

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
2.1 Adult Social Care	9
3. Assets and Tools	11
4. Credentials.....	12

List of Figures:

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
Figure 7: Features.....	9

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

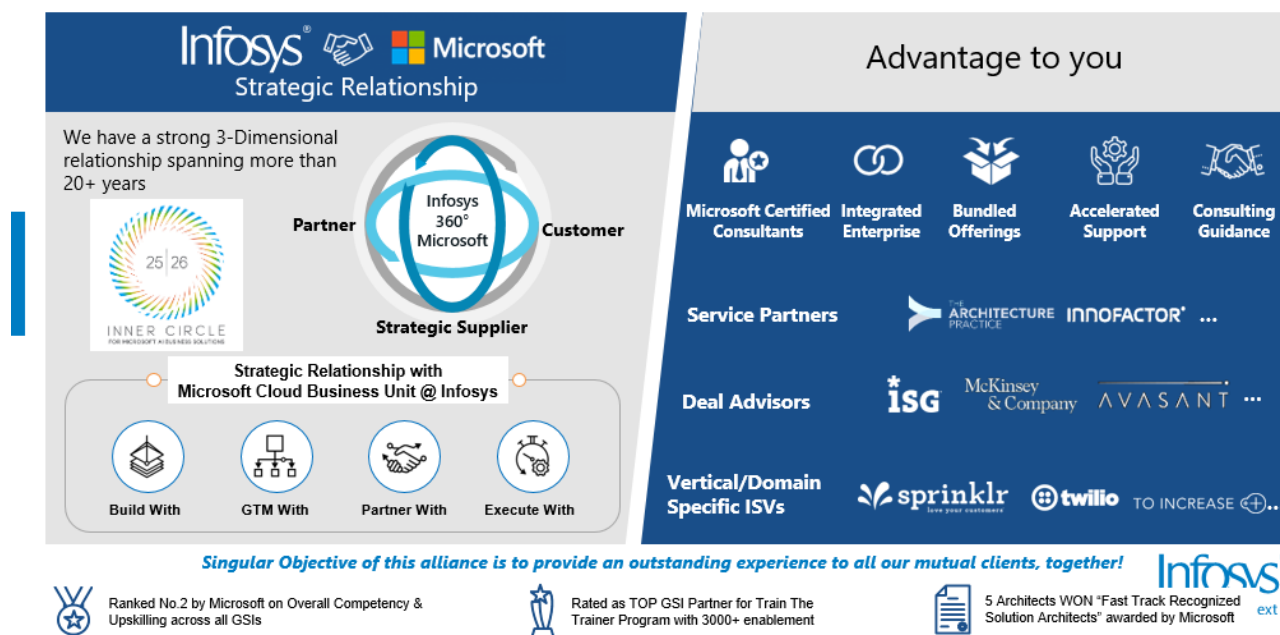


Figure 2: Infosys – Microsoft Relationship

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

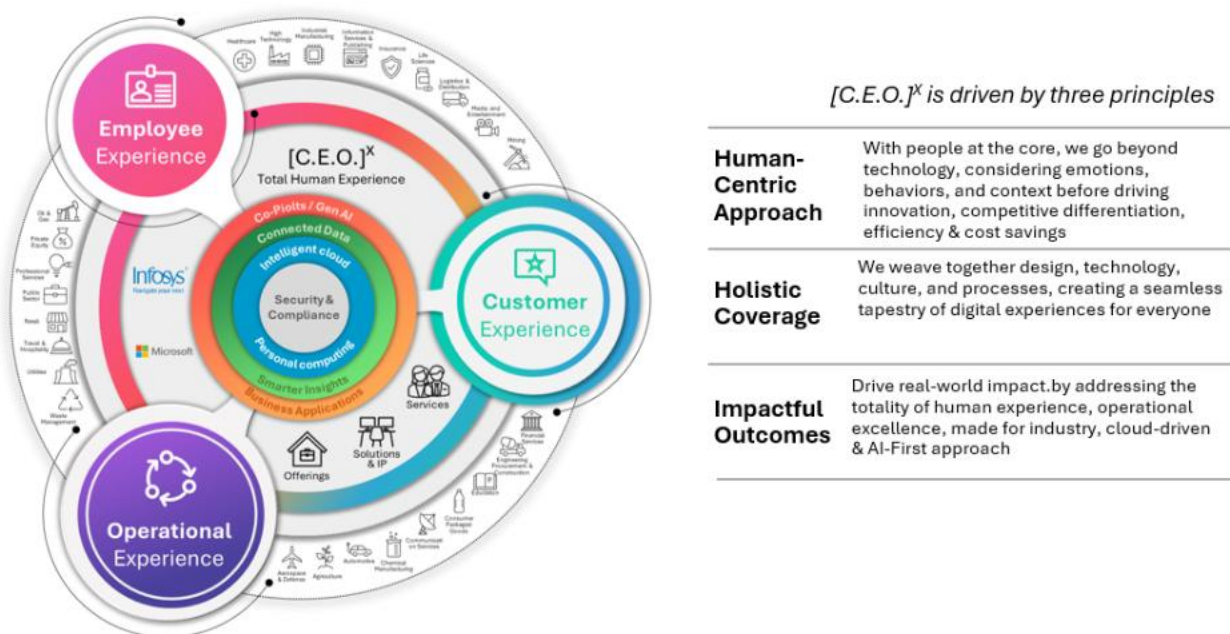


Figure 3: Total Human Experience” with [C.E.O.]

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

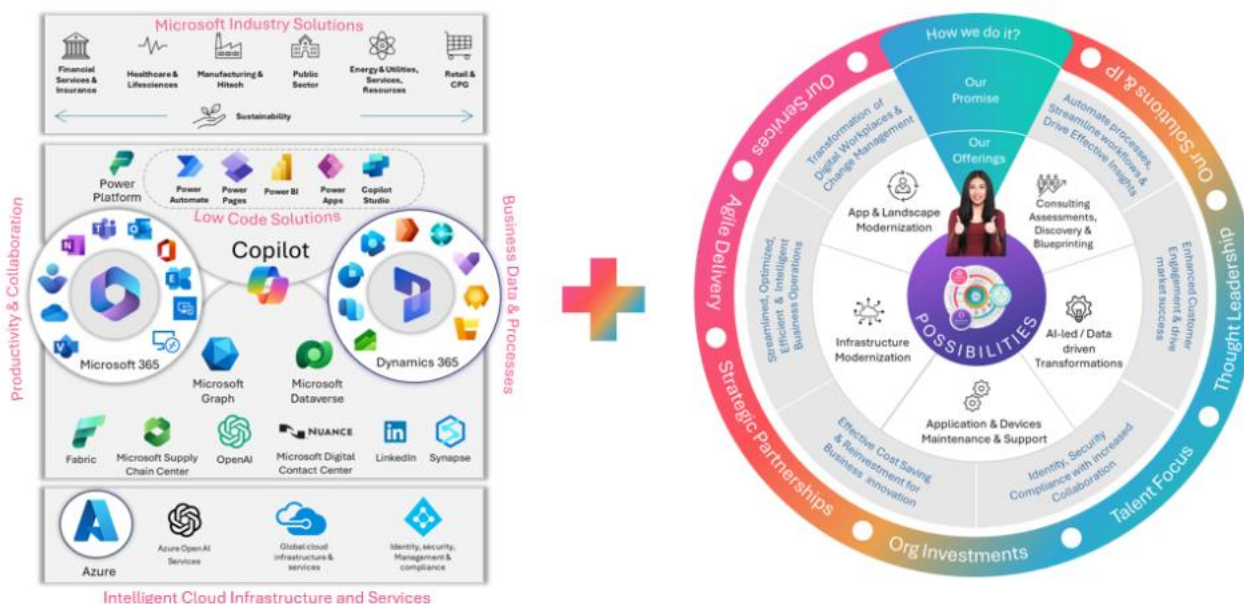


Figure 4: Platform of Possibilities

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

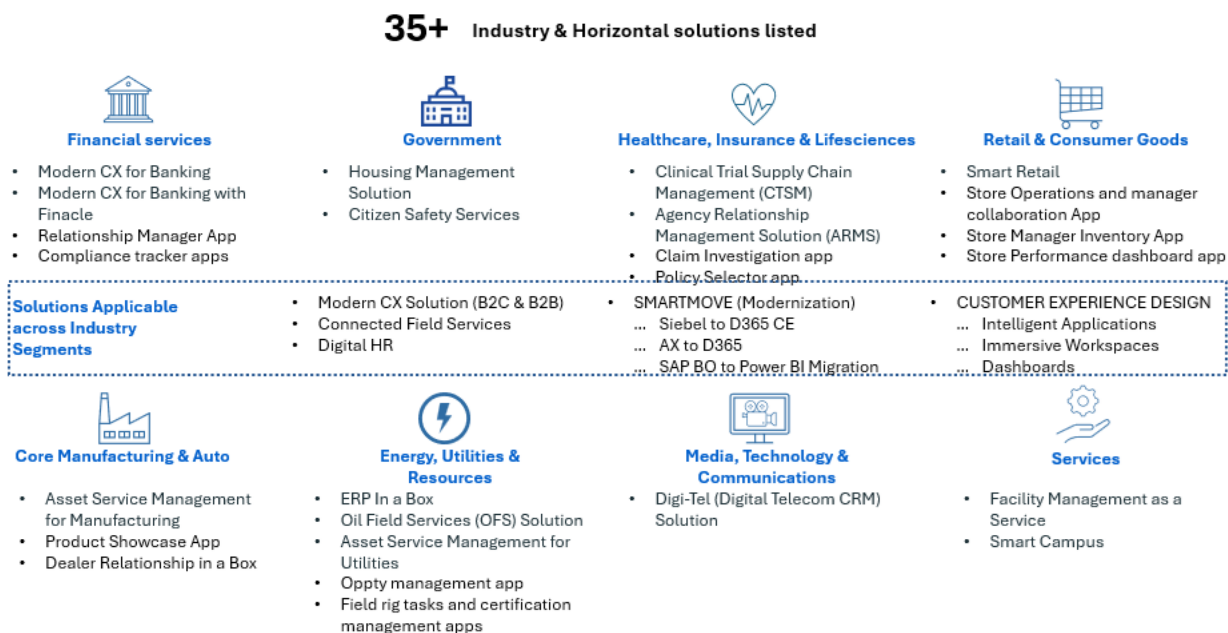


Figure 5: Our Industry and Horizontal Solutions

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.

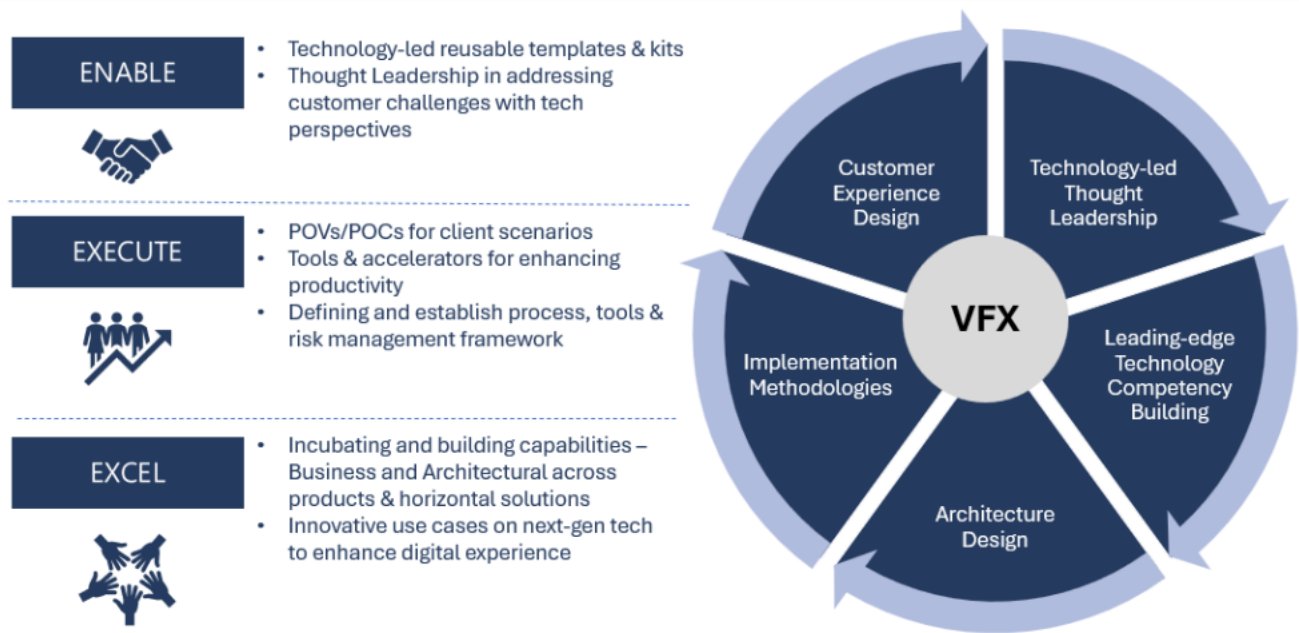


Figure 6: Value for Excellence

2. Service Description

2.1 Adult Social Care

Service Description

Infosys Adult Social Care is an end-to-end digital experience focused platform for Public Services and Councils empowering senior citizens and their families to self-serve, enabling superior experience, self-service, automation and insights with custom approvals and business process flows. The solution provides a personalised citizen service, enables staff to assess and provide quality care through collaboration, streamlining support and reducing manual processes.

The solution leveraging Microsoft Dynamics 365 and Power Platform takes care of the entire management of Adult Social Care Process and is strongly backed with business rules and process flows. A detailed Customer 360° blueprint is available to enable a holistic view of Customer interactions and information. A virtual assistant prebuilt for citizens and their experience offers a self-service platform. With these offerings, Infosys provides a strong platform with tools and accelerators to address whitespaces, enabling superior quality in implementation. These offerings also enable alignment to a Council's overall strategy to expand and support business growth with long-term digitisation objectives.

Features



Figure 7: Features

Benefits

Key benefits of Infosys Adult Social Care Solution:

1. Empowering residents and their family with digital self-service.
2. Improved efficiency with less wait times through automated eligibility checks.
3. Personalised citizen service through insights.
4. Comprehensive case resolution powered by 360° view of citizens.
5. Streamlining support to customers, reducing manual processes.

6. Enhanced quality of care with a comprehensive care planning and management system for tailored support.
7. Proactive engagement with quick, simple, and personal council-citizens interface.
8. Increased transparency with real-time data and reporting for better decision-making.
9. Reduced potential costs through improved efficiency and reduced administrative burden.
10. Provide quality care through collaboration.

Challenges and Solutions

1. **Need for streamlined digital hub for Council services, information access and transparency between citizens and Councils.**

A more digital and centralised platform for citizen connect, providing a holistic view of citizens' information and interactions with the respective Council in a single UI with comprehensive dashboards and real-time updates.

2. **Manual data processing for eligibility assessment.**

Automation in eligibility checks, adult social care and care provision process, which includes financial and risk assessment and risk level scoring.

3. **Need for omni-channel citizen engagement.**

Self-service portal, virtual assistant enablement for citizens to access information, submit enquiries, and track requests at their convenience.

4. **Delays in service care provision process due to limited resources.**

Streamlined service delivery with automated pre-built structured processes for timely eligibility assessments, risk scoring for care and support.

5. **Fragmented systems across different departments.**

Collaboration among departments with simple integrations, to deliver integrated care services, maintaining transparency among all stakeholders.

6. **Lack of streamlined interface**

Empower Council staff, citizens and their families with a user friendly and intuitive solution that is accessible, regardless of technical expertise and encourages more citizens to participate in Council services.

3. Assets and Tools

Based on our experience in the UK Council sector, we have created certain assets and tools, which can provide guidance, resources and best practices to the councils. This helps them overcome their key challenges and achieve successful outcomes.

Below are the key assets Infosys provides:

- **Assessment Tool**- our robust assessment tool helps councils evaluate their:
 - digital maturity
 - architectural maturity and
 - identify areas for improvement.
- **Playbooks**- our comprehensive guides and playbooks help councils in:
 - addressing common digital challenges and
 - achieving outcomes.
- **Training Resources**- multiple repositories are available for councils to help staff develop digital skills and knowledge via:
 - Online courses
 - Templates for workshops and webinars.

In order to get the requisite values and returns from these assets and tools, Councils also need to look into certain areas, such as managing multiple stakeholders, e.g. their leadership, end-users, officers, vendors, residents, etc.

Key benefits that can be achieved are:

- Enhanced service-oriented solutions with personalisation and responsiveness from residents' perspective.
- Streamlined processes, errors reduction and resource allocation improvement.
- Personalised insights and related support for evidence-based decision-making.
- More collaborative engagement with the residents.

4. Credentials

#	Client	Engagement Brief	Key Outcomes
1	Largest workforce solution provider in the UK	- Infosys implemented Dynamics 365 and Custom Portal bringing benefits of optimised performance by fully automating worker registration and compliance management solution. - Implemented Azure Function as middleware to handle all the 3rd party integration seamlessly with added security of Azure. - The solution is compliant with all the GDPR regulations and Azure Active Directory B2C policies have been implemented along with SSO for internal users	- Reduction of manual effort by 60% thereby reducing the load on the client's Service Centres. - Providing Contact/Applicant 360-degree view allowing the client's operators to find bottlenecks in the application process. - Compliance related automations reduced the manual effort by 40% and ensuring fully compliant applications went through.
2	UK-based Local Authority	- Implemented end-to-end D365 Case Management system. - Data transformation from legacy systems - Infosys helped build a new database that will serve as "single point of truth" - Developed Power Automate flows and replacing legacy systems with MS stack solutions - Providing consultancy for council's IT governance and establishing DevOps process.	- Provide ease of service to consumers - Reducing licensing cost - Automations will result in time and cost savings - User experience improvement

#	Client	Engagement Brief	Key Outcomes
		Over 3 Integrations with third party systems	
3	UK Council	- Implemented D365 Case Management - Integrations between Legacy Systems with D365 CRM via Staging Database - High impact and proactive communication with customer team to ensure any dependency on them is quickly resolved.	15% reduction in call-handling time 24*7 system availability enabled faster transactions thereby resulting customer satisfaction 50% reduction in calls and letters through 'self-service enablement'. - Manual effort reduced up to 50%

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 | NYSE: INFY

Stay Connected   