

G Cloud 15- Framework Service Definition

Crown Commercial Service

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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

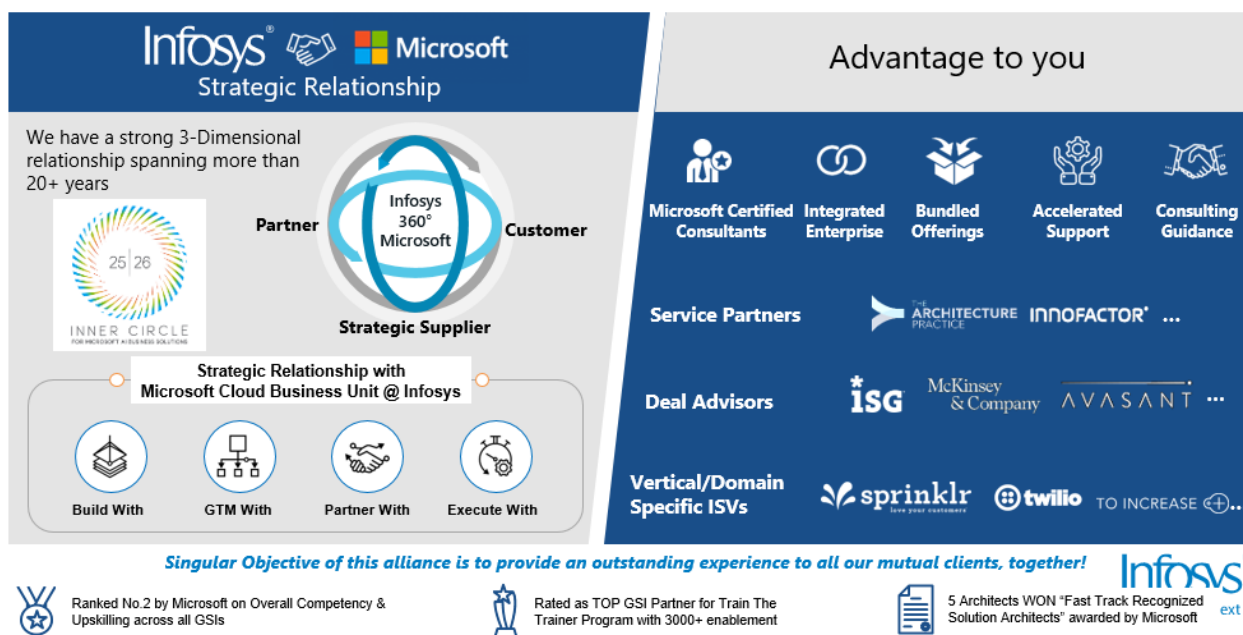
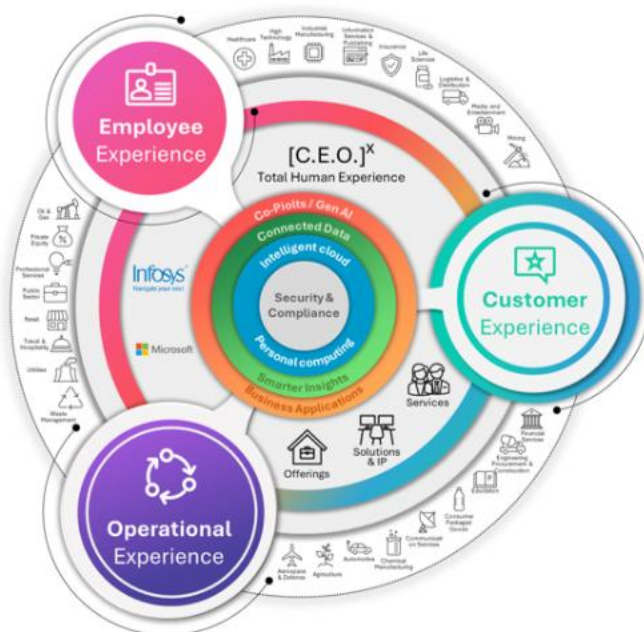


Figure 2: Infossys – Microsoft Relationship

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



[C.E.O.]^x is driven by three principles

Human-Centric Approach	With people at the core, we go beyond technology, considering emotions, behaviors, and context before driving innovation, competitive differentiation, efficiency & cost savings
Holistic Coverage	We weave together design, technology, culture, and processes, creating a seamless tapestry of digital experiences for everyone
Impactful Outcomes	Drive real-world impact by addressing the totality of human experience, operational excellence, made for industry, cloud-driven & AI-First approach

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**.

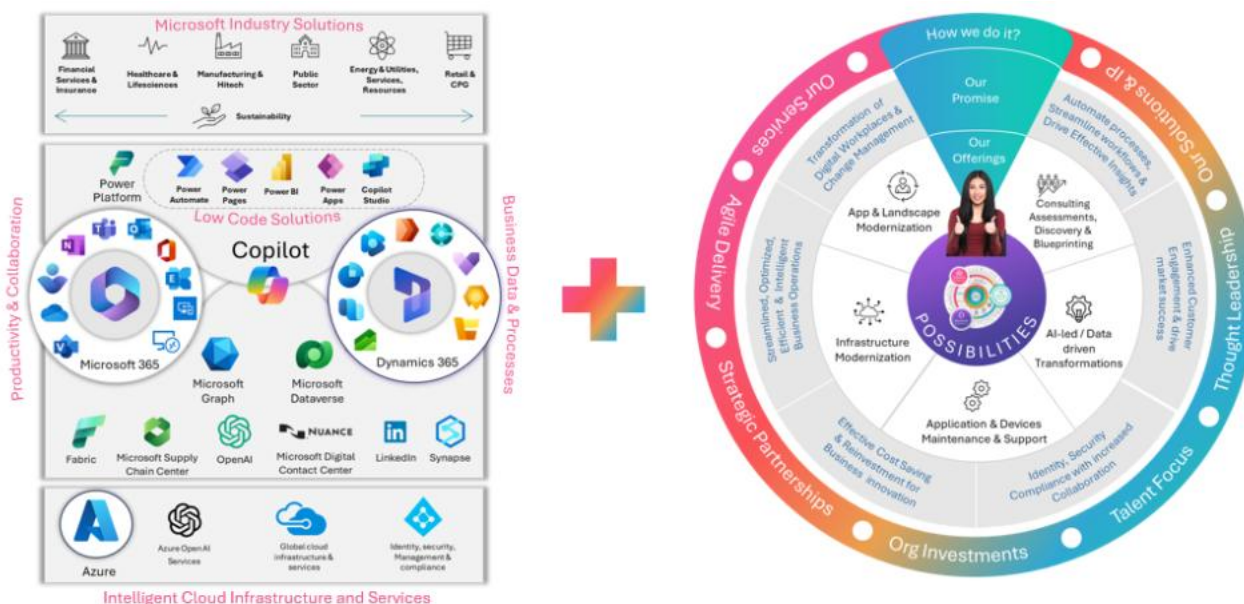


Figure 4: Platform of Possibilities

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

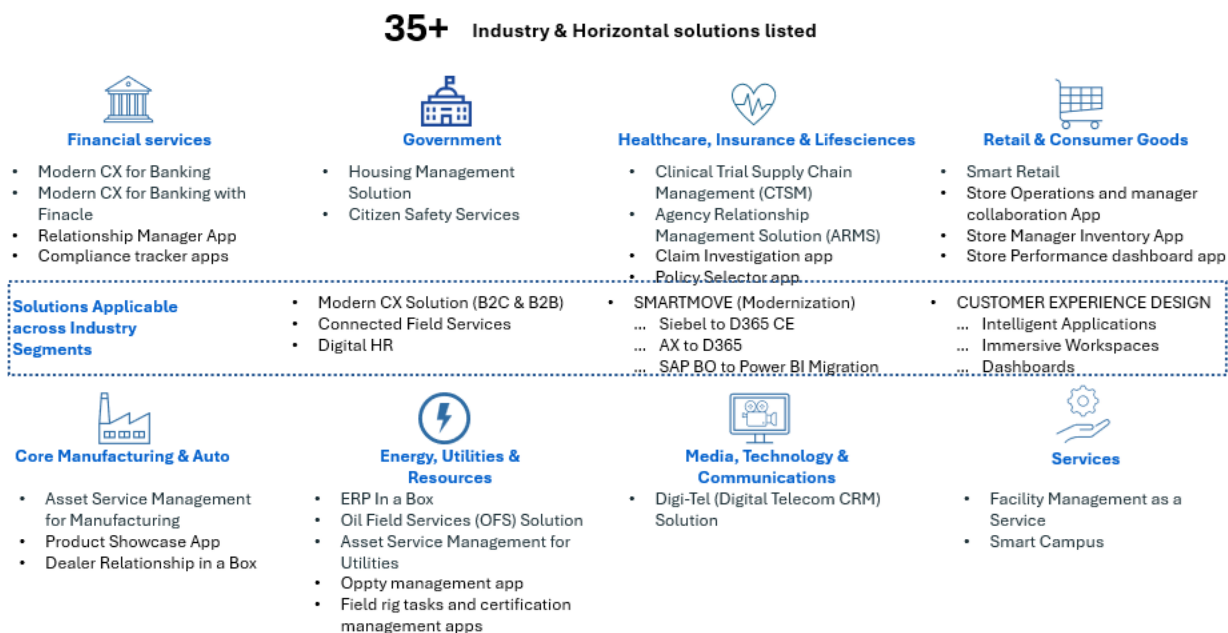


Figure 5: Our Industry and Horizontal Solutions

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.

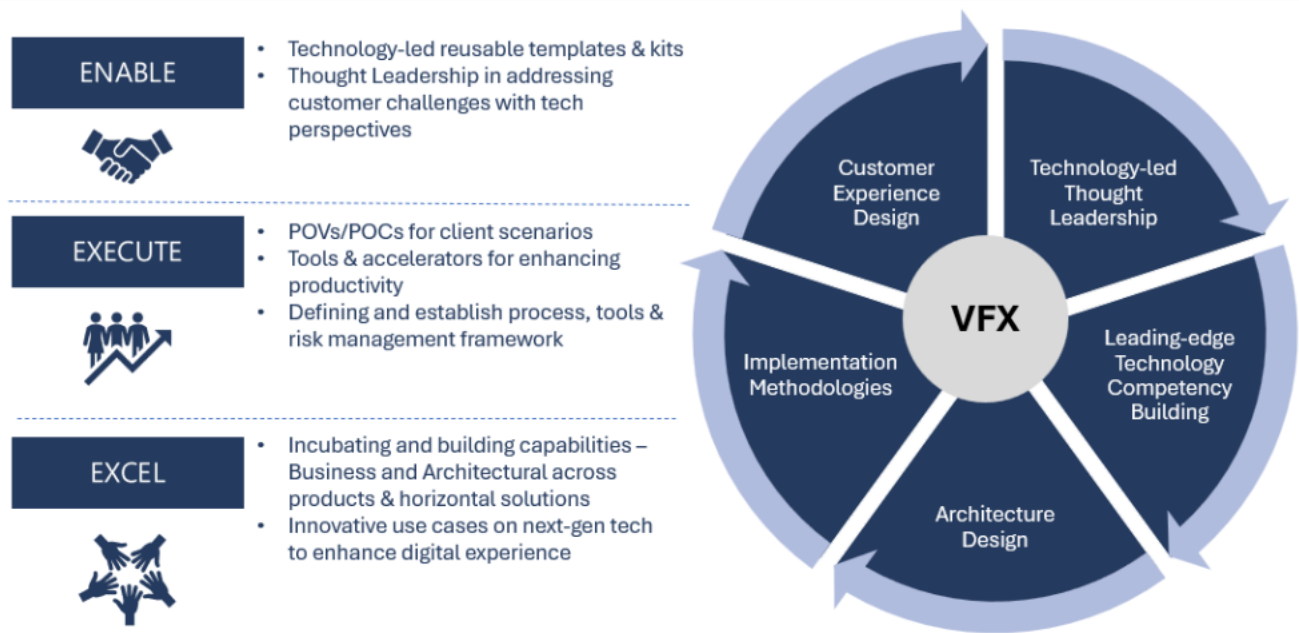


Figure 6: Value for Excellence

2. Service Description

2.1 Housing Management

Service Description

Infosys REF-OR-M Solution for Housing Management is designed to automate the housing management processes and is tailored to suit varied needs related to Digitisation and Customer Experience Management. With its centralised platform, it allows easy access of data, provides a unified view in single UI and can manage consistent workflows. Applicable to various Housing Councils, Property Management firms, it aims to transform the sector with its automated business processes.

Built on Microsoft Dynamics 365 and Power Platform, this solution is modular, provides scalability, accessibility and potential cost savings. The solution covers the entire process, from prospecting tenants to managing their entire tenancy lifecycle, customer service management complemented with self-service functionality. Infosys offers to assist Housing Councils to improve efficiency and enhance the experience for all stakeholders, with its end-to-end omni-channel housing management solution.

Features

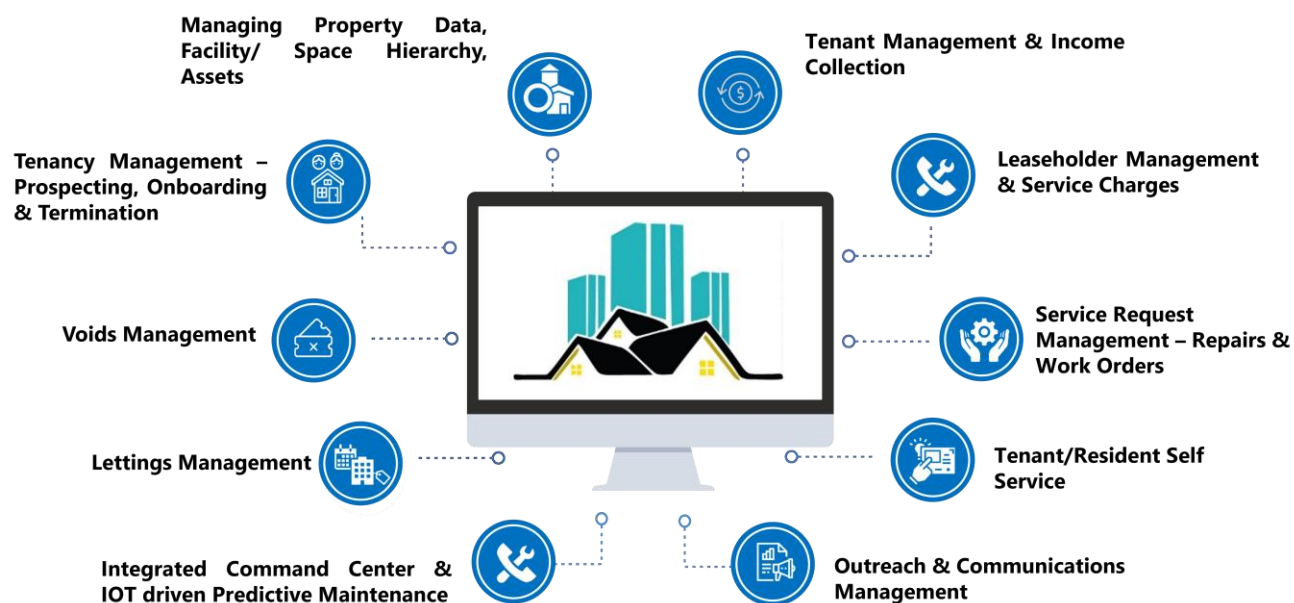


Figure 7: Features

Benefits

Key benefits of Infosys REF-OR-M Solution for Housing Organisations:

1. Improvement in Housing Management efficiency with automated, structured business processes and centralised platform for data management.
2. Modular and scalable solution with end-to-end journey that provides flexibility to integrate.
3. Improved communication and customer satisfaction with proactive maintenance.
4. Improved tenancy experience with well managed integrated tenancy processes resulting in higher occupancy.

5. Streamlined operations with pre-built workflows to manage tasks like tenant onboarding, lease management, service management, rent collection, reducing manual processes.
6. Easy to use and intuitive solution with mobile and real time self-service.

Challenges and Solutions

1. **Need to transform housing experiences with omni-channel customer engagement.**
Improved resident experience with self-service portal, virtual assistant offering multiple channels to engage with Housing Councils and flexibility to manage their housing needs.
2. **Unmanageable revenue collection and enforcement action.**
Clear hierarchy to prioritise collection, ensuring correct reductions, arrears management and arrangement for a centralised revenue collection process.
3. **Keeping track of periodic services and service charges.**
Redefined service charge management with automation for prompt billing of key services and enforcement action before debts become unmanageable.
4. **Data entry errors, disjointed data and difficult access of information by residents and property managers.**
Centralised platform with unified view of leaseholder/ tenant information in a single UI with data from multiple systems updated in real time.
5. **Inconsistent service delivery due to staff shortages and high turnover**
Automation in service request, work order management for repair and maintenance, compliance management with SLA tracking and flexibility to integrate (rather than replace) to complement core systems and non-disruptive day-to-day housing operations.
6. **Empowerment of Housing Management team and Property managers.**
Easy-to-use and intuitive solution with minimum training required, mobile app-based usage, and system automation.

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 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 Centers. - 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	One of the UK Councils	- 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

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