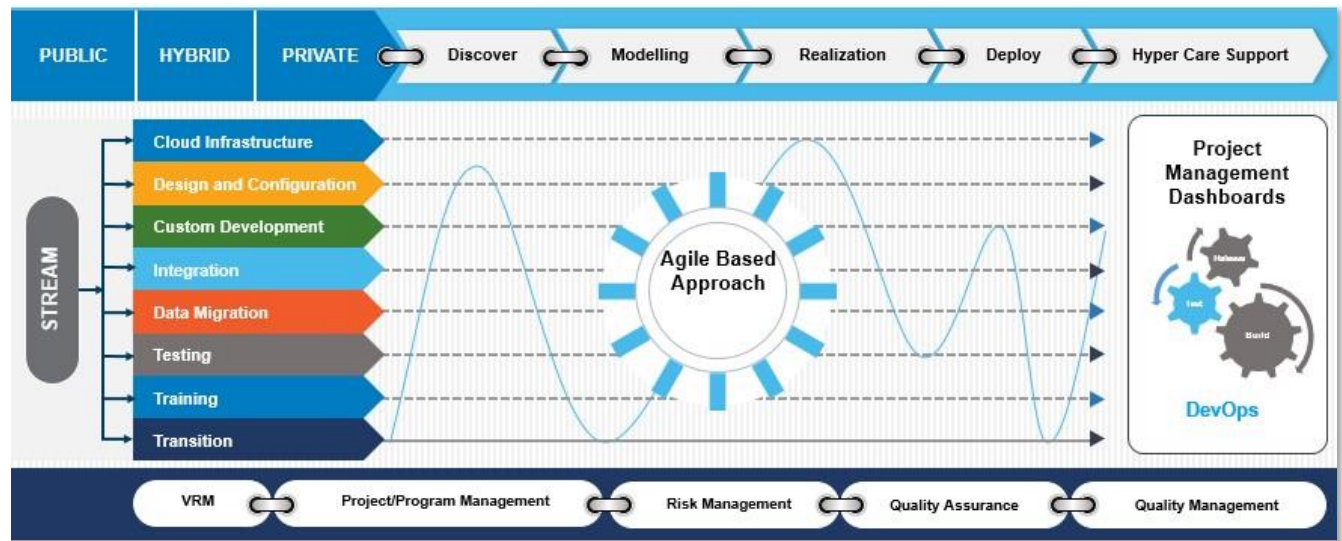


Figure 2:Implementation Methodology

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 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 enable 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.

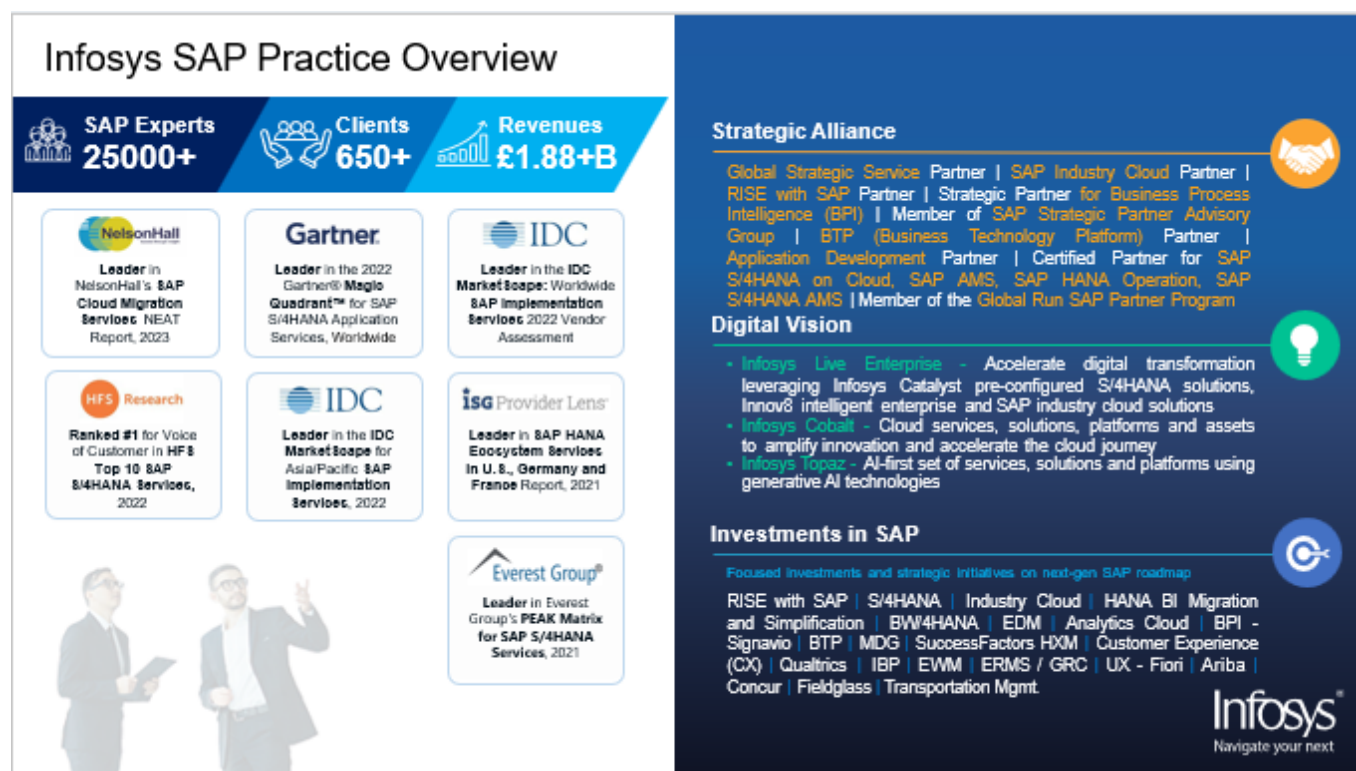


Figure 3: Infosys SAP Practice

It is reflected in analyst and customer ratings and our SAP market positioning as well. Infosys have 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 the geographies. Along with existing core delivery centres and SAP service specific hubs, it's 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 wide range 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:

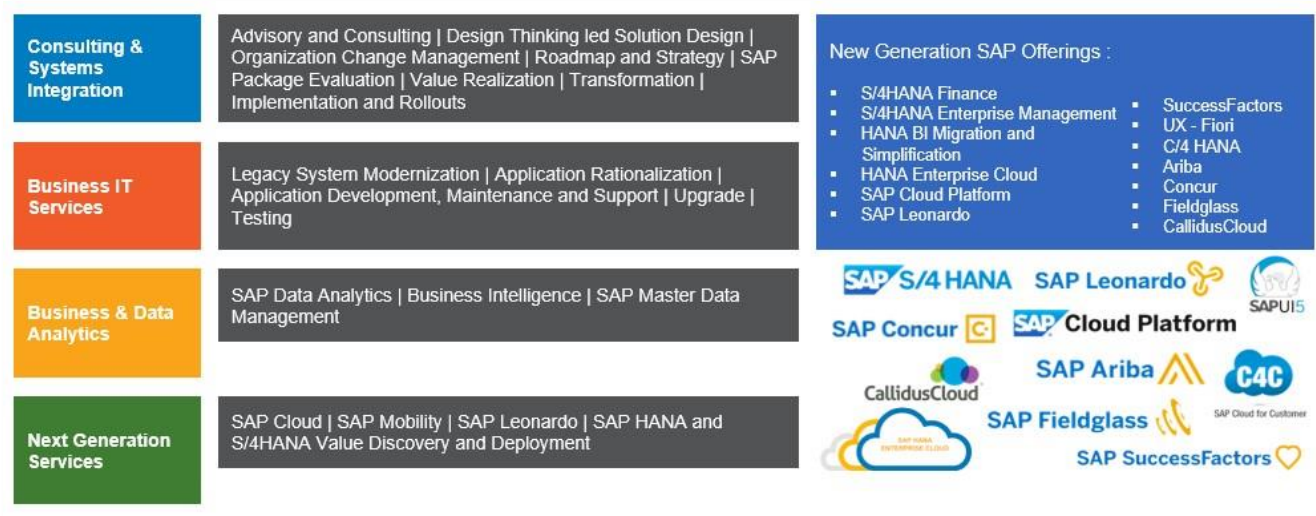


Figure 4:Infosys Offerings in SAP Space

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.

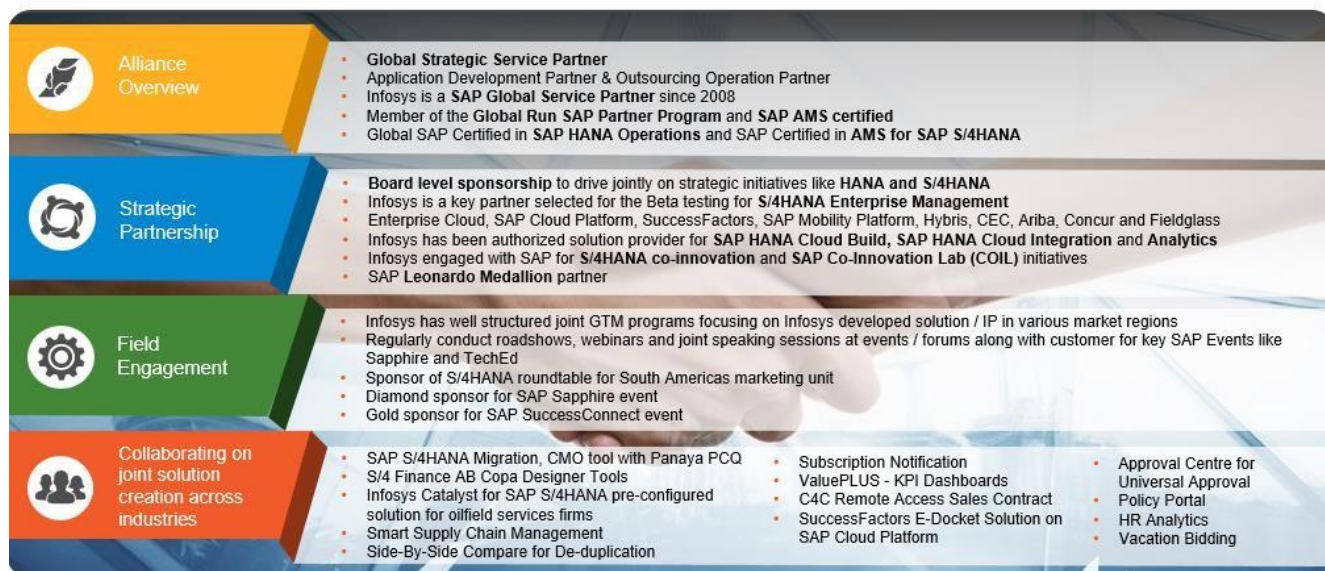


Figure 5: Infosys-SAP: A Strategic Alliance

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, Success factors, SAP Mobility Platform, Hybris, CEC, Ariba, Concur and Fieldglass.

Infosys has been 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 6: 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. It applies cloud-based mobility solutions, SAP HANA on the Cloud, hybrid HTML 5 applications.

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

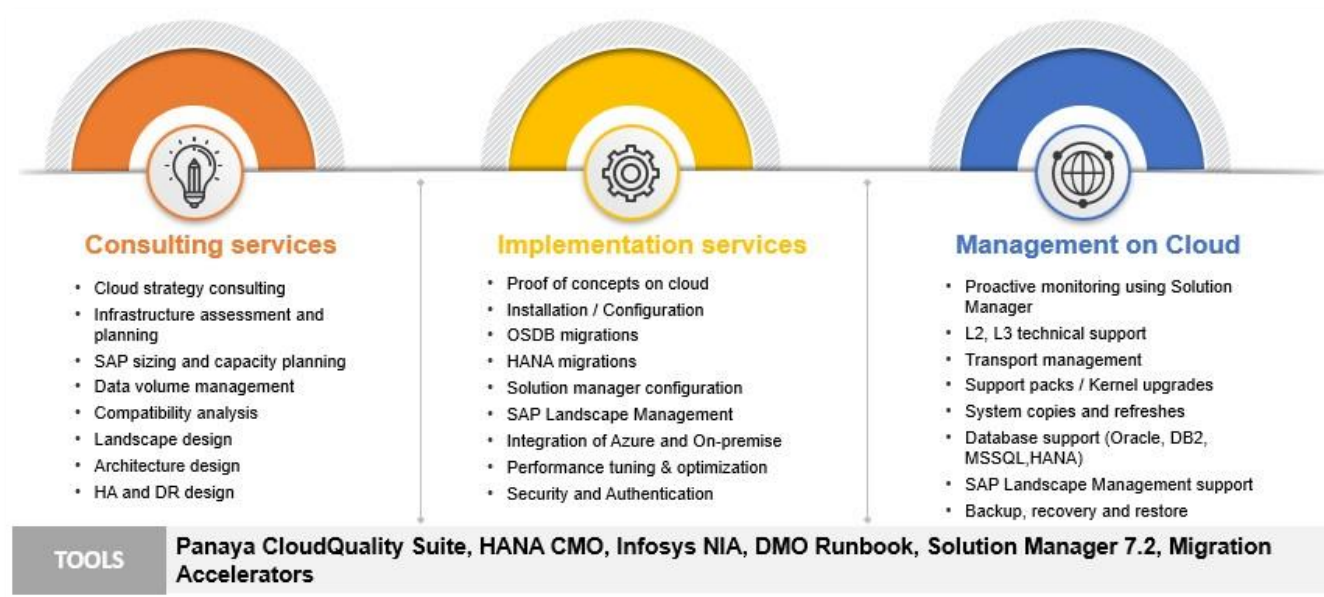


Figure 7 Overview of SAP on Cloud Offerings

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

By implementing standard, proven methodology, Infosys enables end-to-end cloud migration initiating from Ideation phase to implementation and Hypercare support after go-live.

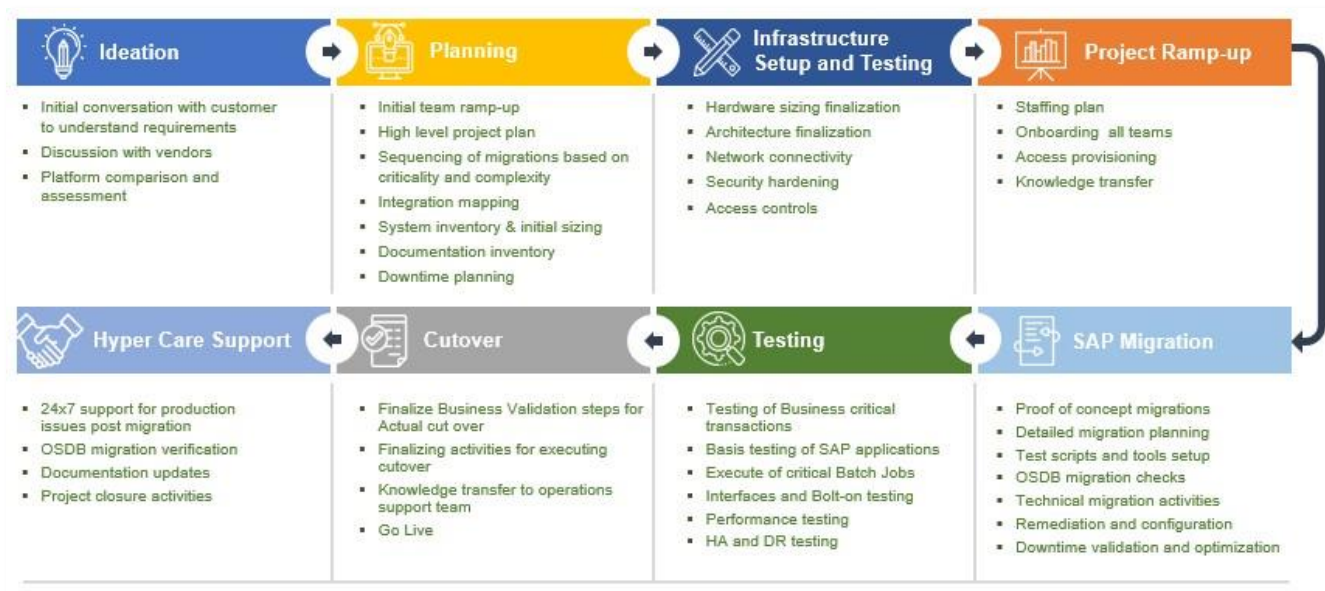


Figure 8: Cloud Migration Framework

With SAP Cloud Platform, Infosys kick starts client's digital initiatives without impacting its 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 9: Cloud Transformation Lifecycle

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

This unique methodology caters to all the 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.

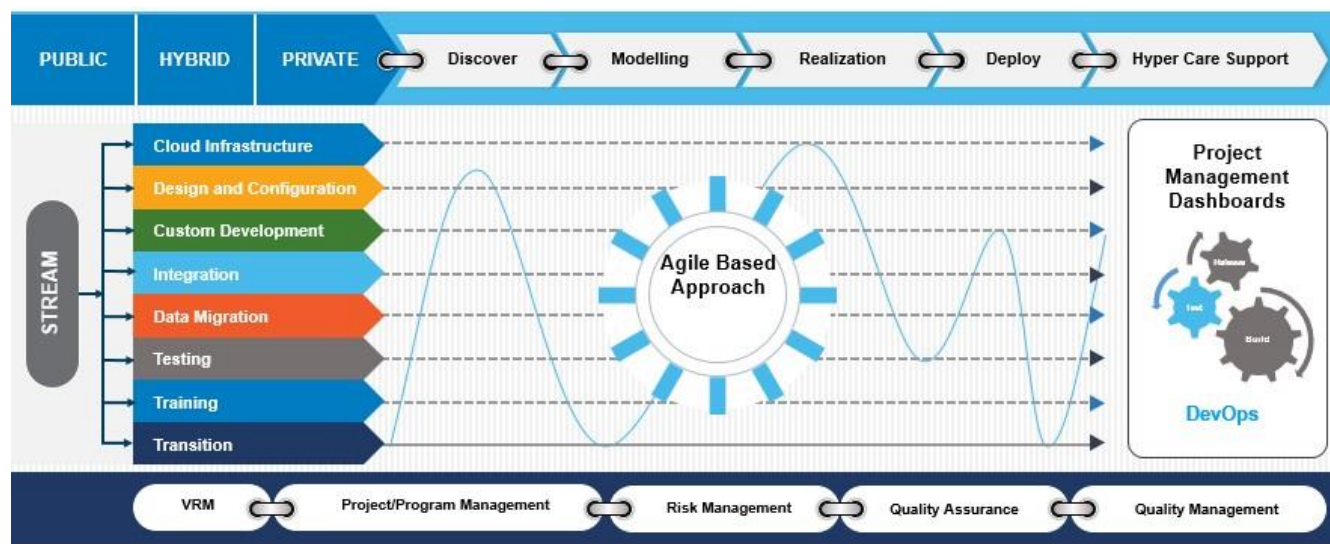


Figure 10: Accelerating Cloud Transformation (ACT) Methodology

Innov8: Strategic Partnership between Infosys, Hyperscalers and SAP

Innov8 brings SAP, Infosys and Hyperscalers partner together in the market with 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 highest value for our customers on their journey to intelligent enterprise.

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.

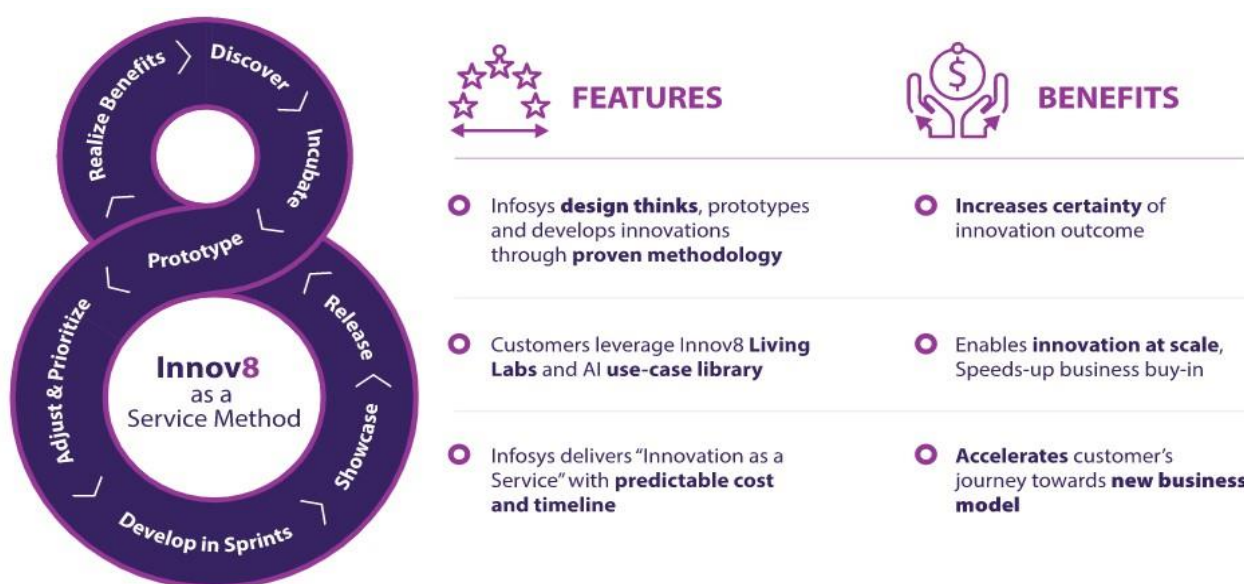


Figure 11: Infosys Innov8 to Accelerate Enterprise Digital Transformation Journey

For more information, contact askus@infosys.com



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