

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 6
- 2. Service Description 7
- 3. SAP S/4HANA & New Technology Implementation 9
 - 3.1 SAP New Technology Offerings.....9
 - 3.2 Infosys S/4 Adoption & Roadmap Consulting.....10
 - 3.3 S/4 HANA Implementation Services11
- 4. Assets and Tools 11
- 5. SAP Credentials..... 13

Index of Figures

Figure 1: SAP New Technology Service Offerings	9
Figure 2: SAP Transformation CoE	10
Figure 3:SAP Infosys Service Offering Implementation	11
Figure 4:Infosys S/4 HANA Adoption Framework (ISAF)	11
Figure 5:S/4 HANA Simplification Accelerators.....	11
Figure 6:SAP Infosys HANA CMO Tool - Key Features	12
Figure 7: Infosys SAP Practice	13
Figure 8:Infosys Offerings in SAP Space.....	14
Figure 10:SAP Global Certifications - First SI Certified for S/4 HANA Operations.....	15
Figure 11:Overview of SAP on Cloud Offerings	16
Figure 12:Cloud Migration Framework	17
Figure 13:Cloud Transformation Lifecycle	17
Figure 14:Accelerating Cloud Transformation (ACT) Methodology	18
Figure 15:infosys Innov8 to Accelerate Enterprise Digital Transformation Journey	19

Index of Tables

Table 1: Typical Package Implementation Approach.....8

1. Service Overview

Infosys package implementation and roll-out services leverage 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 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 greater ROI for our clients.

Infosys is a global leader in 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

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 detailed 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 to optimise rollout duration and leverages 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 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.

Table 1: Typical Package Implementation Approach

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 Technologies - SAP HANA, Success Factors, Mobility (Sybase)., Ariba, Leonardo, SAP B/WHANA, SAP S/4HANA

For SAP S/4 HANA based implementations, Infosys supports SAP Activate methodology by augmenting it with Infosys proprietary IDEA (Insight-Design Execute-Achieve) Methodology.

3. SAP S/4HANA & New Technology Implementation

3.1 SAP New Technology Offerings

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.

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 a lot of 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 tridentis, Devops with Panaya release Dynamixia - 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 provides enterprises with end-to-end, industry-tailored, service offerings from value discovery to implementation to support and helps digitise their business operations leveraging SAP S/4HANA. Our comprehensive service offerings cover all phases of product transformations based on S/4HANA Enterprise Management, S/4HANA Finance/Logistics, and Central Finance.

With Infosys, enterprises can maximise their ROI in S/4HANA, with up to 25 percent reduction in efforts during assessment phase. We can fast track the design phase by up to 20 percent while reducing the technical migration efforts by more than 60 percent during migration.

We have setup an SAP Transformation CoE to help enterprises overcome apprehensions and digitise their business operations within SAP S/4HANA.

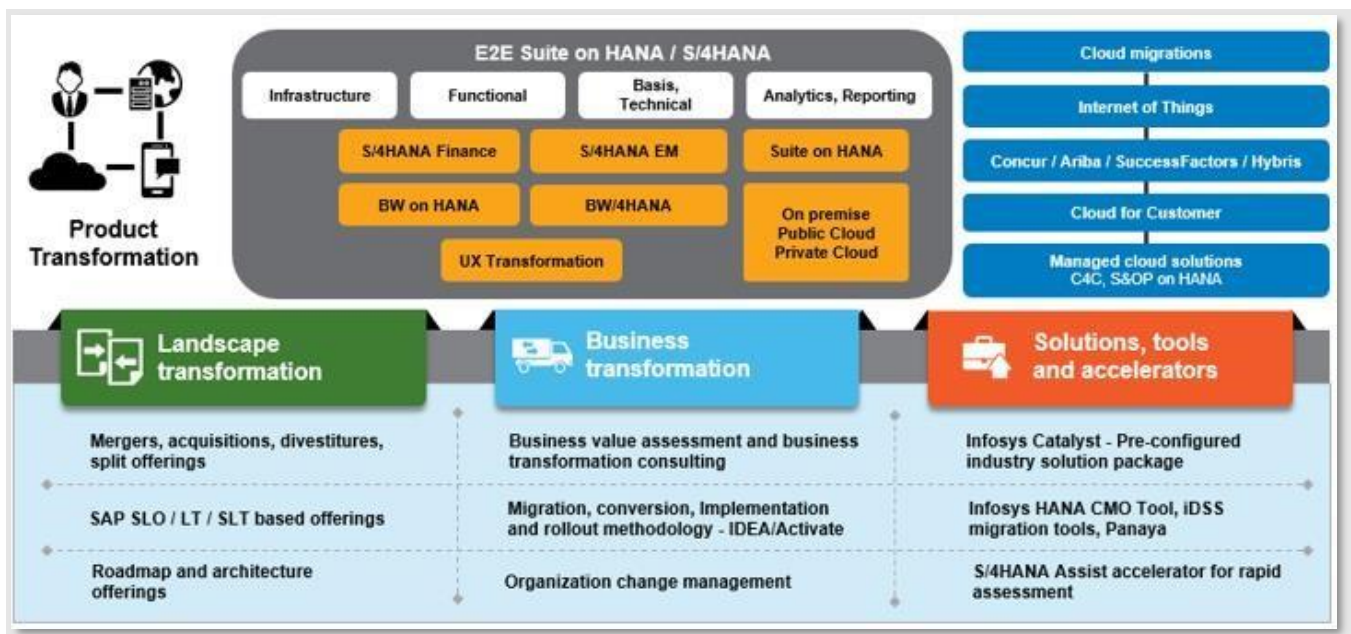


Figure 2: SAP Transformation CoE

3.3 S/4 HANA Implementation Services

4. Assets and Tools

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

ISAF is a comprehensive and complete platform for quantifiable value discovery and easier, quicker deployment of S/4HANA. Infosys has built ISAF to address uniqueness of new implementations (Greenfield) as well as Brownfield (System Conversion). For value discovery, preparation and actual deployment stages, there are specific tools and accelerators available to mitigate the potential challenges and risks. Infosys has also ensured that SAP given tools, accelerators and guidelines are fully leveraged and there is no duplication of features or benefits with any of the Infosys IP tools.

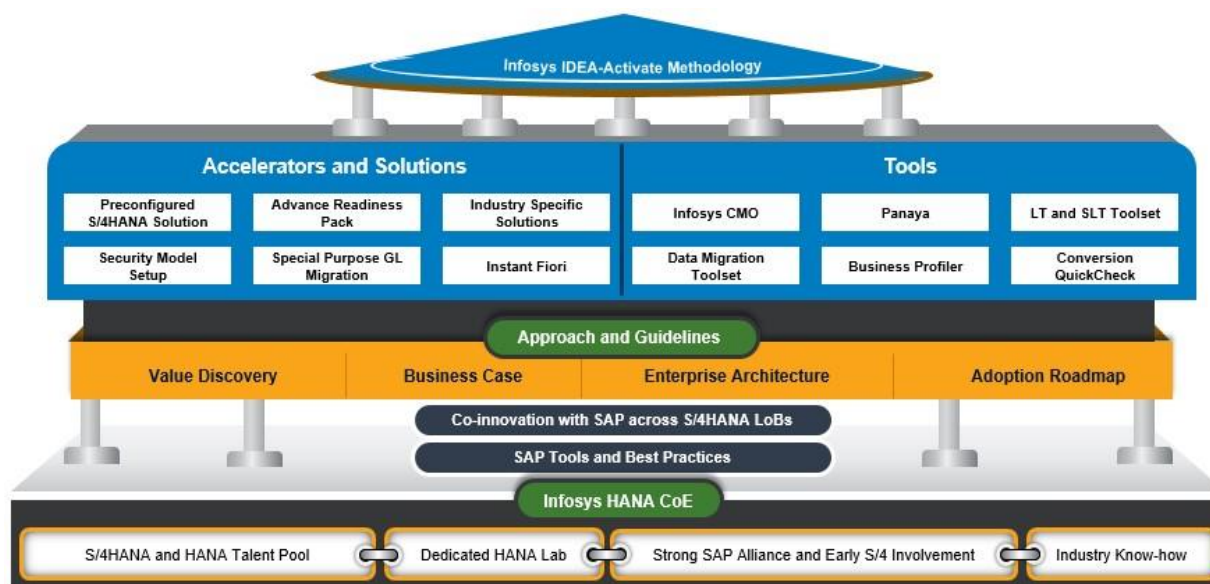


Figure 4: Infosys S/4 HANA Adoption Framework (ISAF)

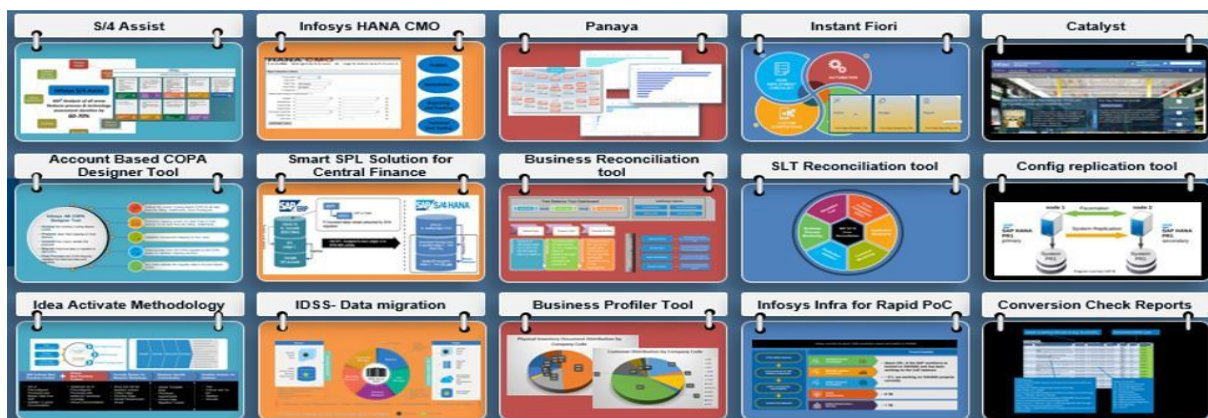


Figure 5: S/4 HANA Simplification Accelerators

Infosys HANA CMO Tool

Built on a foundation of SAP tools and augmented by proprietary IP, CMO analyses the impact of migration to HANA database or S/4HANA simplifications on custom code and recommends remediation for any errors identified; it displays a tabular list of all identified errors, and highlights errors that the tool can remediate automatically and those that require manual remediation. For those identified as candidates for automatic remediation, the tool can correct the code automatically based on a built-in rule engine. CMO has intelligence to scan the code and perform appropriate code changes based on issue type.

Infosys HANA CMO also has a dashboard capability that provides real-time visibility to stakeholders on the progress of the migration. CMO can be used to migrate existing SAP environments to either SAP HANA (Suite on HANA) or directly to S/4HANA. It is also applicable for migrations to cloud-based Suite on HANA or S/4HANA environments. The tool is configured at the onset of an engagement to factor in the target environment in its assessment and remediation recommendations.

Infosys has used CMO across multiple clients to date and our clients have realised the following:

- More than 80% of custom code compliance errors have been automatically remediated.
- More than 40% of custom code optimisations done automatically
- Greater than 60% reduction in custom code remediation effort
- Greater than 50% reduction in the duration of code migration effort.

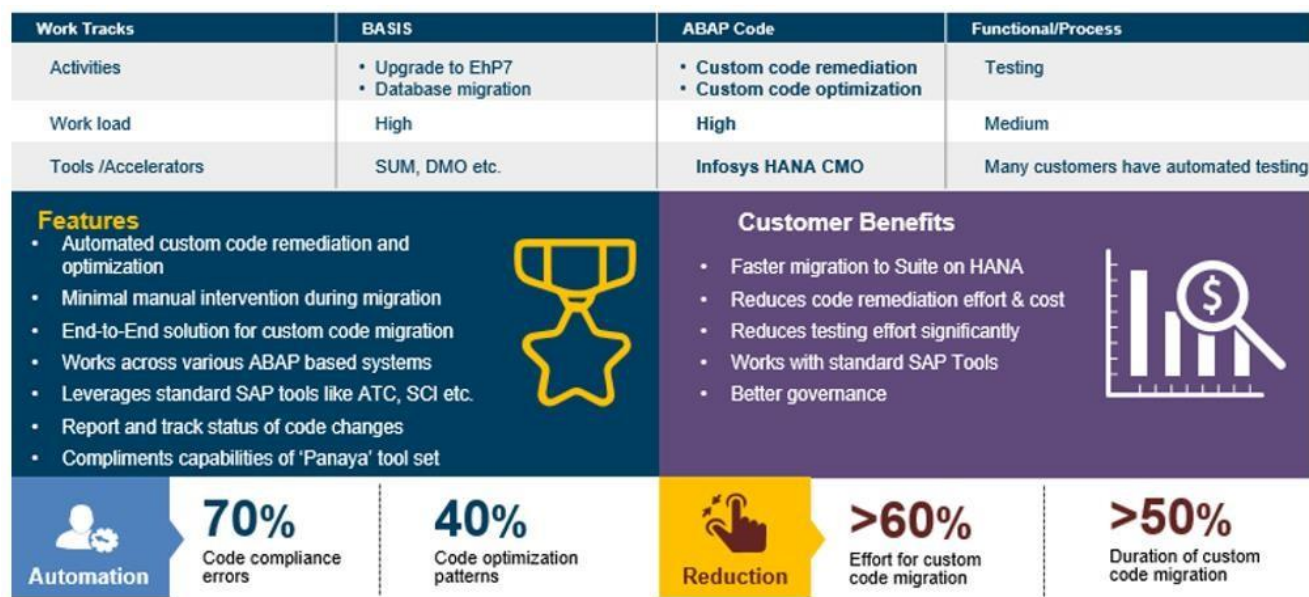


Figure 6:SAP Infosys HANA CMO Tool - Key Features

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 is aligned to evolving client needs. We have strong focus and investment in new SAP technologies, fast-growing markets, capacity building and training. 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 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.

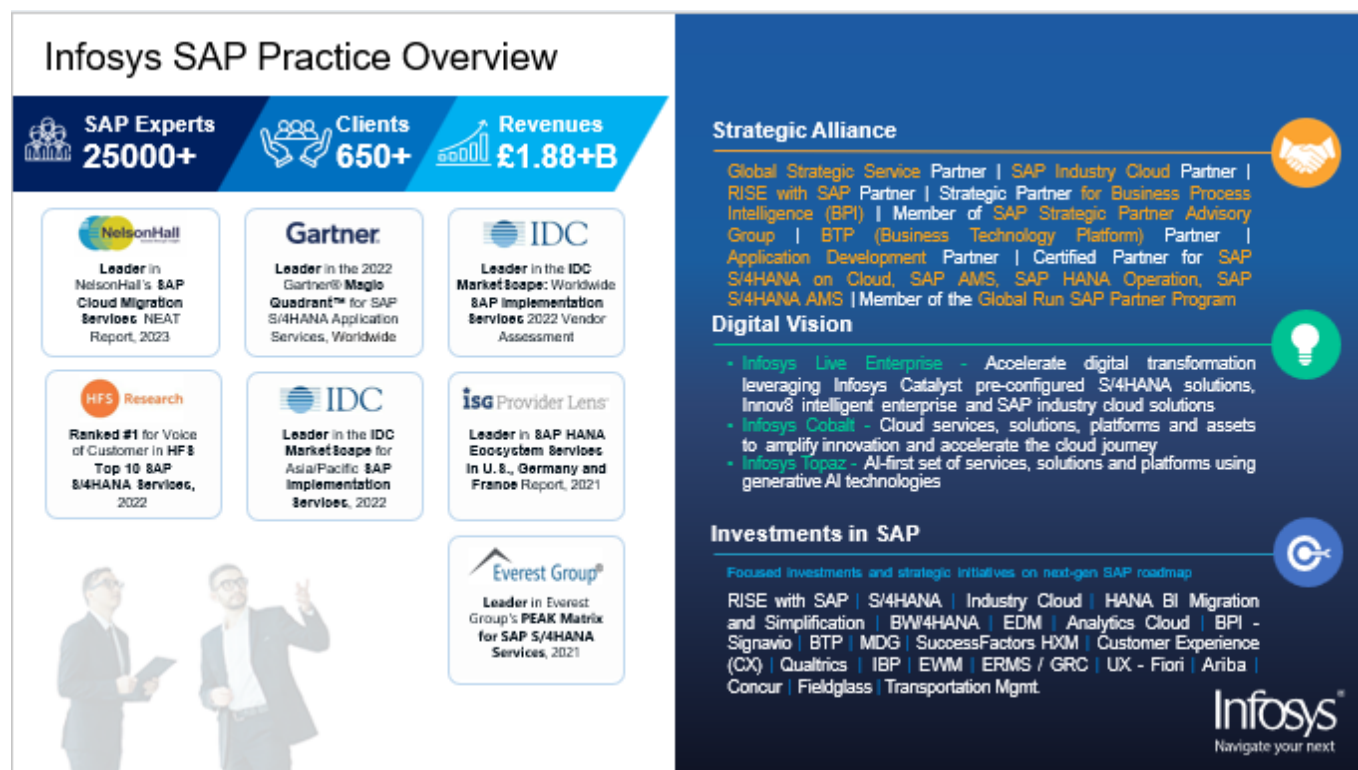


Figure 7: Infosys SAP Practice

It is reflected in analyst and customer ratings and our SAP market positioning as well. Infosys has been rated high by leading analysts 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 is rapidly expanding to create new onshore offices.

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:

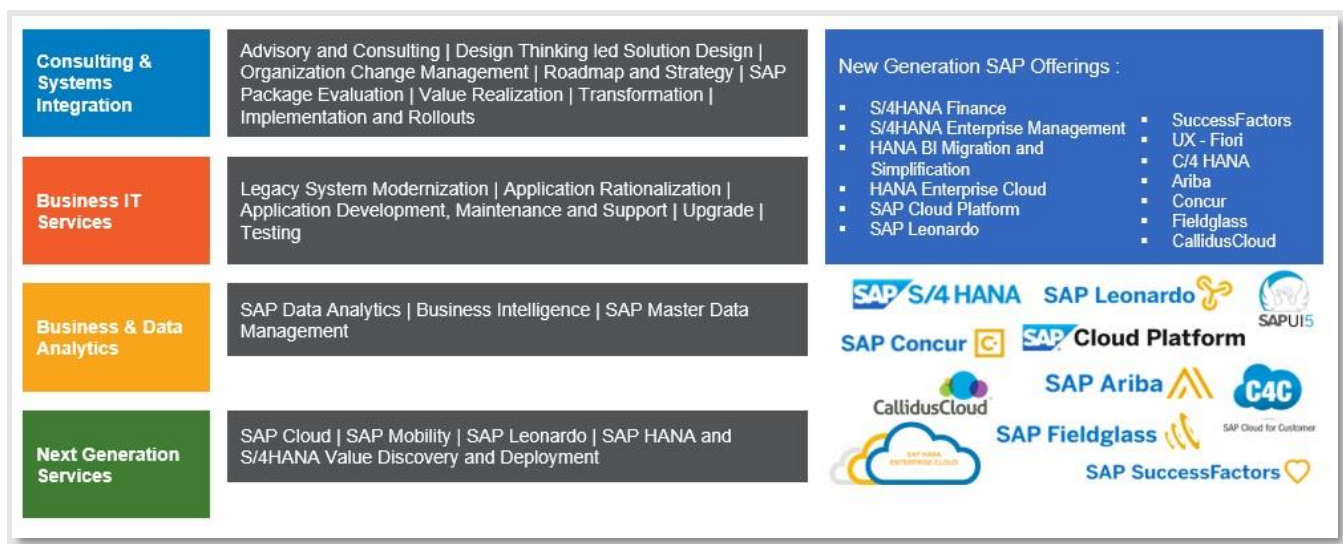


Figure 8:Infosys Offerings in SAP Space

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 9: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 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 10: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.

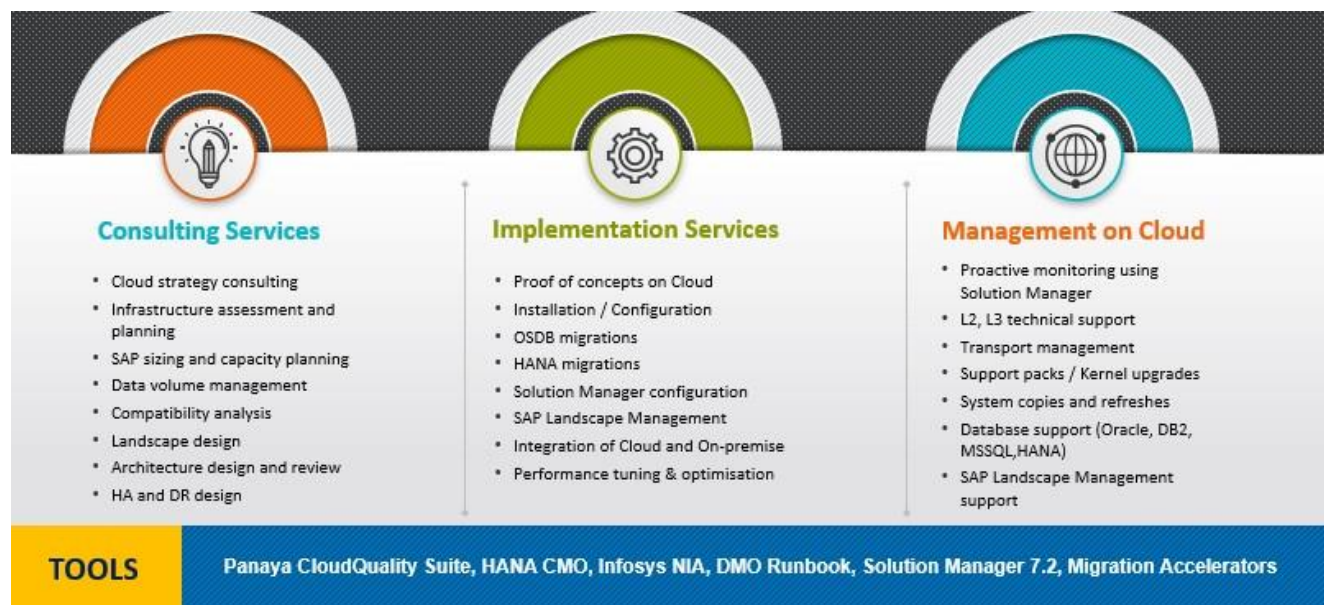


Figure 11: Overview of SAP on Cloud Offerings

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, Ehp 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.

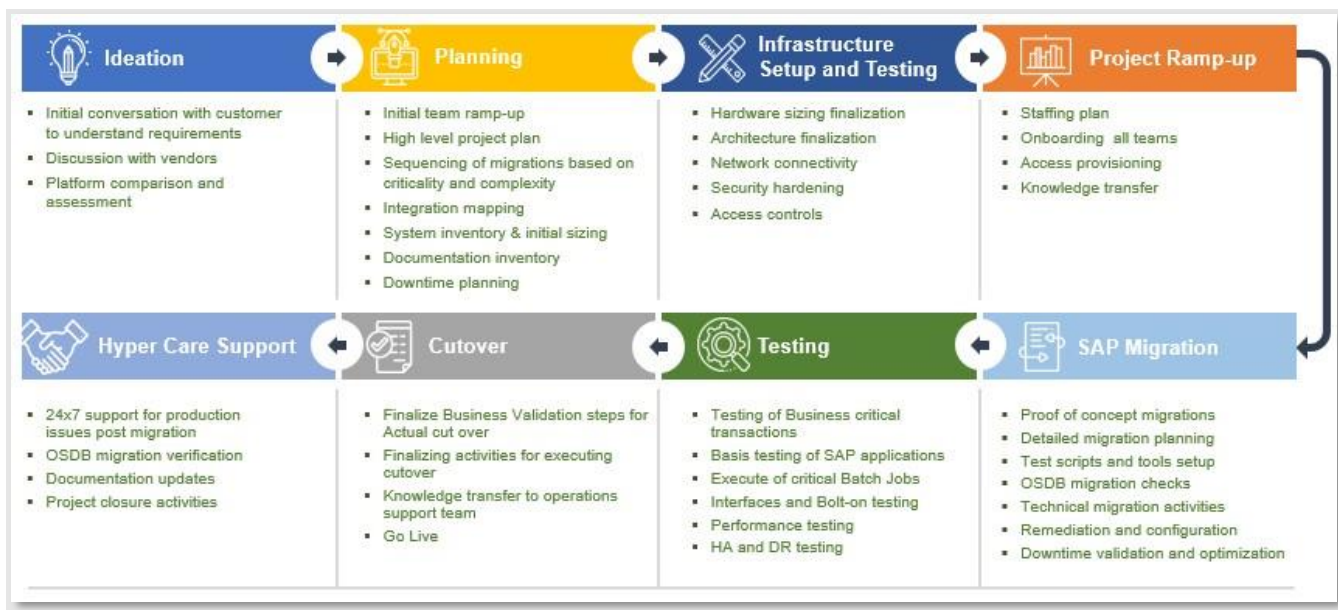


Figure 12:Cloud Migration Framework

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 significantly enhances with portals design and hosts on the cloud platform. It gives 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 13: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.

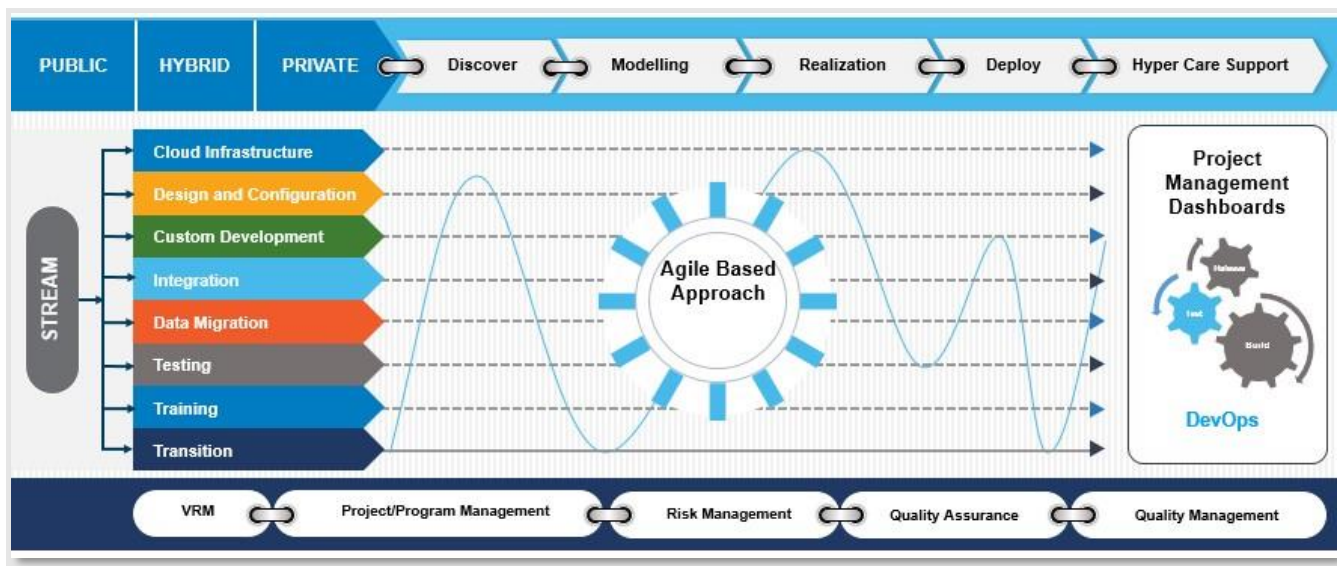


Figure 14: Accelerating Cloud Transformation (ACT) Methodology

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 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 that 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.

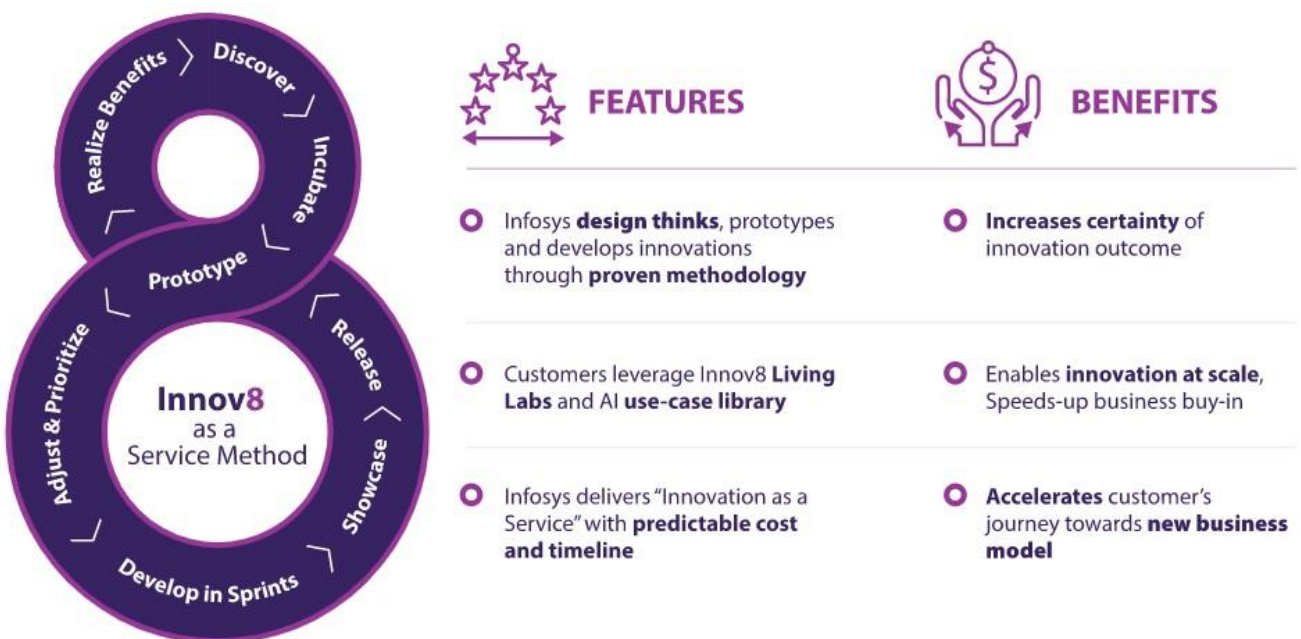


Figure 15:infosys Innov8 to Accelerate Enterprise Digital Transformation Journey

For more information, contact askus@infosys.com

Infosys
Navigate your next

© 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   