

G Cloud 15- Framework Service Definition

Crown Commercial Service

January 30, 2026

Contact Information

For further information and discussions, please contact	
Name	Peter Gill
Designation	AVP and Head of UK Public Sector Sales
Address	Infosys Limited
Phone	+44 7391393866
Email	peter.gill@infosys.com

Confidential Information

This proposal is confidential to Infosys Limited ("Infosys") and Crown Commercial Services ("CCS"). This document contains information and data that Infosys considers confidential and proprietary ("Confidential Information").

Confidential Information includes, but is not limited to, the following:

- Corporate, employee and infrastructure information about Infosys
- Infosys' project management and quality processes
- Customer and project experiences provided to illustrate Infosys capability

Any disclosure of Confidential Information to or use of it by a third party (i.e., a party other than CCS), will be damaging to Infosys. Ownership of all Confidential Information, no matter in what media it resides, remains with Infosys.

Confidential Information in this document shall not be disclosed outside the buyer's proposal evaluators and shall not be duplicated, used, or disclosed – in whole or in part – for any purpose other than to evaluate this proposal without specific written permission of an authorised representative of Infosys.

Table of Contents

- 1. Service Overview 5
- 2. Service Description 9
 - Microsoft Dynamics 365 ERP Cloud Advisory Services with Cloud Implementation / Testing / Roll out / Support.....9
- 3. Credentials..... 10

Figure 1 Microsoft Practice at Infosys	5
Figure 2 Infosys – Microsoft Relationship.....	6
Figure 3 Total Human Experience” with [C.E.O.].....	6
Figure 4 Platform of Possibilities	7
Figure 5 Our Industry and Horizontal Solutions	7
Figure 6 Value for Excellence	8

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

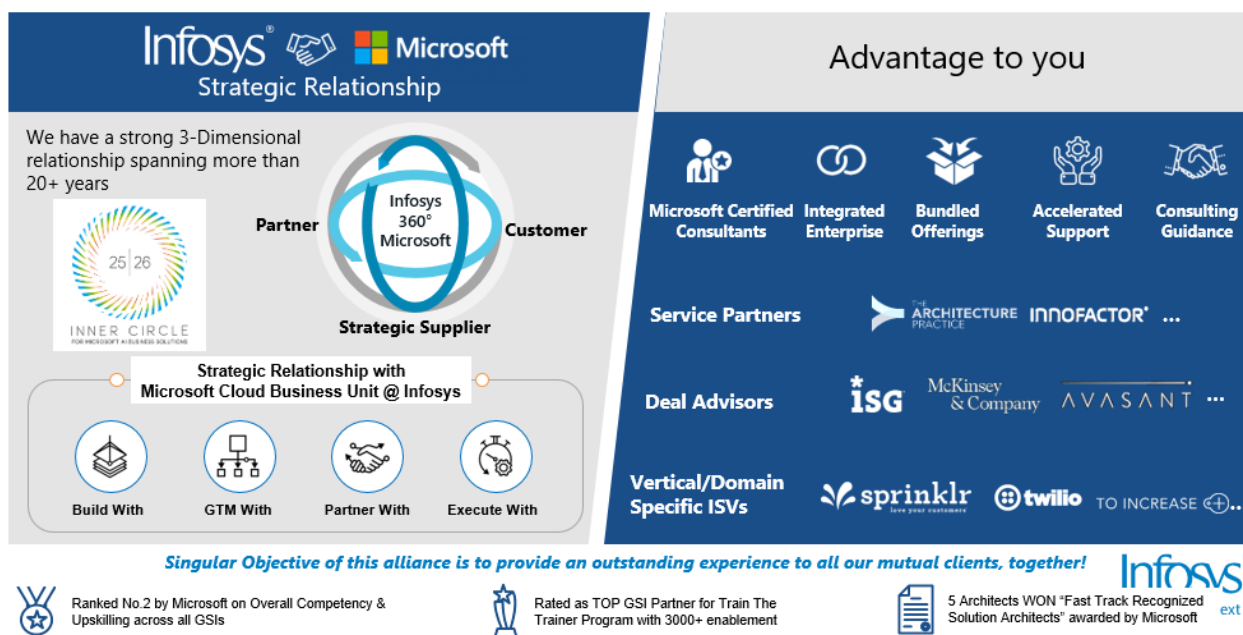


Figure 2 Infosys – Microsoft Relationship

We help businesses drive **“Total Human Experience”** with **[C.E.O.]^x** while creating relevant and impactful digital solutions for your business.

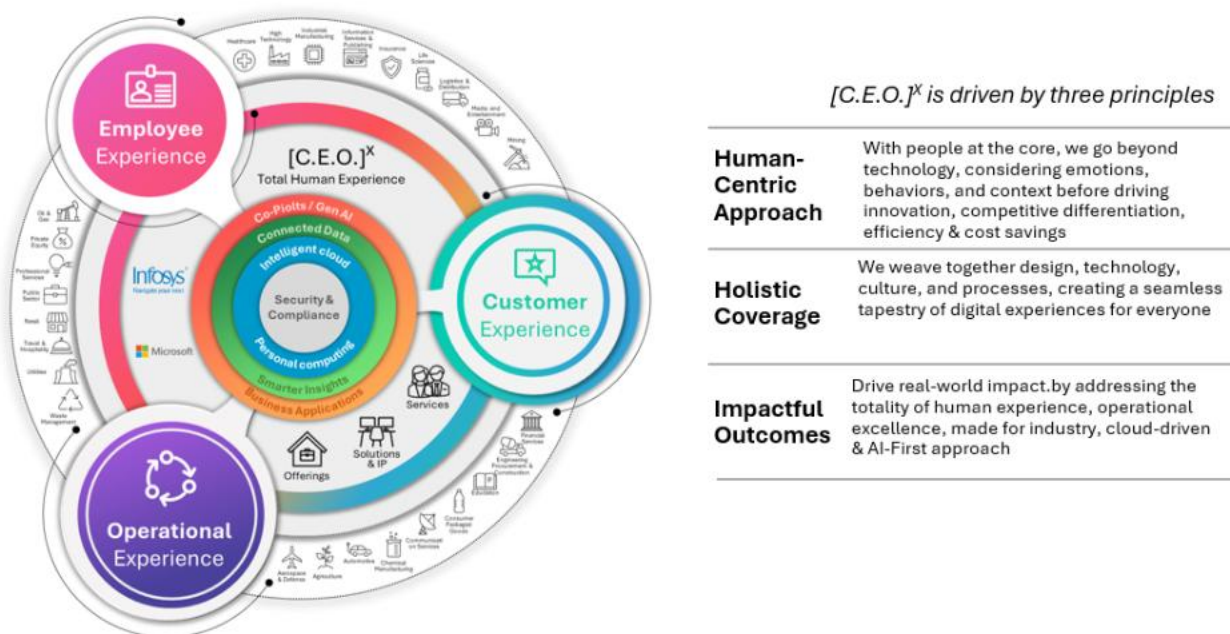


Figure 3 Total Human Experience” with [C.E.O.]

We bring the **“Platform of Possibilities”** to your industry specific transformation initiatives, leveraging the **“Microsoft Stack”** as a Platform to drive **infinite innovation possibilities**.

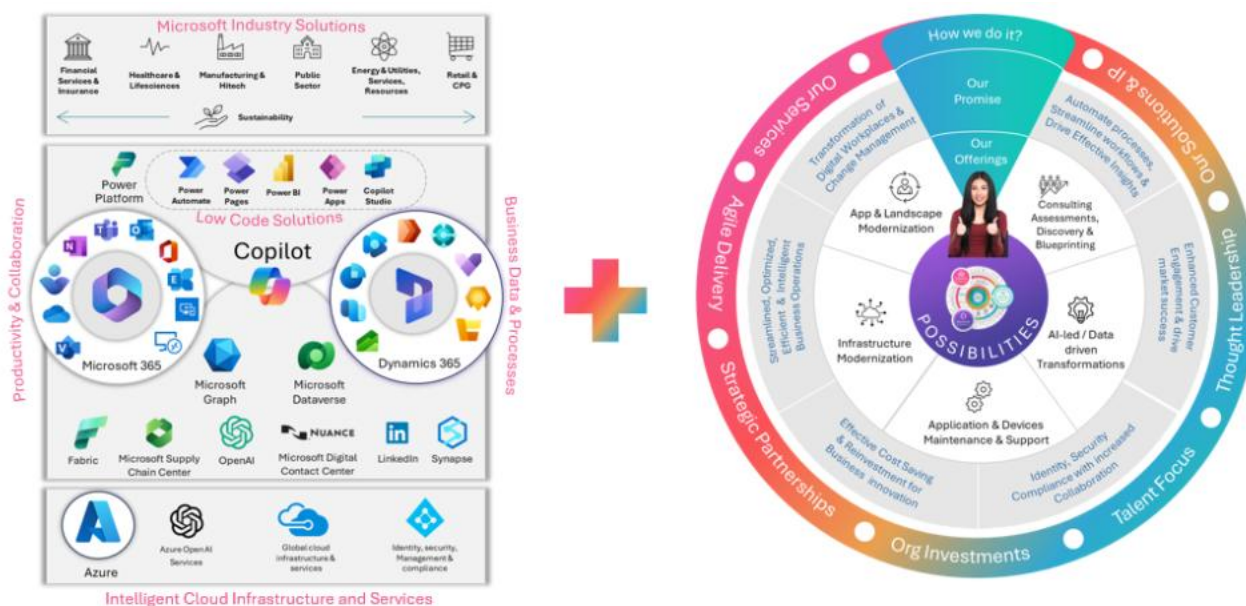


Figure 4 Platform of Possibilities

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

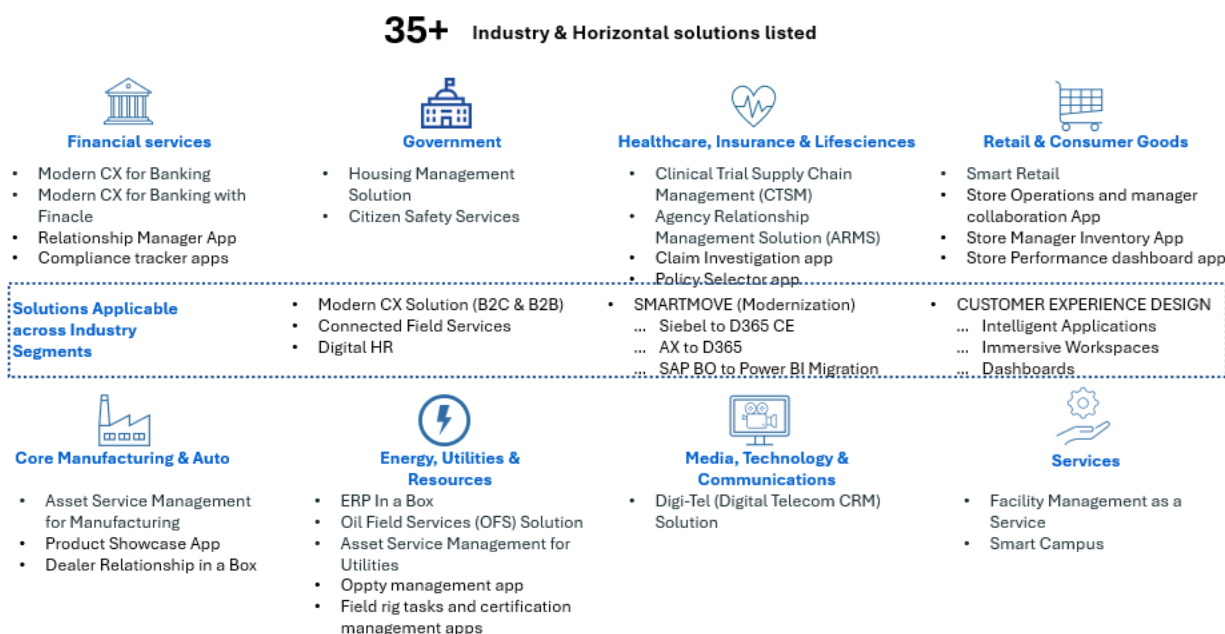


Figure 5 Our Industry and Horizontal Solutions

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.

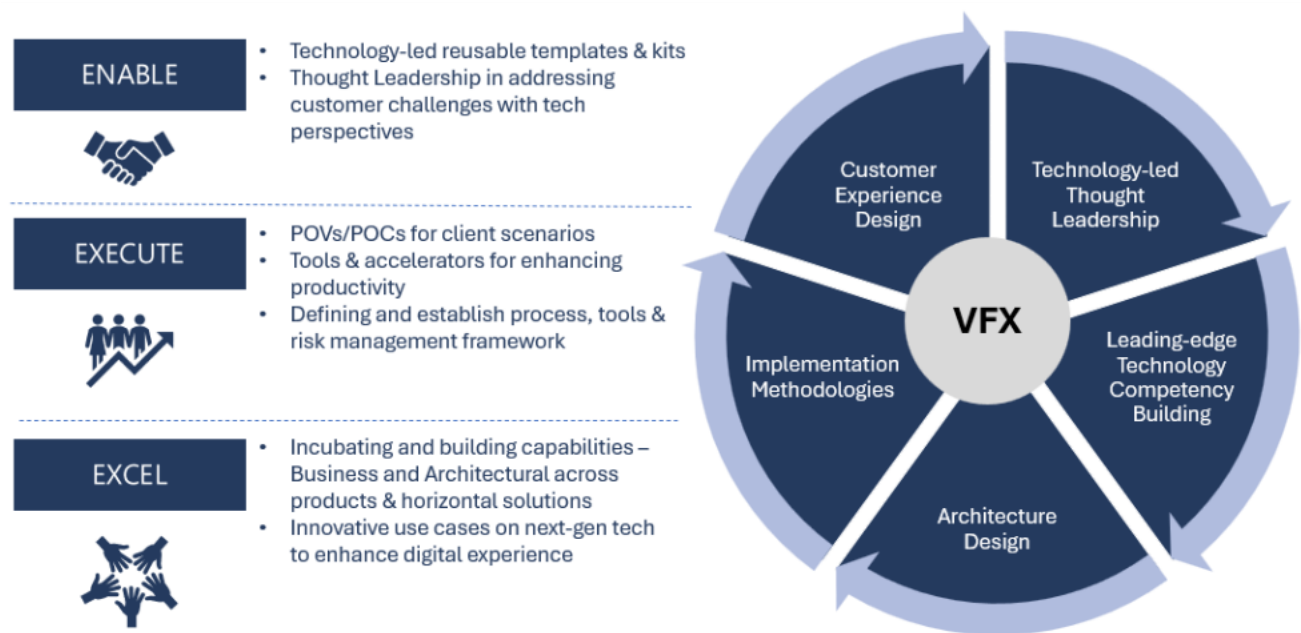


Figure 6 Value for Excellence

2. Service Description

Microsoft Dynamics 365 ERP Cloud Advisory Services with Cloud Implementation / Testing / Roll out / Support

Description

Infosys' Microsoft Dynamics 365 CRM Cloud Advisory services include end-to-end services for cloud readiness assessment, fit-gap analysis, integration and optimisation for Microsoft Dynamics 365 cloud implementation and we implement all the modules of D365 ERP.

Some of the features are mentioned below:

1. D365 ERP implementation leveraging OOTB capabilities, configuration, and customisation.
2. Dynamics 365 Finance for Optimise financial operations and enhance decision making to help protect revenue, mitigate risks, and reduce costs.
3. Dynamics 365 Business Central for connect and manage small or medium-sized business to streamline processes, increase productivity, and improve customer interactions.
4. Microsoft Dynamics 365 Project Operations for drive project success and profitability with a single solution that helps to win more contracts, optimise resource utilisation, and accelerate project delivery.
5. Microsoft Dynamics 365 Supply Chain Management for Build resilience into supply chain to enhance visibility, maximise asset uptime, increase planning agility and operate profitably during disruptions.
6. Expand further with third party integrations and Microsoft products.
7. D365 ERP upgrade, rollout, support.
8. Legacy ERP to D365 ERP migration

Some of the benefits are mentioned below:

1. Assure consistency in success of MSD 365 ERP implementations.
2. QE capabilities for Business processes, Functional areas, Data migration/ BI and Resilience of ERP.
3. Tangible IT cost savings by pre-built MSD 365 test assets.
4. Business benefits by scalable modernised E2E test automation solutions.
5. Flexible architecture, deployment options and pricing.
6. Deep integration with Office 365.
7. Intuitive user interface.
8. Actionable insights through real-time reporting.

3. Credentials

#	Client	Engagement Brief	Key Outcomes
1	Mountaineering company	- Implementation of centralised Dynamics 365 FO based solution with K3 ISV solution as add on - Process standardisation across multiple countries, driven centrally - Multiple integrations with downstream and upstream applications through IO middleware - Automation driven to-be process discussion enabling automation of exchange parameters across markets ensuring minimal manual intervention and consistent reporting	- Business process transformation with future oriented solution enabling scalability and flexibility - Enabled centralised reporting with standardised solution across markets - Complex intercompany transactional scenarios made possible, thanks to standardised solution across markets - Development of dashboards around KPIs such as: - Vendor performance - Delivery success rates - Delays, Cancellation in orders
2	Pop culture collectibles company	- Infosys implemented advanced WMS and transportation management features to cover inbound, outbound and inventory management. Processes of the new Coventry warehouse. - Infosys is handling post-implement requirements for audit purposes, enhancements and modifications. - Built multiple workspace tiles for better data visualisation, enhanced mobile emulator, customised reports and integration framework	- Solution to support planned expansion, from 5000 SKUs to over 38000 SKUs over 3-year period (by 2023) - Solution capacity to handle the 5-year projection of extending storage of over 22000 euro pallets. - Improved internal collaboration. - Demand based direct put away and pick. - Expediting the outbound operations by classifying fast-moving items and stored near to the outbound docks. - Customer-specific packing / service requirements to store special packing instructions and validated by packer during packaging. - Improved hazardous/sensitive goods monitoring.

#	Client	Engagement Brief	Key Outcomes
		for generating carton and shipping labels with multiple carriers. The solution was delivered within a short span of time to coincide with the launch of the new fulfilment centre.	Documentation of new requirements for the future purpose.
3	Telecommunication services provider	- Solution modelling involves all aspects: people, process and technology. - Provided a platform to capture the right data, streamline and simplify processes and build further insights. - Integrated D365 with over 35 applications comprising a mix of modern, legacy and third-party applications. - A big bang go-live for all business functions - Finance, Human Resources, Supply Chain, Procurement and Billing systems.	- Microsoft D365 platform implementation to sunset legacy SAP to enhance customer and user experience and enable better decision making. - Simplified end to end business processes across Finance, Supply Chain, Procurement, Sales, and HR business functions to enhance customer and user experience. - Better decision making due to access real time data and insights.

Table 1: Credentials

For more information, contact askus@infosys.com



© 2026 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/or any named intellectual property rights holders under this document.

[Infosys.com](https://www.infosys.com) | NYSE: INFY

Stay Connected   