

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. Confluent and Infosys Partnership

The partnership between Infosys and Confluent is highlighted in the context of data streaming and infrastructure. Confluent provides a cloud-native data streaming platform designed to act as the intelligent connective tissue within organisations, enabling real-time data flow from multiple sources. This platform assists organisations in meeting the business imperative of delivering rich, digital front-end customer experiences while transitioning to software-driven backend operations. Infosys collaborates with Confluent to leverage this data infrastructure, thereby aiding organisations in their digital transformation journeys. This partnership ensures organisations can efficiently manage their data in motion, thereby increasing productivity, improving operations, and enhancing customer experiences.

Infosys and Confluent has **360-degree relationship!**

✓ **Ownership of PS Business** -Access to High Quality Confluent Professionals

✓ **Discounted License** – Pre-Negotiated and optimized license prices

✓ **Synergy Services** – Complete Value Bundle offering, End to End Product installation, management and monitoring



2. Confluent relevance to Infosys and Current Footprint

Infosys Integration Practice has a growing relationship with Confluent.

- Over 400 practitioners with Kafka skillset, over 70 Confluent-certified engineers.
- First GSI partner to sign a managed services provider (MSP) agreement, in September 2024
- Over 10 enterprise-scale implementations in the last 3 years.
- ~41M USD pipeline built through organic market demand

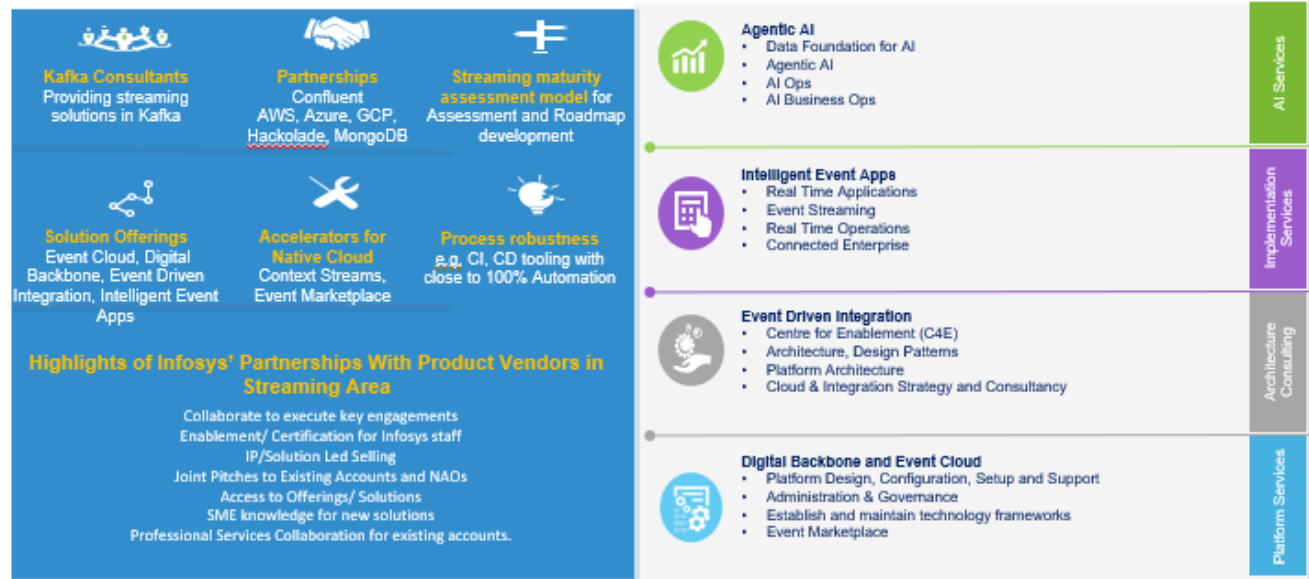
Strategic advantage of Confluent Partnership:



Confluent is highly relevant to our customers' AI first journey

- **Data Streaming:** Get your data to the right place, in the right format, at the right time and unlock use cases
- **Backbone for AI & Agentic:** Build Agentic use cases with real-time, contextual data for LLMs, vector DB, and GenAI apps
- **Legacy IT Modernisation:** Core data systems linked with new business applications and channels

3.Data Streaming Service Offerings at Infosys and Partnerships



4. Infosys: A managed service provider for Confluent

Infosys Confluent MSP Offering Includes:

- Licence/ Subscription:
The Confluent Platform offers two main deployment models:
 - Self-Managed (On-Premise/IaaS)
 - Confluent Cloud (Fully Managed SaaS)—The licensing and pricing metrics differ significantly for each.
- Installation & Advisory Services
SME consulting to setup the solution and integrate into the client environment:
 - Environment Assessment
 - Platform Installation
 - Integration
 - Operational Setup
 - Knowledge Transfer
- Platform monitoring & support
Fully managed platform support and administration, including:
 - Ongoing maintenance (L1, L2 , L3 and L4)
 - Monitoring
 - Security patches
 - Minor Enhancements
 - Upgrades

Value Proposition:

- Flexible Offering for 1 to 3 years
- Completely managed by Infosys
- Cost models aligned to customer needs

5. Event Marketplace

5.1 Overview

A catalog of event topics, schemas, and metadata, enabling interoperability and governance. Acts as a centralised platform where event producers publish their event streams and event consumers discover and subscribe to them.

Event Catalog

- Lists available enterprise event streams (topics) along with the Schema.
- Captures the metadata like Event type, Producer details, Retention policy etc.

Event Design

- Standardised assisted workflow to define new events, along with the schema
- Trigger the Review and Approval process by the product owners.

Event Publish

- Once the design is approved, provide the capabilities to Publish the events.
- Provisions the underlying infrastructure by triggering the DevSecOps workflow.

Event Subscription Management

- Consumers can search events based on Domains / products, subscribe to topics via UI or API.
- Consumer code templates for event consumption, along with documentation and Schema.

Access Control & Governance

- RBAC for producers and consumers.
- Policies for data sharing and compliance.

Observability

- Metrics on event throughput, lag, consumer health.
- Capacity Management for administrators



5.2 Use Cases and fitment for Enterprises

Event Marketplace can be positioned depending on the enterprises, current maturity & business needs.

Greenfield (Streaming CoE Setup)

- Enterprises embarking on new EDA/Streaming platforms
- New major programs within enterprises such as digitisation or legacy modernisation

Transformation (Improve Streaming Maturity)

- Enterprises where Streaming delivery happens with mostly manual processes
- Not much of governance in how teams are designing and implementing Streaming applications
- Security issues in live APIs

Modernisation (Re-design Streaming Apps)

- Discover existing cluster and client applications
- Analyse existing design and implementation
- Modernise streaming applications aligning domain driven design, enterprise and industry standards

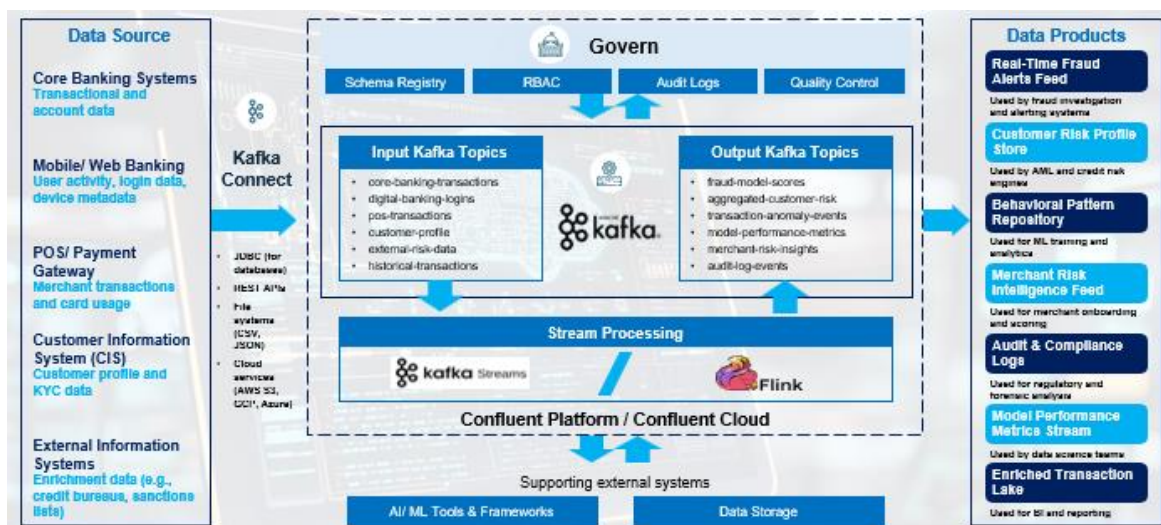
Migration (Tech Displacement)

- Enterprises are already using one Streaming/Messaging platform and want to migrate to a different platform (OSK to Confluent cloud)
- Enterprises who want to upgrade to a new version of an existing Streaming platform (Confluent platform to Confluent Cloud)

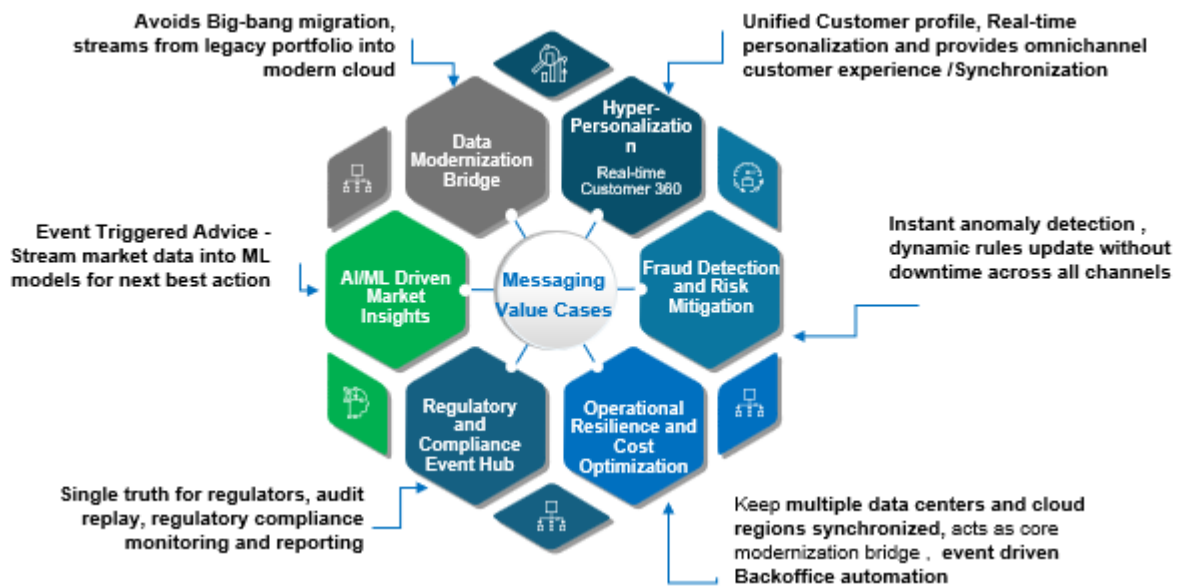
Consolidation (United Streaming Platform)

- Enterprises using more than one cluster of Event Streaming platforms (Ex: Multiple OSK cluster)
- Centralised Event catalog with single streaming cluster

5.3 Event Driven Reference Architecture



We help Re-imagine Kafka adoption with Futuristic Use Cases. Infosys would collaborate to re-imagine Confluent Kafka not just as “data plumbing”, but as “real-time nervous system”



6. Automated Cloud Migration Solutions

6.1 Migration to Confluent:

Messaging Systems (TIBCO EMS, IBM MQ)

- Queue-oriented, not cloud-native
- Scalability & performance issues
- No schema governance → data quality risks
- Complex DR & HA across regions

Open-source Kafka

- High operational overhead
- Scalability limitations
- Need for specialised skills
- Additional solution for observability

Managed Kafka (AWS MSK, Azure Event Hub)

- Fragmented experience: patchwork for schema, connectors, processing
- No unified fabric for multi-cloud/hybrid portability

Confluent Cloud Advantage:

- Fully managed, cloud-native platform
- Significantly lower TCO vs. open-source Kafka
- 99.99% SLA, elastic scaling, built-in governance & security
- Native integration with stream processors, data lakes, AI/ML pipelines

Key features of Infosys AI-Powered Migration Platform

- Discovery & Assessment: Automated cluster topology, topic configs, performance metrics
- AI-Driven Setup: Intelligent sizing, topology decisions, cluster provisioning
- Smart Migration: Topic repartitioning, schema & data replication, workload optimisation
- Application Modernisation: AI-powered code migration & test script generation

6.2 Seven Pillars of our Migration Strategy

Assessment & Planning

- Create Catalogue/Inventory of queues/topics and identify message formats (JSON, AVRO, etc)
- Review message patterns (P2P/Pub-sub, Request-Reply, Durable/Non-durable)
- Dependency and Impact (Inventory of apps, integration, Consumers)

Solution Architecture (Target State)

- Kafka Cluster (Topics, RBAC, Users etc.)
- REST APIs
- Schema Registry
- Kafka Connectors
- Monitoring Dashboard and Security

- Alerts

Accelerated Migration Approach

- Data migration & Coexistence - Dual write /read
- Application Changes (AI enabled) – Consumer/Producer Changes, Replace JMS API with Kafka client, replace message logic for Request/Reply Framework, Error handling/retries
- Testing (Functional, UAT Support, Security Testing Support, Performance, Failover/disaster recovery tests)
- Cutover Strategy – Phased migration, Rollback plan, integrated program
- Factory Execution - Low change apps Vs Strategic Core apps. Reusability framework /templates/tools.

Tools and Accelerators

- Application Migrators (Schema Migrator, Case driven Connector Template, AI Agent Conversion Tool)
- Observability
- Performance Report Automation

Governance and Risk Management

- Factory PMO (Standardisation & Ref arch)
- Integrated Program Plan
- Change Management
- Introduction of frequent Gating Checkpoints

Holistic Approach of blended support with license optimisation

Guiding Principles

- Minimise Application Disruption
- Centralised approval process (Schema governance)
- Reliability with certification /testing framework
- Incremental Refactoring
- Decommission gradually

For more information, contact askus@infosys.com



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