

G Cloud 15 – Framework Service Definition

Crown Commercial Service

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1. Service Overview

Infosys has been providing Oracle services for over 30 years and is considered amongst the largest in the world with more than 16,000 Oracle SMEs, which includes over 9,500 Certified Cloud Experts. We have experience of over 560 successful Oracle Cloud engagements across multiple countries for over 670 clients. Infosys has over 27 Centres of Excellence (CoEs) across various competencies and Oracle technologies (Oracle Cloud, Oracle eBusiness Suite, PeopleSoft, JDEdwards, Oracle GBU, Siebel, Hyperion, etc. with 10 of them focused on Cloud and Next Gen technologies).

Awards and Recognition

Oracle Partner Awards:

- 2025 APAC Service Partner Technology/Cloud Award (AI Innovation Award)
- 2025 APAC Service Partner Technology/Cloud Award (Customer Success Award)
- 2025 EMEA Service Partner Technology/Cloud Award (Oracle Engineered Systems Breakthrough Award)
- 2025 NA Service Partner SaaS Applications Award (Customer Success Award)

Oracle Customer Excellence Awards 2025:

- Customer Experience Excellence Award (Outstanding achievements in enhancing CX): SBI Card
- Customer Experience Excellence Award (Outstanding achievements in enhancing CX): Vertiv
- Applications Innovation on Oracle Database (Using Oracle Database to enhance applications): The Open University
- Customer Experience Innovation Award (Most impactful CX program driven by data): Dibold Nixdorf
- Finance Excellence Award (innovative and sustained value creation): Stanley Black & Decker

Analyst Ratings:

- Leader in Avasant's Oracle Cloud ERP Services 2024-2025 RadarView™
- Leader in the IDC MarketScape for Oracle Application Implementation Services APAC, 2025
- Leader in the 2024 Gartner® Magic Quadrant™ for Cloud ERP Services
- Leader in IDC MarketScape: Worldwide Oracle Implementation Services 2023 Vendor Assessment
- Leader in Everest's Oracle Cloud Applications (OCA) Services PEAK Matrix® Assessment 2023 – Global
- Leader in the 'Oracle Cloud and Technology Ecosystem 2023' in ISG Provider Lens™ Study' - Europe, U.S.

We have opened two 'Innovation Centres'; one in the Oracle Headquarters, Redwood Shores and the second one in Infosys Shanghai Development Centre (DC), to showcase industry solutions jointly developed with Oracle. The Infosys partnership with Oracle provides exclusive and extensive support for post-sales implementation projects. This also includes joint involvement of Oracle and Infosys towards delivering an optimised support and an exclusive solution to the client. Below are the benefits:

- Brings the right stakeholders from Oracle on-board
- Provides direct link into Oracle support and development

- Involves Oracle in early stage of the project, focus is mainly on development
- Enables best support to assist the client with targeted project issues with Oracle
- Raises visibility for critical project SRs and bugs to Oracle support and development management
- Oracle conducts regular reviews with Infosys on Support and Development Issues
- Oracle dedicates an Enterprise Account Manager and Partner Support Manager to Infosys as a single POC under this programme.

Infosys combines technical and industry leading practices to deliver successful business solutions and enables maximised return on investments for the Client's Cloud Oracle applications. Leveraging its extensive experience against various Oracle applications and rich domain expertise, Infosys enables clients to use Oracle applications to their business advantage.

2. Service Description

With a strong Oracle Practice of over 16,000 overall Oracle SMEs, we have successfully delivered over 380 Oracle Cloud engagements across multiple sectors. Infosys has been consistently recognised as a “**Leader**” and among the Top 3 Oracle System Integrators by Gartner, IDC Marketspace, Everest and Avasant.

Oracle Cloud ERP as a Service:

- Complete Cloud Suite – Oracle Cloud is fully integrated across applications, platforms and infrastructure. Oracle Software as a Service (SaaS) includes finance, HR, etc.—all running on the same database, data model and platform—reducing integration and cost issues.
- Reliable Security Controls – Best-in-class, top-to-bottom security at all levels of the technology stack.
- Proven Platform and Technology – Oracle ERP Cloud and Oracle EPM Cloud are optimised to run on the Oracle Database, the most widely used database in the world,⁶ supporting published APIs and standards.
- Data Sovereignty – Comply with regulations like GDPR and reporting requirements using out of the box configurations, eliminating additional build and maintenance overheads
- Innovative Cloud – Oracle cloud applications are continually reviewed to ensure they keep pace with emerging technologies such as the Internet of Things, artificial intelligence, machine learning, chatbots and blockchain – helping to future proof the platform.
- Embedded social collaboration – Social collaboration embedded into all cloud applications, including ERP. Users can collaborate in context without leaving their finance systems, supporting end-to-end processes and audit trails.

Our Oracle Cloud Applications practice has delivered projects from roadmap definition to implementation of several large global Oracle Application engagements- with our highly skilled pool of consultants, our in-house implementation methodologies, tools, and accelerators thereby ensuring business value.

Our key solutions are in the fields of:

- CX Cloud
- HCM Cloud
- ERP Cloud
- SCM Cloud
- BI Cloud
- EPM Cloud
- Fusion Middleware (Platform as a Service)
- IaaS (Infrastructure as a Service)

Infosys Value Offerings:

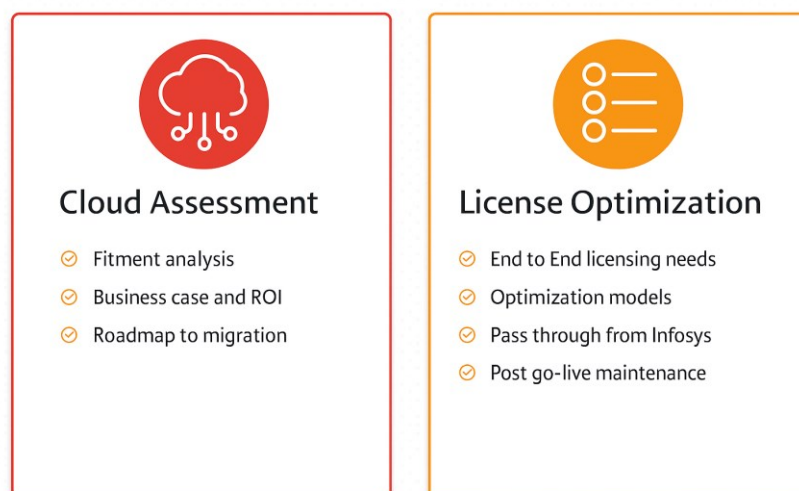


Figure 1. Infosys offerings – Cloud Assessment & Licence Optimisation

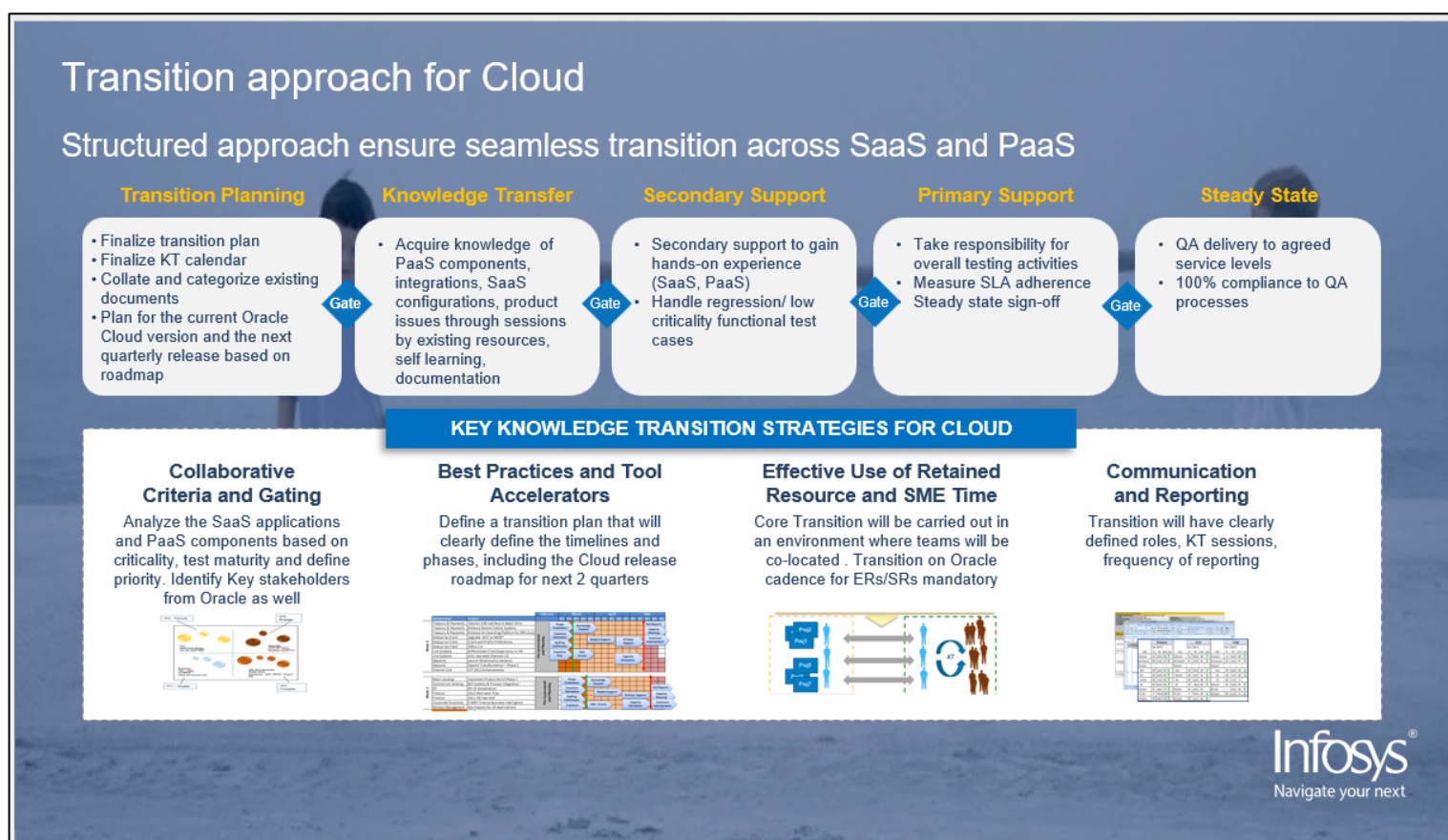


Figure 2. Transition Approach to Cloud

3. Assets & Tools

The Infosys Cloud offers a Cloud Readiness Assessment Framework to suit each Client's appetite for innovation and their desired pace for transformation. Clients can have their cloud readiness assessed as per their strategic and business needs.

The Infosys Cloud Readiness Assessment is based on Infosys 4E Methodology that depicts a step-by-step assessment approach by our consultants on the various Client's requirements for Cloud Services.

A readiness assessment identifies the potential challenges that might arise during transition from As-Is to To-Be state.

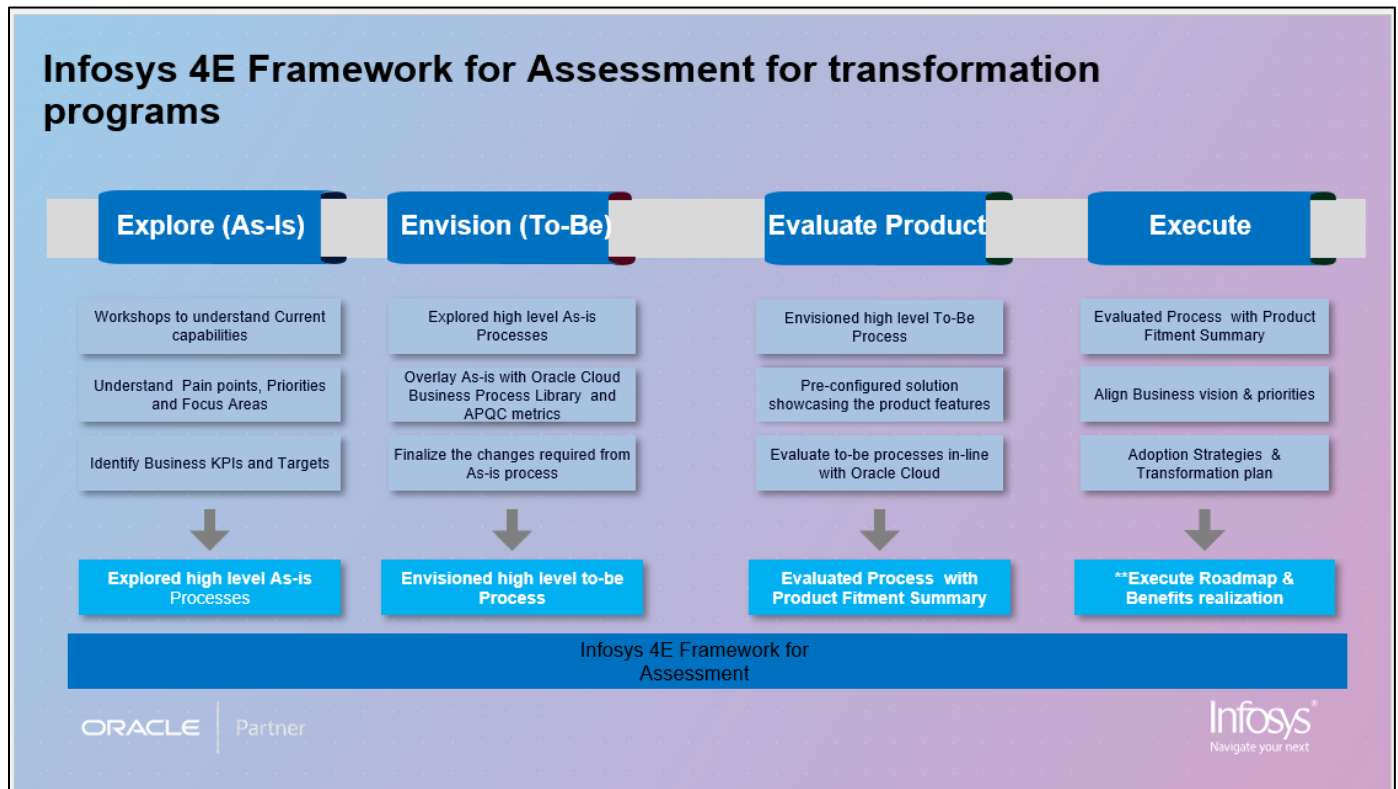


Figure 3. Cloud Readiness Assessment Framework

4. Credentials

Infosys currently provides ERP services to over 676 clients, including a large proportion where we provide licence, subscription management and cloud assessment and roadmap for the consumption of SaaS, PaaS and IaaS services. For many of these clients we offer a single provider model where we operate as the prime contractor and cloud licences and subscriptions are routed through the master contract. Key benefits derived from this approach have been reducing procurement and vendor management complexity, governance has been simplified and there is a single, defined ownership for the end-to-end engagement and delivery.

Client	Description of Contract
For a major bank we provide support services, including licenses/subscription management for their ERP platform and other products. <u>Scope:</u> To assess licensing cost and provide a solution.	The client was spun off from their parent entity and needed to buy significant new subscriptions to remain compliant. The client had a specific budget for this activity that was derived based on an internal assessment. This budget was significantly below the direct price provided by the vendor. Infosys as an existing strategic partner providing development and maintenance services the client requested Infosys to help provide a solution.
Leader in automotive business including vehicle and parts distribution and retail dealerships.	Implementation of Oracle Cloud- MFG, SCM and Financials to replace Client Legacy system. Infosys conducted an assessment and provided a point of view on both Oracle EBS (on premise) and Oracle ERP Cloud and recommended use of Oracle Cloud solution.
Global payment services leader operating in over 200 countries through 500,000 agents. It provides consumers and businesses with fast, reliable and convenient ways to send and receive money around the world and to manage payments.	Infosys took end to end ownership from acquiring Software Licenses (ORMB, OBIEE etc.), Hardware Licenses (3 Tier Architecture, 14 Non-Production Environment, Primary & DR sites, etc.), Implementation (Requirements, Infra Blueprint, Design & Build, Global Rollout, Programme Management, etc.) & Support (Upgrade, Enhancements, etc.).
Multinational publishing company and information company co-headquartered in London.	To identify fitment and benefits of RightNow customer service features for 2 internal divisions. Services Offered: As-Is study: Client SMEs were interviewed, process documents were accessed. Fit-gap Analysis: Processes were analysed against RN features via simulation in Infosys RN instance. To-Be solution: Recommendation of to-be system along with integration implications.

Table 1. Credentials

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