

G Cloud 15- Framework Service Definition

Crown Commercial Service

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1. Service Overview

Infosys transform procurement functions in a systematic, risk-free manner leveraging an end-to-end approach and proprietary methodology, by bringing tools and accelerators for successful implementation. Infosys is an SAP Global strategic partner and an end-to-end SI partner to roll out Ariba.

SAP Ariba is a best –in-class, source-to-pay, global solution for indirect procurement for local and global organisations. SAP Ariba is offered as a procurement engine for supplier management, conducting sourcing events, contract negotiation and signing, catalogue management, operational procurement, invoice management, spend analytics, supplier network collaboration and mobility.

Infosys SAP Ariba has delivered procurement transformation programmes for several Fortune 500 companies using Ariba source –to-pay technology and with our excellence in source-to-pay process consultancy. We have also built intellectual property and thought leadership based on these programmes. Further, to accelerate the implementation and adoption, we built Ariba sourcing template for most of the highly used categories across various industry domains.

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, with this journey getting a backing from strategic business consultants from our subsidiary Infosys Lodestone Consulting.

2. Infosys SAP Ariba Overview

With over 23 years of experience in supply chain and procurement practice, Infosys has served more than 100 clients globally. Delivering superlative value to clients, Infosys has a dedicated planning and procurement Centre of Excellence with a continual focus on developing prototypes, reusable tools, and accelerators. Below is a snapshot of the Infosys procurement practice:

250+	Dedicated Consultants
50+	Certified Consultants
85+	Successful Projects
30+	Active Clients

Figure 1:Infosys Procurement at a Glance

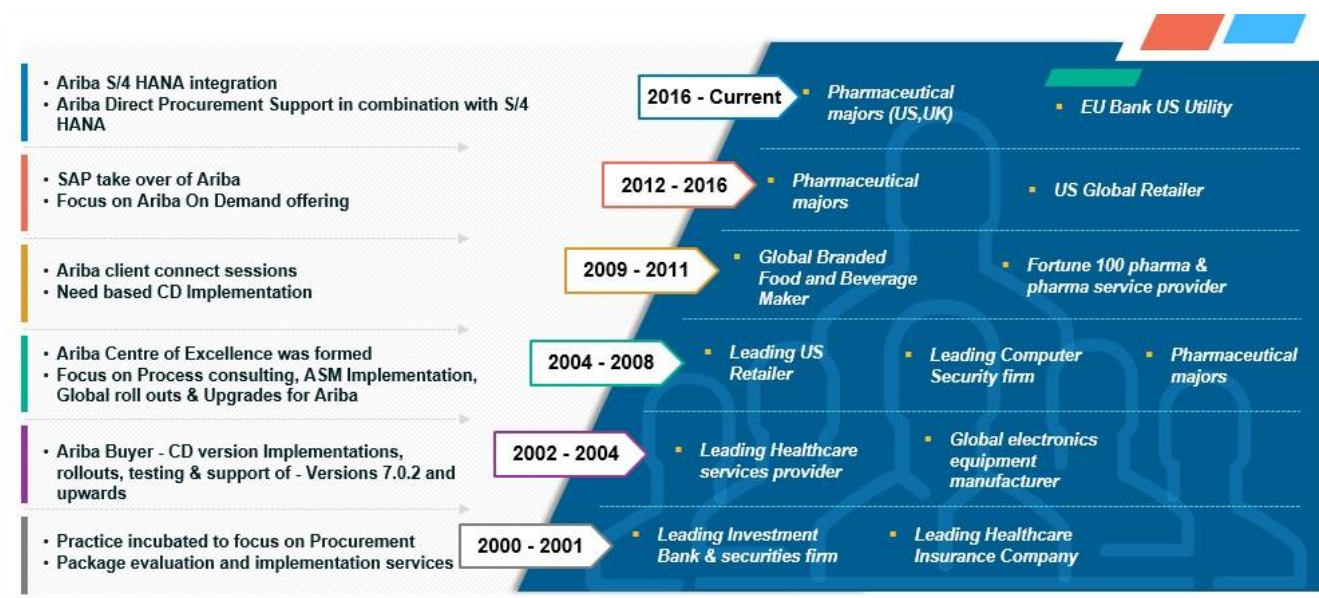


Figure 2:Infosys SAP Ariba Experience

Benefits delivered using Infosys Ariba Centre of Excellence:

- Accelerating the digital transformation of sourcing and procurement process through digitisation
- Integrating with robotic process automation in conjunction with SAP Ariba helps in unlocking value across the supply chain.
- Increasing the visibility of tail-end spend and managing reduction for strategic sourcing.
- Improving usability and enhancing overall user experience by minimising training time.

3. Infosys SAP Ariba Offerings

Infosys brings expertise across modules in SAP Ariba such as Sourcing, Contracts, Analysis, Supplier

Management, Procure-to-Pay, Content management, Invoicing and Settlement



Figure 3: Infosys SAP Ariba Offerings

Infosys Ariba Package Expertise across service offering includes:

- Ariba Spend Visibility
- Ariba Sourcing and Discovery
- Ariba Contracts Management
- Ariba Procure-To-Pay, Ariba Services Procurement and Ariba Procurement Content
- Ariba Invoice, Payment & Discount management
- Ariba Supplier Information Performance Management - Ariba Supplier Network

Across Various versions & service packs includes:

- Ariba Buyer 7.0.2 (implementation)
- Ariba 8.2 (upgrade & implementation)
- Ariba Buyer 9r1 (upgrade)
- Ariba On-Demand 10S2, 12S2, 13S2

4. Infosys SAP Ariba Implementation Methodology

Infosys' IMPACT™ Method for business transformation has been designed and developed specifically to drive value out of business transformation programmes. It provides a comprehensive, holistic approach to achieve organisation transformation, cutting across business and/or functional lines. It outlines a guiding framework and key principles for the effective governance, communication and integration required for transformation programmes to succeed. The framework allows us to balance our focus across key impact areas - Impact on company, Impact on capabilities, and Impact on transformation - across the commonly understood software development lifecycle phases.

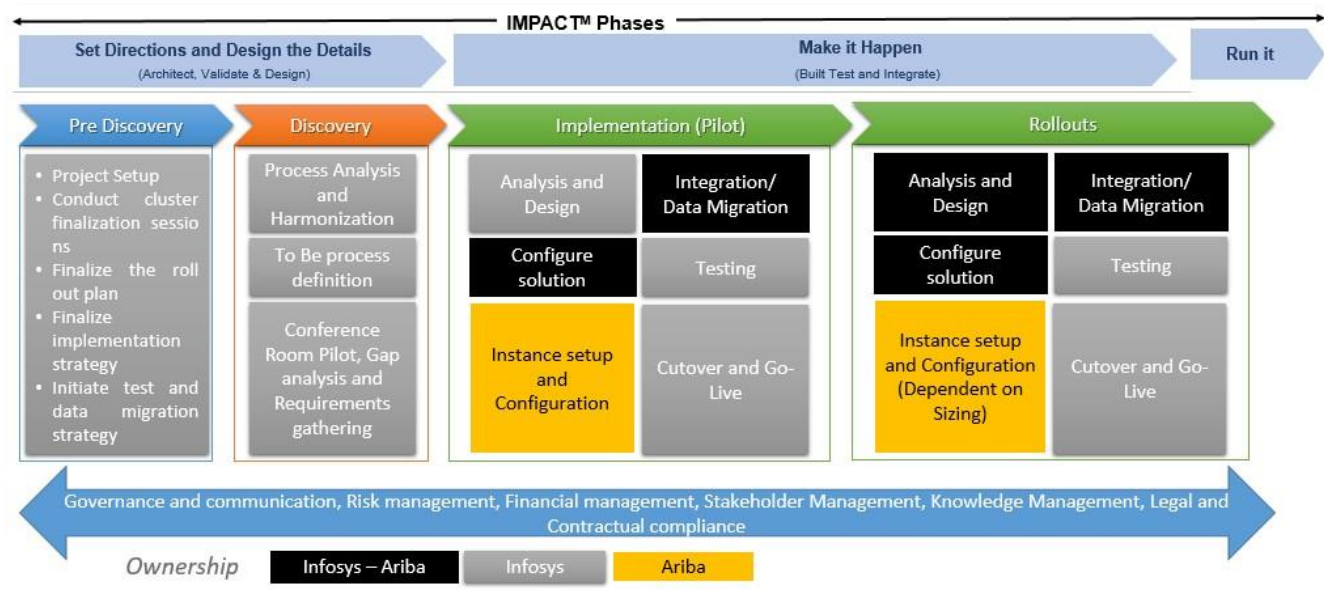


Figure 4: Infosys SAP Ariba Implementation Methodology

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.

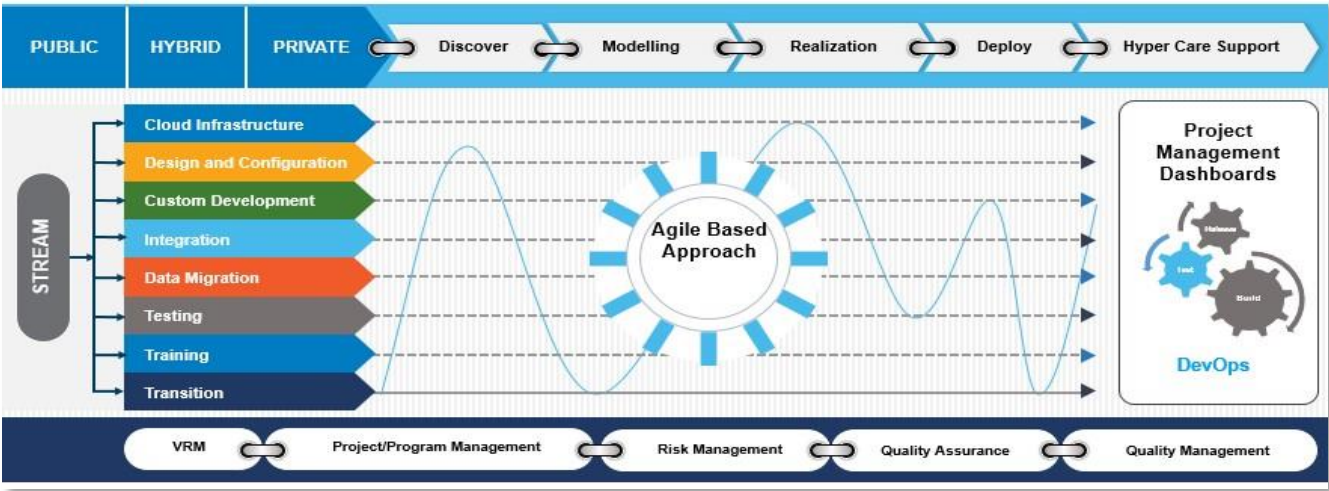


Figure 5:Accelerating Cloud Transformation (ACT) Methodology

5. Infosys Tools and Accelerators for SAP Ariba

With following tools, Infosys provides best-in-class procurement services in shorter testing cycle and highly integrated scalable implementation.

S No	Accelerators	What it Does	How it helps
1	Ariba On- Demand - SAP PI integration toolkit	- Makes Ariba On-demand and SAP ECC integration through PI simpler and quicker. - Reduces integration development and deployment cycle time. - Repositories of commonly used On-Demand integration configuration and components on web services and proxies	- Higher reliability of Integration solution builds - Shorter development cycle time Higher scalability and quicker rollouts
2	Ariba Network – SRM/ECC Integration Toolkit	- Integrate on premise SRM/ECC procurement system to Ariba Network (AN) using ASN Adapter - Extend purchasing and invoicing collaboration with suppliers globally harnessing power of Ariba Suppliers network	- Utilise Ariba network to transact with suppliers globally and electronically. - Automate and reduce procure to pay cycle time and cost. - Stay connected with suppliers and manage spend better.
3	Ariba On-demand legacy Data Migration Framework	- Framework to finalise legacy data migration strategy on Ariba On-Demand platform. - Helps capturing and collating data conversion requirements and validation plan.	- Accelerate legacy data conversion solution implementation. - Mitigate data conversion challenges at early stage and helps fine tuning the solutions. - E2E business process validation using the On-Demand system on migrated database

4	Ariba On-demand Testing Toolkit	• Help finalising Testing strategy for On-Demand implementation. • Fast track On-Demand implementation testing cycle with necessary depth and coverage. • Help defining various elements that can cause a performance impact and approach to handle each of those elements	• Shorten testing cycle. • Automated regression testing Workbench. • Web service testing will minimum interdependency on Ariba On-Demand system. • Reduces performance related risk, increases the effectiveness and Efficiency of rollout platform. • Clarity on NFR activities
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Table 1: Infosys Tools and Accelerators for SAP Ariba

6. SAP 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.

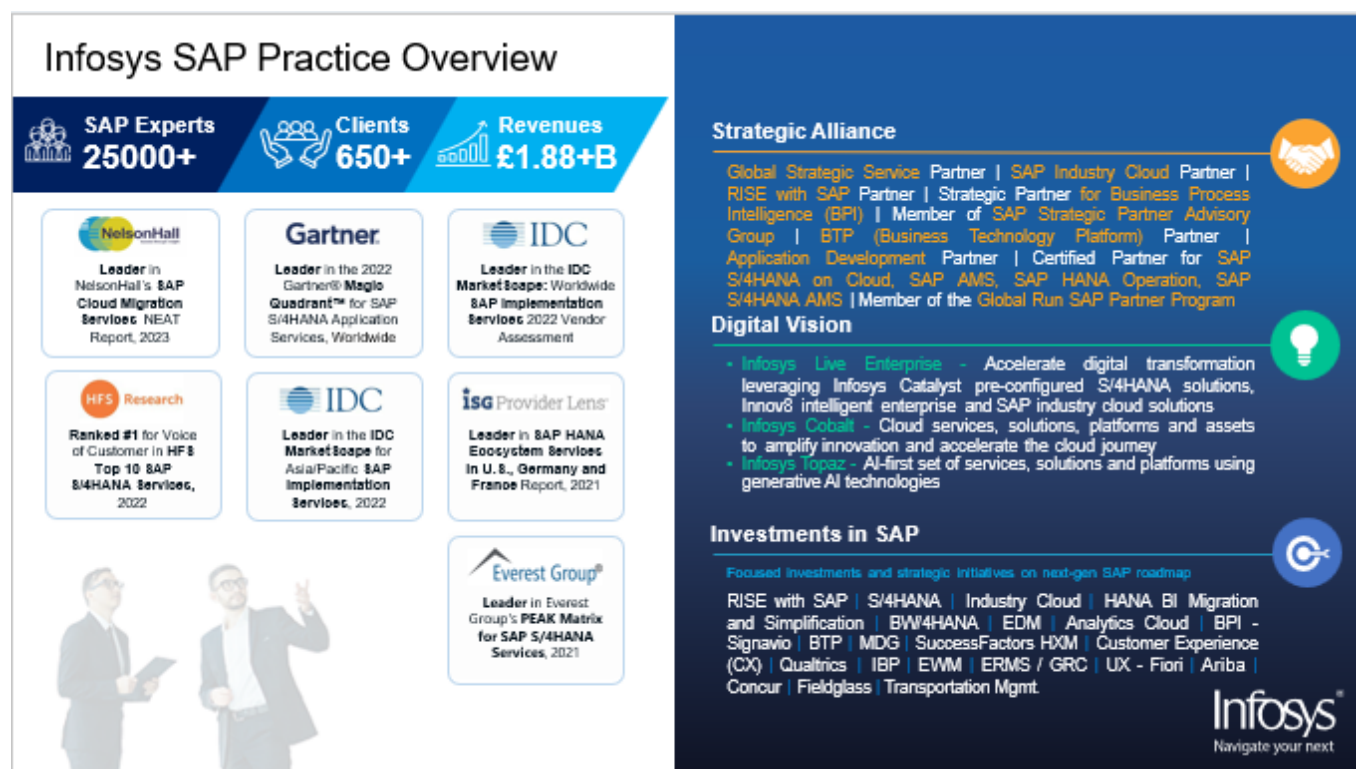


Figure 6: Infosys SAP Practice

Infosys has been rated high by leading analyst such as 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:

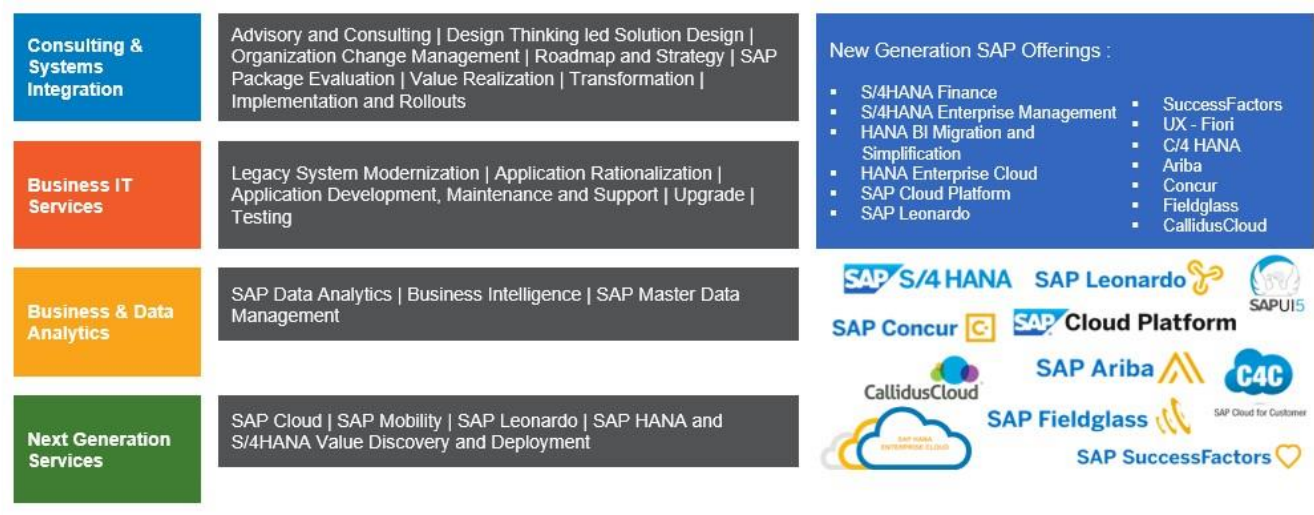


Figure 7: Infosys Offerings in SAP Space

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.

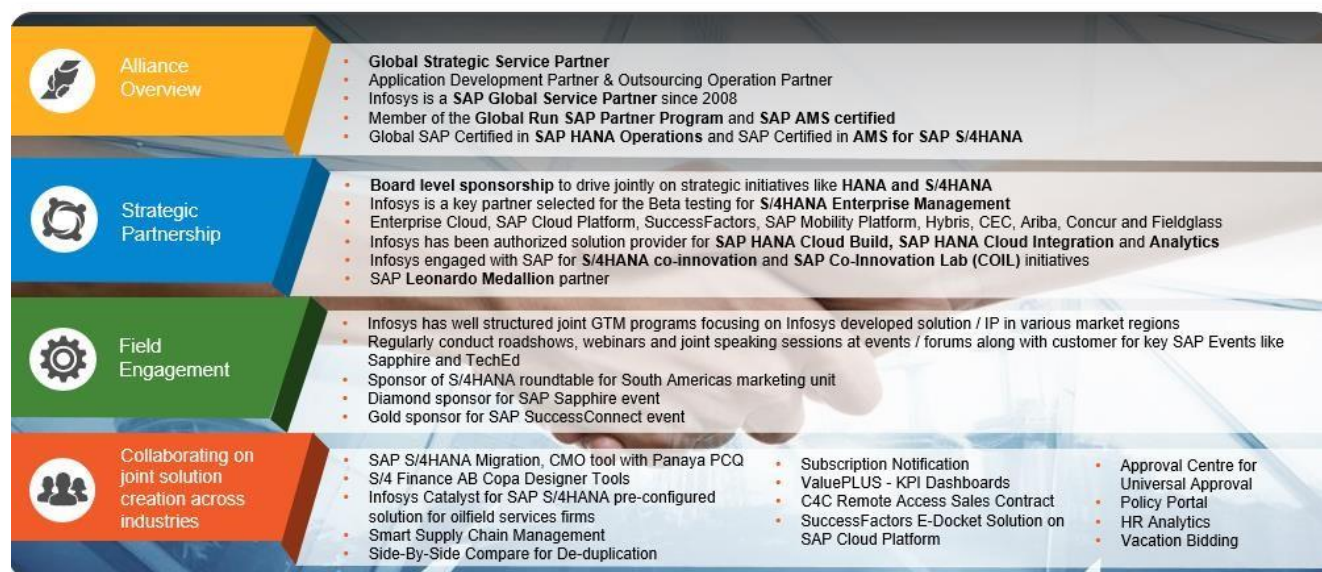


Figure 8: Infosys-SAP: A Strategic Alliance

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 9: 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.

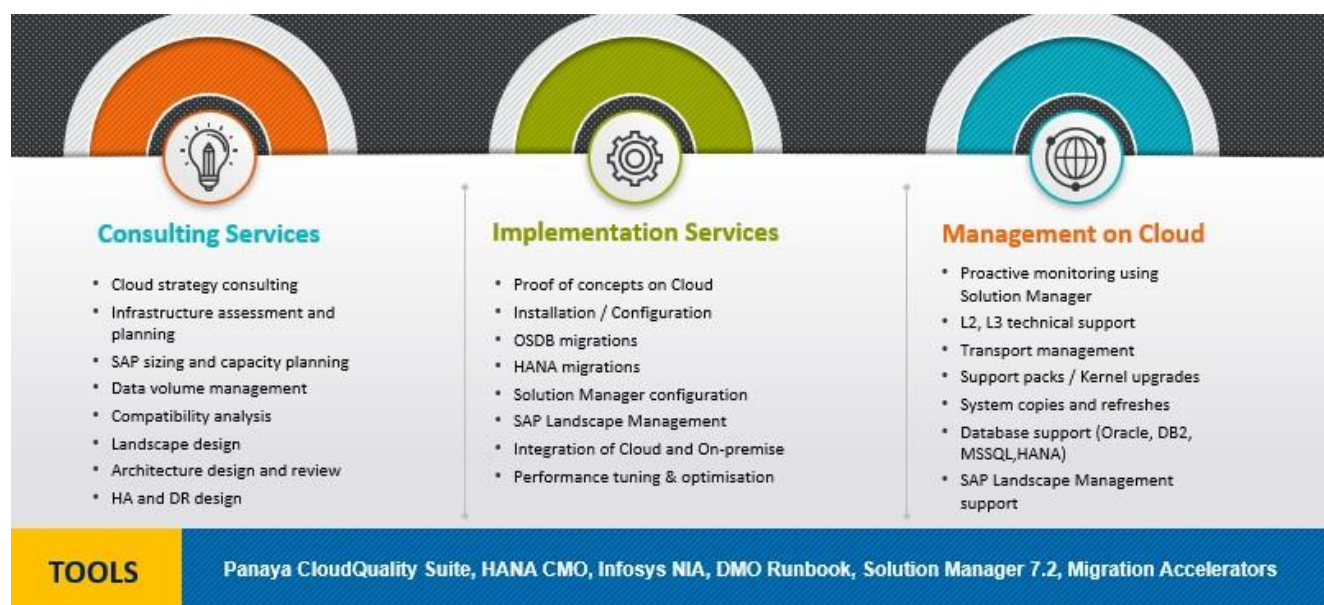


Figure 10: Overview of SAP on Cloud Offerings

Infosys offers an end-to-end partnership to help client step into the cloud environment with robust methodology, tools, and accelerators. Infosys can 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.

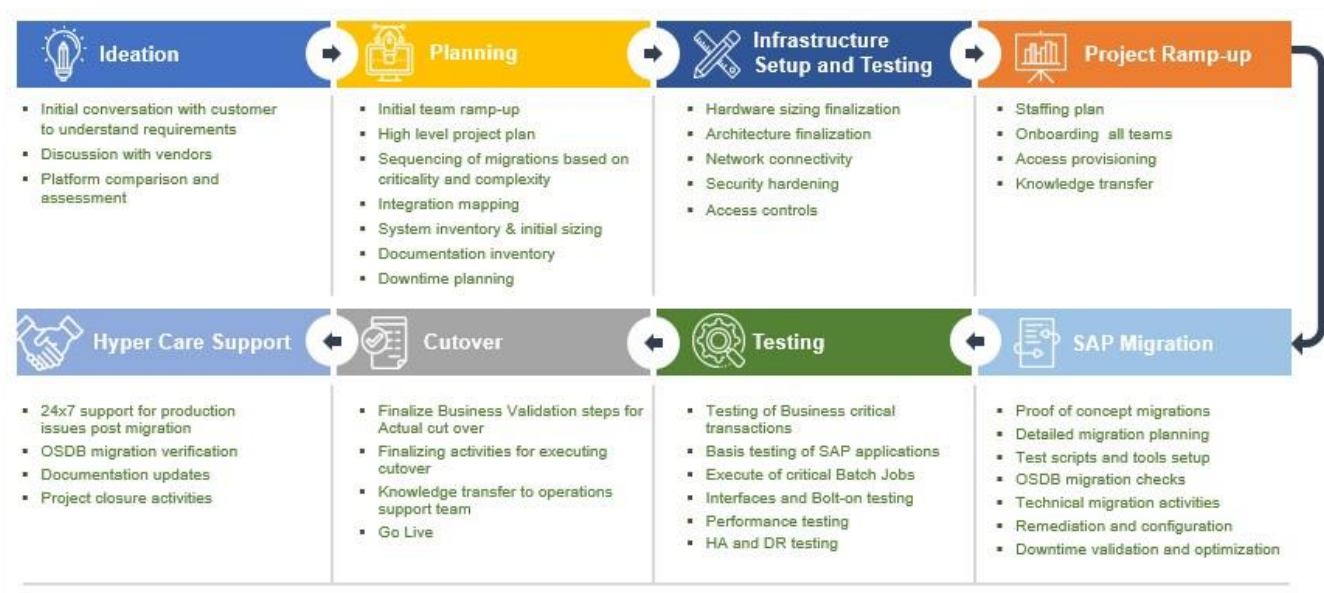


Figure 11: Cloud Migration Framework

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.

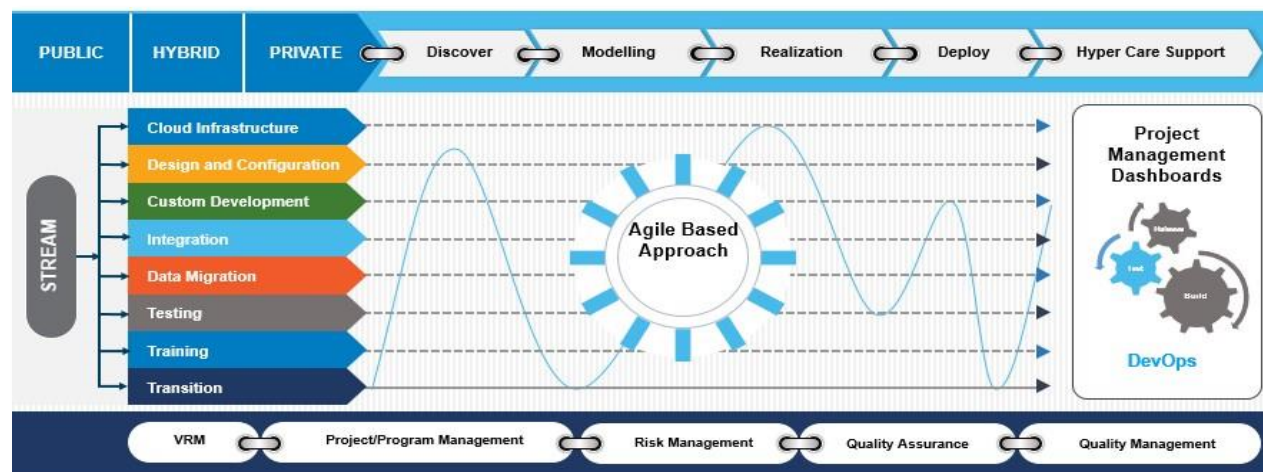


Figure 12: Cloud Transformation Lifecycle

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 13: Accelerating Cloud Transformation (ACT) Methodology

Innov8: Strategic Partnership between Infosys, Hyperscalers and SAP

Innov8 brings SAP, Infosys and Hyperscalers 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.

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 Hyperscalers such as Microsoft

Azure, Amazon Web Services (AWS), Google Cloud, etc 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, rather a strategy of Infosys' SAP business. It is built in close collaboration with SAP. Some of the key benefits this partnership offers enterprises implementing/planning to implement SAP S/4HANA includes:

- Implement end-to-end business solutions at an accelerated pace.
- Invest in purposeful innovation to become a truly intelligent enterprise with industry leading intelligent use cases.
- Transforms business model to be based-on predictable OPEX cost.
- Free-up financial and human resources to drive innovation and transformation.
- Flexible points of entry to the SAP Enterprise platform for both existing and new cloud customers

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.

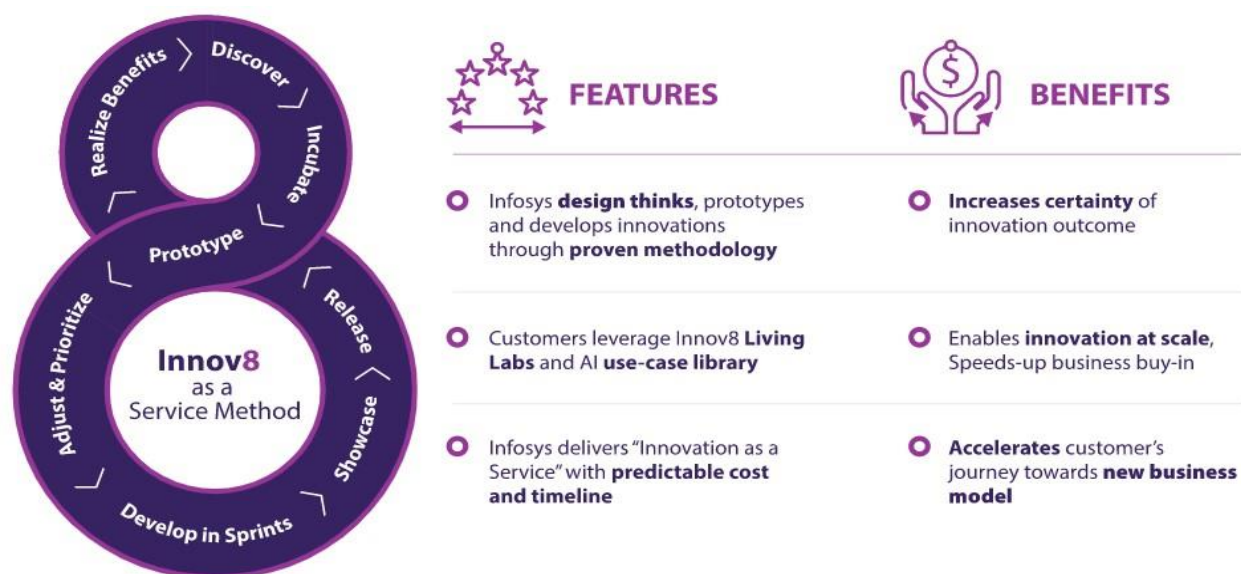


Figure 14: Infossys Innov8 to Accelerate

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