

G Cloud 15- Framework Service Definition

Crown Commercial Service

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

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1. Introduction

Infosys is one of the leaders in the DPA space. Infosys' Digital Process Automation (DPA) combines the power of BPM, RPA, and AI to transform the business value chain. Our suite of software and services, together with our rich partner ecosystem helps companies to drive greater business efficiency and deliver on world class customer service.



Infosys partnered with Pega about a decade ago and in the years since has added elements which make us an industry leader for Digital Process Automation (DPA) offerings. Infosys recently received **Pega Partner Award** for Excellence in Growth and Deliver. This award highlights our highest commitment and demonstrates capabilities in Pega implementation for our esteemed clients. Infosys Pega practice is the largest and fastest growing DPA group in Infosys.

Infosys has more than over 2400 Pega consultants (1760 Pega Certified) worldwide working with various customers in their Business Process Management and automation journey. We have over 75 active clients and we work with some of the large fortune 100 clients. Below are some Key features of Infosys Pega practice briefly:

- Highest Pega Practice Growth in the Industry in recent times
- Largest PEG Robotics (Openspan) Partnering APAC
- Leader in industry solutions and Innovation:
 - Digital Government, Public sector solutions
 - Digital Process Automation, AI solutions
 - B2B Customer service for MFG/Hi-tech Companies
 - Quality Management for Life Sciences - Client On boarding, Dispute Management
 - Infosys Pega Devops Framework (Pega-IDP)

- Platinum PEGA Partner Highest level of PEGA Alliance partnership
- Largest PEGA Customer Service implementation in the world
- Infosys awarded for Excellence in Growth and Delivery in 2021 by PEGA
- Infosys has been recognised in Client Innovation for streamlined cancellation processing at a global online travel company, leading to 33% more productivity for agents in 2021 by PEGA
- First Ever PEGA Cloud Implementation in the world
- First Ever Telecom B2C order management implementation in the world
- First Ever SI to do legacy modernisation for BPO Digitisation using PEGA
- Won award for Practice development partner of the year at PW 2019/ 2018
- Over 10 Tools, IPs, and Accelerators for PEGA Delivery Standardisation and Excellence

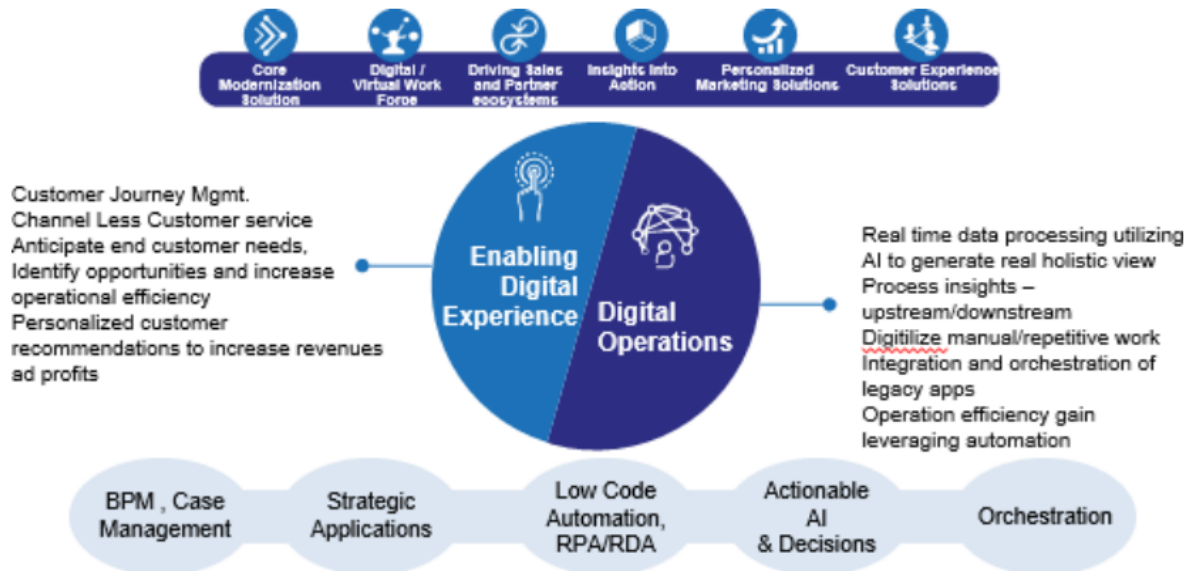
2. Our Service Offerings

2.1 Infosys Digital Process Automation Practice:

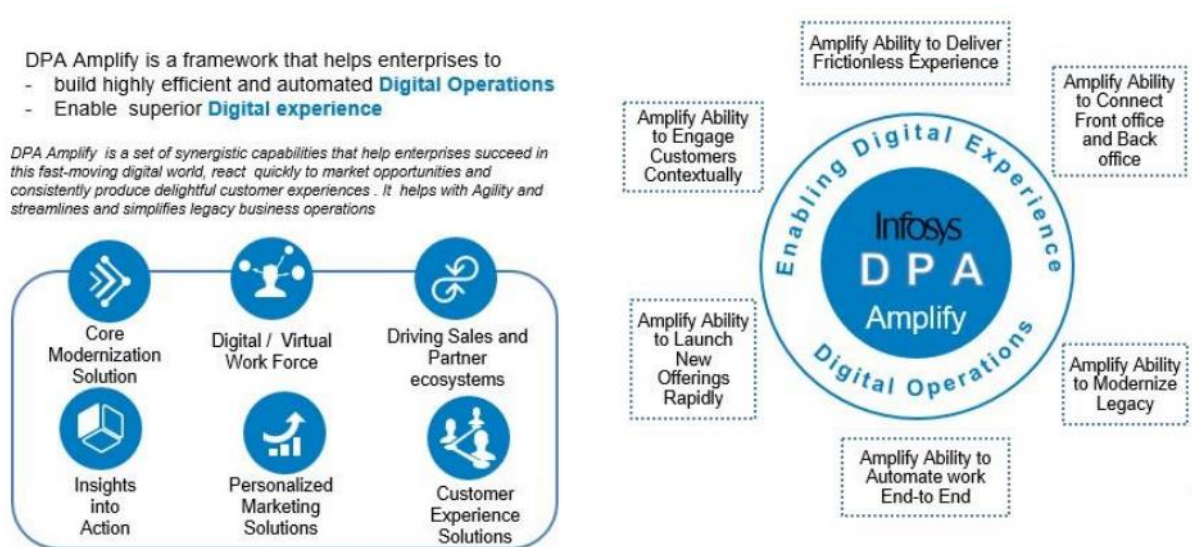
Infosys has a very strong DPA practice with strong alliances with all the major providers which include Pega, Process Mining and Modelling and Robotics Process Automation.

Low Code No Code practice includes Appian, Camunda, Bizagi, Unqork, and Agile Point.

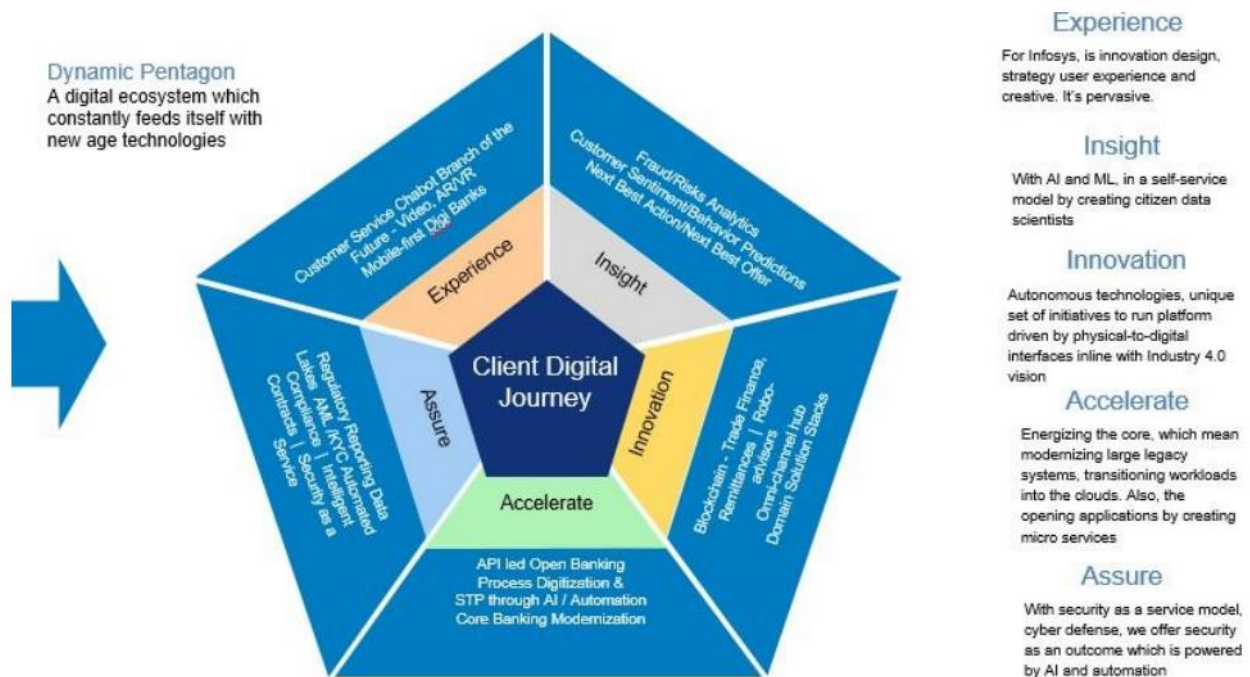
Infosys DPA Economy helps our customers Accelerate their Digital Transformation Journey by Enabling Experiences, By Digitising the Operations, By Digitising the Core



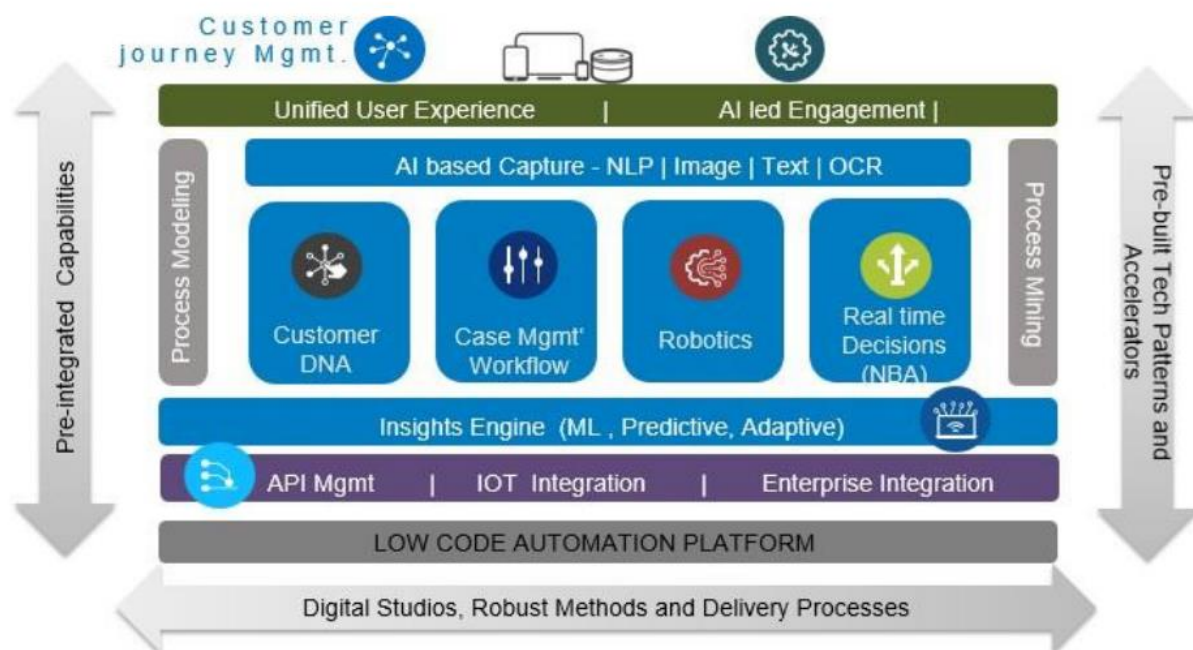
Infosys has built a **DPA Framework called Amplify** which helps customers to build highly efficient and automated Digital Operations and thus enable Superior Experience.



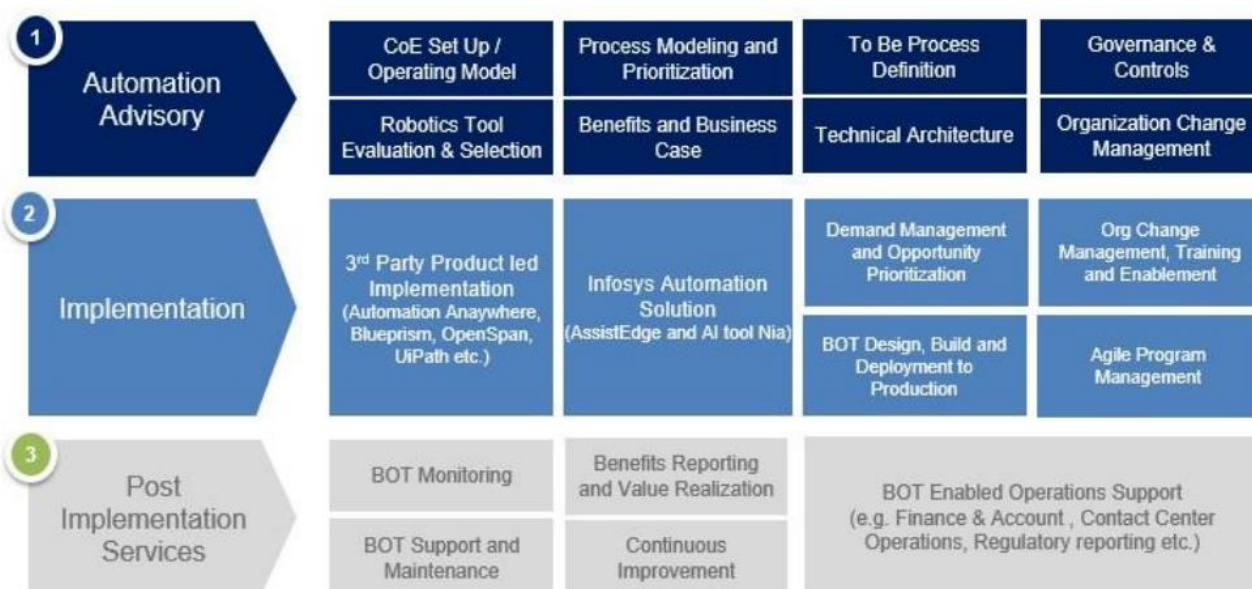
Infosys uses the concept of Dynamic Pentagon to help clients navigate their Digital Journey. Infosys DPA can leverage new age technologies to provide new Experiences, Insights Innovations to Clients, Accelerating the processes using AI, Automation while Assuring security and regulatory compliance.



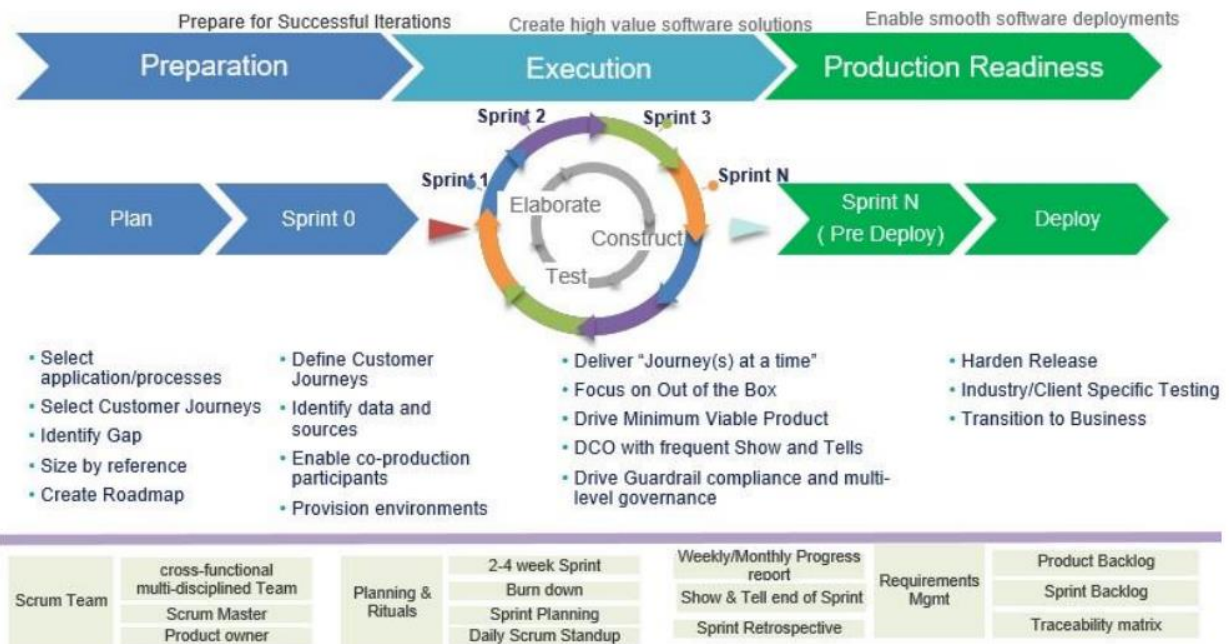
Infosys leverages **DPA Reference Architecture** to provide clients with low code, automated Digital solutions with a quick time to market.



Infosys provides end to end services in the **journey of Automation adoption**, from Advisory to implementations to Post implementation services and support.



Infosys follows Agile Delivery Model for developing Digital solutions for clients using Onsite Offshore Model. Infosys has focused on Agile delivery methodology for years and have perfected our methodology for delivering quality outcomes to our clients.



Infosys has been marked as a **Leader in the Forrester Wave Application Modernisation and Migration Services, Q3 2021**

FORRESTER

THE FORRESTER WAVE™

Application Modernization And Migration Services

Q3 2021



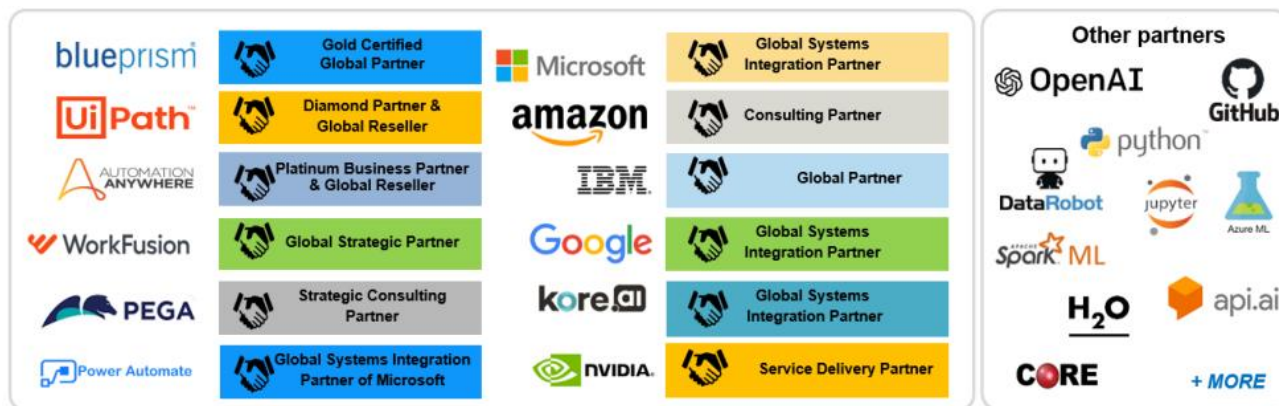
2.2 Robotic Process Automation

Robotics Process Automation: Infosys has extensive experience of RPA implementation and support. We have automated over 50,000 processes with over 24,000 Micro Bots in production enabling over 80 million transactions every month, spread across over 50 countries helping clients save more than \$10 billion.

- Reusable artifacts and prebuilt components that Infosys has developed enables faster time to market.
- A mature training academy and learning culture ensures our resources stay on top of the game. • Service offerings with flexibility to engage at a level, location that best suits client maturity and preference.
- Over 40 years of IT industry experience in handling maintenance, support, and development of projects. We have experience in several different RPA/Intelligent Automation tools like Blueprism, Automation Anywhere, UiPath, Work Fusion, to name a few. Our solution seamlessly leverages the Microsoft Power Platform, Azure integration, and Power BI Azure data reporting for a comprehensive network plan, design, and job management solution fueled by workflow automation.

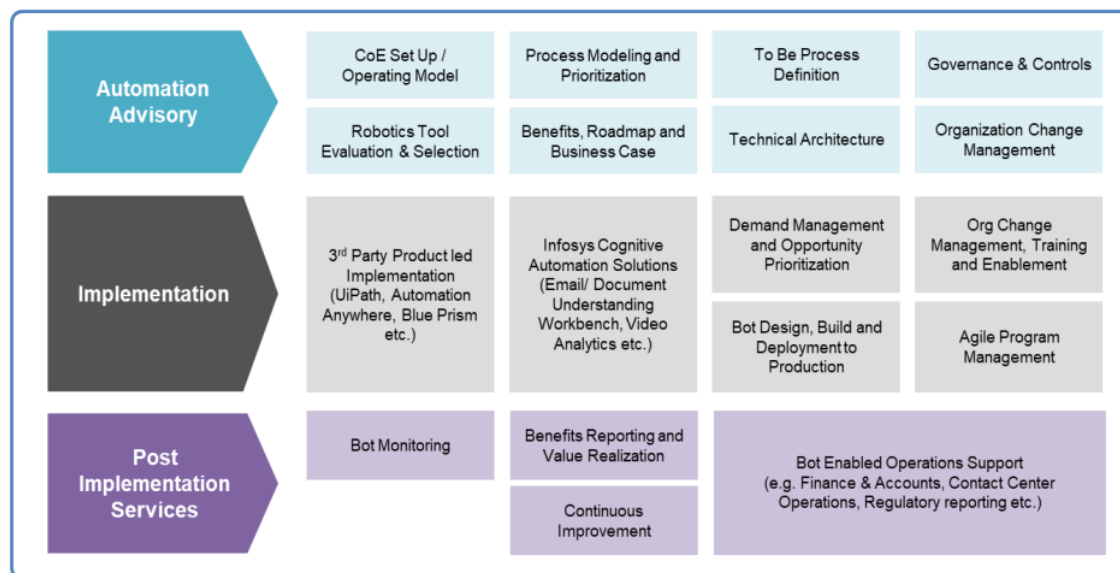
Infosys Partnerships in AI and Automation:

One of the key areas we are focusing upon is investing in an ever-evolving partner ecosystem. A strategic focus in this direction is developing solutions jointly, partner with them through large, customer-facing events to gain better insights into their products and roadmap as well as meet prospects and customers to understand their experiences and strengthen the relationship.



Intelligent Automation Approach

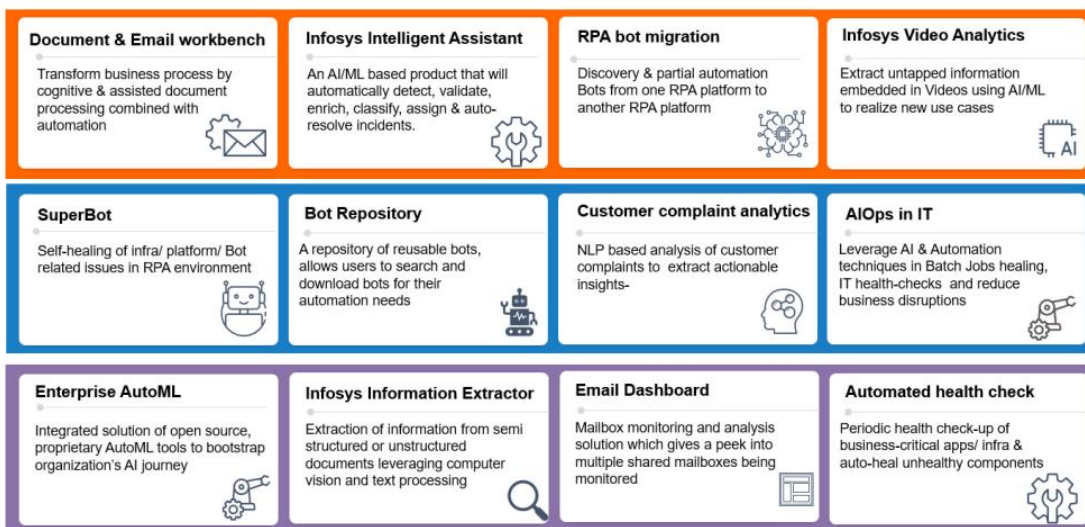
We deliver end to end Intelligent automation services using a platform agnostic approach



Infosys AI Practice

Our vision for AI is to bring the power of artificial intelligence to build a deeply cognitive and automated foundation for the enterprise that also serves up vital insights to prioritize execution of change. To execute this vision our strategy is to use artificial intelligence and data analytics to help enterprises to run their businesses better and improve user experience. We have over 750 data scientists and ML engineers globally and have successfully implemented and executed over 80 engagements in the Machine learning area. We also have more than 30 partnerships comprising of platform providers, solutions, and academic institutions. AI COE model offers menu of services/ capabilities ranging from AI governance, AI operating model, AI strategy, technology evaluation and cost efficient 'Single Point of Service (SPOS)'. We helped many leading clients build AI/ML platform with the state-of-the-art MLOPs tools and solutions to design, build, train, test, validate, monitor, and manage ML models.

Key solution offerings and accelerators



2.3 Key Infosys solutions:

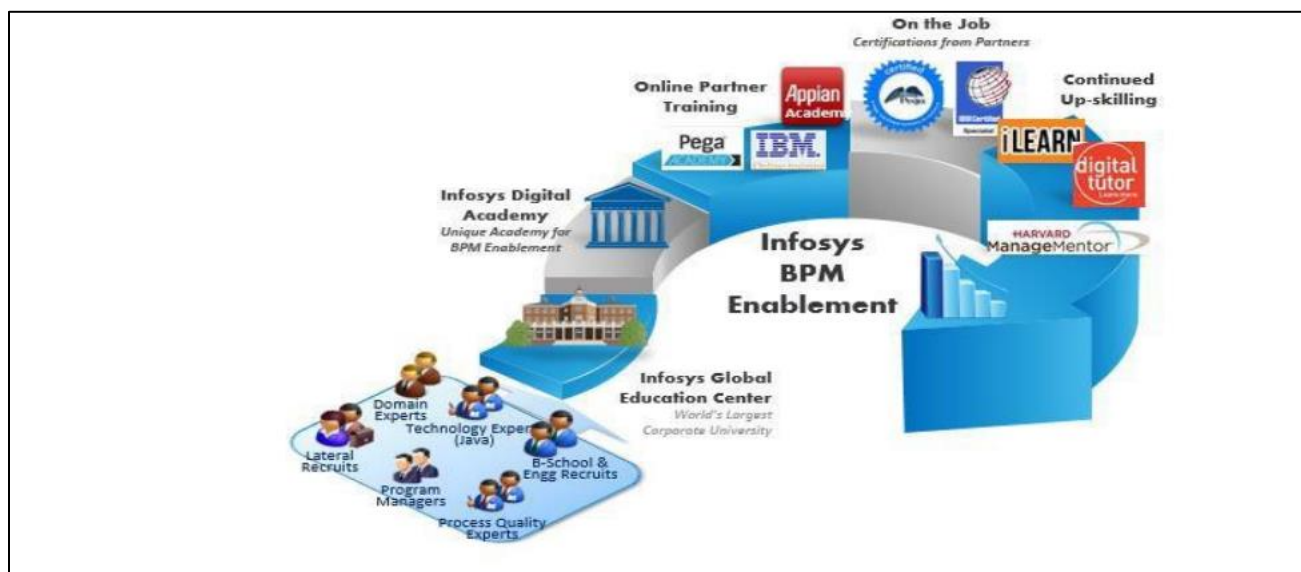
- Supply Chain Collaboration and Communication Solution – A COVID-19 Response Solution Built by Infosys, Powered by Pega:** Infosys built a powerful solution utilising by Pega's Hyper automation platform to give comprehensive case management features, SLA management, Email bots to consume inbound emails for automatic case updates, audit trails and complete visibility into communications and order status enabling tighter collaborative supply chains.
- Digital Government Platform:** Digital Government Platform is an Infosys solution to delight citizens by improving self-service, reducing service delivery time using the power of Pega platform, robotic automation, and AI capabilities to amplify Citizen Potential (CzP) and Citizen Experience (CzX)
- Conversational UX for Customer Service:** Framework to transform an existing BPM customer service layer to provide intuitive conversational UX
- Robotics based Zero Code Integration framework:** Framework to provide quick and agile integrations without disrupting your existing legacy systems
- Digital Insurer:** Helps insurers make better decisions, automate processes, and deepen connections with customers and employees. Leverages Pega Decision Hub, RPA, Text Analytics and NLP
- Green Digital Bank Solution:** Personalised customer experience using Omni channel. Amplify the power of Pega platform for OCR, RPA, Chat-bot, and AI capabilities to wow the customer. Enhanced customer's happiness index collaborating Digital ecosystem.
- Meter-To-Cash Automation for Utilities:** Enables utilities to leverage their existing technology assets and investments to provide a differentiated customer experience with Channel-less interactions, Case Management, Robotics, AI/ML wrapping existing systems

2.4 Key Infosys Tools, Frameworks and Accelerators:

- **Live-Dev Assist:** Lightweight Automated Code Review framework which configurable in terms on various guided warnings, which will help Developers to fix them during development time, thus by reducing cost of quality
- **Infosys Pega DevOps Framework (Pega-IDP):** Pega Development Lifecycle Management Suite - Web-based platform that can be leveraged by Pega projects to schedule automated builds, conduct code reviews and testing, and automate software deployments quickly, reliably, and repeatedly.
- **CREDIT:** Code Review Exception Diagnostic& Insight Tool used to help evaluate the quality of application build by performing a thorough analysis from Build health and Platform health perspective
- **Infosys Test Automation Framework:** Infosys developed Test automation frameworks to automate testing of all systems. Helps to do progressive automation, helps reduce initial investment – especially framework creation and scripting effort, over 40% reduction in automation scripting effort, ensures faster time-to-market by up to 30%. Supports Selenium, HP UFT, IBM RFT
- **Pega Robotics Integration frameworks:** Developed by Infosys on Pega & Pega Robotics, this is an Integration Framework using next generation tools for usage of RPA as Service

2.5 Infosys Pega competency Training, Enablement:

- **Pega Academy:** We have the largest Corporate University in Mysore, where we can train 14,000 resources at one go, and we have a dedicated “Pega Academy” to train resources on Pega. This academy helps us maintain a steady inflow of CSA and CSSA and we impart this training to all graduate engineers.
- **UAP:** We are one of the pioneers in the prestigious Pega UAP programme. As a part of this programme, we get access to graduate engineers from colleges who already have been trained in Pega during their final semesters. These resources are then enabled to get certification in Pega.
- **In House Certification:** We are the first SI globally to have an In-house certification drive by Pega. We had certified over 65 resources across various certification level during last quarter. This was introduced during the Pega Day@ Infosys, which was accredited by Pega as the BEST Pega Day across all SI's.
- **Cross Skilling:** We are over 200,000 strong company and we always run internal initiative to cross skill resources from other technical verticals.
- **Localisation Strategy in Europe:** We will be building key capabilities in UK, Germany, Poland, Romania, and Netherlands, setting up centres drive startups, entrepreneurial culture. We are also developing digital design centres at Berlin, Amsterdam, London, Helsinki, and Stockholm in the current year.
- **Local Hiring:** We have been aggressively hiring in local markets across the globe. We have access to the best tech and B schools across US and Europe, and we recruit from these schools who in turn would be enabled on Pega. We plan to hire over 4500 local hires in next three years, including over 1400 campus graduates with over 300 campus graduates in FY22 which will be the cornerstone of our localisation strategy.



2.6 Snapshot of Infocys Pega practice, Process Modelling, Mining and Low Code No code:

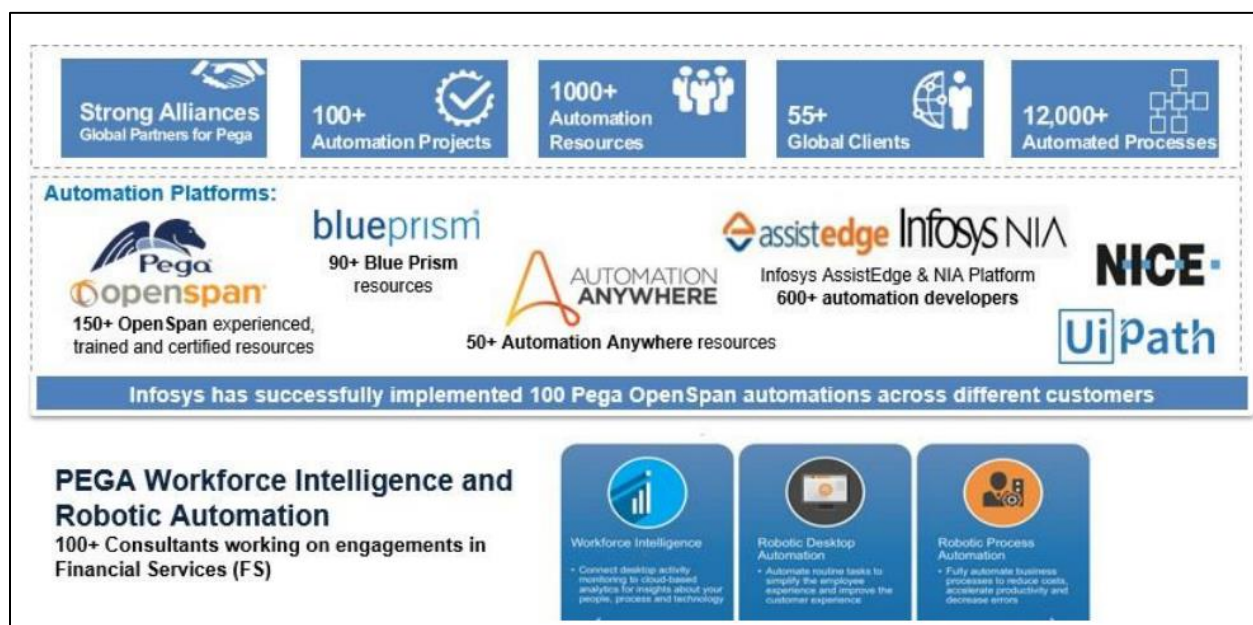
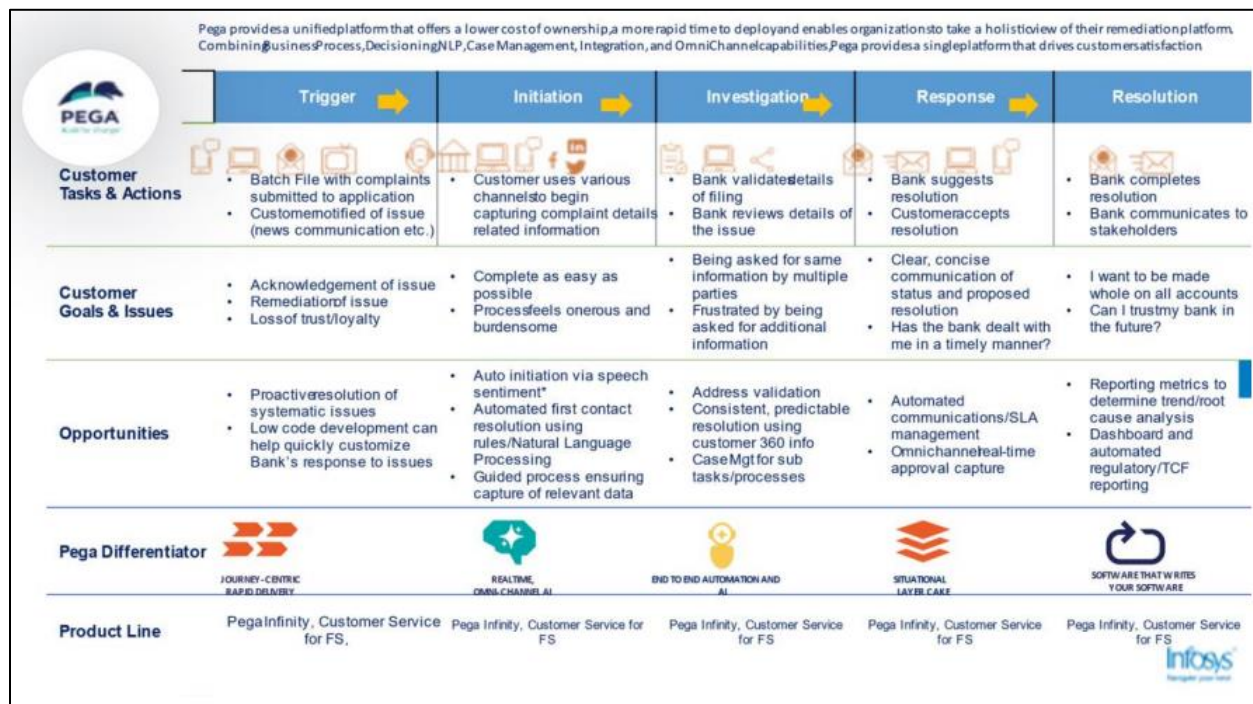
Pega practice at Infocys is a fast-growing practice within our Digital Process Automation group; with industry experienced Pega professionals, the practice is on a thought leadership path. Our thought leadership in Pega as a technology is evident from the accelerators that has been built by the competency and frameworks devised to accelerate go-to-market timelines for our customers.

Infocys has partnered with Pega in offering multiple solutions in the BPM and Digital Process Automation space. Pega and Infocys together are delivering digital transformation to clients with a variety of Pega solutions for Business process transformation, legacy modernisation.



Infocys Recognitions

Won Pega Partner Industry Excellence Award in Communications at PW 2022	Won Pega Partner Award for Excellence in Growth & Delivery and Client Innovation at PW 2021	Won Pega Partner Award for Excellence in Growth and Delivery at PW 2020, 2019	Won award for Practice Development Partner of the year at PW 2018	Won award for Business Development Partner of the year at PW 2017	Won Thought Leadership Partner of the year award in PW 2016
Won award for Business Transformation in Telecommunications in PW 2015	Largest PEGA Customer Service implementation in the world	Largest PEGA Robotics Certified Practice in the world	First Ever PEGA Cloud Implementation in the world	First Ever Telecom B2C order management implementation in the world	First Ever SI to do legacy modernization for BPO Digitization using PEGA



Infosys has **Largest Pega Automation Practice Globally** serving multiple clients across the globe using various Robotics technologies.

View of Infosys Pega practice growth over the last few years:

Technology Platform Solution



- Leader in Gartner's Magic Quadrant for CRM Customer Engagement Centre
- Awarded Gold Stevie Award for Customer Relationship Management Solution (Year 2020)
- Winner in 2020 CRM Watchlist for fourth consecutive year

– Case Management

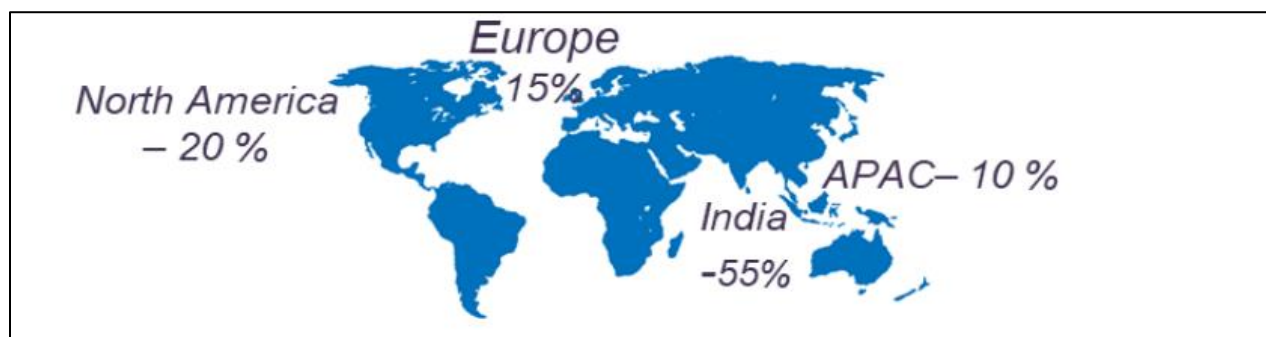


- Pega is a recognized leader in **artificial intelligence, digital process automation, and customer engagement**
- **Global Presence**
 - 41 Locations across Asia, Europe, and North America
 - 4,000+ employees worldwide
 - 200+ Global Partners
- Pega's **low-code application development** platform allows enterprises to quickly build and evolve apps

Dynamic Case Management	Scalability	Monitoring
Connects people, contact center systems, and processes for end-to-end visibility and resolution	Pega's patented Situational Layer Cakes Architecture enables roll out of new products, regions or channels without copying or recoding the application, maximizing reuse while giving business owners control	Pega Cloud Operations monitors for infrastructure component issues and failures, system performance degradation, and resource usage issues, and proactively responds to infrastructure alerts to remediate issues

Data Encryption	Networking and Integration	Dashboards and Reporting
Pega Cloud uses data-at-rest encryption (DARE) in all Pega Cloud customer instances to help secure application data, as well as to comply with industry-standard security requirements	Pega Cloud Services environments are deployed into a dedicated virtual private cloud (VPC) to ensure isolated and secure networking, as well as the ability to implement changes without affecting other customers	Includes wide variety of standard reports and graphs providing real-time information regarding processes, work, assignments, and historical data for analysing contact centre KPIs over time

Our resource count across the globe is below:

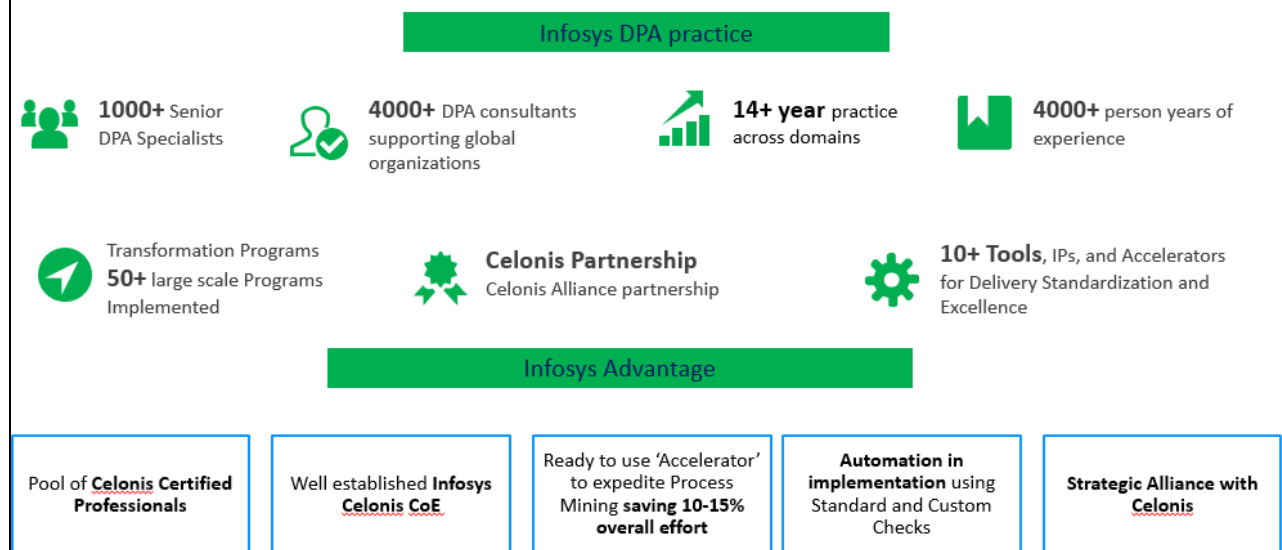


Pega Robotics Capabilities:

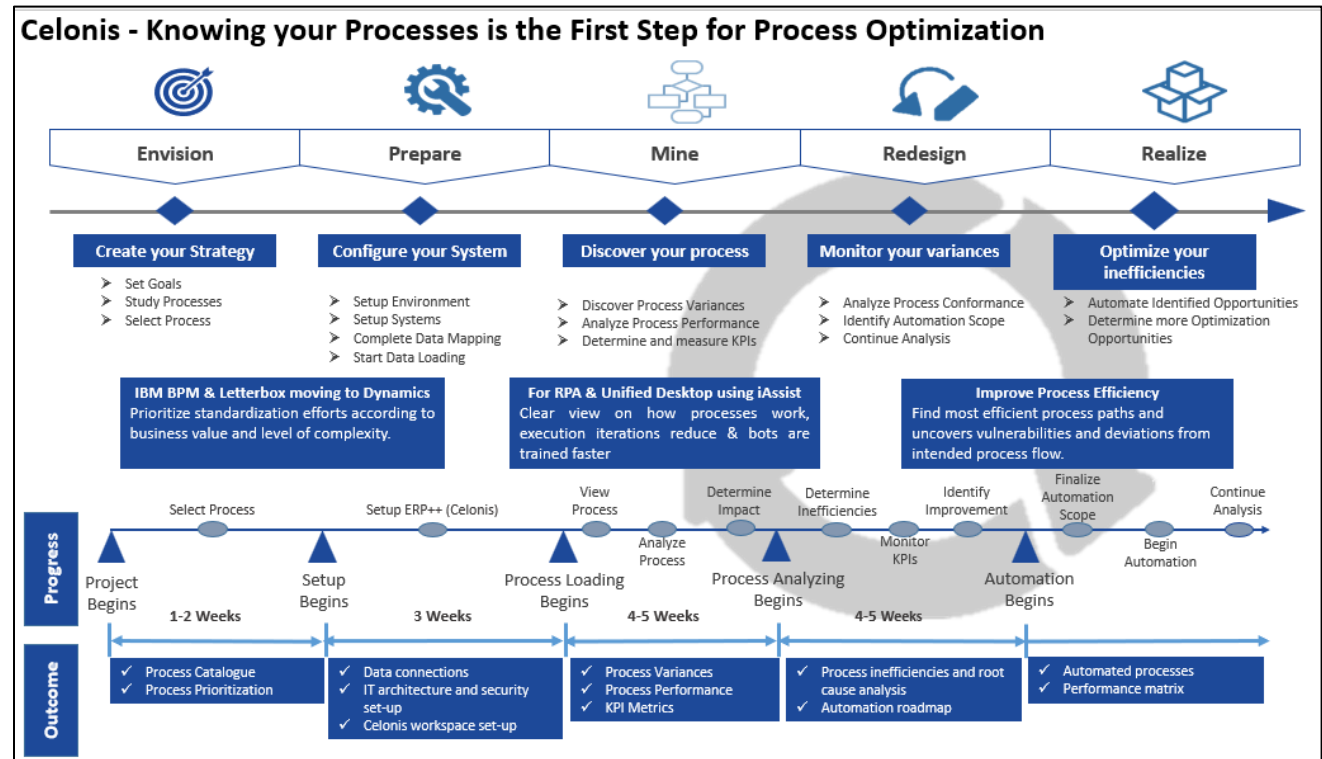


- **Infosys Pega Robotics Tool Kit:** Provides for a Refined Execution Model for RPA Adoption and Implementation, Well Defined Estimation Model, Templates, Checklists and Best Practices for Pega Robotics Implementation, well defined process selection methodology, Pega Robotics Code Review Tool
- **Infosys delivery methodology:** Deliver RPA implementation following Agile methodology in multi-phase approach. Use Pod team structure to deliver quick wins using multiple sprints and providing support and guidance to provide optimum benefits and guidance towards cognitive automation.
- **Pega Robotics COE:** Defines Enterprise RPA CoE Governance Framework, RPA Vision & Charter, RPA Success Metrics, Operating Model for Customers.

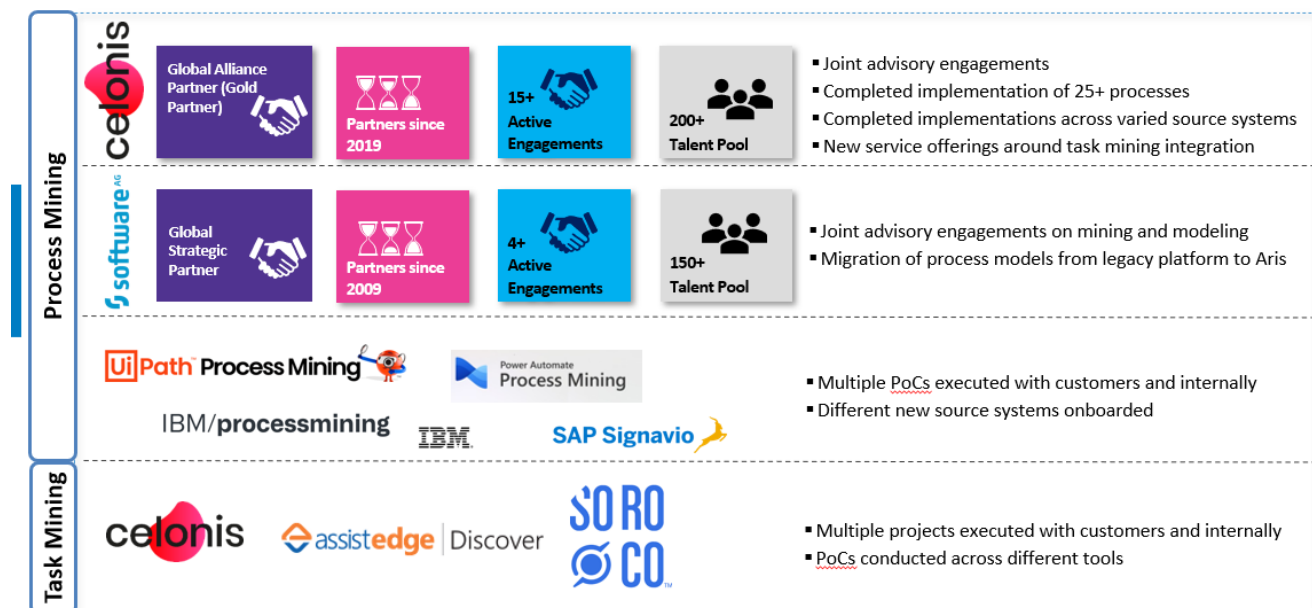
Infosys capability in Process Mining



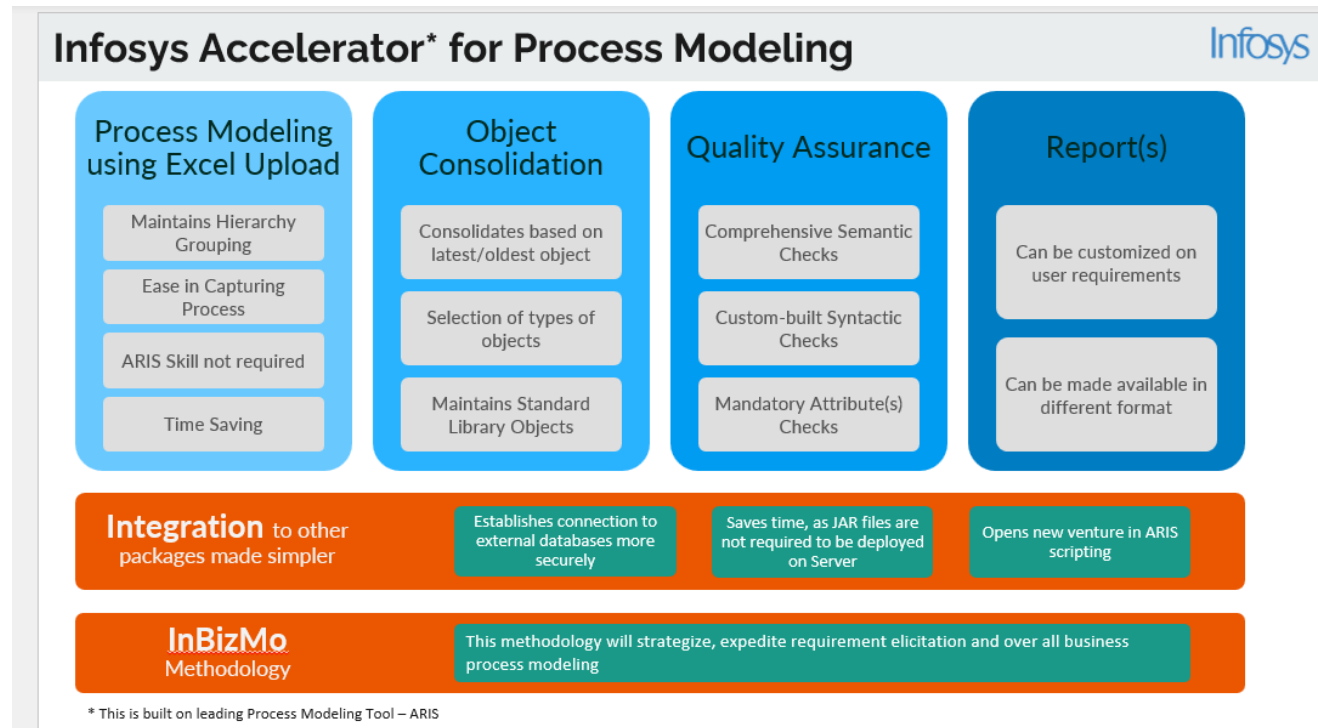
Celonis



Infosys has invested heavily to build process and task mining capability within a very short duration which includes all forms of services around process discovery and analysis, starting from CoE Setup, process mining, task mining, process modelling, identifying improvement opportunities and monitoring the enhancements for continuous improvement initiatives to unearth hidden business values for our client.

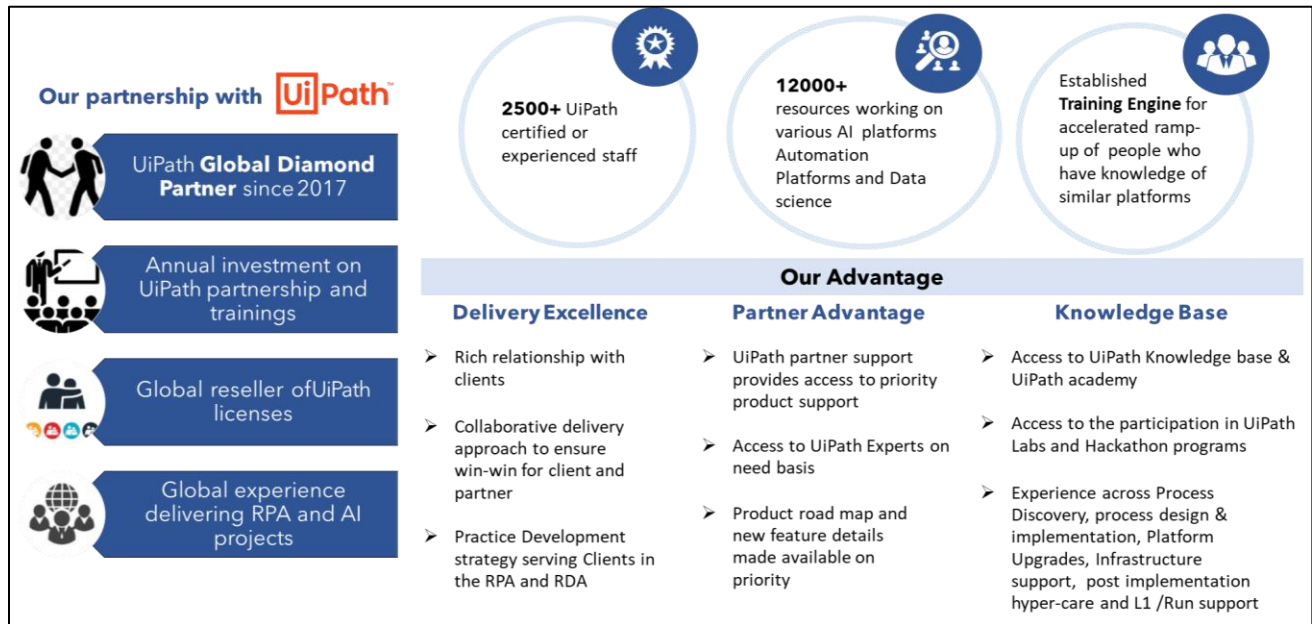


Process Modelling



RPA Apps

UiPath



Odoo

Odoo Key Features

- **Modularity:** Odoo's modular architecture allows users to select and customize specific modules based on their business needs.
- **Low Code Capabilities:** Odoo provides a visual interface for creating custom applications, workflows, and reports without extensive coding.
- **Integration:** Odoo integrates seamlessly with other applications and services with tens of connectors like Salesforce, Microsoft Dynamics 365, Oracle Netsuite etc.
- **Human Experience Centric:** The easy-to-use interface makes it accessible to users of various skill level
- **Community and Enterprise Versions:** Odoo offers both free community editions and paid enterprise versions as well a fair pricing of all inclusive per user pricing model



Open Source

No vendor lock-in

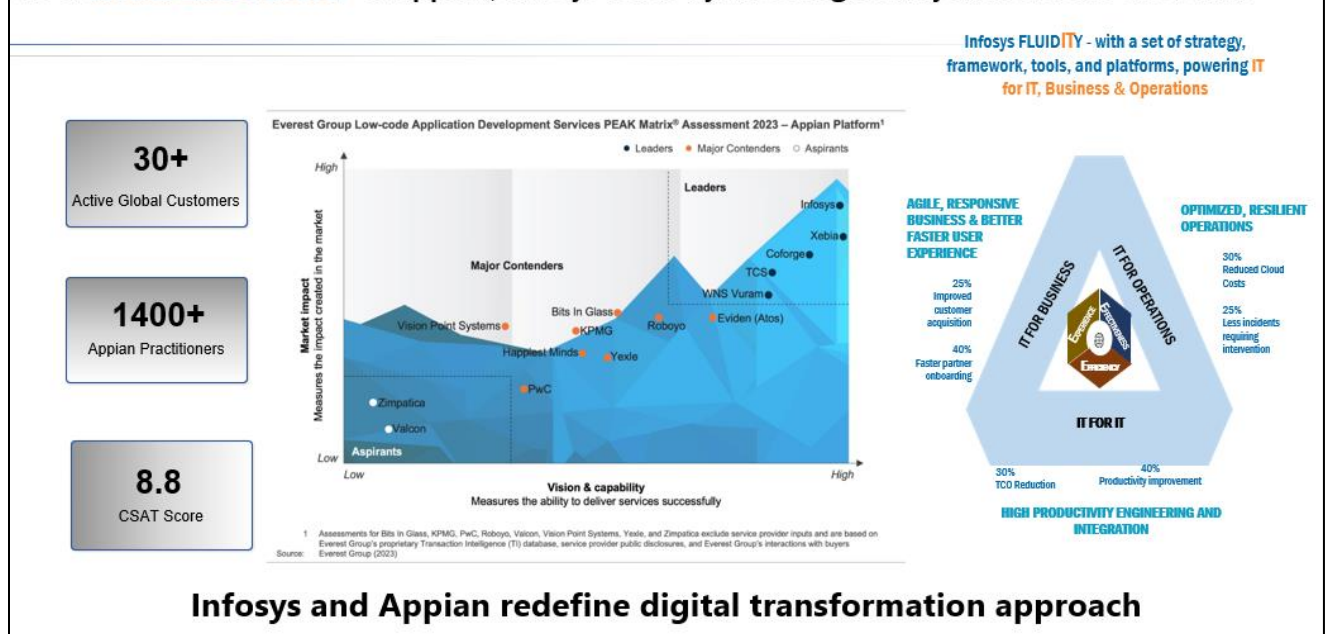
You get the source code, GitHub access, and the flexibility to host on premise.

Low Code No Code credentials



Appian

As a **Global Elite Partner** of Appian, Infosys leads by investing heavily in the future of DPA....



Infosys Appian Practice and Appian Partnership

INFOSYS APPIAN PRACTICE

Delivering projects from the **year 2012** Across domains including Financial Services, Telecom, Manufacturing, Pharmaceutical etc.

Platforms and Solutions

- Dynamic Case Management
- Infosys logistics
- Infosys Project Management
- Infosys Telecom Order Processing

We have **75 +** engagements since the partnership begin with Appian

Design Thinking Led Methodology

Delivery methodology for Appian to improve the time to value using Infosys Appian iMAP methodology

Scale of Talent

Infosys has a **3200 +** Strong Dedicated Business Process and Integration Unit including **100+** resources dedicated to Appian.

Rich COE

Repository of comprehensive design guidelines and reusable accelerators enabling faster adoption and higher degree of reusability.

Consulting Led Approach

Focus on true Business value of BPM , Aligning Organization's BPM Strategy & BPM Technology

INFOSYS Partnership with Appian

Partnership

- Infosys is **Global Partner** of Appian with Strategic and Executive level commitment to bring success and innovation for Joint Clients

Advantages

- The Partnership brings access to full range of Appian Software Options, Training , documentation, methodologies, and reference material.

Partnership

- Infosys is an Authorized Appian Reseller

Advantages

- Allows Bundling of Infosys Solution with underlying Appian platform
- Deep discounts to create unique value for Clients

Partnership

- Infosys has a Joint Professional Services Partnership with Appian

Advantages

- Formal Agreements to Allow Appian Professional services to engage Infosys and visa Versa as needed

Camunda

Infosys DPA - Camunda Practice

Infosys Camunda practice



200+
Camunda
Resources



7000+ BPM and RPA
resources supporting global
organizations



5+ year practice
across domains



8+ Tools, IPs, and
Accelerators for Camunda
Delivery Standardization and
Excellence



Global GSI Partner
Award of the Year
2022



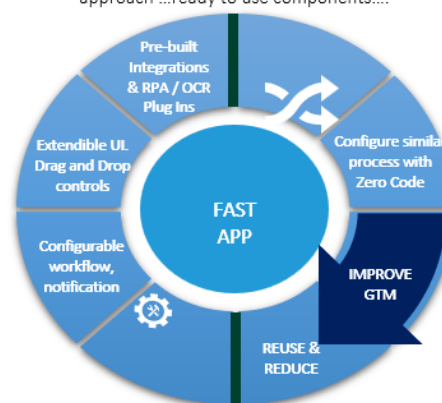
Infosys is one of the largest SI
Platinum Certified Partner
for Camunda

Exclusive training plan by Camunda trainers and Certifications for Infosys - Multiple Batches already trained as a part of the ongoing monthly training Program

Infosys Advantage

Utilizing Fast App

An Infosys proprietary framework for open source DPA platforms to help shorten the time to market for factory-based process migration approach ...ready to use components....



Unqork

Infosys Unqork practice

Our partnership with **unqork**

Infosys is **Global Strategic Partner** of Unqork with Strategic and Executive level commitment



Our Advantage

GLOBAL NETWORK

- Infosys is a global leader in next- generation digital services and consulting. We enable clients in 46 countries to navigate their digital transformation

EMPOWERING BUSINESS

- Infosys Digital Automation combines the power of BPM, RPA, and AI to transform the business value chain

STRATEGIC PARTNERSHIP

- Our suite of software and services, together with our rich Unqork partner ecosystem, helps companies drive greater business efficiency and deliver World-class customer service.

Bizagi

Infosys BPM - BIZAGI Practice

We have a strong Bizagi practice with an experienced talent pool and domain knowledge across industries

Infosys Bizagi practice



100+ BIZAGI Resources



4000+ BPM and RPA resources supporting global organizations



10+ Active Bizagi engagements



Transformation Programs
Large scale BIZAGI Programs Implemented



12+ year practice across domains



10+ Tools, IPs, and Accelerators for BIZAGI Delivery Standardization and Excellence

Infosys Advantage

Leader in Forrester's recent Wave of Software for Digital Process Automation for Deep Deployments.

Deep expertise in Bizagi products, which enables us to reduce time-to-market, automate processes speedily

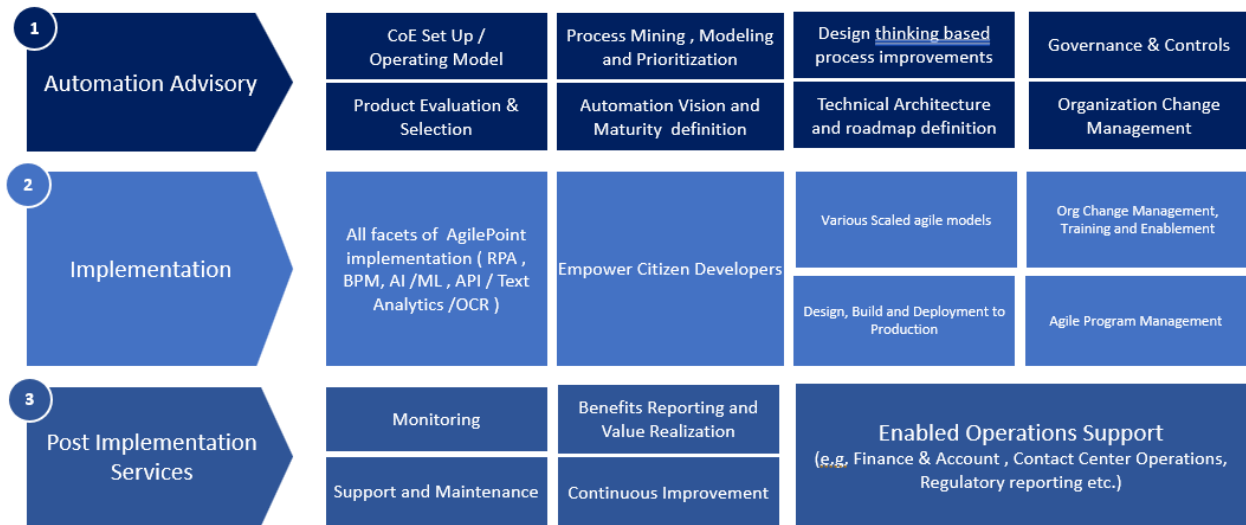
Machine Learning based Text Analytics Framework

AI based Conversational UX Framework

Bizagi RPA Integration capabilities

Agile Point

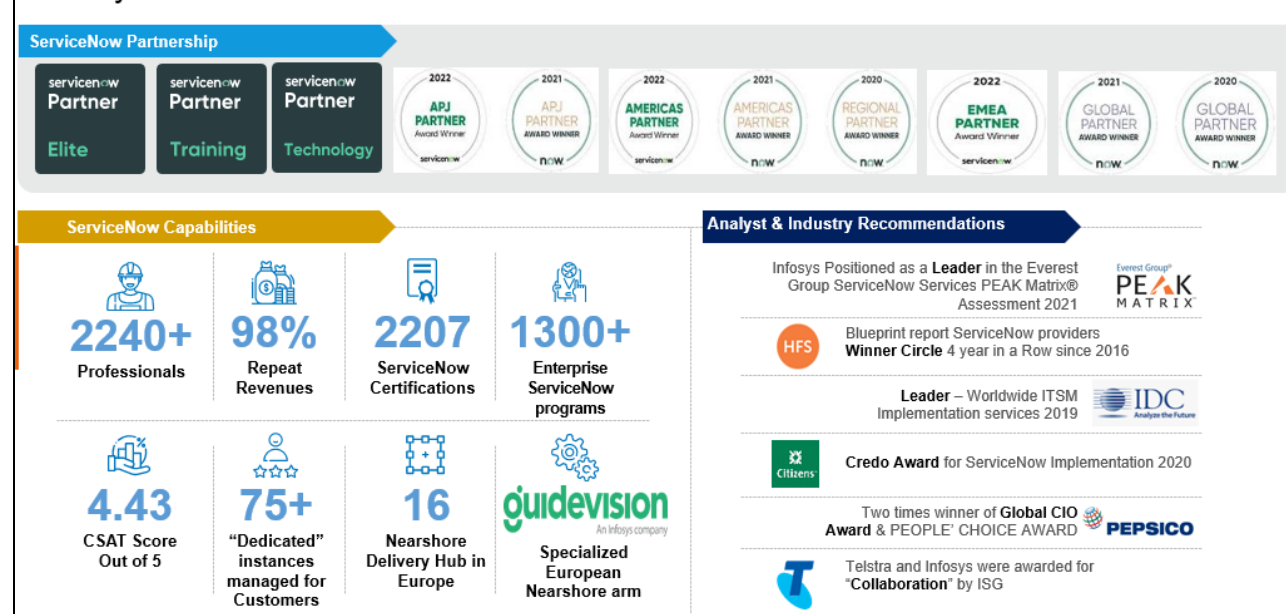
Provide end to end services in AgilePoint adoption



Service Now App engine studio (AES)

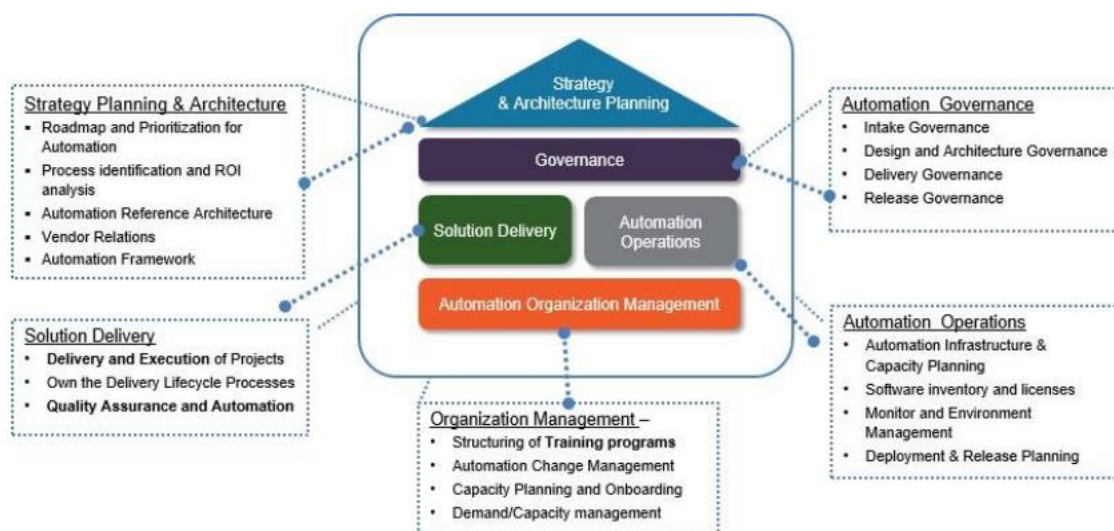
App Engine Studio (AES) is the ServiceNow low-code visual development environment. It's designed to help you fuel innovation and drive business growth by putting the power of the Now Platform into the hands of low-code developers. They review new app ideas, manage app development and deployment, and manage collaborators, usually in the App Engine Management Centre.

Infosys ServiceNow Credentials



2.7 DPA Pega Centre of Excellence

Infosys has developed a **DPA COE framework** which comprehensively covers the core strategic focus areas for Clients. Using this CoE, Infosys can develop strategies, tools, accelerators which can help clients plan their Digital journey as well as a faster time to market.



Infosys leverages Pega CoE to ensure quality solution delivery to clients.

Pega Center of Excellence	Success Metrics Assist in defining metrics to measure success of the program like % reduction in lifecycle, adaptability of process owners, clarity on the process that needs improvement	Governance Business process standard Taxonomy/common standard Key roles and responsibilities	Design Council Business Rules framework Design principles and gating mechanism Collaborative design review with Pega System	Awareness Assist in promoting BPM by Wiki, Best practice FAQ, articles, workshops and presentations Develop Business value model on BPM
	Frameworks Pega BEAM for disciplined implementation approach Vertical and Horizontal Solution	Architecture Pega reference architecture Business & Semantic framework Dos & Don'ts from previous experiences Best Practices related to NFR	Training Pega Training (Online tutorials + Classroom) and certification of resources Shadow involvement in project Healthy bench strength	Accelerators Pega Accelerators for quick development - •Integration with Dealer Management System •Integration with Portal etc.

2.8 Pega upgrade Centre of Excellence

Infosys leverages **Pega Upgrade CoE** to provide best upgrade solutions to clients when upgrading versions in Pega. Pega launches new version, updates regularly and clients need to keep their version of infrastructure up to date to utilise the latest features, security updates and bug fixes. There can be multiple issues which you can encounter during version upgrades and Infosys can help clients make the upgrade experience to be seamless.

Expertise	Leveraging multiple upgrade experiences from multiple clients	- Upgrade Advisory Services and PEGA Upgrade Certified experts - Pega Infinity upgrade expertise 150+ Pega upgrade experienced /Trained resources`
Partnership	Collaborate and engage in new ways to deliver value	- Endorsed PEGA Upgrade Partner - Partner in PEGA Upgrade Innovation Centre and have invested in fully-featured PEGA Upgrade Center of Excellence (CoE) - Open Digital Community to provide Webinars, Videos, Tech Notes, Checklists, FAQs etc.
Tools & Enablers	Optimize operations and simplify processes	Infosys PEGA Upgrade Refresh Kit includes - Customized Methodology from business case creation to production deployment - Estimation Template covering all the aspects including environment setup to post upgrade warranty - Testing Automation Framework to deliver regression testing with significant reduction in duration
Knowledge management	Training and up-skilling to create Pega Upgrade experts	- PEGA Upgrade Immersion Program with PEGA ECS (Engineering Customer Success) - Continuous learning with PEGA on version releases upgrade such as Pega Infinity - Training on upgrade utilities - Access to PEGA internal utilities

2.9 Strategic Alliances

Infosys has strategic partnerships to help us deliver value to our clients. Infosys chooses to work with alliance partners with best-in-class technologies in specific industries to develop business solutions for its clients. Our focus will be to continue to develop and deliver industry and technology leading solutions working with our alliance partners to deliver business value to clients.

Watch Infosys' SP Singh describes how Pega and Infosys are delivering digital transformation to its clients.

<https://www.pega.com/insights/resources/importance-infosys/pega-partnership-clients>

Infosys Pega Partnership highlights:

- Named as a leader in Forrester Wave™ Application Modernisation and Migration Services, Q3 2021
- Named as a leader in Forrester Wave™ Digital Process Automation Providers Q3 2020
- Highest Pega Practice Growth in the Industry in recent times
- Largest PEGA Robotics (Openspan) Partner in APAC
- Largest contingent @ PEGA Day in India
- Highest Level of Partnership: Strategic Consulting Partner
- Leader in industry solutions and Innovation:
 - o Digital Government, Public Sector solutions
 - o B2B Customer service for MFG/Hi-tech
 - o Companies
 - o Quality Management for Life Sciences
 - o Correspondence Management
 - o Client On boarding, Dispute Management,

- o CI/CD solution

We possess a lot of firsts to our credit in our partnership journey with PEGA.

- First Ever BPM on Cloud Implementation in the world
- First Ever Telecom B2C order management implementation in the world
- First Ever Pega Survey Implementation in the world
- First SI to carve BPM practice as part of Digital Offerings
- First Ever SI to implement BPM in house
- First ever Pega Experience centre in any SI Campus

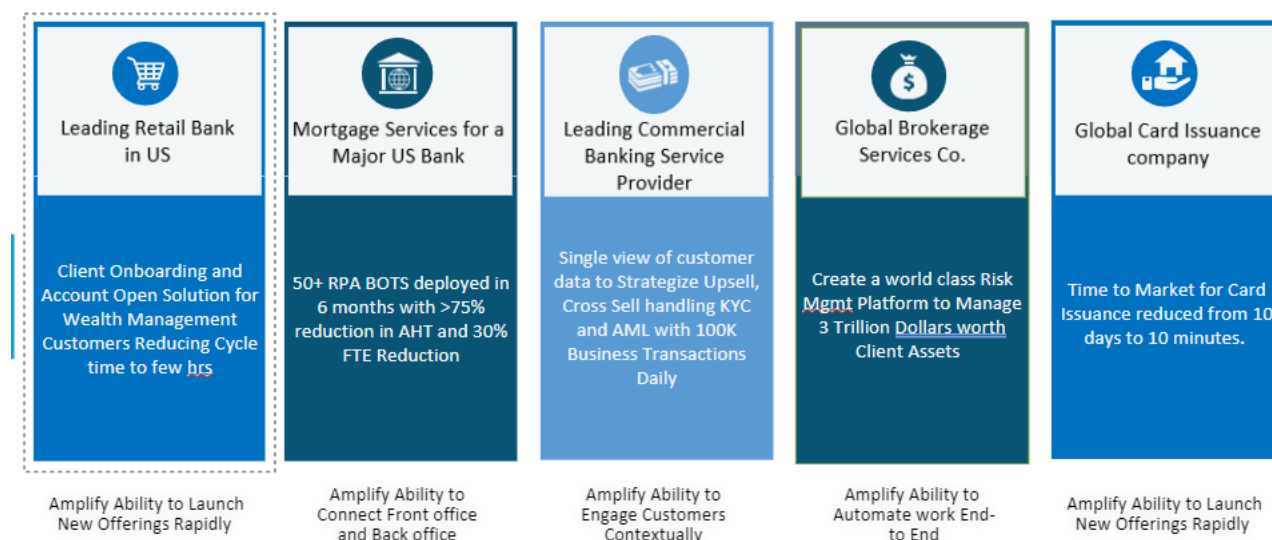
Key Benefits of our partnership

- Access to Pega Service LSA: During any Programme execution we work collaboratively with Pega Systems and have Pega System LSA's involved in design reviews of our projects.
- Access to latest version: Being partners we have early access to the new releases and our Pega COE works closely with Pega systems to evaluate new releases and make recommendation to our clients.
- Alliances: Our Alliances help us to expedite the resolution of any Pega product issue.

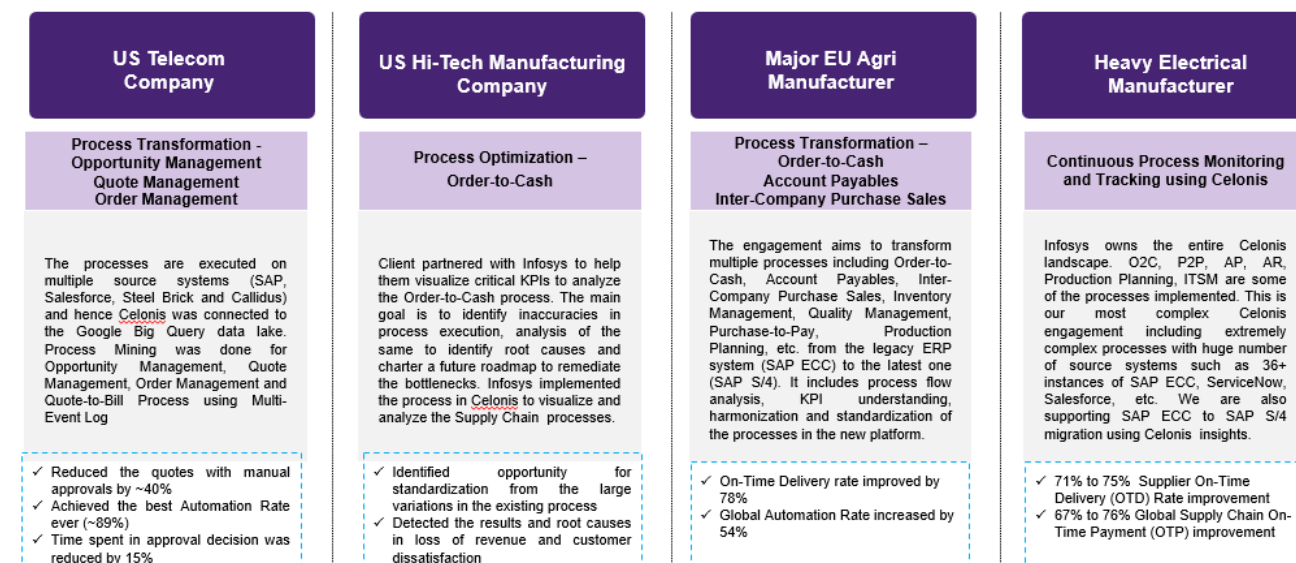
3. Key Success Stories: Credentials

Infosys is one of the few chosen consulting partners of Pega and has a rich repository of Pega solutions, tools, and accelerators. Infosys and Pega have collaboratively planned solutions to maximise value for our customers and build competencies to grow the DPA ecosystem. Infosys has invested in a dedicated Pega Centre of Excellence (CoE) which focuses primarily on innovation, technology evaluations, prototyping, and industry solutions.

Leveraging our partnership with Pega, Infosys has built solution offerings across industries:



Celonis and other Process Mining Engagements



 syngenta Leading Manufacturer for Agri products The engagement aimed to analyze the Order-to-cash, Accounts Payable, and Intercompany processes on SAP ECC source system, perform the process flow analysis, understand Key performance indicators, and highlight improvement opportunities	 stryker Medical Equipment Manufacturer Stryker partnered with Infosys on their as-is process discovery journey using Celonis. Infosys is currently implementing AP process from multiple instances of Oracle ERP and other custom systems. The future roadmap is being laid to discover SAP, Salesforce and ServiceNow processes.	 Hitachi Energy Large Industrial Manufacturer Infosys owns the entire Celonis landscape. O2C, P2P, AP, AR, Production Planning, ITSM are some of the processes implemented. This is our most complex Celonis engagement including extremely complex processes with huge number of source systems such as 36+ instances of SAP ECC, ServiceNow, Salesforce, etc.	 ROYAL CANIN Global Pet-food Manufacturer Infosys engaged in an IT landscape assessment program comprising of ERP and Order Management systems, such as Salesforce and MS Dynamics. Infosys helped RC to visualize and discover the as-is O2C and Order Management processes, followed by recommending standardization and optimization options.
Visualize and Analyze O2C, AP, Intercompany processes	As-is Process Discovery of AP process	Complete ownership of Celonis landscape	Data-drive IT Architecture Assessment

Fluid DPA engagements

 Created a world class Risk Mgmt. Platform to Manage 3 Trillion Dollars worth Client Assets	 1st ever Fraud Detection system using Pega. Implemented in record time, handling more than 400 million orders per year for the customer.	 Increase in World class customer service with a self funded business case and 30% reduction in operations cost with intelligent analytics and Robotics	 We delivered the FIRST CLOUD based Customer Service Transformation solution on Pega which is rolled out to 100 countries supporting 57 languages	 Augmenting Claims Management with Text Analytics and Robotics to automate End-to-End Claim Process from Report to Resolution
Global Financial Services Co.	Global E-Comm Solution Provider	Large Network Equipment Co.	Large Food Giant	Global Insurance Services Co.
 Amplify Ability to Automate work End-to-End	 Amplify Ability to Launch New Offerings Rapidly	 Amplify Ability to Connect Front office and Back office	 Amplify Ability to Engage Customers Contextually	 Amplify Ability to Deliver Frictionless Experience

Low code Node Code Case studies

Appian Engagements

Major Global Bank in Credit Transformation	Appian Upgrade for a Leading Manufacturing Company	Application Enhancement & Maintenance for a residential and Commercial Services Company	Appian BPM L3 Support Case Study for Leading Manufacturing Company	Appian Application Development for Australian Government
Wholesale Credit Transformation is a strategic program for a multinational banking and financial services corporation, ranked within top 5 on the list of largest banks in the United States by assets.	This engagement included Technical Upgrade of APPIAN from 7.6 to 17.2. "Lift and Shift" Appian Upgrade approach was followed. Appian upgrade is done on 3 environments Development , UAT and Production	Appian enabled Fumigation process of Terminix group at client's to manage technical procedure of gas tight, release, aerating and exposure	Europe based Leading Manufacturing company looking for Effective Incident Management, Change Management and Service Requests with ~150 Appian tickets supported per month	Developing a Integrated Workflow platform to manage cases from assessment through to delivery

Camunda Engagements

Global Professional Firm in London	American multinational food, snack, and beverage corporation	American Multinational financial Services (Investments)	Heavy Electrical Manufacturer
The client has come up with a strategic initiative to build a dynamic user friendly and scalable workflow-based platform that would reduce implementation time and cost for new services onboarding the platform.	Latam Sales Transformation program uses Enterprise Integration Platform (EIP) as their integration platform as part of their Go-To-Market solution architecture and it is global standard integration platform	Explore opensource BPM to reduce license cost of IBPM Upgrade BPM and migrate to AWS and host microservices in-house to align with their organization strategic roadmap	Strategic initiative to build a dynamic user friendly and scalable workflow-based platform that would reduce implementation time and cost for new services onboarding the platform.
- Joint Application Development (JAD) took place to capture requirements and define to-be-process. - Adoption of Agile methodology for Design and Development. - Development of business flow in JBPM. - Identified reusable components for each of the group and rewritten the code systematically.	- Business processes were designed to be configurable and implemented using headless pattern to allow user friendly UI interacts with BPM using rest API. - Micro-service architecture provides scalability, maintainability, independent build and deployments, brings system resilience. - The application build and deployment across different environments by utilizing CI/CD pipeline	- Migration of all IBPM workflows to Camunda workflow models - Headless BPM implementation : IBPM Coaches developed using Angular 7 UI - Provided data access performance improvements and mid-tier caching solutions for SSO. - Spring microservices consistent design and performance tested - Containerized approach deployable to cloud or on-prem	- Business processes were designed to be configurable and implemented using headless pattern to allow user friendly UI interacts with BPM using rest API - Micro-service architecture provides scalability, maintainability, independent build and deployments, brings system resilience. - Rich user-friendly UI compatible with all the devices (Desktop, mobile & iPad).
- Single application platform catering to multiple lines of services and automating their business processes - Preconfigured changes to workflow doesn't require deployment - Delivered a robust technical architecture framework with Rick UI - De-risked application delivery by taking on manageable chunks of technical complexity - Reduced dependency of deployments on applications sharing the infrastructure	- Single application platform catering to multiple lines of services and automating their business processes - De-risked application delivery by taking on manageable chunks of technical complexity - Reduced dependency of deployments on applications sharing the infrastructure - Camunda is Open source, lightweight and can be embedded inside a microservice, and it's easy to deploy in a wide range of cloud and on-premises environments	- Opensource BPM product (Camunda) which is light weight and less expensive - Migrated 50 workflows from IBPM to Camunda - Rich UI experience compared to IBPM coaches. During multiple sprint demos business had highly appreciated ease and intuitiveness of Angular screens. - Hybrid cloud and on-prem environment. - Complex IIB services / operations broken down to smaller Java services resulting in easier maintenance	- Single application platform catering to multiple lines of services and automating their business processes - Preconfigured changes to workflow doesn't require deployment - Delivered a robust technical architecture framework with Rick UI - De-risked application delivery by taking on manageable chunks of technical complexity - Reduced dependency of deployments on applications sharing the infrastructure

Unqork Engagements

 Leading Retail Bank in US Client Onboarding and Account Open Solution for Wealth Management Customers Reducing Cycle time to few hrs. Amplify Ability to Launch New Offerings Rapidly	 Mortgage Services for a Major US Bank 50+ RPA BOTS deployed in 6 months with >75% reduction in AHT and 30% FTE Reduction Amplify Ability to Connect Front office and Back office	 Leading Commercial Banking Service Provider Single view of customer data to Strategize Upsell, Cross Sell handling KYC and AML with 100K Business Transactions Daily Amplify Ability to Engage Customers Contextually	 Global Brokerage Services Co. Create a world class Risk Mgmt Platform to Manage 3 Trillion Dollars worth Client Assets Amplify Ability to Automate work End-to-End	 Global Card Issuance company Time to Market for Card Issuance reduced from 10 days to 10 minutes. Amplify Ability to Launch New Offerings Rapidly
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For more information, contact askus@infosys.com

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Navigate your next

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