

G Cloud 15- Framework Service Definition

Crown Commercial Service

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Contact Information

For further information and discussions, please contact	
Name	Peter Gill
Designation	AVP and Head of UK Public Sector Sales
Address	Infosys Limited
Phone	+44 7391393866
Email	peter.gill@infosys.com

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1. Service Overview

Organic growth, merger and acquisitions or fresh market demands are few of the multiple drivers to move data across applications. Improving quality and speed of decision making, along with better planning and forecasting are key business objects that drive pan-enterprise data driven initiatives. The mix of constraints and risks makes it difficult for enterprises to pursue profitable data management strategies adhering global regulatory norms.

Infosys Data Migration Services builds upon Infosys vast experience in leading ERP packages such as

SAP, Oracle, Microsoft Dynamics AX, Microsoft Dynamics CRM, Salesforce.com etc. Our data migration services bring in rich industry experience to complement our technology expertise. This synergy helps us deliver comprehensive business solutions to our customers. The need to move complex data securely and consistently across applications and systems is addressed by Infosys proprietary solution, Infosys Data Services Suite (iDSS).

Infosys is a global leader consulting, technology services, innovation, and outsourcing. We partner with leading global organisations to provide business consulting, enterprise architecture, systems integration, package implementation, application development and maintenance, independent testing, infrastructure management services and business process outsourcing. Through these services, Infosys enables its clients to fully exploit technology for business transformation.

2. Service Description

Given strong enterprise package capabilities, Infosys helps transforming businesses via Data Profiling, Masking & Migration, Data Assurance and Advanced Analytics while keeping future shifts in mind.

By Supporting several SAP integration tools and technologies by Infosys System Integration Practice make it less difficult for businesses to build integrated applications between SAP and other systems such as SAP BODS, Intermediate Docs (IDocs), Business Application Programming Interfaces (BAPI), SAP Java Connector (JCo).

The Infosys proprietary tools such as Infosys Data Services Suite (iDSS) and Infosys Data Workbench(iDW) provide data management solution that helps in end-to-end data life cycle automation. It's a framework specifically designed and developed to migrate data efficiently and cost – effective to ensure predictability, reduce Total Cost of Ownership (TCO), increased productivity and quicker time to market.

2.1 Data Migration Methodology

Infosys data migration approach is well structured and designed to reduce risks, give on-time results & lower costs. Infosys considered below high-level phases and the activities involved in the data migration. Infosys have developed a data migration solution IDSS based on experience and expertise that it has developed over decades in data migration.



Figure 1:Data Migration Methodology

Data Migration Approach can be defined in 5 steps.

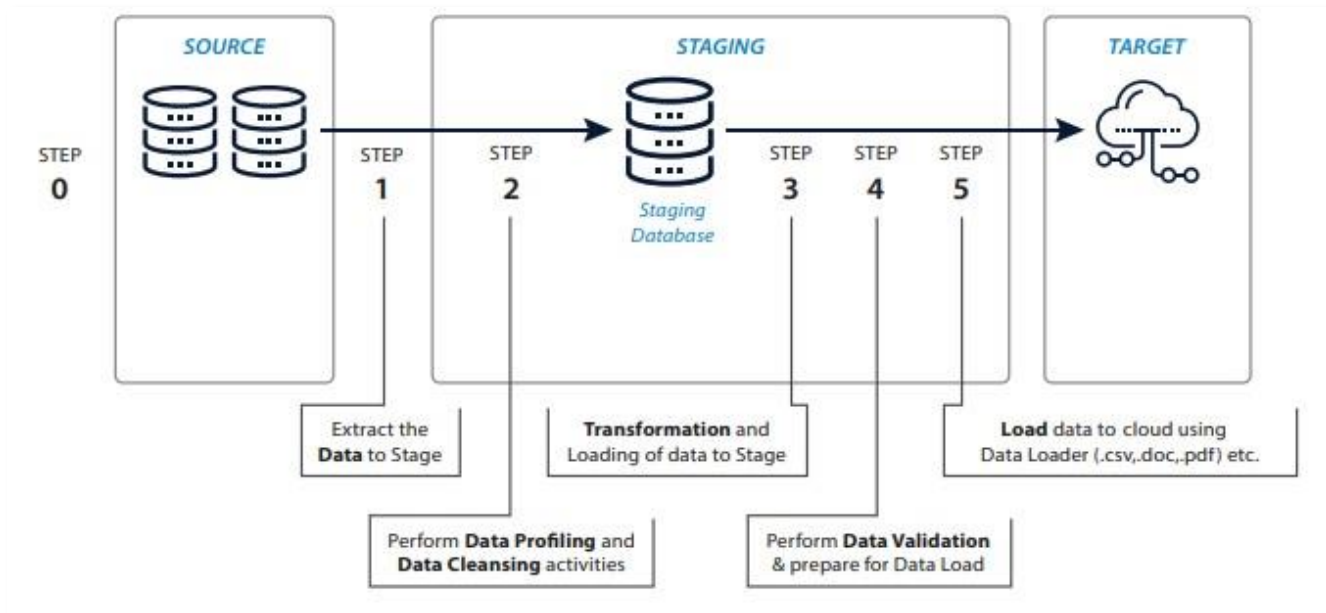


Figure 2:Data Migration Architecture and Approach

Stepwise description of Data Migration Methodology

Step	Stage	Description
0	Analysis	• Locate all the manuals/ documentation. • Understand how data works in legacy and what is supported. • Get the owners for each entity. Identify the roadmap for data migration. • Identify data inventories like tables and their attributes. • Understand the volume of data and what's hidden inside. • Identify data quality issues and planning a cleansing phase during which issues are addressed. • Stage the data for extraction
1	Extract	• Where is the data and which legacy system to extract from and how? • Document the steps to be taken (e.g. Which SAP fields to use and how do we get the final value for each field/attribute)
2	Data Cleaning and Profiling	• What cleaning steps to be taken • Which extraction filters to be used • How to correct data inconsistencies? • How to ensure the integrity of the existing data during the migration process?
3	Data Transformation	• An optional step to converting data or information from one format to another
4	Validate & reconcile	• To ensure business validation rules are followed. • SAP configuration to be validated. • Final round of profiling and eliminate any data defects. • Compare the values between data sets to determine fit
5	Load	• Provide complete transformation and mapping specs for SAP integration. • Small volume of data to be loaded first to ensure consistency and checks like few customers, chart of accounts, BOMs etc.

Table 1:Data Migration Approach

Data Migration Approach description:

- Data is extracted using pre-defined templates from legacy databases and populated into files.
- Using native bulk load utility (customised RFCs), data is moved to staging area.
- The data is validated against the business rules already pre-built in iDSS rules repository.
- Staged data is transformed based on target SAP S/4 HANA table structures and is loaded in batch mode using standard business events / open interfaces and published APIs.
- Data validation is also performed using the pre-built automated test cases.

2.2 Infosys Data Services Suite (iDSS)

The Infosys Data Services (iDSS) is a data management solution that helps in end-to-end data life cycle automation. It is an easy to use, high performance, scalable and cost-effective data management platform that addresses most typical issues in the data migration life cycle.

iDSS provides seamless zero error data service across diverse source and target databases and addresses all data management needs of structured and unstructured data.

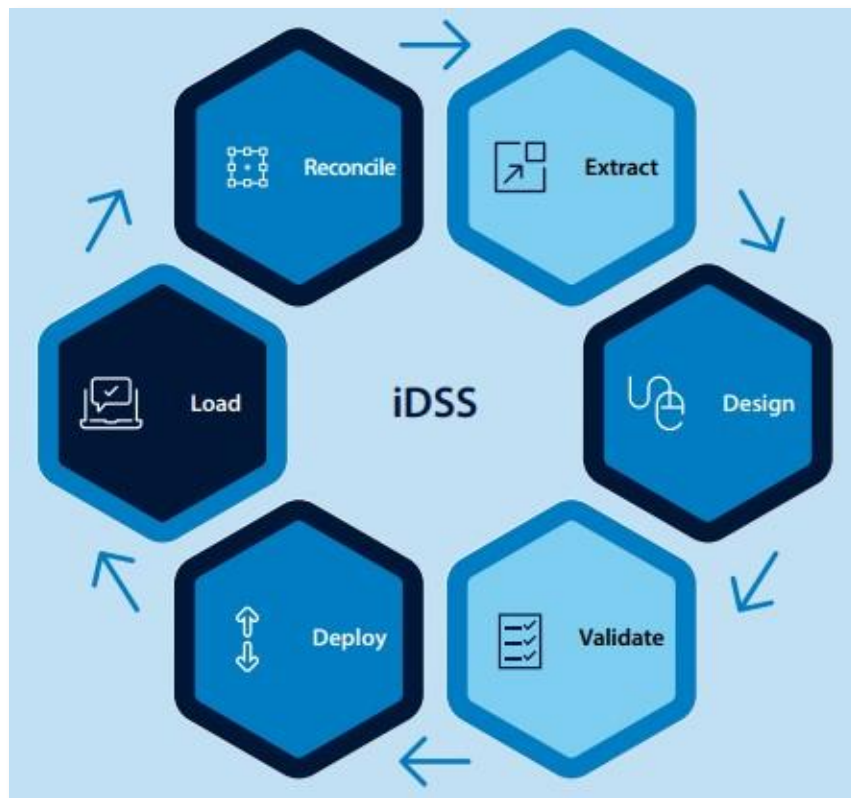


Figure 3: Infosys iDSS Data Migration Steps

Technology Landscape Supported by iDSS.

- Load data via Web Services (REST and SOAP APIs)
- Supports packages like SAP ECC, S/4HANA, S/4HANA Cloud (STE and MTE), SAP Ariba, SAP SuccessFactors and other SAP cloud products, Oracle, eBiz, Siebel etc.

- Supports Open Sources databases like SQLite, PostgreSQL, MySQL, Maria DB etc.
- Supports NoSQL databases like MongoDB, Hive, Hadoop/Hbase, Couch DB, Dynamo DB, Cassandra etc.

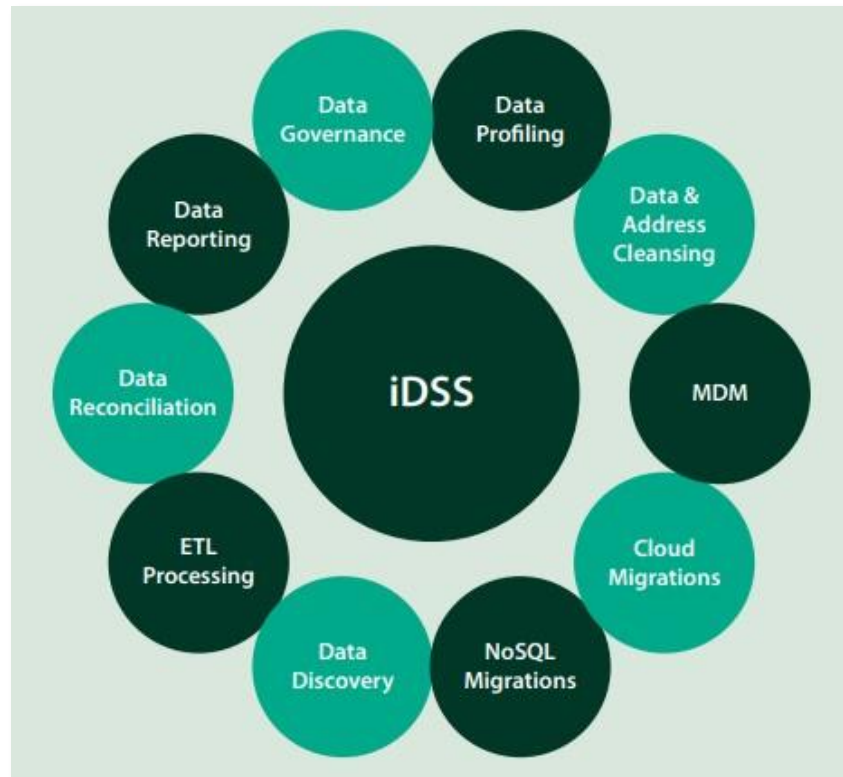


Figure 4:Infosys iDSS Key Modules

Benefits of using iDSS: Infosys has developed the Data Services Suite over time based on our experience in large data migration projects & feedback received from various customers. It is designed to address many of the practical challenges faced during data migration. This tool can be hosted on cloud infrastructure to make it available across the globe.

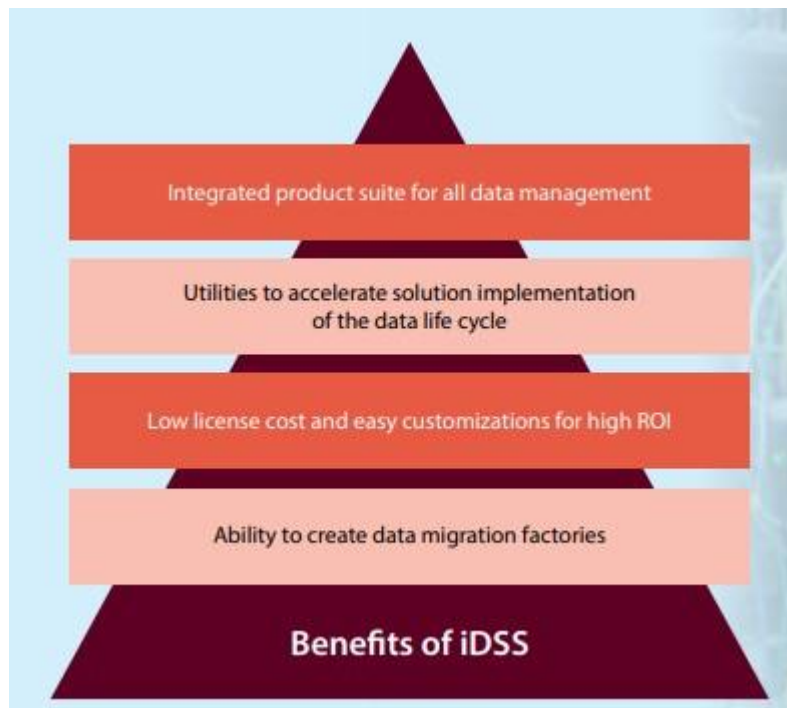


Figure 5: Benefits of iDSS

Based on Infosys experience on large data migration projects, usage of iDSS results in

- No extraction to be done by business.
- No manual handling of files, version control of files centrally
- 50-70 % of effort saved for business users
- Automated load file generation leading to improved quality in loads.
- Transformation rules inbuilt in system
- Pre-load and post-load validation reports can be generated.
- Integrated Product Suite with structured processes to deal with data migration needs.
- Dashboard to track important metrics of uploaded data.
- Data quality enrichment and business transformation processing based on process flows and workflows.
- Utilities to accelerate solution implementation during each life cycle stage.
- Correction mechanisms for handling data errors within a seamless platform ensuring governance and traceability for end-to-end flow.
- Ability to support project specific rapid customisations.
- Access and Authorisation management for different roles per business need
- Harmonisation and de-duplication of source data to create 'single source of truth'.

2.3 Infosys Data Workbench (iDW)

This specifically caters to data quality – is a highly scalable data quality solution coupled with light weight analytical MDM capabilities.

It has been developed to build Analytical MDM capabilities on data lake, using traditional and ML based techniques. IDW has a comprehensive set of tools for data profiling, data standardisation, address standardisation using Google and Bing APIs. It also uses supervised and unsupervised learning models to detect data anomalies and help in missing values correction. The MDM module has different matching techniques using deterministic, fuzzy, phonetic or hybrid approaches and ML based approaches to identify duplicates and generate a golden record using survivorship rules.

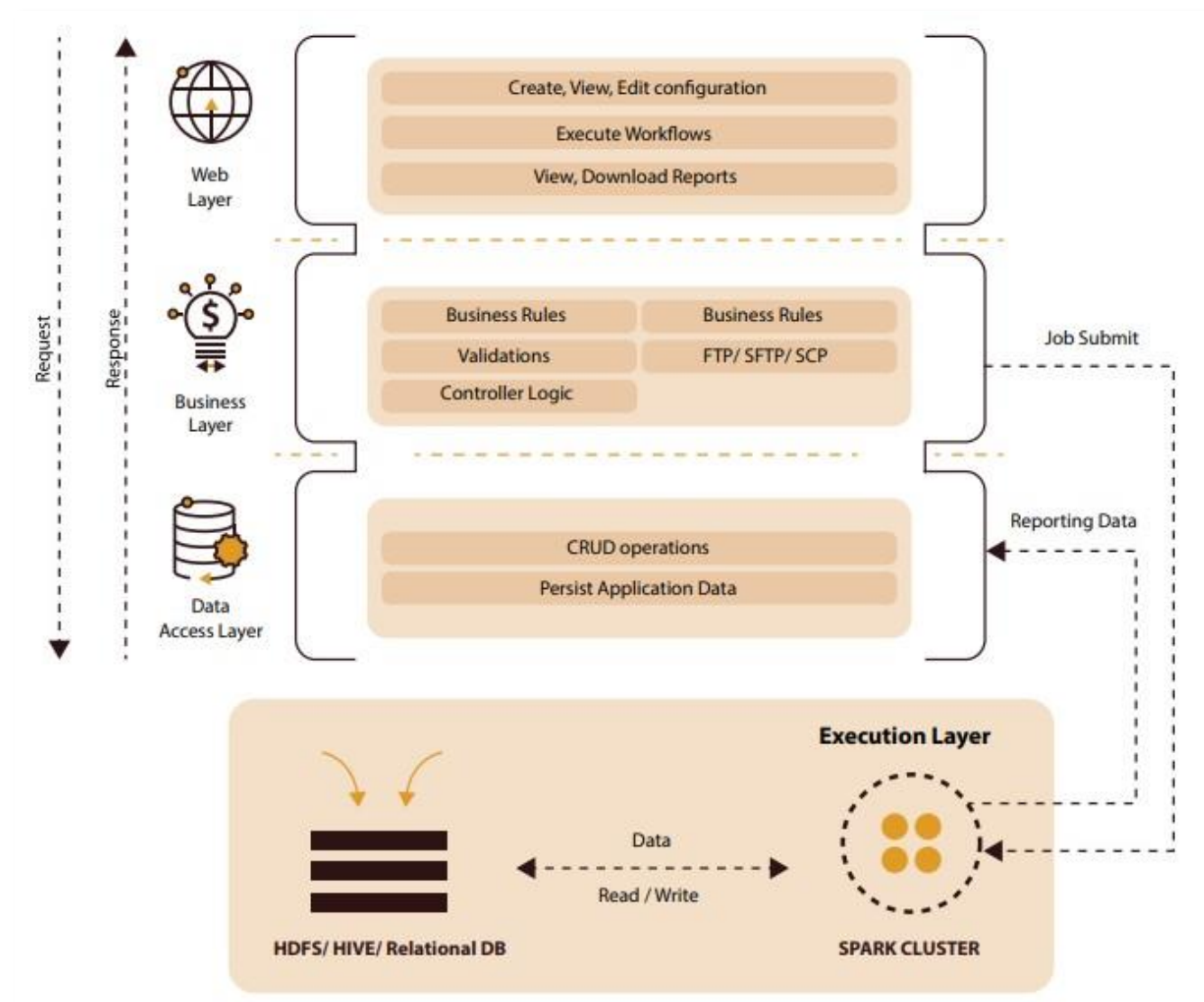


Figure 6:Infosys Data Workbench (iDW) Overview

iDW has the following modules:

Data Profiling: Performs source data profiling and generates the reports that helps in drawing out DQ Rules to further implement.

Data Cleansing: Performs source data standardisation and saves cleansed data in the required location.

Master Data Management: Solution to pre-fill unknown master attributes in transactional data by mapping to history/master data using machine learning models.

3. Assets & Tools

Infosys Data Migration services incorporate the following data migration tools:

Tools and Accelerators	Key Features
Automated Migration and Reconciliation Solution	Provides easy-to-use UI features to enable self-service instead of query driven technical solution
Data Profiler and Quality Suite	Enable source data quality assessment and aid MDM adoption
Metadata Extractor	Extract data transformation based on target system
Rule Builder	Enable data transformation based on target system
Data loader	Load the transformed data using import utilities and scripts
Reconciliation Reporting	Automated management reports depicting field level data load statistics detailing the before and after transformation results
Data Migration Dashboard	Data migration framework has been developed and deployed to meet client specific data migration requirements
ETL Testing Tool	It helps in getting the data from source and target tables, compares data between source and target, get all missing and extra records, get the field level mismatches, saves the test results in share drive or portal, sends test results through mail
Data Load Validation Tool	It extracts data from flat files and data warehouse, compares them and help in identifying the mismatches in data

Table 2:Infosys SAP Accelerators and Tool

4. Credentials

Our strategy has shaped our SAP offerings to be one of the strongest in the industry: Infosys has an Industry recognised SAP Practice for last 25 years with over £1.88 billion in revenue and employs over 25,000 SAP consultants across various geographies. Infosys has rich and varied experience of working with over 650 customers on SAP implementations, roll outs, upgrades, ongoing support, etc. across more than 50 countries and multiple business verticals.

Our SAP services strategy for market success is aligned to evolving client needs. We have strong focus and investment in new SAP technologies, fast growth markets, capacity build and trainings. We have developed proprietary and industry specific solutions to solve complex business challenges and ensure cost-effective deployments. We are global SAP partner and certified partner for SAP S/4 HANA value assurance, SAP S/4 HANA on Cloud, SAP AMS, Operations, and AMS for SAP S/4HANA partner that enable us to execute co-innovation and co-creation for our clients in collaboration with SAP. As part of our SAP strategy, we have been making investments in our **SAP Centres of Excellence** for the next generation SAP technologies.

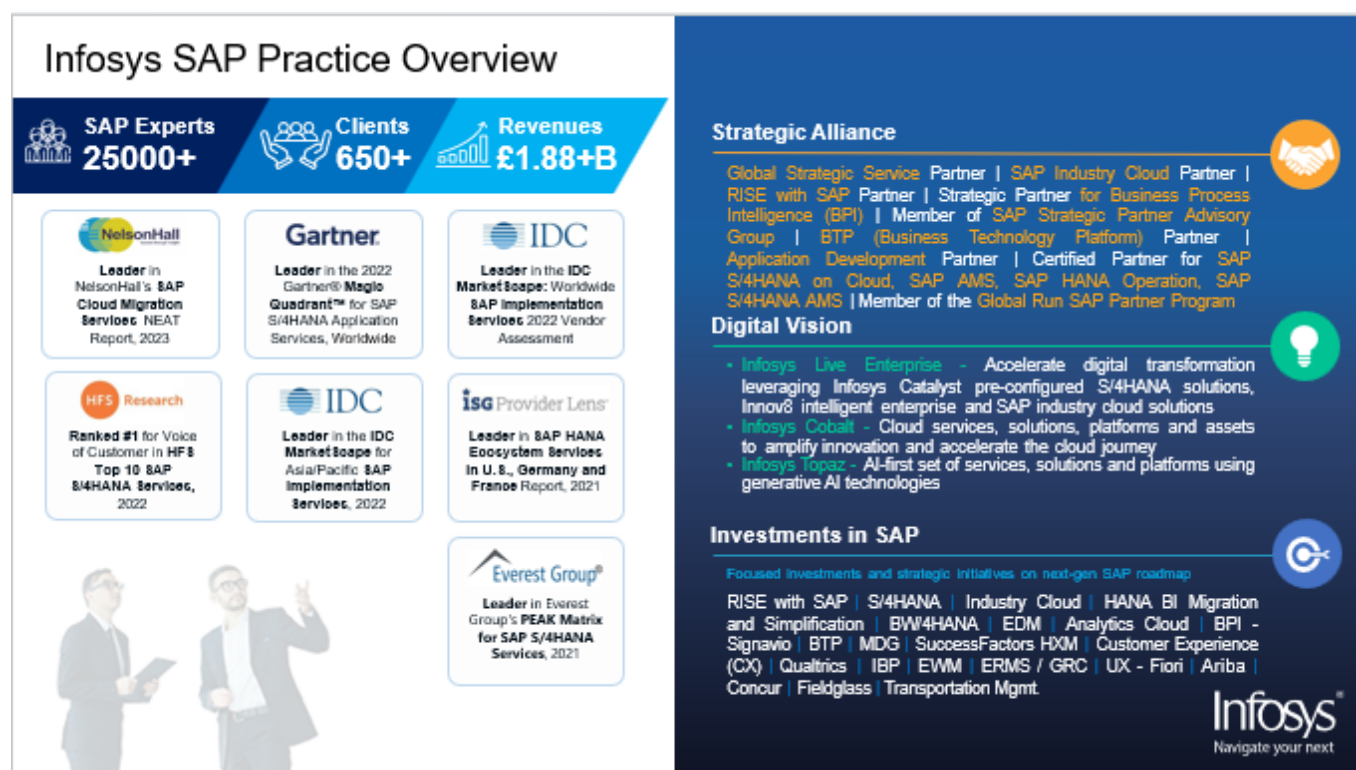


Figure 7: Infosys SAP Practice

It is reflected in analyst and customer ratings and our SAP market positioning as well. Infosys have been rated high by leading analyst like Gartner, Nelson Hall, IDC, Everest Group etc for our SAP and SAP S/4 HANA services. Within our larger SAP Practice, Infosys handles various client engagements that involve technologies like S/4HANA, MDG, Fiori, Ariba, BIS, AIF.

Infosys has a strong SAP global presence with teams dispersed across the geographies. Along with existing core delivery centres and SAP service specific hubs, it's rapidly expanding to create new onshore offices.

Infosys is an 'SAP Global Strategic Services Partner,' which is the highest level of SAP partnership.

Infosys provides wide range SAP services ranging from Application Management Services to Business Transformations including digitalisation to accelerate adoption of tomorrow's business models today.

Infosys also provides end-to-end service offerings for SAP's new generation cloud products such as SAP Leonardo, SAP Ariba, SAP Fieldglass, SAP SuccessFactors, SAP Cloud platform, SAP Concur, SAP Hybris, SAP C4C, Analytics, SAP Qualtrics.

Infosys' offerings in SAP space includes:

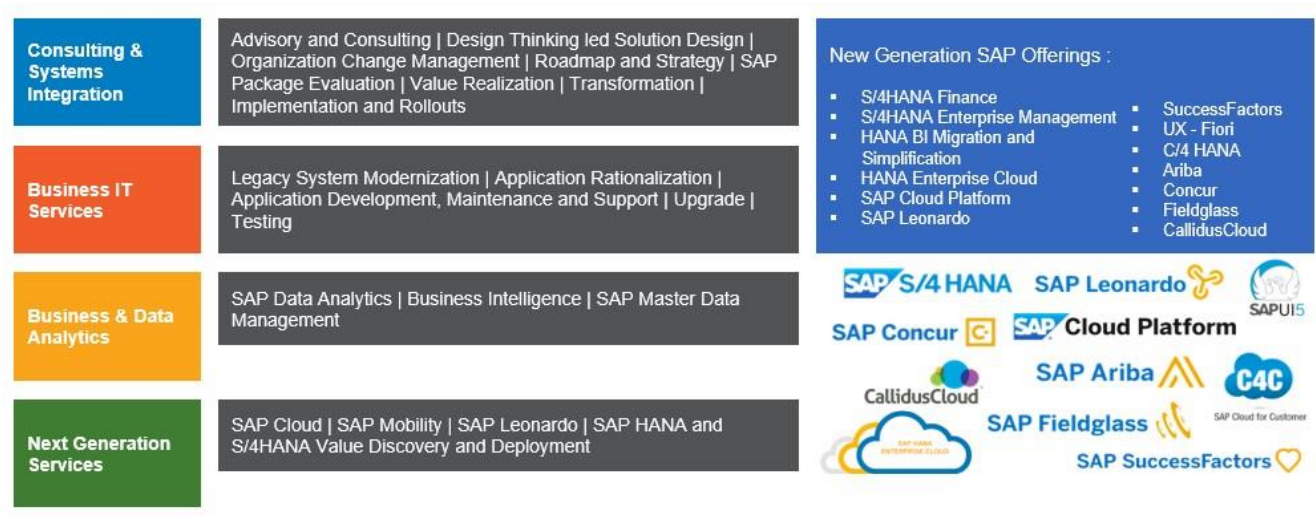


Figure 8:Infosys Offerings in SAP Space

Our collaboration is spearheaded by board members to drive joint, strategic initiatives across S/4HANA Enterprise, BW/4HANA, SuccessFactors, SAP Hybris, Ariba, and SAP Cloud platform.

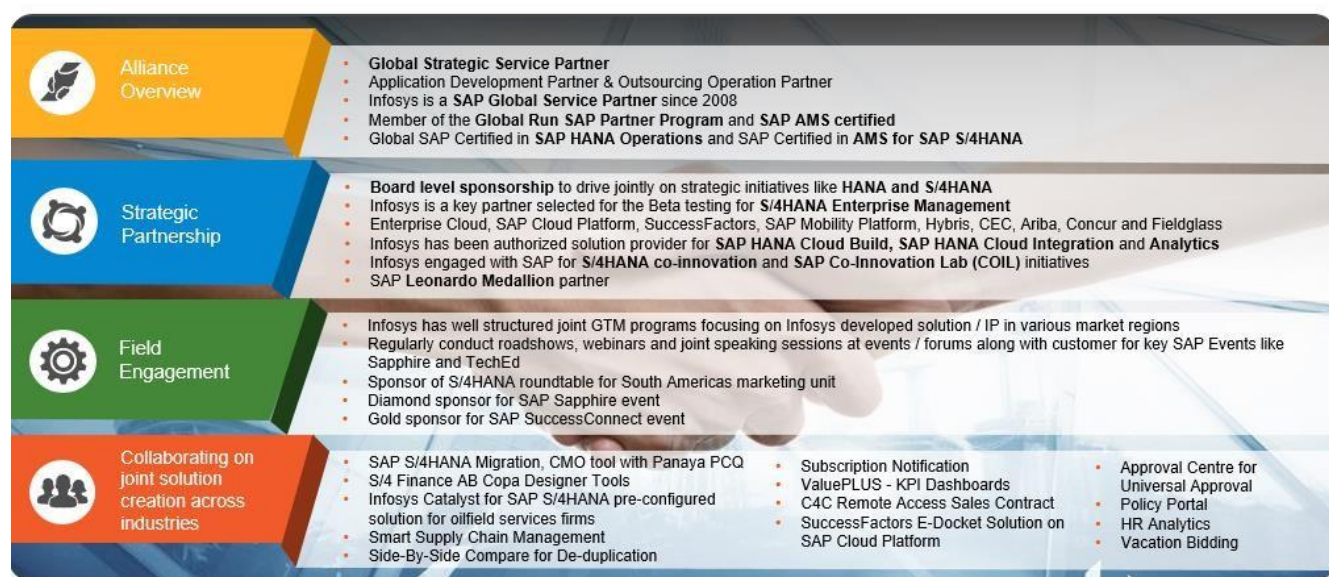


Figure 9: Infosys-SAP: A Strategic Alliance

Infosys is an **SAP S/4HANA Value Assurance** partner. We have a board level sponsorship to drive jointly on strategic initiatives like S/4HANA, S/4 Finance, S/4 Enterprise Management, HANA. Infosys is a key partner selected for the Beta testing for S/4HANA Enterprise Management as well as Enterprise Cloud, HANA Cloud Platform, Success Factors, SAP Mobility Platform, Hybris, CEC, Ariba, Concur and Fieldglass.

Infosys has been authorised solution provider for SAP HANA Cloud Build, SAP HANA Cloud Integration and Analytics. Additionally, Infosys has been engaged with SAP for S/4HANA co-innovation and SAP Co-Innovation Lab (COIL) initiatives.



Figure 10: SAP Global Certifications- First SI Certified for S/4 HANA Operations

Infosys helps clients to explore their rapidly emerging cloud strategy and to leverage new growth drivers such as cloud computing, mobility, in-memory computing to enhance the SAP application and infrastructure landscape. It applies cloud-based mobility solutions, SAP HANA on the Cloud, hybrid HTML 5 applications.

Infosys offers implementation of business specific cloud strategies and manages it with help of enabling tools developed by Infosys and SAP.

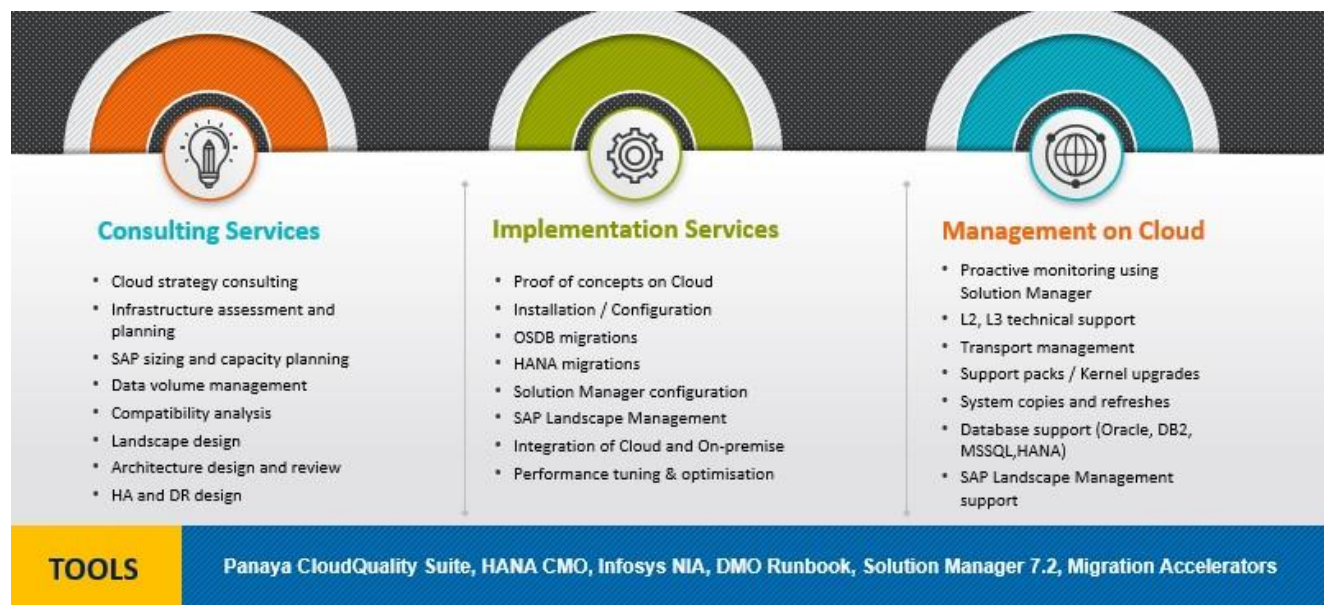


Figure 11: Overview of SAP on Cloud Offerings

Infosys offers an end-to-end partnership to help client step into the cloud environment with robust methodology, tools, and accelerators. Infosys is able to analyse application portfolio, measure the impacts and chart a roadmap for a seamless cloud migration. Infosys allows business activities on OS migrations, DB conversions, Enhancement Package upgrades, PI / PO upgrades, sizing, security, networking, authentication, and communication to seamlessly blend in cloud migration pathways.

By implementing standard, proven methodology, Infosys enables end-to-end cloud migration initiating from Ideation phase to implementation and hypercare support after go-live.

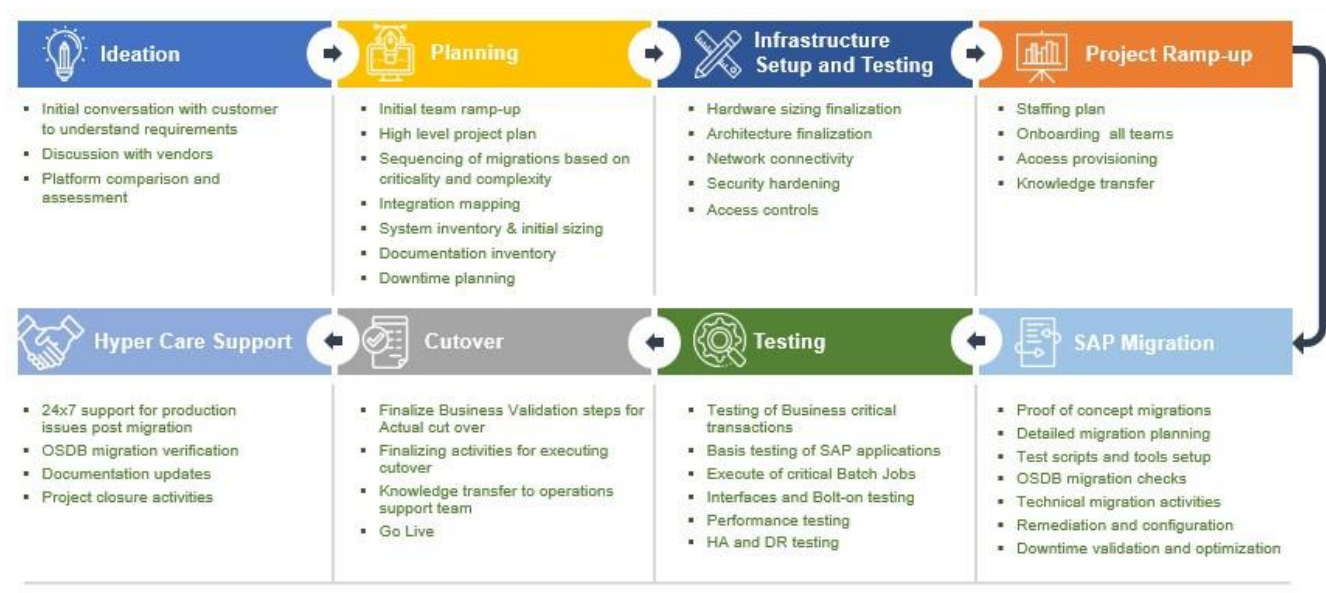


Figure 12: Cloud Migration Framework

With SAP Cloud platform, Infosys kick starts client's digital initiatives without impacting its core SAP developments. Its outreach to client's end customers and business partners can be significantly enhanced with portals design and hosted on the cloud platform which can give a tailored and individual user experience on products and service offerings.

Infosys helps clients navigating their cloud migration journey by analysing and providing the best cloud service offering depending upon business need. Infosys also assesses the compatibility, configure and setup the solution.



Figure 13: Cloud Transformation Lifecycle

Infosys has developed its proprietary cloud transformation methodology known as 'Accelerating Cloud Transformation' (ACT) that helps enterprises rapidly define implementation roadmap, develop products, and realise value from cloud adaptation.

This unique methodology caters to all the enterprise transformation requirements. As an end-to-end implementation methodology, it includes an enactment portal -the Infosys Cloud Factory - that acts as a one -stop solution for all cloud deployment projects.

ACT is equipped with accelerators that outlines cloud strategy, along the implementation path while assisting in training and change management.

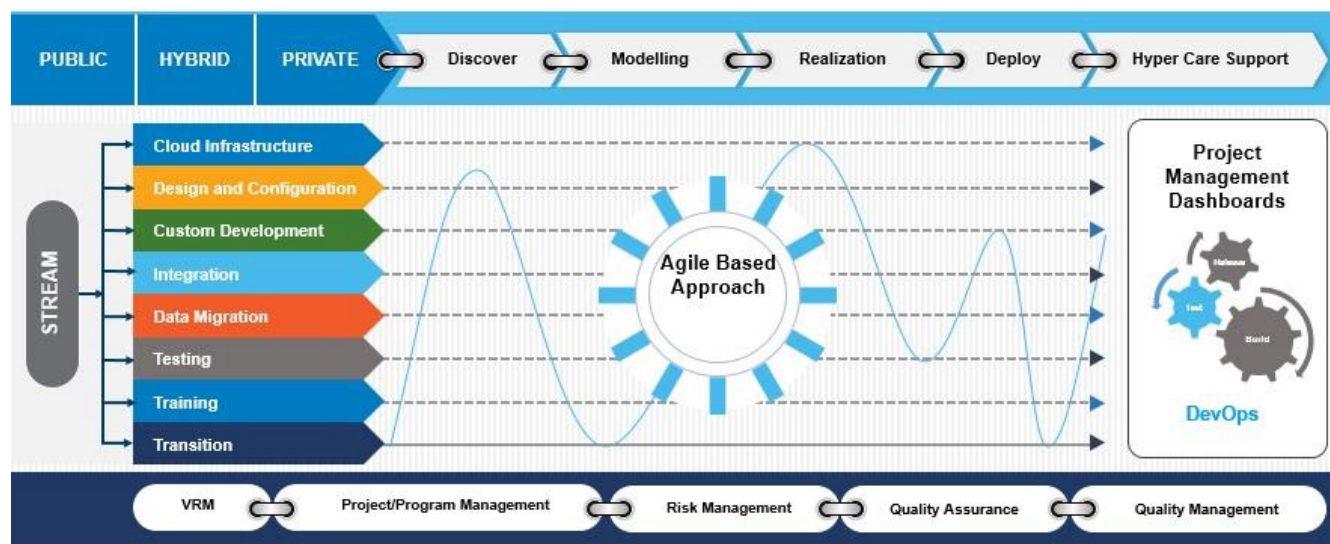


Figure 14: Accelerating Cloud Transformation (ACT) Methodology

Innov8: Strategic Partnership of Infosys and SAP

SAP is partnering with Infosys to help clients invest in purposeful innovation to become an Intelligent Enterprise. Innov8 for Embrace, an SAP collaboration programme with Microsoft Azure, Amazon Web Services (AWS) and Google Cloud as well as global strategic service partners (GSSPs), leverages Infosys industry knowledge. This is a platform delivered on a cloud hyperscaler environment with SAP digital solutions delivering end-to-end business outcomes at accelerated pace.

Innov8 is not a programme today. It is a strategy of Infosys' SAP business. It is built in close collaboration with SAP and Microsoft.

It has 4 value propositions, defining innovation as a service with repository of intelligent use cases, defined reference architecture with full stack including infrastructure, core S/4, Infosys industry solution such as Catalyst and AI/ML apps.



Figure 15:Innov8: Infosys Strategic Initiatives

To amortise cost Infosys has developed a flat lines model for the bundles converting Capex into Opex. Infosys and SAP have co developed a talent model to help clients accelerate their digital journey.

Innov8 brings SAP, Infosys and hyperscaler partner together in the market with definitive agreement to generate client centric full stack solutions. We have defined specific objectives for SAP and Infosys tied together to our mutual business plans.

All of this has been placed together with a single vision of generating highest value for our customers on their journey to intelligent enterprise.

For more information, contact askus@infosys.com



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