

G Cloud 15- Framework Service Definition

Crown Commercial Service

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1. Service Overview

Infosys possesses extensive capabilities in Workplace Transformation, supported by our robust team, significant client base, and strategic partnerships. Our dedicated practice comprises over 23000 certified professionals who focus on various aspects of workplace transformation utilising Microsoft technologies, including Office 365, Windows, and enterprise mobility and security. We have been consistently recognised as a Leader by top analysts such as Gartner, ISG, Avasant, and Nelson Hall for Workplace transformation, managed services, and cloud capabilities. Infosys's strategic partnerships, particularly our alliance with Microsoft, play a crucial role in enabling our capabilities and allows for early service adoption programs and ensures optimum Office 365 adoption and enhanced user experience across implementations and managed services.

Our suite of proprietary tools and accelerators, such as the Infosys Workplace Suite (IWS), dedicated Centres of Excellence (COEs) for governance, and our implementation experience across all Workplace Services workloads further differentiates our offerings, providing improved user experience and lower operational costs. Infosys enables an enhanced digital workplace that is human-centric, cloud-powered, and secured by zero-trust security mechanisms.

Our service offerings cover a wide array, including strategy and advisory services to envision the digital workplace, implementation, and migration services to accelerate transformation, and managed services to improve workforce experience through continuous collaboration. Our solutions not only aim to meet current business requirements but also envision the future workspace with a focus on sustainability and next-generation collaboration experiences. Through partnerships, proprietary tools, and a dedicated approach, Infosys remains at the forefront of delivering transformative digital workplace solutions that cater to diverse industry needs globally.

2. Service Description

Infosys provides a managed, secure, and client-approved process for administering Active Directory (AD) privileges and access rights, ensuring compliance with organisational policies and security standards. The service encompasses Group Policy management for devices and ownership of device management groups, delivering consistent governance across the enterprise.

2.1 Service Overview

The following table describes the main activities and the split of responsibilities INFOSYS, and our Clients related to the scope of Services:

Item	Description
Service Type	Directory Services
Support Hours and Language	• 24X5 Monday – Friday • 24x7 for all P1 and P2 Incidents • All L2 support will be provided in English
Infosys Sites	India
Contact Method	ITSM Tool, Service Desk
Solution Components	Active Directory and Azure Active Directory

Activities	Client	Infosys
Support security logging, reporting, and search capabilities.	CI	RA
Support sign-on services.	CI	RA
Support self-service password reset capability available as part of Service Desk.	CI	RA
Support Microsoft Active Directory services (e.g., group policies, containers, organisational units, etc.) as it pertains to Workstation Management (GPs, groups etc.), O365 services (distribution groups, etc.)	CI	RA
Support and manage Microsoft Active Directory provisioning processes.	CI	RA
Define Microsoft Active Directory reporting requirements.	RA	CI
Provide agreed Microsoft Active Directory reports.	CI	RA

Activities	Client	Infosys
Monitor all Microsoft Active Directory services and policies Group Policy, User Account Password Policy, User Account Lockout Policy, Audit Policy, and Event Log settings.	CI	RA
Manage, modify, and create Group Policy Object (GPO) as needed	CI	RA
Optimise Group Policy Objects by removing redundant policies	CI	RA
Monitor Azure Active Directory Connect (AADConnect)	CI	RA
Troubleshoot issues related to AADConnect Sync	CI	RA

2.2 Out of scope

Out of Scope
- Assessment and support of Compute, Storage, Backup, Middleware, Database infrastructure - Assessment and support of Domain consolidation, AD object migration, OS Upgrade activities

3. Assets and Tools

Infosys brings in Infosys IWS (Infosys Workplace Suite) for enhancing the end user experience through persona-based services, self-service and to improve AI-led automation. Infosys Workplace Suite (IWS) is an integrated framework that provides Gen AI led solutions to aid Workplace management easy by providing more seamless experience, more accessibility, and more security thus increasing productivity. Following image shows the details of the IWS offerings

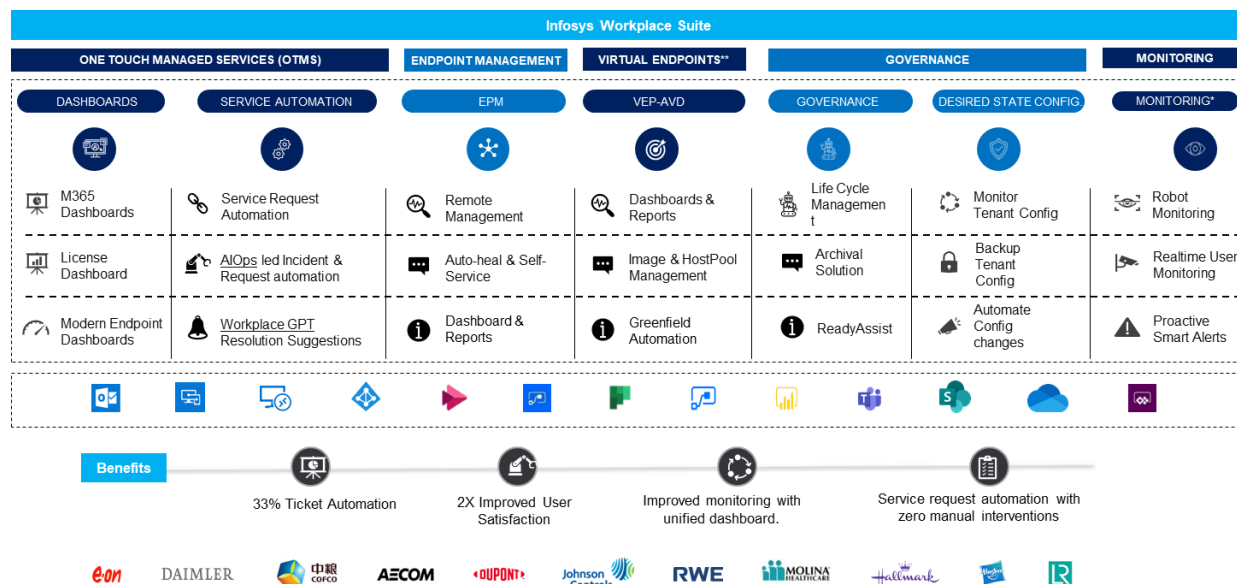


Figure 1 Infosys Workplace Suite

M365 Dashboards:

Provides Consolidated dashboards for a quick glance of all M365 services. IWS provides a robust framework that enables organisations to generate reports tailored to their specific needs. IWS comes with a library of over 50 pre-built dashboards and reports.



Figure 2 IWS Dashboards and Reports

License Dashboard: Unlock Cost Savings and Maximise ROI in M365 with AI-led License Optimisation Solutions

One of the unique features of the IWS dashboard is the IWS License dashboard. License dashboard provides an Improved License tracking and optimisation solution to enable Client for maximised ROI from investments while ensuring compliance and efficiency in projects. The frameworks and platforms bring insights into M365 license usage and recommend license based on business rules.



Figure 3 IWS License Dashboard

- **Insights** - In depth insights about Potential Cost Savings, Estimated License Loss report, License Allocated Report
- **Usage** - License usage per plan, department or business unit, region, country and state. Usage Analytics based on thin/thick client and product-wise usage, Mailbox size, User login days, internal/external users
- **Cost Savings Recommendations** - Cost saving report per department or business unit, license recommendation for each user, Underutilised licenses report, Disabled Users Licenses Cost, Conflicting License report, Subscription report
- **Rules Engine** - Recommended License based on Azure OpenAI and business rules

AI Led Automation:

- Reduce effort in repetitive requests by Service request automation framework. Integrates and adapts with Client's ticketing system and automation scripts to create an end-to-end self-service automation flow. We have observed around 30% ticket automation through IWS where we have implemented for our similar Customer environments.
- Enhance IT Operations with Golden experience by AI. It comes with over 100 common Microsoft 365 Automation scenarios developed using the framework. Following is a list of top Microsoft 365 Automation scenarios.

Comm.	Mailbox	Create Shared Mailbox	Update User Mailbox	Add Alternate Email	Enable Mailbox Auditing	Mailbox Access Management	Mobile Active Sync Update
	DL	Create DL	DL Management	Create/ manage Conference Rooms	Create/ manage Mail enabled Groups		
Collaboration	SharePoint	Create Site Collection	Create Sub Site	Site External Sharing	Site Storage Quota	Create SP Group	Archive/ Restore Site
	Teams	Create Teams	Archive Teams	Add/ Remove Teams Members	Delete Teams	Restore Teams	
	OneDrive & Yammer	OneDrive Owner Update	OneDrive Quota Limit	Yammer Group Creation	Yammer Group Delete	Enable/Disable User MFA	
EUC	VDI	Add User to App Group	Remove User From App Group	Modify VM	Add User to VDI Group	Remove User from VDI Group	
General	License & Permissions	Assign License To User	Remove User license	Enable/Disable User MFA	Manage Custom Permissions		

Figure 4 M365 Automation Scenarios

AI Led Operations:

It is an integrated framework that provides Generative AI-led solutions to elevate end user work experience and bring faster revolution in IT operations. The following figure represents IWS AIOps

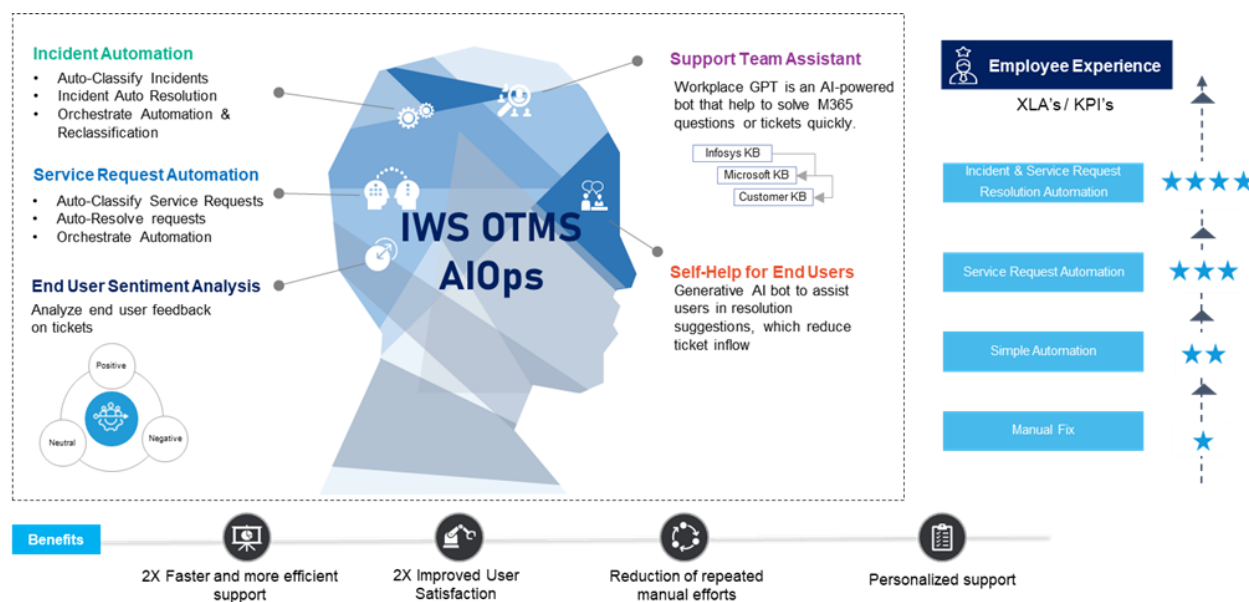


Figure 5 IWS OTMS AIOps

Desired State Configuration (DSC):

Microsoft frequently updates M365 workloads and services which end users interact with every day. This leaves IT departments with several challenges and overheads in Tenant change management. Therefore, Infosys proposes IWS' Desired State Configuration - A framework that provides the most comprehensive change management solution to make Microsoft 365 tenant configuration simple and stable. An Automated tenant monitoring and automated drift resolution process.

The objective of this tool is to implement configuration as code for M365 admin configurations and to continuously monitor and protect M365 tenants and the various workload configurations. With reusable components, accelerators and lessons learnt based on our experience in Client's M365

tenant management requirements, Infosys is proven to be the best partner in M365 tenant configuration change management.

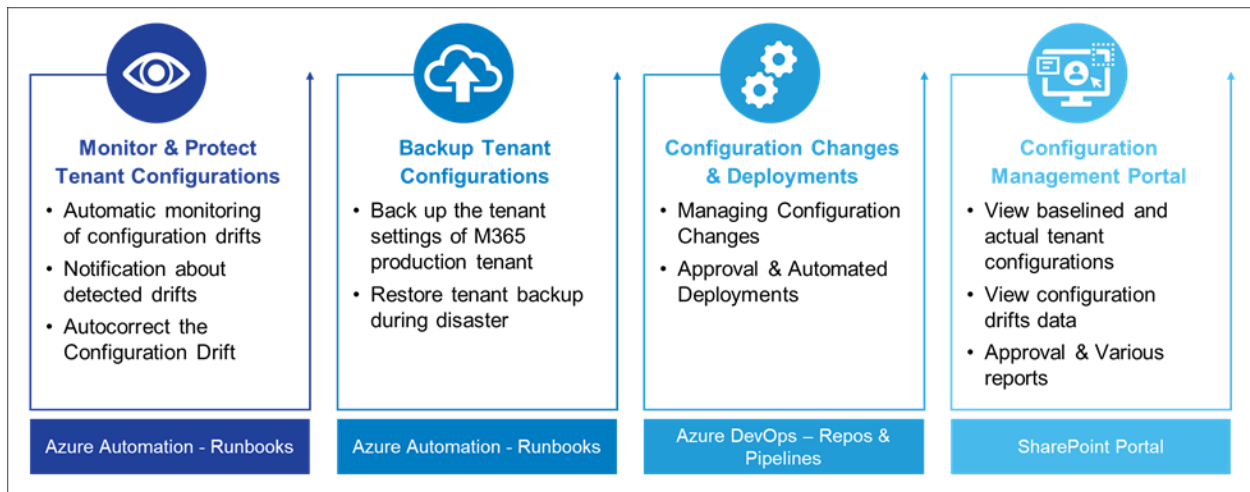


Figure 6 IWS' Desired State Configuration

Infosys Workplace Suite is also in line with the **Client's objectives of Cost Saving, Efficient Operations, Increased Productivity, and enhanced user experience for its workforce.**

Resulting **ticket automation, 2X Improved user satisfaction and service request automation with zero manual interventions.**

4. Credentials

Infosys Digital Workplace Services Credentials



Figure 7 Infosys Digital Workplace Services Credentials

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

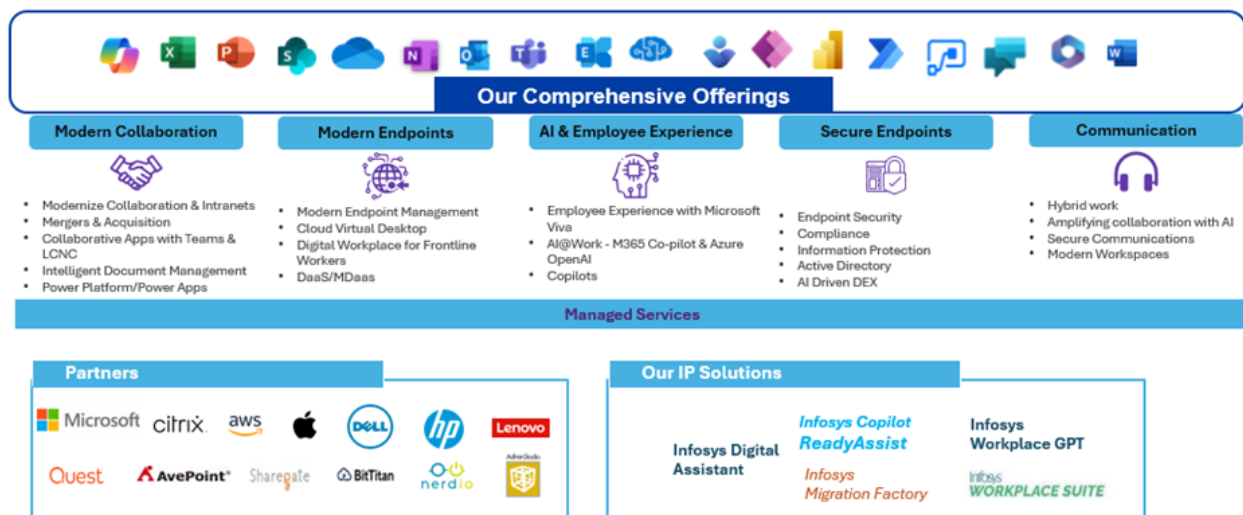


Figure 8 Workplace Offerings

Our Strategic partnership with Microsoft forms a cornerstone of our service delivery model. We collaborate with leading technology providers to integrate advanced solutions into our offerings. These partnerships enhance our ability to innovate and deliver comprehensive services that meet the dynamic needs of modern enterprises.

Microsoft and Infosys Celebrate Decades of Partnership



Figure 9 Infosys Partnership with Microsoft

For more information, contact askus@infosys.com



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