

G Cloud 15 – Framework Service Definition

Crown Commercial Service

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1. Service Overview

Infosys has provided Oracle services for over 30 years and is considered one of the largest Oracle providers in the world with more than 9,500 Oracle Cloud Practitioners, including 9,500 Certified Cloud Experts. We have successfully engaged in more than 560 Oracle projects across multiple countries for over 676 clients. Infosys has more than 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.

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 the 2024 Gartner® Magic Quadrant™ for Cloud ERP Services
- Leader in IDC MarketScape: Worldwide Oracle Implementation Services 2023 Vendor Assessment
- Leader in the APAC IDC MarketScape Oracle Application Implementation Services, 2023
- 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.
- Leader in Avasant's Oracle Cloud ERP Services 2023-2024 RadarView™

Infosys is recognised and supported by the Oracle Corporation as one of its highest valued services partners and is proud to be an [Oracle Certified System Integrator Partner](#), currently holding Oracle's highest level of partnership—Level 4 in the Oracle Partner Network (OPN). This elite, invite-only status is extended to a selected group of global system integrators, reflecting our deep collaboration and strategic alignment with Oracle.

2. Service Description

With a strong Oracle practice of more than 16,000 Oracle SMEs, we have successfully delivered over 500 Oracle Cloud AMS engagements across multiple sectors. Infosys has been named a Leader in Gartner's Magic Quadrant for Oracle application services.

Below is a snapshot of Infosys Oracle Cloud AMS capabilities:

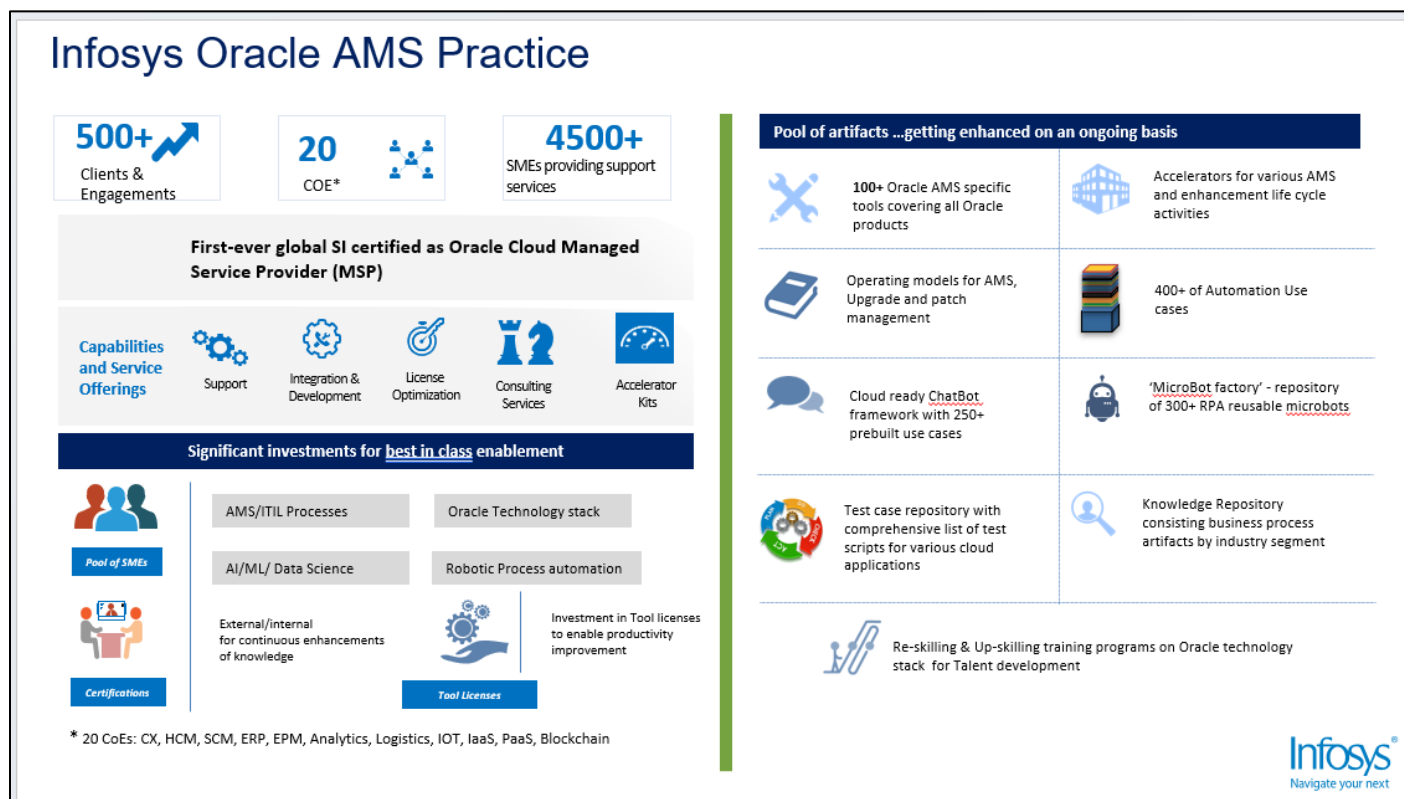


Figure 1. AMS Capabilities

At Infosys we understand that heavy customisations and lower maturity support can lead to higher run costs and longer time for enhancements. Therefore, our AMS offering is based on the below key principles:

- **Seamless transition and support** using standard operating model
- **Shared services** approach to ensure optimum availability of right SMEs
- Leveraging **People + Software** model for maximum automation and error-free delivery
- Focus on **business KPIs**
- **New age pricing models** – the most optimal ones for each specific scenario
- Enabling progress towards **AMS Modernisation** – a future proof application platform with significant reduction in TCO.

Infosys provides AMS for all Oracle applications on cloud and on-premises. Our services extend through L1, L2, L3 enhancements and L4 support 24*7 or depending on business requirements. Apart from these, we also take care of application administration and DBA support, infrastructure maintenance and support.

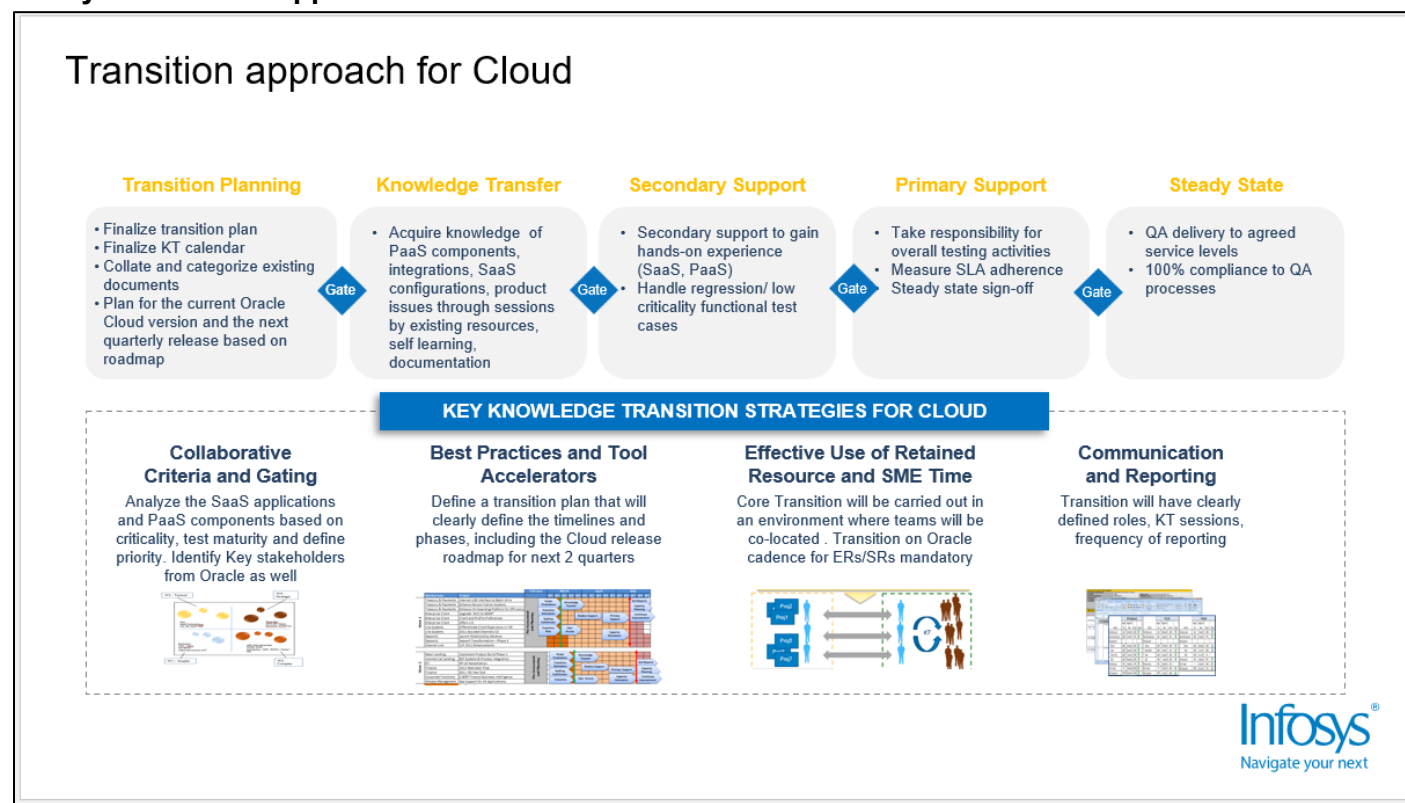
Infosys Transition Approach:

Figure 2. Infosys Transition Approach

Support Coverage for UK

Infosys will operate in an onsite and offshore-based support model. The Infosys Global Delivery Model (GDM) is a framework for distributed project management and multi-location engagement teams.

The following is the proposed support coverage across applications:

On-Call Arrangement

Infosys will provide on-call services for the applications marked as On-Call 24X7 (P1) when a Priority 1 issue is raised outside the support coverage hours.

For on call support, Infosys will publish an on-call calendar every month with the names of on-call person (offshore regular and shift) for each week. Infosys assumes that for all P1 issues, help desk will directly call the respective on-call support consultant for that week as soon as the ticket is logged in the system.

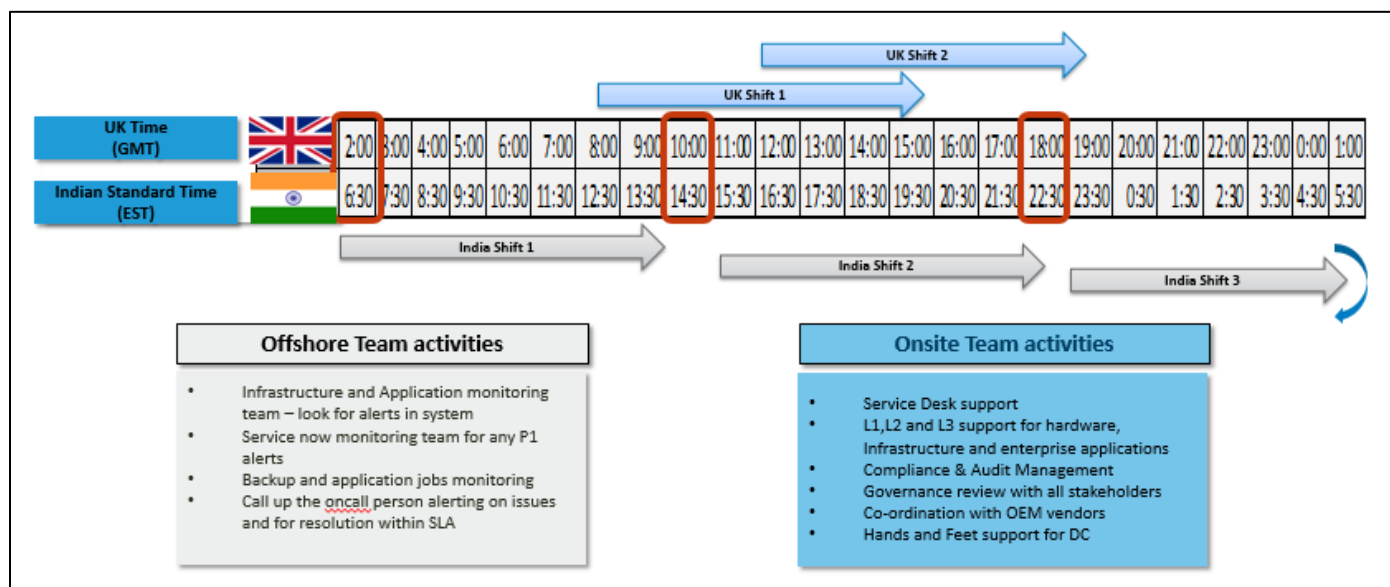


Figure 3. Onsite-Offshore support shifts and activities

Comprehensive Model for Application Support and Maintenance

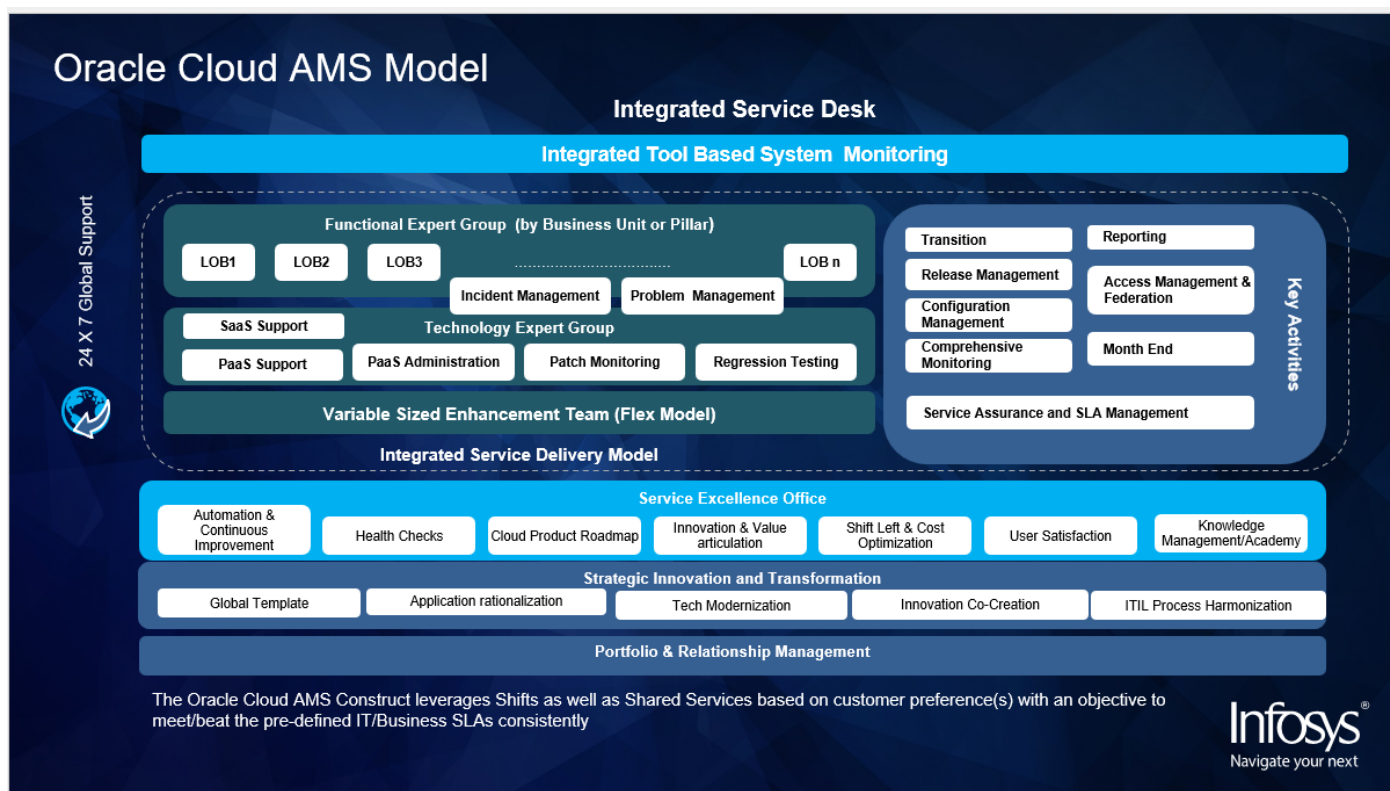


Figure 4. Oracle Cloud AMS model

3. Assets and Tools

Infosys support model is designed based on the principle to drive maximum efficiencies in all support operations. This includes leveraging the latest technology levers for ticket reduction, extreme automation and proactive monitoring. We have a defined approach for enabling efficiencies. An outline of this framework is as follows:

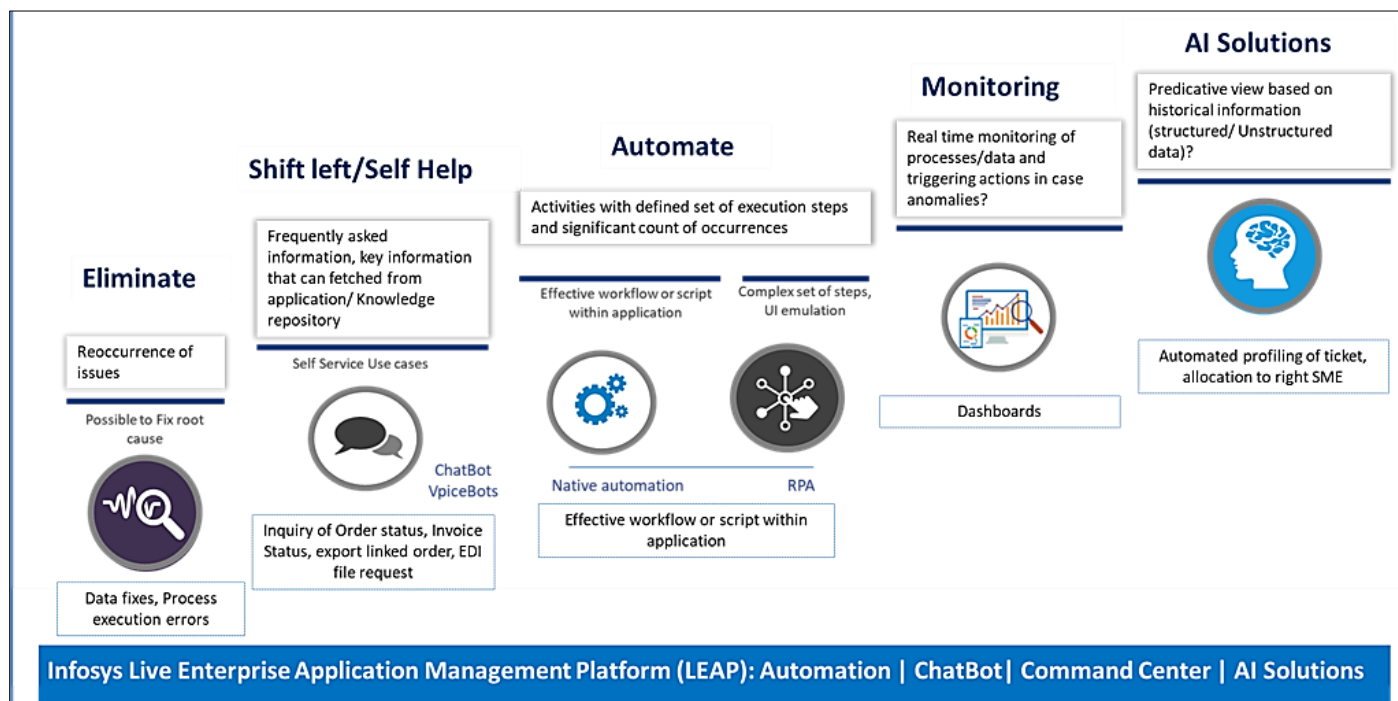


Figure 5. Enhance Support Efficiencies

Apart from these, Infosys has enabled increased adoption of self-serve capability for users utilising ChatBot/VoiceBot with an easy-to-access knowledge base. Users can get instantaneous responses to typical queries / using ChatBot. In case the ChatBot is unable to resolve the issue, the entire chat conversation with the user is logged into a new incident for the support team.

Some commonly used tools for AMS are:

Tool / Accelerator	Description
Infosys Oracle ChatBot	Enables self-service for business users to get instantaneous responses for common queries.
INTENT	ML-enabled ticket enrichment, routing and triage using historical resolution data.
CAST	Enterprise-grade code analysis for PaaS based on defined coding standards.
Affiliated Ticket Search	ML-based intelligent ticket search using historical data and previous solutions.

AssistEdge RPA	Automation of deterministic workflows such as user creation, password reset, reporting, etc.
Shift Management Portal	Portal for automated shift roster, holidays, leave plans and task allocation.
Universal Data Validation Tool	Pre-validation of cloud-based FBDI templates before migration.
AMS Dashboard	Dashboard providing configurable AMS operational insights.
Infosys Wingspan	Next-gen learning platform supporting collaborative and gamified learning.
TOSCA	Enterprise automation tool for end-to-end Oracle Cloud test cases.
IIOC	Platform for identifying and reducing critical business interruptions.
Infosys Smart Configuration Tool	RPA tool for replicating configuration across cloud environments.

Table 1. Tools designed for Cloud AMS Support

4. Credentials

Client	Modules and versions	Key outcomes
UK Council responsible for delivering public services, managing community infrastructure and overseeing governance across multiple towns in the West Midlands region	- Financials, EPM/Risk Management, HR and Payroll, Purchasing, Supplier Portal, Reporting, BI/Analytics, Integration - L1-L3, Enhancements, Major/Minor Change Requests, Redwood upgrade, Patch Management, Executed Redwood upgrades for HCM, Payroll, and Procurement modules, ongoing enhancements to reporting capabilities to support evolving business requirements	L1: Efficiency improved by refining queues and shifting tasks from L2; Council is now fully independent in managing L1 support. L2: Infosys implemented a shift-left strategy, resolving key issues in the initial months resulted in reducing incidents by 40%. After 5 months, the Council became the primary owner of L2 support. L3: Incident and problem management aligned with business process metrics, resulting in a 50% reduction in incidents and a noticeable drop in average severity
Leading consulting group	- Oracle Cloud Compensation Management - Upgrade from Release 5 to Release 7	- Infosys support model offering helped the client meet its objectives of having a world-class Cloud HCM support model. - Integration solution and support for Cloud modules.
Global imaging and electronics company with more than 110,000 employees worldwide	Support of Oracle SOA, Oracle Transportation management, Salesforce.com, CA Clarity, Informatica ILM, IBM Cognos ICM, Oracle field service cloud, Infosys social collaboration, Hyperion and OBIEE.	- Inflow reduction of 15% per month in last six months. - Leveraged Infosys automation platform to automate repetitive tasks, with improved coverage for night shifts.
Logistics company with operations in more than 40 countries	Oracle Cloud Modules such as Global HR, Compensation, Performance, Absence Management, Recruitment and onboarding	5% productivity improvement - Resolution of workflow issues

World's largest banking and financial services organisation headquartered in UK	• Oracle Cloud Financials, Expenses, Advanced Collections, CRM, Procurement and Project Portfolio Management • Accounting Hub and Financial Reporting and Analytics	• Developed Support Framework for Cloud Model • Enhanced decision-making capabilities by providing custom BIP and Analysis reports • Identified Critical tasks and activities from Operations Support perspective • Enhanced transparency, governance and cost control
One of the largest fleet automotive distributors	• Oracle FIN Cloud modules along with WMS, FCCS, PBCS • Oracle SCM Cloud modules of, planning central, order management, procurement, product data hub, manufacturing	• Increase operational effectiveness by 25% • Efficient and streamlined processes to improve resource capacity utilisation by 15% • Month end closure in 3 days from existing 15 days • 3 Upgrades executed since Go Live without any outage
Large communication service provider with global operations	Oracle HCM Cloud • Global HR with PI, Cloud Workforce Compensation Management • Benefits, Performance Management, Goal Management	• Standardisation and streamlining of the processes across 30 countries • Enhanced employee and manager self-service experience with greater employee engagement • Smoother benefits administration handling and processing and talent visibility and management
Multinational media conglomerate with interests primarily in cinema and cable television	• Oracle HCM Cloud Compensation and Oracle Learning Cloud co-existing with PeopleSoft HR	• 20%-30% reduction in integration effort, with enhanced reporting capabilities across various user groups • Employee growth and leadership development through any-time, anywhere open learning involving innovative multi-format, multi-lingual learning content. • Improved process efficiency and minimise manual interventions

Table 2. Credentials



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