

G Cloud 15 – Framework Service Definition

Crown Commercial Service

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1. Service Overview

The Infosys Generative AI Business Operations Platform is a suite of AI-first, BPM-focused solutions designed to help enterprises build an AI-enabled operational core. By integrating Generative AI with Intelligent Automation, the platform frees business operations teams from repetitive, rule-driven activities and enhances decision-making in complex, judgement-oriented processes. The suite comprises ready-to-use solutions and responsible design frameworks, including AnswerSmart, InsightSmart, DraftSmart, TransitionSmart and ActSmart.

At the foundation of the platform are purpose-built narrow transformers layered around foundational models, supported by custom agent frameworks. This allows organisations to deploy highly precise, context-relevant solutions tailored to their specific business needs.

The platform provides AI-enabled capabilities across knowledge management, insights generation, contract analysis, SOP creation and autonomous operations. It is designed to improve productivity, accelerate onboarding, optimise the quality of knowledge sources and reduce operational complexity across multiple functions.

Each solution caters to a distinct business need:

- **AnswerSmart** your AI-first knowledge management partner, harnesses the power of Generative AI to provide accurate, cognitive answers to complex questions from vast knowledge repositories. AnswerSmart offers intelligent document extraction, can comprehend and reason with logic, is multilingual with support for over 160 languages and serves cross-functional business personas.
- **InsightSmart** leverages Generative AI to provide data visualisations and analysis to generate insights from a variety of data sources. InsightSmart delivers dynamic visualisations and analysis and features a multi-tenant architecture to serve distinct user groups.
- **TransitionSmart** AI-first Knowledge transition module– harnessing the power of Generative AI to convert unstructured process knowledge contained in KT videos, Process documents, Images etc. into detailed and comprehensive Standard Operating Procedures (SOPs) to aid faster transition of knowledge.
- **DraftSmart** your AI- first content creation module, utilises Generative AI to craft tailored content such as product brochures, marketing materials, financial reports and more. This module analyses both in-house materials and publicly available data to generate content in specific templates/formats. With intuitive templates guiding the AI, DraftSmart ensures the content is precise and relevant.
- **ActSmart** employs Agentic AI architecture to autonomously execute business processes. By leveraging large language models (LLMs), diverse AI models and domain taxonomies, ActSmart enables businesses to accelerate autonomous processing and workflow optimisation at an unprecedented rate.

Key Features

The **Infosys Generative AI Business Operations Platform** utilizes Microsoft hosted Open AI LLM and is powered by Infosys Topaz, our AI-First Offering to accelerate business value for global enterprises, with its 'responsible by design' approach to ethics, trust, privacy, security, and compliance. Its key features include:

Customizability for a variety of business operations and use cases	Multilingual support for over 160 languages
Easy deployment and simple click configurations	Consistent prompts and answers, ensuring reliability

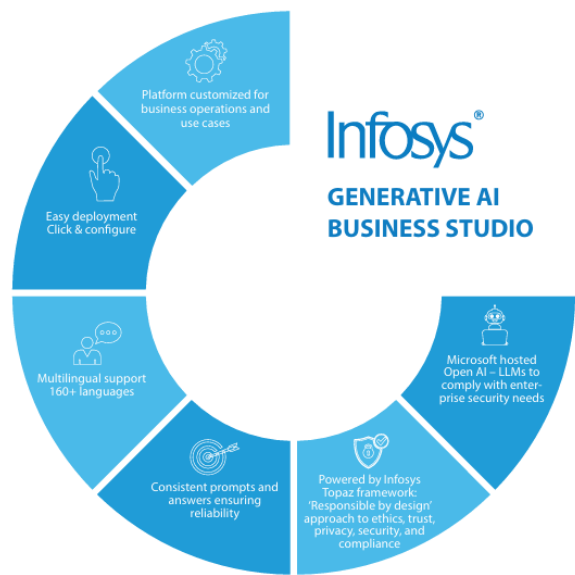


Figure 1: Key Features

2. Service Description

The core capabilities of the Infosys GenAI BizOps platform enable end-to-end AI-driven operations and include:

- **Purpose-Built Narrow Transformers and Custom Agent Framework:** Tailored transformer models and layered agent frameworks enable precision, contextual understanding and alignment to BPM-specific use cases.
- **AnswerSmart** – Knowledge Assistant
 - Intelligent document extraction across varied formats
 - Multilingual support (160+ languages)
 - Logical reasoning similar to a virtual SME
 - Smart coaching for new-user onboarding
- **InsightSmart** – Insights Generation
 - Dynamic visualisations
 - Sentiment analysis
 - Insight generation from multi-source data
 - Reinforcement learning with human feedback
 - Multi-tenant scalability
- **TransitionSmart** – SOP Creation and Knowledge Transition
 - Structured conversion of raw formats (videos, PDFs, Word documents, screenshots) into SOPs
 - Analysis of process flows and existing documentation
 - SOP creation using predefined or custom templates
 - Version control, role-based access and HITL editing
- **ActSmart** – Agentic AI Operations
 - Automation of data extraction, validation and routing
 - AI agents for matching, compliance checks, notifications, coding, language translation and data verification
 - AI twin for co-pilot assistance
 - Collaborative interaction with AP or operations agents during processing
 - The platform embeds robust controls across solutions to ensure accuracy, governance and compliance

The platform delivers significant measurable improvements across operations:

AnswerSmart	InsightSmart	TransitionSmart	ActSmart
• 15–20% increase in agent productivity • 10–15% reduction in Super-SME effort • 20–30% reduction in search time • 40–50% reduction in user production-readiness time • Better SOP adherence and improved knowledge-source quality	• Enables dynamic visualisations for faster insight consumption • Supports sentiment analysis for improved interpretation of qualitative data • Allows multi-tenant usage for scale across teams or clients • Generates insights automatically from varied data sources • Continuously improves output quality through reinforcement learning with human feedback	• Faster knowledge transition by converting fragmented sources into structured SOPs • Controlled SOP management through templates and versioning	• Faster processing through autonomous task execution • Higher accuracy through AI-driven error identification and correction • Improved compliance through automated rule application • Enhanced agent capacity by freeing teams from repetitive work

3. Assets & Tools

The platform is supported by a range of AI assets and utilities, including:

AnswerSmart Intelligence Assets	InsightSmart Tools	DraftSmart Utilities	TransitionSmart Toolset	ActSmart Agent Ecosystem
• Virtual SME reasoning capabilities • Multilingual knowledge management • Smart coaching workflows • Knowledge-source health analytics	• Visualisation engine • Sentiment analysis pipeline • Multi-tenant insight engine • Reinforcement learning mechanisms	• Accelerated content creation with Predefined and user-defined templates for different content formats • Smart Content Optimisation • AI-driven recommendations for tone, structure, grammar, and style improvements	• Raw-to-SOP conversion engine • Video and document analysis modules • SOP editor with templates and versioning • Human-in-the-loop controls	• Processing agent with AI twin • Query agent • Matching agents • Data-verification agent • Compliance-check agent • Invoice-coding agent • Email and notification agent • Language translation agent • Collaborative co-pilot guidance

4. Credentials

The following case studies demonstrate the application of the Infosys Generative AI Business Operations Platform across diverse industries and business functions. They highlight tangible improvements achieved through solutions such as AnswerSmart, TransitionSmart and ActSmart, including enhanced data accuracy, faster knowledge transition, multilingual operational transformation, reduced stabilisation times, productivity gains and significant cost savings.

Client	Business Challenge	Key Outcomes
Leading Telecommunications company <i>Order management Assistant</i>	- Complex and time-consuming quoting and order entry process – over 400 SoPs, 4 service lines, 22 countries - High TAT, Attrition – 25-30%, 16 – 20 weeks Agent stabilisation time	- Implemented Infosys Generative AI Business Ops - AnswerSmart Solution to provide accurate answers from SOPs and related artefacts 50% Reduction in agent stabilisation time 40% SME capacity released to handle complex cases, employee satisfaction enhanced by 2X
Leading UK based niche investment information and insights provider <i>AI led data acquisition and maintenance</i>	- Completely manual process limiting scalability with 70 researchers - Suboptimal Data quality - 50% - Complex multisource data Coverage – 1000 sources / month	- Implemented Infosys Gen AI Profiling Assistant integrated with end-to-end intelligent workflow - Improved Data Quality and Data Relevancy – 90%, 9x improvement in data maintenance (45,000) - Non-linear, highly scalable BPaaS model created - 5X improvement in coverage, multilingual sites
Global leader in integrated outsourcing and transformation <i>HR Policies and Process Assistant</i>	- Numerous HR policies and processes • Inconsistency in interpretation leading to Compliance challenges, Lengthy, Manual transactional review process - Average response time – 2 days, Coverage – 100+ Policies	- Implemented Infosys Generative AI Business Ops - AnswerSmart Solution to provide contextual, real-time responses to Employees on Policies and Process queries - Average response time reduced to 5 mins 30% Effort reduction, Accurate policy interpretation
Delivers environmental testing, consulting, remediation and compliance services. <i>TransitionSmart</i>	Contract-to-Cash KT knowledge sat in long recorded walkthroughs and scattered documents, forcing SMEs to manually watch, extract steps, and draft SOPs—slow, inconsistent, and risky for	AI converts KT videos and supporting documents into structured SOP drafts from real screen-shared process walkthroughs, accelerating SOP creation across business segments and improving consistency. Approx.

	knowledge loss. This also extended governance steps (AI clause/permissions) before SOPs could be created in the environment.	10 SOPs were generated end to end referring to 25-30 KT videos. • SMEs shift from authoring to quick review/refinement, reducing effort and rework. • The governed model supports compliant use and cleanup of KT assets post-transition.
Global leader in home appliances <i>Gen AI led Virtual SME</i>	• Complex and time-consuming F&A processes - RTR, FP&A, S&P, Treasury Operations – over 200 SoPs, over 120 users • Lengthy and complex SOPs and troubleshooting steps along with numerous scenarios, High TATs	• Implemented Infosys Generative AI Business Ops - AnswerSmart Solution to provide accurate answers from SOPs • Virtual SME Solution can comprehend and reason like an Expert Human SME • Freed up 20% SME capacity for complex cases

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