

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

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1. Service Overview

As a global leader, Infosys empowers organisations to transcend traditional operations and evolve into truly data-driven enterprises. Our robust "Data" expertise isn't just a capability; it's a deeply ingrained strength, forged from profound technical mastery, a formidable talent engine of over 39,000 dedicated professionals, strategic collaborations and an unwavering commitment to delivering impactful, measurable outcomes for every business.

Our expertise in "Data" addresses the entirety of its lifecycle, offering a seamless, end-to-end service portfolio. From establishing robust data management and governance frameworks to deploying advanced analytics, cutting-edge AI/ML solutions, and scalable big data architectures, we partner with the Client every step of the way – from initial strategic planning to continuous optimisation and value realisation. Our deep technical proficiency spans the critical technologies that underpin modern data landscapes, including leading cloud platforms (AWS, Azure, GCP), powerful big data tools (Hadoop, Spark), sophisticated data integration and visualisation techniques, along with the most advanced AI/ML frameworks. This knowledge base is constantly enriched through dedicated research and development investments, ensuring we bring along the most innovative and effective solutions.

At the heart of our "Data" prowess is our exceptional talent pool of seasoned data scientists, experienced data engineers, visionary data architects and innovative AI/ML specialists. This ensures that we can assemble the precise expertise required to tackle every Client's unique challenges. Our focus extends beyond mere data processing; we are driven to deliver actionable intelligence, uncovering meaningful patterns and translating them into tangible business results through the power of advanced analytics and AI/ML. Recognising that data's value is often industry-specific, we offer tailored data solutions designed to address the unique nuances and opportunities within industries such as public sector, finance, healthcare and manufacturing.

Our client-centric ethos, evidenced by our strong client retention, ensures the Client receives consistent, high-quality service underpinned by robust governance and clear Service Level Agreements. This fosters long-term partnerships built on mutual trust and a shared commitment to the Client's success.

In summary, Infosys's leadership in "Data" is a direct result of our comprehensive service offerings, deep and constantly evolving technical skills, unwavering focus on delivering actionable insights, tailored industry solutions, robust data governance practices and a future-forward development strategy deeply rooted in AI, cloud innovation, data democratisation, intelligent platforms, data monetisation and the fundamental principle of trust. This powerful combination empowers organisations to not just navigate the data-driven era, but to truly thrive within it, unlocking unprecedented levels of efficiency, innovation and competitive advantage.

Infosys Data & Analytics Practice differentiators include:

- **Skill sets: World class Consultants**
 - Over 33,000 experts; over 4,000 Big Data and Cloud Consultants
 - Over 1,000 Data Analysts and Scientists for Advanced Data Analysis, Predictive Modelling and Visualisation
 - Dedicated R&D Group having more than 200 key folks to understand the business and technology trends.

- **Breadth: Offers broad range of Services:** Strategy, Roadmap, Business Process and IT consulting, Technology Strategy, Implementation and Integration, Support and Managed Services, Governance
- **Alliance: Structured Alliance Programmes**
 - Over 75 Alliances
 - Structured alliance programmes and strong working relationships to support solution development, training, certification, etc.
- **Centre of Excellence: Providing Optimum Value**
 - Solutions, Methodologies and Tools
 - Knowledge Management, Training and Certification
- **Predictability: Creating success stories**
 - Over 50 client relationships
- **Multiple Industry Domains and Business Functions**
 - Solutions: Industry specific solutions and horizontal solutions
 - Industry and functional solutions: focused on specific needs.
 - A dedicated BI competency group that focuses on latest market trends and research on industry wide challenges

Our Data, Analytics and AI offerings towards building an AI First Enterprise includes leveraging AI first principles and reimagining traditional services with AI, extreme automation, partner ecosystem and IPs. Infosys offerings with respect to data analytics and business intelligence services are as listed below:

1. Defining AI Strategy:

Enterprise AI Strategy

Advisory, AI Value levers, Blueprint, Roadmap, Plan, AI Maturity Assessment, Data & AI Governance Strategy Responsible by Design Blueprint, Data & AI Platform Strategy, AI Operationalisation Strategy

Business Value Maximisation/ Management Office

BVM Office, BVM Articulation, BVM Measurement, BVM Monitoring, BVM Delivery

2. Building AI- Ready Enterprise

Autonomous Data & AI Estate

Services Domain Knowledge, Mesh Autonomous Data Engineering, Autonomous AI Engineering
Estate Management, MLOps, LLMOps, FinOps, DevSecOps, Continuous Operations

Data & AI Landscape Modernisation

Migration, Technology Transformation, Enterprise Platform Modernisation, Consumption Modernisation, AI/Analytics Modernisation

AI Foundry Service

AI/GenAI Lab, AI-first Software Engineering, AutoScrum, Living Labs as a Service

3. Enabling AI Powered Business Transformation

Industry AI Cloud

Retail, Manufacturing, Lifesciences, Media, FS, Auto, Telco, Insurance, Energy, Consumer, ESG

AI Brain for Business (Co-Pilot & Autopilot)

Customer Services, Marketing, Supply Chain, Procurement, Autonomous Business Framework

Business Experimentation

Experimentation-as-a-Service, AI Product Incubation Platform, Knowledge Services

AI Model Benchmarking Services

AI Functional Testing Strategy, AI Functional Testing, AI Business Reliability Engineering

4. Building AI Centric Business Ecosystem

AI Products and Services

Retail, Manufacturing, Lifesciences, Media, FS, Auto, Telco, Insurance, Energy, Consumer, ESG

AI Marketplace and Exchange

AI Monetisation | AI Collaboration

5. Data & AI Governance

Data & AI COE

Charter, Structure & Skills, Operating Model

Data & AI Governance – Blueprint

Organise and Fingerprint, Integrated Control, Privacy and Compliance, Security, Govern Consumption

2. Service Description

Infosys Data Management and Data Warehousing services comprise the following offerings:

- Data Integration and ETL (Real time and batch) Implementation and Support
- Data as a Service, ETL Factory and Centre of Excellence (CoE) setup
- Data Quality
- Data Governance
- Metadata and Master Data Management (MDM), MDM on Cloud
- Data Migration
- Data Virtualisation
- Data Protection
- Data Landscape modernisation (tools version upgrade, rationalisation and migration)
- Infrastructure support Platform Services
- Big Data, Data-as-a-service, Implementations and Support
- Data Modernisation

We have expertise to data management services (for structured as well as un-structured data) including but not limited to the below technologies:

- Data Integration/ETL: Informatica, Informatica BDE, Ab Initio, IBM Infosphere Data Stage, SAP Data Integrator, Oracle Data Integrator (ODI) Talend, Pentaho,
- Appliances: Netezza, Teradata, GreenPlum
- Data Quality: Informatica IDQ, IBM Quality Stage
- Master Data Management (MDM): Informatica MDM (Siperian), IBM MDM, Stibo systems, SAP NetWeaver MDM tool, Oracle MDM Suite, Tibco MDM tool
- Data Governance: Collibra
- Big Data Technologies: Hadoop, Hortonworks, Cloudera, MongoDB, NoSQL databases

Our solution addresses all the challenges of managing the complexities across hybrid infrastructure, adapting to constantly changing technology landscapes (open source and niche products), dealing with fragmented and complex data ecosystems and optimising cost of insights delivery for the enterprises providing a comprehensive suite of modular solutions to drive high impact business outcomes through agile experimentation and extreme automation.

Key highlights of Infosys data warehousing offering include:

- Strong transformation capabilities and credentials
- Strong delivery capabilities
- Proven credentials
- Alliances and partnerships

3. Assets & Tools

Our Data and Analytics competency has created frameworks and accelerators over the years that we leverage for projects globally. Some examples are given below:

Infosys Data Streams - Infosys Data Streams is metadata driven integration solution to accelerate development of enterprise grade pipelines. The solution offers self-service UI to setup and operationalise data flow with complete abstraction of technology and is capable to listen to events, streams and other data signals for real time processing as well as capture a variety of data in batch processing. It cleanses, curates and serves data for varied use cases. Monitoring feature ensures improvement in data availability.

Infosys Data Wizard - Infosys data wizard can make data warehouse and data lake migrations seamless, manageable and quick. It offers intuitive GUI that is designed to follow each Client's execution approach through different phases of the migration – from project initiation to configuration, inventory collection, analysis, migration, validation and all the way through to data certification, tracking and management.

SmartDQ - An AI based solution to understand data patterns and recommend DQ rules.

Infosys Data Collaboration Studio (DCS) - Collaborative data economy platform to enable internal and external data sharing.

Infosys Audience Intelligence Platform (AIP) - Privacy First Audience Data & Insight Cloud that enables to connect and collaborate across "All" the channels, touchpoints and partners to accelerate Collaborative Audience Intelligence and Activation within and across Publishing Houses, Media Houses, Brands and Media partners to realise and drive more data driven Media Economy.

ESG Intelligence Platform (ESG) - A data-powered sustainability cloud that scales to ensure long term value realisation from ESG investments enabled by a strong partner ecosystem and provide ease of integration with client specific data to derive actionable insights on sustainability and other ESG performance indicators.

Zero Engineering (ZE) - An Autonomous engineering solution and service that spans to the entire data, AI and consumption engineering lifecycle and management with a fine grain application of enterprise principles.

4. Credentials

- For a large **UK Public Sector transactional department**, Infosys executed a technology-agnostic Data Architecture review and recommendation exercise. The Infosys team architected a data platform to enable data access through efficient use of metadata mapping and cost effective “data lake”, allowing services to be managed through centralised data engineering capabilities and accelerated by data strategy and governance models. The platform design enables the intelligent use of data via automated decision making and predictive analytics and insights and enables a lean, efficient data analytics approach across the organisation through the adoption and orchestration of Data-as-a-Service.
- A UK-based financial institution was facing significant challenges in integrating its on premise data systems with cloud. This was further complicated with constraints of Data Security and Metadata-based Governance to comply with regulations, such as GDPR. Infosys co-created a highly scalable strategic multi-cloud solution built completely using open-source technologies supplementing the cloud native capabilities. This engagement, resulted in reduced risk, better IT operations and improved cost savings for the customer.
- For a leading **telecommunications company**, Infosys enabled data discovery platform by creating a data lake that integrated customers, products and network usage data. The insights have been helping for revenue assurance of 11.2% of total £20 billion revenue persistently with coverage accelerated to 27%. The 100% automation of Continuous Integration and Continuous Delivery for data sources to deploy into production resulted in 60-70% effort reduction.
- For a **leading Food Distribution Major**, Infosys team did Enterprise Data Warehouse (EDW) migration from Netezza to Redshift, AWS. The purpose of the project was to save cost on appliance as well as provide agility in reporting. Enabled faster turnaround of insights with billions of records of data for processing.
- For a **leading bank** we architected a Hadoop based ‘Real Time’ technology solution using the Cloudera 5.7 Data Platform. The client wanted to deliver a Big Data platform to enable all the programmes under Trade and Treasury Services to source data from multiple data sources and create a common data store. Data is streamed from external data sources and is transformed into files that can be ingested by the tracking application. This extraction, transformation and loading is achieved by Spark Engine. More than 250 million transactions are handled per month. Technologies used were CDH5.7, HBase, Kafka, Spark Streaming, YARN.
- For a **leading healthcare firm**, we processed 50,000 claims for overpayment tagging every 15 minutes leading to £3.7 million net savings in a year, identifying the overpayment and the fraudulent claims by developing model and rules performance tracking dataset, which acts as a primary input for operational dashboard to executives and captured the execution times and detect performance bottlenecks in-process.



For more information, contact askus@infosys.com

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