

# G Cloud 15 – Framework Service Definition

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## Crown Commercial Service

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## 1. Service Overview

The last few years Platform as a Service (PaaS) has been gaining popularity among clients, as it not only accelerates Software as a Service (SaaS) adoption, but also ensures that ever-changing integrations are quicker and require reduced effort. With the adoption of PaaS, the setup cost is considerably reduced, and customers can focus on the business solution rather than investing time and money on the infrastructure and software management. Customers need a strong system integrator (SI) partner with a proven solution framework who can help them adopt a PaaS rapidly.

Infosys has extensive experience in successfully executing large programmes that deliver complex integration solutions based on the Oracle Fusion middleware products. Infosys Oracle PaaS Centre of Excellence (CoE) is continuously helping our customers leverage key Oracle PaaS services, such as Oracle Integration Cloud (OIC), Process Cloud Service (PCS), Visual Builder Cloud Service, Visual Builder Studio, SOA Cloud Service (SOA CS), Oracle Database Cloud Services, Oracle Data Integrator Cloud Service (ODI CS), API management (API Platform) and Oracle Functions for building tailored integrations to speed up their cloud adoption with minimal risks.

### Oracle PaaS Center of Excellence at Infosys



Figure 1. Oracle PaaS CoE snapshot

## 2. Service Description

Since 2006, Infosys has a dedicated Oracle Integration Competency Centre, which offers various capabilities for our clients. We have vast experience in the execution of more than 60 projects with multiple clients in diverse business verticals. These projects span across tactical integration, to multi-channel integration and to partner integration. Infosys has a wide range of service offerings and mentioned below are some key types:

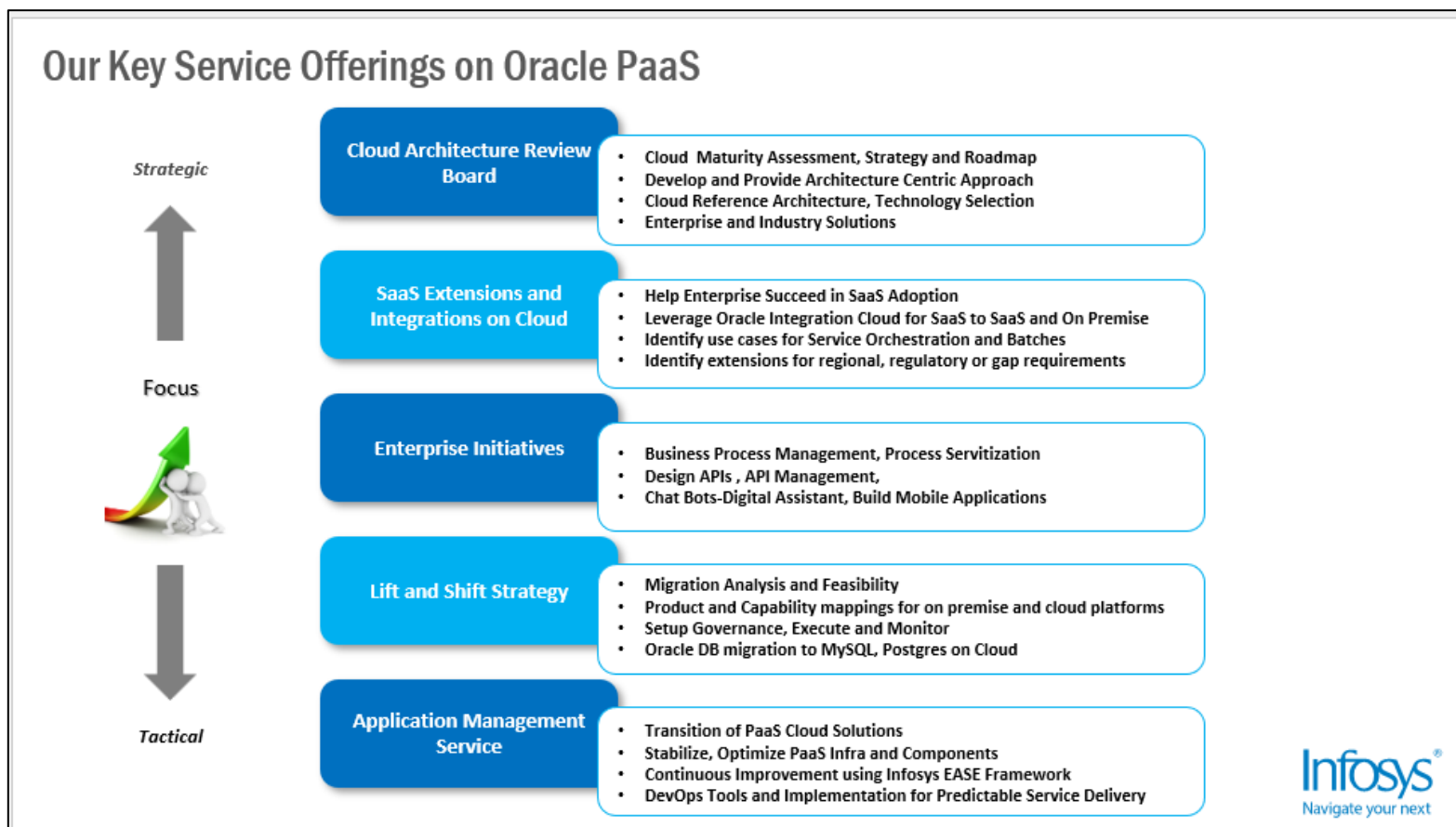


Figure 2. Infosys PaaS Service Offering

Our SMEs have extensive experience in successfully executing large programmes that deliver complex integration solutions based on the Oracle Service-oriented Architecture.

Our Integration Competency Centre has been renewed to a Focused PaaS Centre of Excellence which is continuously helping customers leverage key Oracle PaaS services for building tailored integrations to speed up their cloud adoption with minimal risks.

Here are the **key features** of the Infosys Oracle PaaS CoE:

- A backbone team of over 650 Fusion Middleware consultants, out of which more than 300 are trained and certified for the Oracle PaaS platform, who have been trained through Oracle's online and classroom training and Oracle Partner Network (OPN) certifications.
- Dedicated architects for each service area who focus on co-development, rapid skill-building through internal training, thought leadership, value-added services and demonstration of PaaS capabilities.

- A full-blown stack on Oracle PaaS services, which will be available for building and maintaining various solutions, proof of concepts, client demos for presales functions and will be managed independently in-house under the supervision of senior architects.
- Prototypes which we have already built in-house for integrating cloud applications and enhancing features to achieve bigger business goals.

The Infosys Oracle PaaS CoE has emerged as number one SI and Oracle Partner for PaaS platforms and has created a wide range of solution offerings that serve many clients across the globe. Our key solutions available on the Oracle PaaS platform are aimed at enhancing customer experience (CX) SaaS, human capital management (HCM) SaaS and Oracle cloud ERP SaaS.

We have built the following PaaS solutions based on real-time customer engagements such as:

- **Contingent Worker Application:** Service Procurement to enable rate card and time-card entry and approval using Java Cloud service, SOA Cloud service and Database Cloud Service.
- **Accounts Payable on Cloud (APOC):** A solution to provide clients with an end-to-end platform for no touch invoice processing.
- **Infosys Intelligent Operation Centre (IIOC): A one stop platform** aimed at identifying and reducing critical business interruptions. Together with monitoring across business processes, applications, enterprise integration, infrastructure, databases. It envisions to track the overall health of the applications.
- **Oracle Applications and Systems Integration Stack (OASIS):** OASIS is a set of reusable components which is based on Infosys experience with integrating different systems and applications using the Oracle Integration Cloud as the integration platform. This stack includes the technical documentation, code, and the live interfaces.
- Oracle PaaS COE accelerators are depicted in the following diagram:

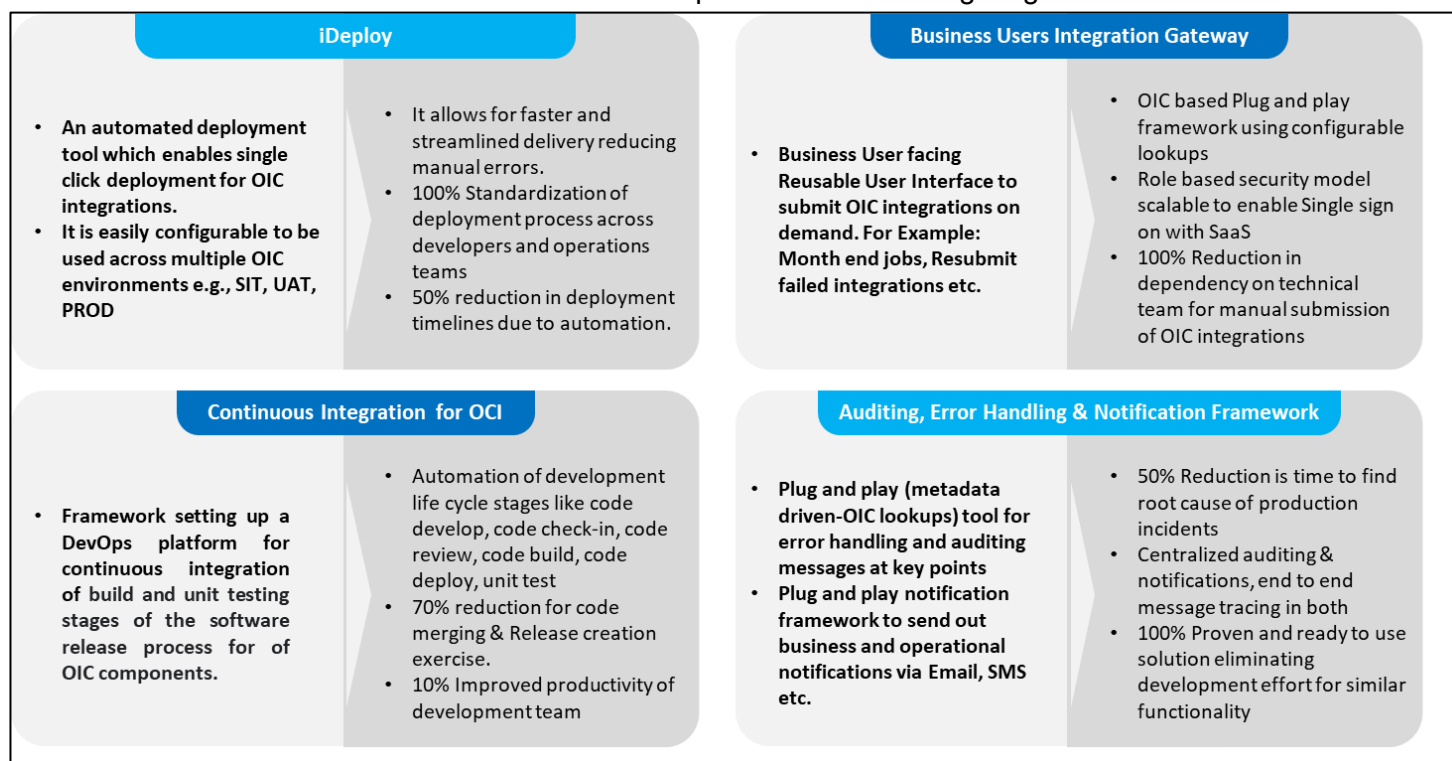


Figure 3. Infosys CoE Accelerators

The following table highlights some **solution enablers** that have been developed by this practice, which provide a view of our advanced technical expertise in this area:

| Component                                   | Brief Description                                                                                                                                                                                                                                                                                                                                  | LC Fitment       |
|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <b>Reference Design Architecture</b>        | Design Guidelines and Principles for implementing OIC integrations                                                                                                                                                                                                                                                                                 | Design and Build |
| <b>Anti Design Patterns</b>                 | Best practices and pitfalls while designing Integration components in Oracle OIC                                                                                                                                                                                                                                                                   | Design and Build |
| <b>Mapping templates with Samples (LLD)</b> | A template for mapping standard SaaS objects with custom application objects including samples of various modules of Oracle SaaS products e.g., GL, AR, OM, etc. for finance, SCM, HCM cloud                                                                                                                                                       | Design and Build |
| <b>OIC Naming Conventions</b>               | Naming standards and conventions to ensure that the code can be easily understood and referred across projects. <ul style="list-style-type: none"> <li>• Establishes consistency</li> <li>• Improves readability</li> <li>• Provides friendly development environment</li> <li>• Avoids confusion or duplication of integration pattern</li> </ul> | Build            |
| <b>Checklists for Code\Design Review</b>    | Ready to use Design and Code Review Checklists which help developers to produce high quality, standard based and low defect integrations from the beginning of the project itself                                                                                                                                                                  | Checklist        |
| <b>OIC Cookbook</b>                         | Implementation methodology, recipes for common use cases, scenarios, challenges and workarounds implemented for real life implementation scenarios                                                                                                                                                                                                 | Guide            |

**Table 1.** Solution Enablers

### 3. Assets and tools

| Component                              | Type      | Brief Description                                                                                                                                                                                                                                                                                                                                                                                                                                  | LC Fitment       |
|----------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <b>I-Deploy – Automated Deployment</b> | Tool      | An automated deployment tool which enables single click deployment for OIC integrations. It is easily configurable to be used across multiple oracle integration cloud environments. The tool is implemented using shell scripting within Developer Cloud Service and leverages the OOTB REST APIs provided by Oracle for deployment of OIC integrations                                                                                           | Deployment       |
| <b>ICS to OIC Migration Tool</b>       | Tool      | ICS to OIC migration utility provides a robust solution for exporting all the components from ICS and import it into target OIC instance                                                                                                                                                                                                                                                                                                           | Deployment       |
| <b>Auditing Framework</b>              | Framework | OIC Auditing Framework is a reusable component (metadata driven through OIC lookups) and can be used for auditing messages as they traverse through OIC orchestrations at key points. This lightweight framework is implemented in OIC and provides a centralised way of auditing, end to end message tracing in both DBaaS (preferred) or FTP locations.                                                                                          | Design and Build |
| <b>Fault Management Framework</b>      | Framework | OIC Fault Management Framework is a reusable component (metadata driven through OIC lookups) and can be used to handle and notify all types of errors (system/business) for OIC orchestrations. This lightweight framework is implemented in OIC and provides a centralised way of handling errors by auditing them with relevant details and sending out email notifications to concerned team member(s) responsible for them in real time basis. | Design and Build |
| <b>Resubmission Framework</b>          | Framework | Using a combination of OIC's inbuilt REST APIs 1) Retrieve Error Instances and 2) Resubmit Multiple Error Instances, resubmission can be achieved. A scheduled OIC orchestration or even a scheduled custom shell script can be used to invoke the REST APIs in a proper sequence with a slight delay in between to resubmit huge number of failed instances (if required)                                                                         | Design Only      |
| <b>Error Catalogue Framework</b>       | Framework | A catalogue to convert Oracle errors in-to more meaningful error messages that can be easily understood by business and non-technical support teams.                                                                                                                                                                                                                                                                                               | Design Only      |

|                                                  |             |                                                                                                                                                                                                                                                                                                                                                                      |                  |
|--------------------------------------------------|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <b>Configuration Management via DCS</b>          | Accelerator | A streamlined Release Management process enables automation of deployment of integrations across multiple environments. Each step in the workflow can either be automated or manual. It allows for faster and streamlined delivery by having close co-ordination between Development Team and Release Management Team                                                | Development      |
| <b>OIC Naming Conventions</b>                    | Accelerator | Naming standards and conventions to ensure that the code can be easily understood and referred across projects. <ul style="list-style-type: none"> <li>✓ Establishes consistency</li> <li>✓ Improves readability</li> <li>✓ Provides friendly development environment</li> <li>✓ Avoids confusion or duplication of integration pattern</li> </ul>                   | Development      |
| <b>Templates for TDD, UTP and Release Notes.</b> | Accelerator | Reusable template for documentation.                                                                                                                                                                                                                                                                                                                                 | Documentation    |
| <b>OIC Cookbook</b>                              | Accelerator | OIC features and best practices                                                                                                                                                                                                                                                                                                                                      | Guide            |
| <b>JS library Pack for OIC</b>                   | Accelerator | OIC Custom Utilities Pack provides a framework to create, manage and reuse extended functions. This provides a powerful feature to define complex logic in addition to the standard set of functions provided by OIC.                                                                                                                                                | Development      |
| <b>Reference Design Architecture</b>             | Enablers    | Design Guidelines and Principles for implementing OIC integrations                                                                                                                                                                                                                                                                                                   | Design and Build |
| <b>Anti-Design Patterns</b>                      | Enablers    | The purpose of this document is to define some of the best practices and pitfalls while designing Integration components in Oracle OIC. This document applies to all the components, developed using latest Oracle Integration Cloud releases                                                                                                                        | Design and Build |
| <b>Checklists for Code\Design Review</b>         | Enablers    | Ready to use Design and Code Review Checklists which help developers to produce high quality, standard based and low defect integrations from the beginning of the project itself                                                                                                                                                                                    | Checklist        |
| <b>OIC Feature Flag Cookbook</b>                 | Enablers    | Within Oracle Integration cloud, Oracle allows partners to trial new features without making them available in Production Pods. Everyone runs the same codebase but feature flags control what is available to a specific instance <ul style="list-style-type: none"> <li>✓ Gain feedback on new features before rolling them out to the whole user base.</li> </ul> | Handbook         |

|                                         |          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                 |
|-----------------------------------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
|                                         |          | <ul style="list-style-type: none"> <li>✓ Test new features in "the wild" in a controlled manner.</li> <li>✓ Be able to rollback new features that may have unforeseen problems.</li> </ul>                                                                                                                                                                                                                                                                       |                 |
| <b>OIC Sizing and Capacity Planning</b> | Enablers | <p>Oracle Integration Cloud (OIC) Gen2 uses a single billing metric, which helps in the estimation of service consumption. The metric for OIC is "Messages Per Hour". The messages are packaged in increments of 5,000 per hour and in case of "BYOL" instance, this number is 20,000 messages per hour. With these metrics in place, there are many aspects that will need clarity before one could finalise the sizing for the Production OIC environment.</p> | Instance Sizing |

Table 2. Assets and Tools

## 4. Credentials

The Infosys Fusion Middleware (FMW) Centre of Excellence (CoE) consists of over 650 global talents at every experience level, who have successfully executed more than 125 significant integration projects across the globe.

| Client Description                                                                                                                                                         | Key Challenges                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Infosys Solution Highlights                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Business Value Delivered                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| <p><b>A provider for datacentres equipment and services. Enterprise with 18,000 employees and more than 25 manufacturing and assembly facilities across the globe.</b></p> | <p><b>Regional Silos</b></p> <ul style="list-style-type: none"> <li>Each of the regions and operating units have been operating on individual enterprise systems leaving limited or no visibility to the Global finance, demand and sales forecasts. There is a need to unify these disparate systems by bringing them on to a single, global platform and aligning them to standardized processes globally.</li> </ul> <p><b>Platform Instability</b></p> <ul style="list-style-type: none"> <li>Oracle PaaS development was done using older platform of ICS which posed a lot of performance and stability challenges</li> </ul> <p><b>Multiple Programmes in Parallel</b></p> <ul style="list-style-type: none"> <li>Client has embarked on their global cloud transformation. As part of this initiative, entire suite of legacy applications serving their enterprise needs from across the regions are expected to come on to the global cloud platform and about 10 plus large programs are to be executed. This</li> </ul> | <p><b>Projects Delivered</b></p> <ul style="list-style-type: none"> <li>Enabled a smooth transition from ICS (older version) to OIC (new version). ICS was used for ERP Cloud and HCM Cloud integrations</li> <li>Defined B2B Roadmap and helped in creating an in-house managed platform using combination of OIC and Oracle B2B on cloud. First Phase Go Live in August for ERP Cloud and external trading partner included. EDI Transactions such as 855, 866, 810, 846, etc.</li> </ul> <p><b>PaaS COE</b></p> <ul style="list-style-type: none"> <li>Infosys SMEs helped the client in establishing a PaaS Centre of Excellence with OIC as core platform.</li> <li>Creating multiple architecture and design artefacts using industry best practices</li> <li>Defined 10+ Design Patterns and Anti Patterns</li> <li>Developed Common Services Framework for OIC – for Auditing, End to end Message tracing,</li> </ul> | <ul style="list-style-type: none"> <li><b>Faster Time to Market</b> - Engagement with established partnership with the PaaS A team and Engineering teams from Oracle</li> <li><b>Standardisation</b> of architecture, design and coding standards helped in increasing development teams' productivity</li> <li><b>Strong Oracle Alliance</b> – A successful working model put in place with Oracle product teams to prepare business case for solution options on Oracle SaaS and PaaS product alignment for specific domain areas which helped business making correct product selection decisions.</li> <li><b>Optimise Operation Overheads</b> - Leveraged DB CS to extend Oracle Integration Cloud platform for easy-to-use tracking, monitoring and issue resolutions.</li> <li><b>Early Diagnosis</b> – Centralised auditing framework helped in early detection of production issues and fixing it beforehand</li> <li><b>Revenue Uptake</b> - Global cloud transformation resolved several problems and helped in improving global pipeline and channel management for sales efficiency, cross-sell /up-sell capabilities and</li> </ul> |

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|                                                                                                                                                                                | <p>needed a robust governance structure in place to identify risks and inter dependencies of various programs and system and resolve them to succeed.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                               | <p>notifications, error handling and resubmission</p> <ul style="list-style-type: none"> <li>Established DevOps practices; Built automated utilities for OIC deployment using Oracle Developer Cloud Service</li> <li>Reference Architecture built for <b>Oracle API Platform</b> on Cloud – For Security, Throttling requirements</li> <li><b>Governance Board</b> - Established technical architecture review board with representation from Client, Oracle and Infosys Senior Architects.</li> </ul>                                                               | <p>ability to leverage strategic influence on deals.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <p><b>Fortune 100 financial services organisation, revenue ~£27 billion (2016). Leading provider across academic, research, medical, cultural and governmental fields.</b></p> | <p><b>Technology Proliferation</b></p> <ul style="list-style-type: none"> <li>There were multiple technologies available for MW development, such as MuleSoft, Java, ODI, Sterling Integrator and others. As part of Cloud adoption there was a need for a unified MW platform which is future looking and in line with Industry standards.</li> </ul> <p><b>Low Scalability</b></p> <ul style="list-style-type: none"> <li>Existing MW Tools and underlying platforms were not found scalable enough and incurred high costs on licenses and operations.</li> </ul> <p><b>Cloud Adoption Risks</b></p> | <ul style="list-style-type: none"> <li><b>Oracle Integration Cloud</b> is used to implement integration across cloud and on-premise systems including Oracle ERP Cloud, Peoplesoft hosted on Oracle IaaS, over 23 on-premise systems holding SORs and other enabler components, e.g. Autosys, Alarm Point, Service Now, Sterling Integrator.</li> <li><b>OIC Autonomous (AIC)</b> enabled dynamic sizing option and Infosys SMEs helped in optimizing the message packs needed for all non-prod and prod environments through detailed volumetric analysis</li> </ul> | <ul style="list-style-type: none"> <li><b>Standardisation and Consolidation:</b> A lot of software applications existed in the as-is environment to hold accounting data. OIC based architecture helped in consolidating and standardizing the communication the data from different entities.</li> <li><b>Dynamic Scaling:</b> With OIC autonomous option the sizing overheads were negligible as for peak loads the platform offered automatic scaling up and scaling down</li> <li><b>Reduced environment provision</b> time by ~60-70%.</li> <li><b>Improved CPU utilisation</b> by ~30% and backup time by 20%</li> </ul> |

|                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>Client has embarked on their platform modernisation and business transformation for finance operations. As part of this initiative, Oracle Accounting Hub on Cloud was picked up. Peoplesoft was decided to be moved on Oracle Cloud infrastructure. Due to hybrid nature of the desired architecture the risks identified were high.</li> </ul> <p><b>High Spend</b></p> <ul style="list-style-type: none"> <li>The new landscape needed a robust and scalable MW platform in place to allow build integrations and new applications quickly with lower costs. OIC offered a new method to optimise spends on license and infra maintenance</li> </ul> | <p>all the integrations in scope</p> <ul style="list-style-type: none"> <li><b>PGP File Encryption</b> supported by OIC ensured secured data exchange over SFTP protocol between systems</li> <li>OIC was integrated with Alarm Point and Service Now through <b>Shell Scripts</b> to ensure real time reporting of production incidents</li> <li><b>OIC OOTB Monitoring and Dashboards</b> are being used for real tie monitoring of interfaces and overall health of environment</li> <li><b>IDCS</b> is used to implement single sign-on between PeopleSoft application, Oracle Cloud infrastructure, AHCS, OIC and on-premise systems.</li> </ul> | <ul style="list-style-type: none"> <li>Anticipated <b>savings of ~£0.75 million</b></li> <li>Provided <b>highest level of security</b> and compliance for the financial application.</li> <li><b>Future Reference - Single</b> cloud native integration platform to integration data, orchestrate processes, build PaaS Bolt Ons that can be monitored</li> </ul>                                                                                                                |
| <p><b>A global £17.9 billion digital office solutions company with over 100,000 employees, offices in 150+ countries; manufacturer of printers, fax, scanners, digital cameras, PC cards.</b></p> | <p><b>Disparate Systems</b></p> <ul style="list-style-type: none"> <li>The Quote to lease cycle involves multiple leasing partner, it becomes challenging to draw a common integration approach when each partner is having their own specific technology spectrum</li> </ul> <p><b>Inconsistent Data</b></p> <ul style="list-style-type: none"> <li>Different systems in current architecture were always out-of-sync. The data</li> </ul>                                                                                                                                                                                                                                                    | <p><b>Unified platform</b></p> <ul style="list-style-type: none"> <li>Unified platform for multiple lease funding partners managing all leasing transactions across all 3 functions of booking, funding and buyout</li> </ul> <p><b>Proven Reference Architecture</b></p> <ul style="list-style-type: none"> <li>Oracle Integration Cloud (OIC) helped in automating the digital workspace by constructing a unified integration strategy with multiple partners</li> </ul>                                                                                                                                                                           | <ul style="list-style-type: none"> <li><b>ROI</b> - The expected returns from the leasing stream was about <b>£1.49 million savings</b> due to efficiencies and automation for the PO booking, funding and buyout process, for Ricoh's top 3 leasing partners combined contributing 90% of 3rd party lease deals</li> <li><b>Reduction in time to market</b> - With automated integrations for PO Booking and funding the process, the time to market for generating,</li> </ul> |

|                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|                                                                                                                                                                                      | <p>integrity was compromised.</p> <p><b>Disjointed Requirements</b></p> <ul style="list-style-type: none"> <li>Some partners preferred the business document attachments as a secure file transfer process some preferred the documents as a content within the service request. The authentication mechanism and payload structure were different as well.</li> </ul>                                                                                                                                                                                                                                                                | <p>for quote lease funding process</p> <p><b>Scalable Design</b></p> <ul style="list-style-type: none"> <li>Using OIC a reusable scalable architecture was designed which is layered with a parent and child integrations hierarchy.</li> <li>Usage of OIC lookups facilitated making a dynamic algorithm for locating the child service with a loosely coupled architecture.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                | <p>reviewing and approval of the Lease deals has been <b>improved from by 50%.</b></p> <ul style="list-style-type: none"> <li>For Buyout the Quote trade-in process has shown <b>40% improvement</b> for the internal Quoting process (trade-in with buyout amount)</li> <li><b>Reduction by 50%</b> for PO Booking and PO Funding, and <b>by 40%</b> for Buyout</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p><b>A global aerospace parts distributor; over 1 million part numbers; over 2,300 employees; over 65 global locations serving military, commercial and business jet space.</b></p> | <p><b>Non-Standardised Platform</b></p> <ul style="list-style-type: none"> <li>Diverse processes in disparate home-grown systems. Implementing procurement policies was a challenge as they had to be enforced across these various systems.</li> </ul> <p><b>Inefficient Purchasing Processes</b></p> <ul style="list-style-type: none"> <li>Lack of a single source of truth for purchasing led to duplicate and incorrect data and no strategic insights. Buyers and commodity managers had no visibility what to buy and from whom or when, resulting in poor buying decisions.</li> </ul> <p><b>Poor Customer Experience</b></p> | <p><b>Standardization of Systems and Processes</b></p> <ul style="list-style-type: none"> <li>Oracle Procurement Cloud established an industry standard based procurement solution</li> </ul> <p><b>Cloud and On-Premise Integration</b></p> <ul style="list-style-type: none"> <li>Implementation of OIC for integration with Legacy Systems.</li> <li>Autonomous OIC used for high optimum use which allows dynamic scaling</li> </ul> <p><b>SaaS Extensions</b></p> <ul style="list-style-type: none"> <li>Implementation of VBCS for building Rapid UIs for SaaS Modules</li> <li>Seamless user experience for SaaS business users</li> </ul> <p><b>Database on Cloud</b></p> <ul style="list-style-type: none"> <li>Implementation of Database on Cloud</li> </ul> | <p><b>Faster time to market</b></p> <ul style="list-style-type: none"> <li>The Oracle suite acts as a single source of truth for all purchasing business functions. It houses clean and critical purchasing data that drives faster and well-informed buying/negotiation decisions, thereby ensuring faster product delivery.</li> </ul> <p><b>Enabled greater compliance</b></p> <ul style="list-style-type: none"> <li>Infosys incorporated various industry specific compliance checks into the client's purchasing process and augmented the</li> </ul> <p><b>Enhanced customer experience</b></p> <ul style="list-style-type: none"> <li>Infosys deployed an online cloud-based platform for buyers and suppliers to seamlessly collaborate and communicate with all stakeholders. These mitigated incidents of incorrect or delayed</li> </ul> |

|  |                                                                                                                                                                                                |                                                                                             |                                                       |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-------------------------------------------------------|
|  | <ul style="list-style-type: none"><li>Without an online collaborative platform, it was impossible to track supplier operations, which severely impacted the end-customer experience.</li></ul> | <ul style="list-style-type: none"><li>Custom Tables for Business and Look up Data</li></ul> | shipments, thereby improving the customer experience. |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-------------------------------------------------------|

Table 3. Case Studies

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)



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