

G Cloud 15- Framework Service Definition

Crown Commercial Service

January 30, 2026

Response to Request for Proposal

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1. Service Overview

Infosys Microsoft Practice brings the best of the Microsoft ecosystem and cutting-edge AI technologies like Copilots to transform businesses for the future. With an industry-first approach, we accelerate digital transformation by strengthening technological foundations, fostering innovative business models, and ensuring seamless integration and management across digital ecosystems. Our work consistently drives enterprise growth and empowers organisations to thrive in today's fast-evolving business landscape.

Infosys and Microsoft have built a strategic partnership deeply embedded within the Infosys Partner ecosystem. With more than over 20 years of collaboration, together we deliver cutting-edge solutions and services integrated with Microsoft technologies, driving innovation and enhancing enterprise capabilities.

Infosys is recognised as a leading Global Systems Integrator (GSI) partner, empowers businesses to redefine their technology infrastructure, develop innovative business models, and achieve seamless integration within their digital ecosystems. Through our partnership, enterprises are equipped to adapt, compete, and succeed with confidence, leveraging the full potential of Microsoft technologies.

Infosys Microsoft practice adopts Generative AI Driven approach elevates experience, Smarter Support, Human-centric. Elevates customer experience beyond expectations. Infosys is helping enterprises to transform sales and marketing into Data-Driven, Agile Operations that delivers key measurable business outcome, Infosys leverages Microsoft Dynamics 365 Sales and Power BI for its partners and achieved Real-time visibility.

Infosys transforms remote work for Modern enterprises, Provide unified experience in this Digital World, Modernise Desktop and application virtualisation, automation-led managed services, pivotal in Modernising virtual desktop and Applications. Delivering scalable solutions and seamless collaboration.

2. Service Description

Infosys Microsoft Practice with over 10,000 Microsoft Virtualisation professionals, experts. That Includes over 5000 Cloud certified, over 500 Cloud Support Specialists we have successfully delivered over 70 engagements across multiple sectors.

Below is a snapshot of Infosys Microsoft Practice Virtual Desktop and Apps service offerings:

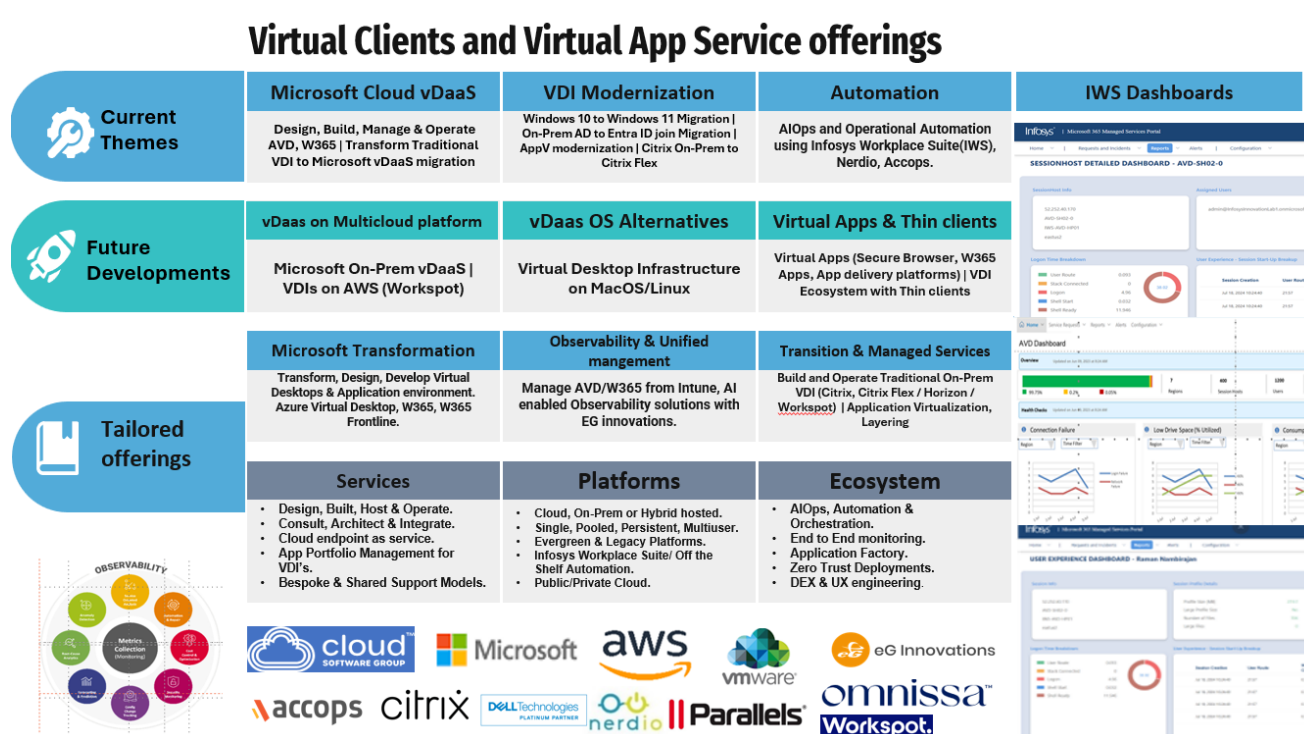


Figure 1. vDaaS Capabilities

We at Infosys understand that heavy customisations and lower maturity support can lead to higher run costs and longer time for enhancements. Hence our vDaaS offering is based on below key principles

- **Seamless transition and support** using Dedicated standard operating model.
- **Dedicated and Shared services** approach to ensure Right Skill, Right time, For a Right touch operations.
- Leveraging **People and Software** model for maximum automation and error free delivery.
- Focus on **business KPIs**.
- **New age pricing models** – most optimal for specific scenario are used.
- **Center of Excellence** is a central engine leveraging Industry expertise and AI Capabilities.

Infosys provides Virtual Desktop and Apps for all Desktop Virtualisation on cloud and on-premises. Our services extend through L1, L2, L3, enhancements and L4 support for entire 24*7 or depending on business requirements. Apart from these we also take care of Application Administration Infrastructure maintenance and Support.

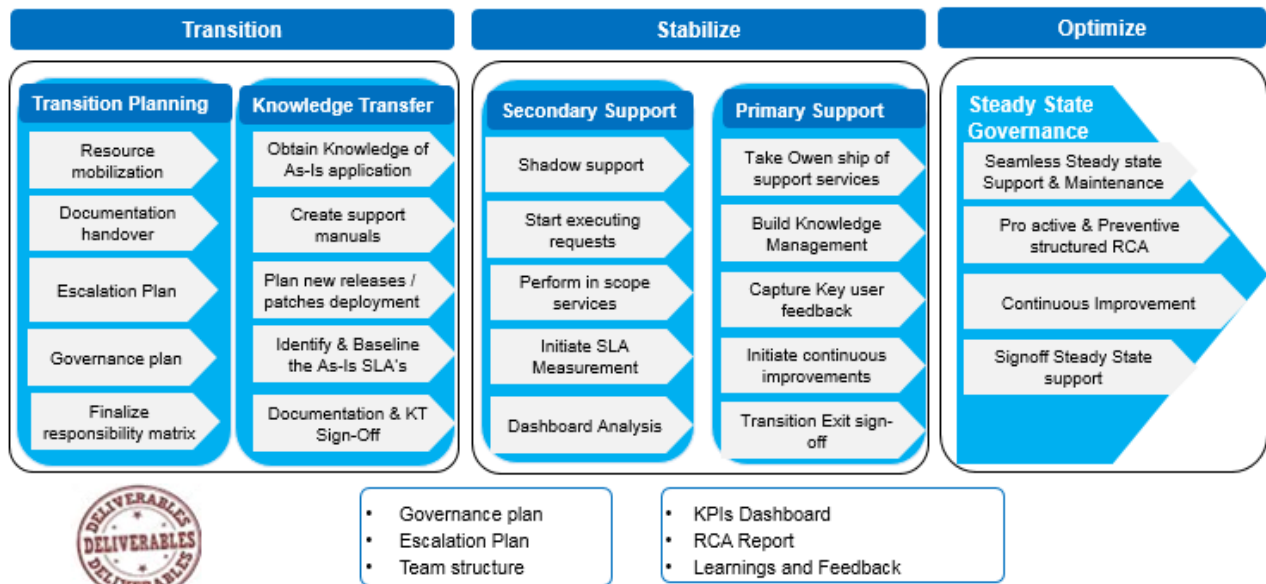
Infosys Transition Approach:

Figure 2. Infosys Transition Approach

Right Touch, Right People, Right Time Operating model and Support Coverage UK:

Infosys will operate in an onsite and 24x7 offshore-based support model. The Infosys Global Delivery Model (GDM) is a framework for distributed project management and multi-location engagement teams. Following is the proposed support coverage across applications.

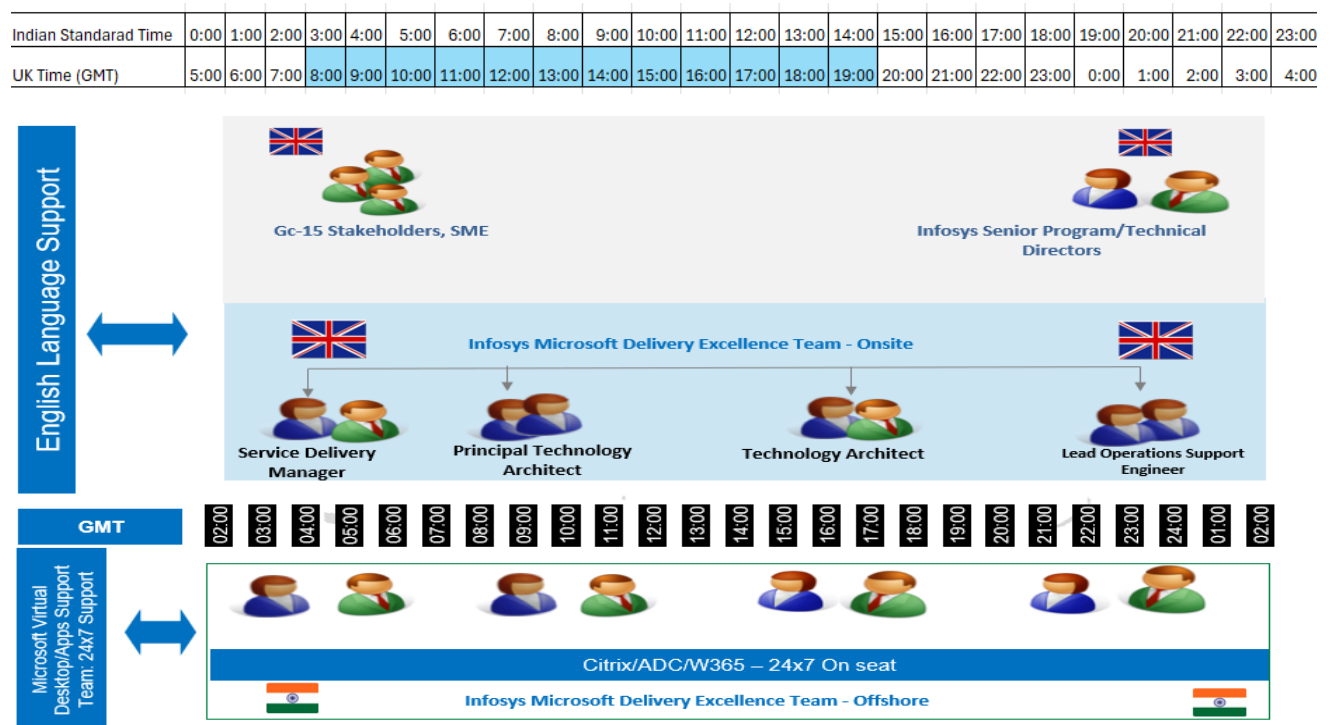


Figure 3. Right Touch, Right People, Right Time Operating model.

Assets and Tools

Infosys EASE Approach model is uniquely designed with the principles to drive maximum efficiencies in all support operations. This will include leveraging the latest technology levers for ticket reduction, extreme automation and proactive monitoring. We have a defined approach for enabling efficiencies. Following is an outline of this framework.

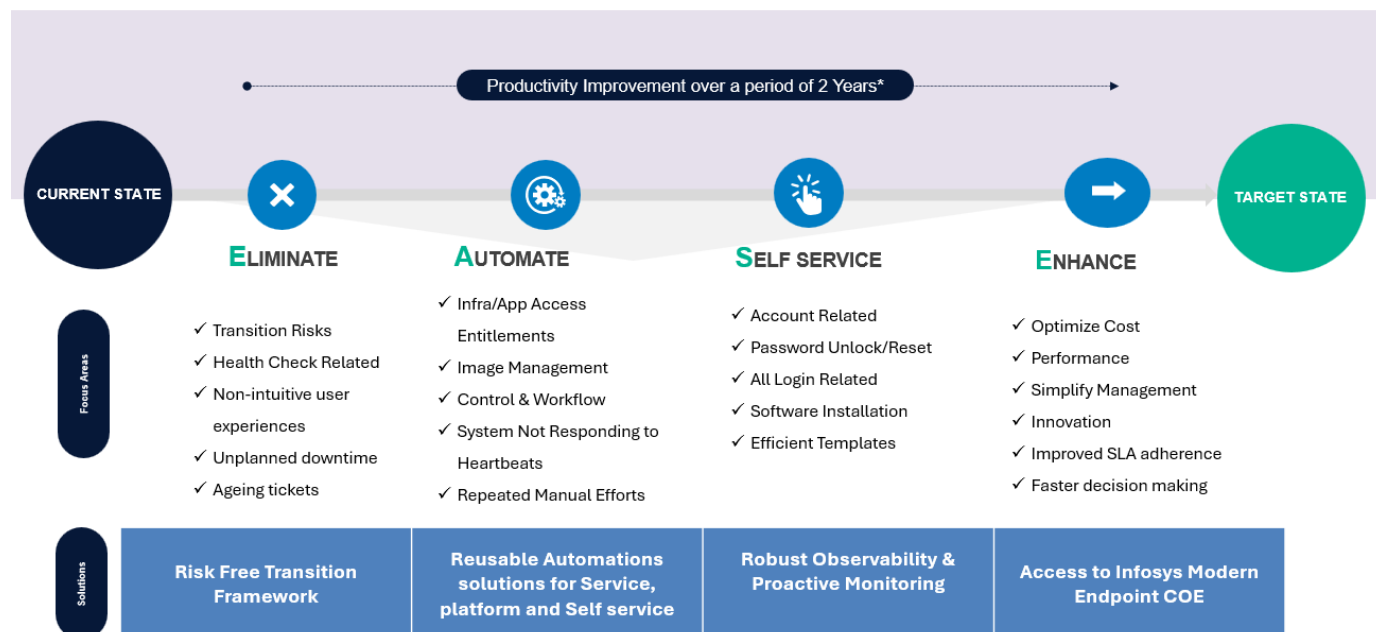


Figure 4. EASE Approach Framework

Infosys Workplace Suite for AI driven Operations Optimisation:

IWS a Infosys Developed comprehensive End Point solution designed to enhance the daily workplace experience for users in both business and support/managed services contexts, utilising AI. Its primary objective is to reimagine user experience and digitise processes through AI interventions.

Infosys Workplace suite has developed a set of use cases based on the common operational challenges that organisation experiences while using the products and categorised the use cases and proactively detect the problem and remediate the situation. Else a new use case will be registered and that new use case will be engineered and include in standard platform so that if the same problem repeated the use case will be applied.

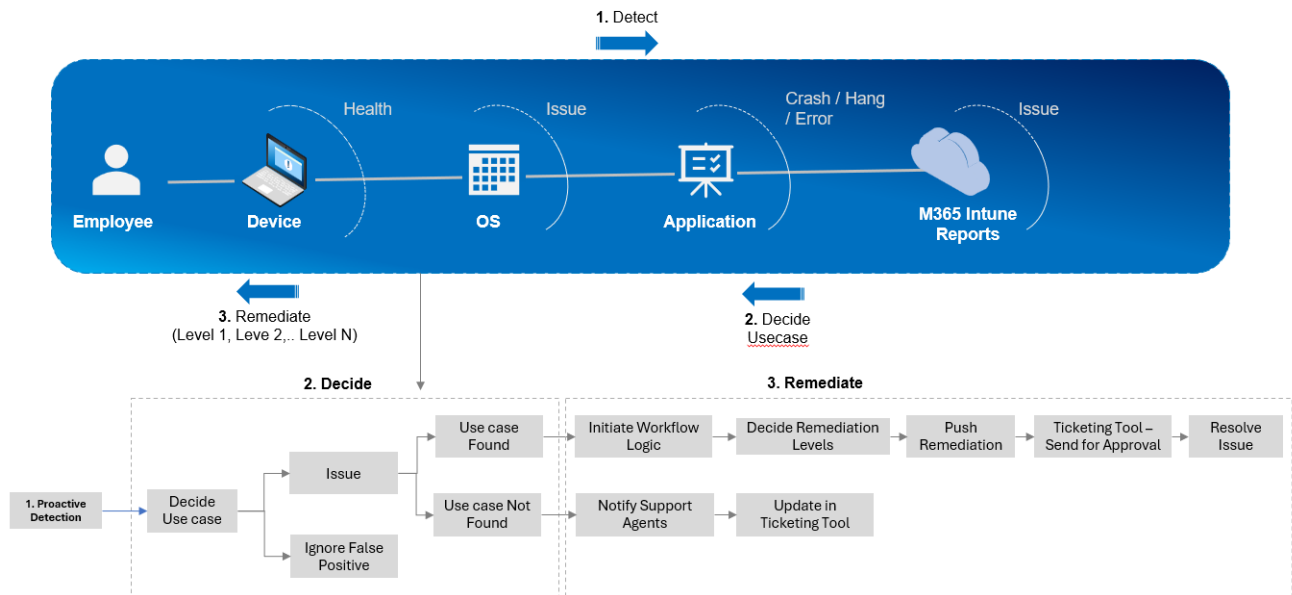


Figure 5. Detect, Decide, Remediate Proactive Automation use case.

Infosys Workplace suite has developed use cases for most Microsoft technologies. For Citrix technologies Infosys Workplace Suite is in development phase and implemented many use cases that suits for Azure virtual Desktop and Windows 365.

Infosys Workplace suite have developed over 40 Service Request Use Cases for AI Led Service Automation in VDI/W365/Intune which we will evaluate together with Schrodgers for applicability in current environment.

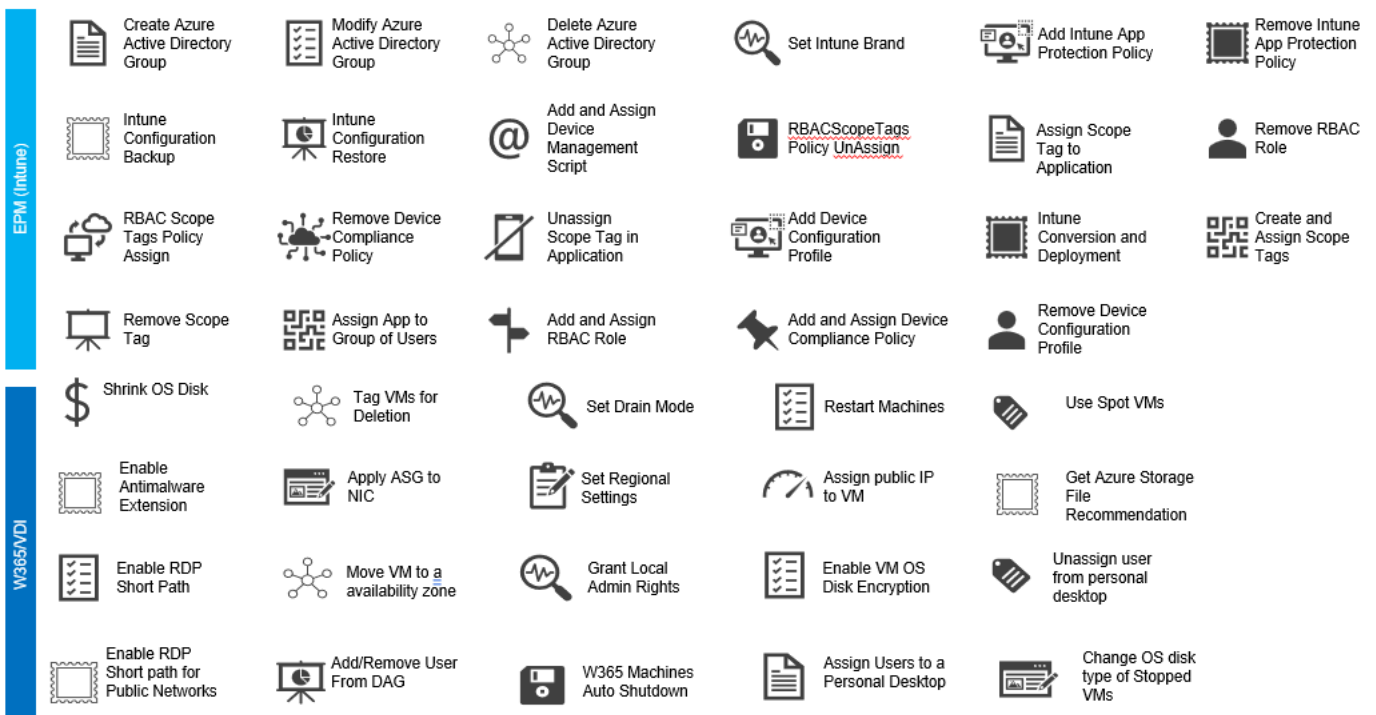


Figure 6. IWS Use case for Azure Virtual Desktop and W365 Solutions.

3. Credentials

#	Client	Engagement Brief	Key Outcomes
1	Client is a Global Automobile Company based on Europe, begun journey on adopting Microsoft vDaas.	Infosys provides 24*7 Global support from erstwhile virtual desktop model to W365 for Persistent Desktop and Azure Virtual Desktop for Non-persistent BYOD users.	• Reduced license cost. • Increased Performance, Strong Digital growth. • Year on year 10% reduction in tickets
2	Global Retail Appliances company Headquartered in Europe and spread across the world.	Infosys proposed the expansion of Azure Virtual Desktop hybrid capabilities beyond azure local to Microsoft Hyper-V, Nutanix AHV, VMware, Physical windows servers.	• New Capability from cloud native desktop to On-premises Infrastructure. • Improved Productivity.
3	Leading Automobile company handling Truck Manufacturing in Europe.	Adopting Citrix Flex a cloud hosted Daas VDI's, Published Applications and Secured Browsers. Enable customer to adopt cloud while they can continue to use their Citrix Provisioned On-Prem VDI.	• Enhanced End user experienced. • Persona based Flexibility, Provides Desktop/Applications based on the Roles, Work nature. • Migrate to Citrix Cloud services on Azure with less impact.
4	Large Energy service on Europe, with global operations	Adopting W365 Frontline for persistent VDI and Azure Virtual Desktop for shared Virtual Desktops.	• Enhanced user experience levels • 20% year on year reduction in ticket volumes

Table 1. Credentials

For more information, contact askus@infosys.com



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