

G Cloud 15 – Framework Service Definition

Crown Commercial Service

January 30, 2026

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Table of Contents

- 1. Service Overview 6
- 2. Service Description 10
- 3. Assets and Tools 12
- 4. Credentials..... 13

Index of Figures

Figure 1. Infosys - Oracle Practice Overview 7

Figure 2. Overview of the Infosys Oracle CX Cloud Implementation Offering 9

Figure 3. CX Service Offerings..... 10

Figure 4. Infosys’ ACT Methodology 11

Index of Tables

Table 1. Tools & Accelerators 12

Table 2. Case Studies..... 14

1. Service Overview

Infosys is a Strategic SI Partner of Oracle and the Infosys-Oracle collaboration spans across a wide range of technologies, including but not limited to ERP, IaaS, PaaS, SaaS, SCM, HCM, CX, Autonomous Database, Oracle Cloud, Oracle Cloud Infrastructure and emerging technologies, such as blockchain and machine learning. Infosys is combining these next-gen technologies with industry solutions and best-in-class user experiences to help companies grow and reinvent their businesses. Infosys and Oracle have forged a strong alliance with a vision to help customers maximise benefits, increase satisfaction and achieve high performance. Infosys has partnered with Oracle in key geographies across verticals such as public sector, life sciences, financial services, CPG, retail, logistics, high-tech and discrete and process manufacturing.

The Infosys-Oracle relationship is a global alliance that encompasses joint solutions and product development. This collaboration **benefits** our clients in the following ways:

- Brings the right stakeholders from Oracle on-board
- Provides a direct link into Oracle support and development
- Involves Oracle in the early project stages, focus is mainly on development
- Enables best support to assist 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 every programme.

Infosys combines technical and industry leading practices to deliver successful business solutions and enables maximised return on investments for Cloud and On-premises Oracle applications. Leveraging our extensive experience within various Oracle applications and rich domain expertise, Infosys enables clients to utilise Oracle applications to their business advantage. Below is an overview of the Infosys Oracle practice:

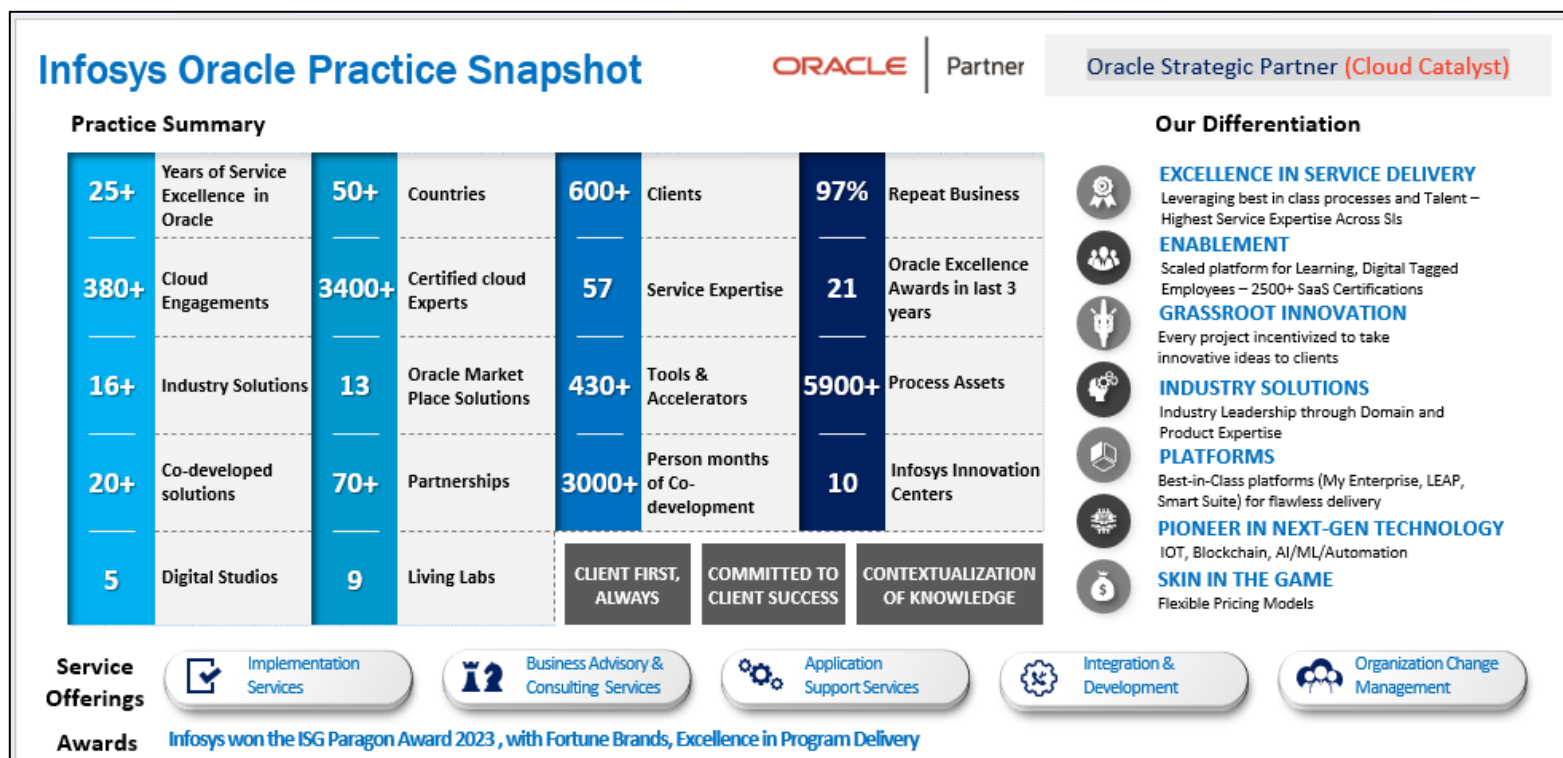


Figure 1. Infosys - Oracle Practice Overview

Our recent achievements underscore our strong industry leadership, innovative capabilities, and consistent delivery of exceptional value to clients and partners worldwide.

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.

The shift from managing customer relationships to bringing in a high-quality customer experience (CX) by leveraging the new digital technologies, has paved the way for many technologies in the CX space. Consequently, Oracle Inc. has come up with a stack of technologies which complement each other and help in building a comprehensive CX ecosystem. The technologies provided on cloud by Oracle are **Oracle Sales & B2B Service Cloud, Oracle Service Cloud, Oracle CPQ Cloud, Oracle Field Service Cloud, Oracle Commerce Cloud, Oracle Policy Automation / Oracle Intelligent Advisor, Oracle Marketing Cloud (Eloqua, Responsys, Oracle Bluekai, Maximyser), Oracle Subscription Management Cloud**. Infosys, as a Platinum Partner of Oracle, is offering the implementation and support services for the cloud-based technologies mentioned above.

As a Strategic SI Partner of Oracle, Infosys has made significant investments in developing expertise in Oracle CX Cloud technologies.

An overview of Infosys Digitisation Offerings

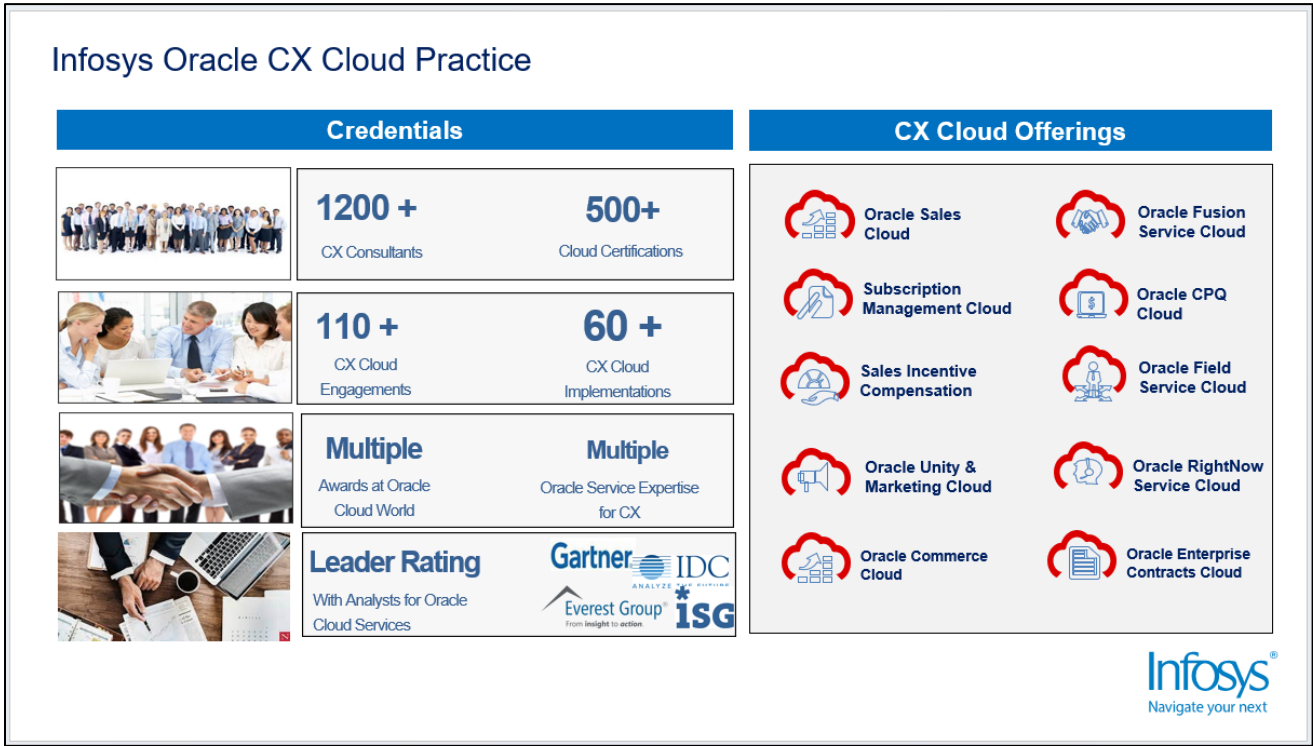


Figure 2. Overview of the Infosys Oracle CX Cloud Implementation Offering

2. Service Description

Infosys Oracle Practice focusses on implementation of Oracle CX Cloud technologies. There are dedicated Centres of Excellence (CoEs) established for each technology in the CX Cloud stack. Several solutions developed within the CoEs, help in implementing tailor-made solutions quicker and are listed under the Oracle Marketplace as a result. The Infosys Oracle CX Cloud CoEs provide consultancy to clients regarding adopting the CX Cloud technologies.

Infosys CX Service Offerings:

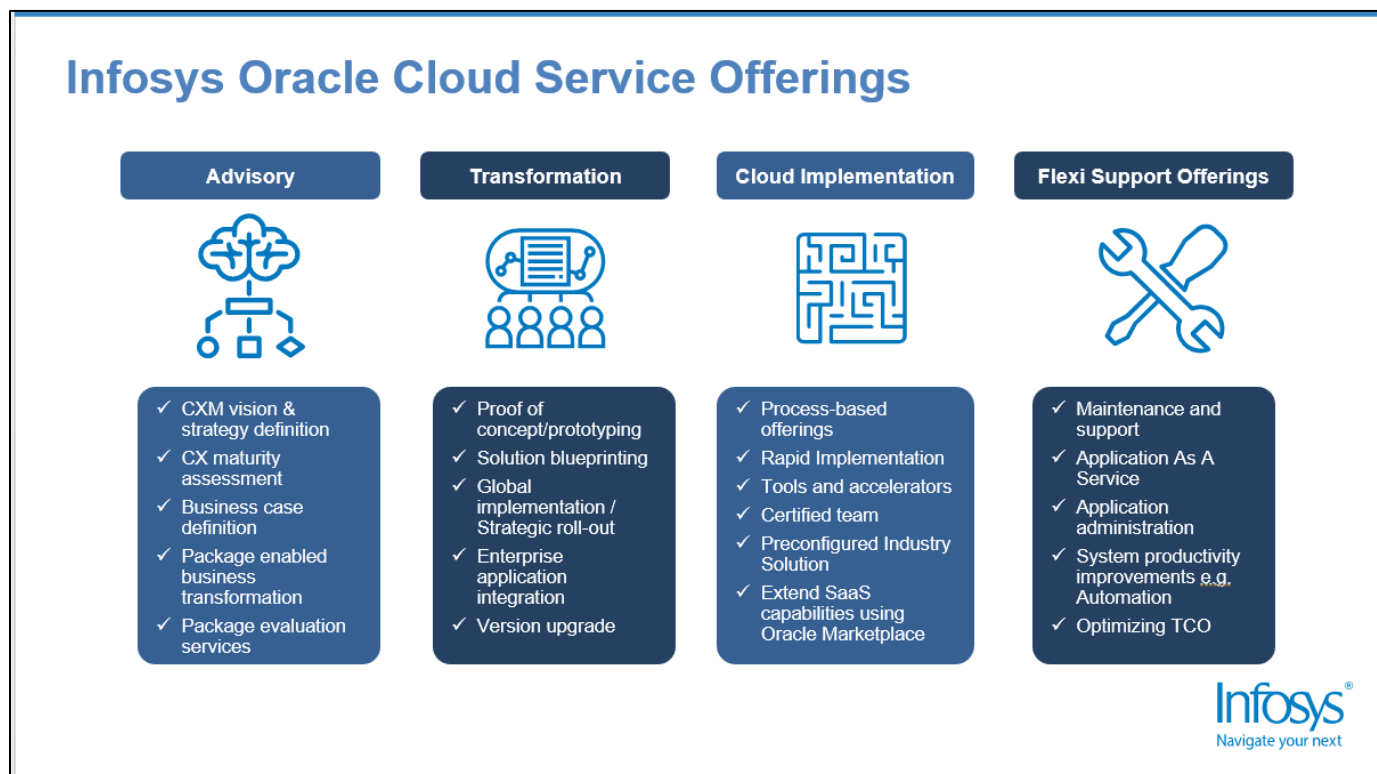


Figure 3. CX Service Offerings

Infosys leverages various proprietary methodologies, tools and solutions that help in the best of the breed implementation service to the clients.

- **Infosys' Accelerated Cloud Transformation Methodology**

Infosys' ACT (Accelerated Cloud Transformation) methodology is a unique way to deliver the best possible solution with tangible benefits to our customers. This paves for a de-risked implementation approach to ensure faster and scalable solution deployment that meets the requirements across different businesses. It also helps to achieve a cost and time effective solution for our customers.

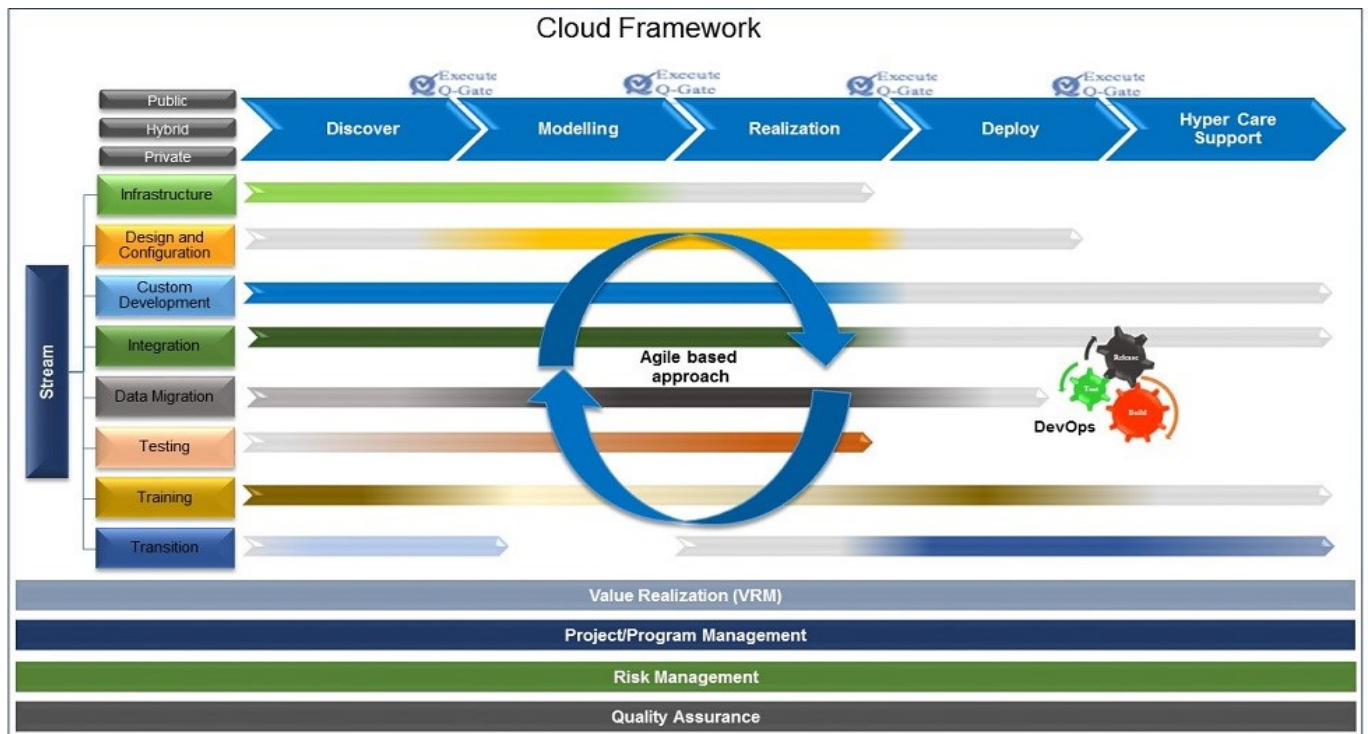


Figure 4. Infosys' ACT Methodology

- **Infosys' Cloud Implementation Workbench**

Infosys brings a docket of templates through its cloud implementation workbench comprising of process maps on CX Cloud, configuration documents and pre-defined test scenarios. Infosys enables clients review these and fine tune as per the implementation needs. This brings about an effort reduction of up to 20% for documentation.

3. Assets and Tools

Some of the tools and accelerators developed by Infosys to complement the Oracle CX Cloud technologies and enable hyper productivity are mentioned below:

Tool / Accelerator	Description
Oracle Cloud Implementation Suite	Preconfigured solution workbench with ready-to-use process flows, persona details, configuration documents, data migration templates, training guides and test scripts for Oracle CPQ Cloud applications.
Integration Accelerators	Preconfigured and reference integrations between CPQ and CRM, ERP, CLM, Subscription Management, SharePoint, etc.
CPQ Code Review Tool	Excel macro-based automated code review tool performing configuration and BML code review to improve quality and reduce manual effort.
CPQ Smart Configurator	Web-services-driven tool that copies configurations at Product Family/Line/Model level across CPQ environments at the click of a button.
CPQ Auto-Re-configurator	Auto-reconfigures existing quotes without manual intervention when underlying product or pricing attributes change.
CPQ Mass Update Tool	Enables mass update of existing quotes using scripts.

Table 1. Tools & Accelerators

4. Credentials

Infosys has a dedicated Oracle CX Practice and a Centre of Excellence (CoE) that not only build capability and deliver CX services, but also develop IP solutions, methodologies and delivery accelerators to help our clients achieve better business results, increase user adoption, automation, and early time to market.

Infosys Oracle CX Cloud Practice has over **1,200 consultants** offering services across advisory, transformation, implementation, upgrades, migration and support.

Infosys is Oracle's North America Go-To-Partner for Oracle CPQ Cloud. Infosys has over 10 Oracle Cloud Marketplace Solutions.

Infosys has been delivering speaker presentations at Oracle Open World consistently for the last 8 years.

#	Client	Engagement Brief	Key Outcomes
1	Global leader in infrastructure for data centres, communication networks, power generation	- Large CPQ and ERP transformation including Revenue Management Cloud (RMCS) implementation - Intuitive quoting platform for MTO, CTO, and ETO products 64 product models including ATOs, ship loose & services components - CPQ integration with sales Cloud, E-Business Suite (EBS), PLM, projects etc. - RMCS integration with Oracle EBS for complex sales orders containing ATO models, service contract lines, Installation services, spare parts etc. with unique revenue recognition requirements - RMCS integration with projects billing module for revenue recognition of fixed price and milestone-based billing projects - RMCS accounting directly transferred to EBS GL using co-existence solution	- Standardised process and architecture to scale - Lead to cash automation - Reduced quote cycle time - Guided sales for complex products, solutions and services - Integrated solution for both standard and ETO items - Automated and touchless revenue accounting process - Accurate and efficient financial analysis and reporting
2	Global leader in heating, ventilation, air-conditioning, fire and security systems	- CPQ implementation for residential security business - Defined regional template - Rollout out solution to 3 countries	- Shorten sales cycle - Improved quote accuracy and compliance - Improved sales efficiency and reduced sales cost

		• Bundled equipment and services • Integration with homegrown ERPs, Salesforce, payment providers, credit agencies, Docusign, SharePoint, etc.	• Reduced contract rejection
3	Largest privately held manufacturer of electrical wiring equipment	• CPQ implementation with guided selling features removed complexity in product selection and pricing • Faster turnaround time for quotes as BOM and routing are generated along with the configuration • Seamless integration of processes - configuration, quote creation, quote approval and order creation eliminating quoting errors • Customer self-service to allow customers to create their own orders via simplified, guided flow	• Shorten quote cycle time • Reduced fulfilment issues resulting from inaccurate product selection • Improved order pipeline visibility • Reduced overhead cost of maintaining 3 different systems • Improved process efficiency with automated approval workflows
4	Worldwide leader in factory automation technology	• Configured application for eight product models and creation of a systematic approval workflow • Seamlessly integrated processes of configuration, quote creation, quote approval and order creation eliminating quoting errors • Optimisation of quoting process by reduction in fulfilment cycle time • Development of two user interfaces and two document templates for quotes, data migration and custom development	• Reduced the fulfilment cycle time by 50% • Reduced quote turnaround resulting in 200% increase in quote volumes • Reduced quoting inaccuracies • Reduced fulfilment issues that used to arise from inaccurate product selection • Improved process efficiency with automated approval workflows

Table 2. Case Studies

For more information, contact askus@infosys.com



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