

G Cloud 15- Framework Service Definition

Crown Commercial Service

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1. Service Overview

Infosys is working towards redesigning enterprises for the future through **Infosys Cobalt** ecosystem, with the objective to expand innovation, speed to the market and secure the enterprise. Infosys cobalt is a set of services, solutions, and platforms for enterprises to accelerate their cloud journey. Every enterprise today would like to mark its presence in the cloud to be part of their digital transformation journey and exploit the features of the cloud. However, cloud transformation journeys can have multiple points of failure across the technology stack of infrastructure, data and application.

Infosys cloud testing offers end-to-end validation of cloud migration transformation as well as cloud native build, with a shift-left cloud-first and gen ai (artificial intelligence) test approach. Testing consumes a significant portion of the time and effort in any cloud implementation. Also, post go-live scheduled (mandatory) upgrades require that we revalidate and retest the application at regular intervals. Infosys cloud validation services bring in the required domain knowledge along with the automated tools / pre-built test scripts to ensure that the business impact is kept to the minimum.

2. Service Description

Infosys Cloud Readiness Testing

Cloud Readiness Testing refers to the process of assessing whether an application, system, or infrastructure is prepared to migrate to or operate effectively in a cloud environment. It ensures that all technical, functional, and compliance requirements are met before moving to the cloud.

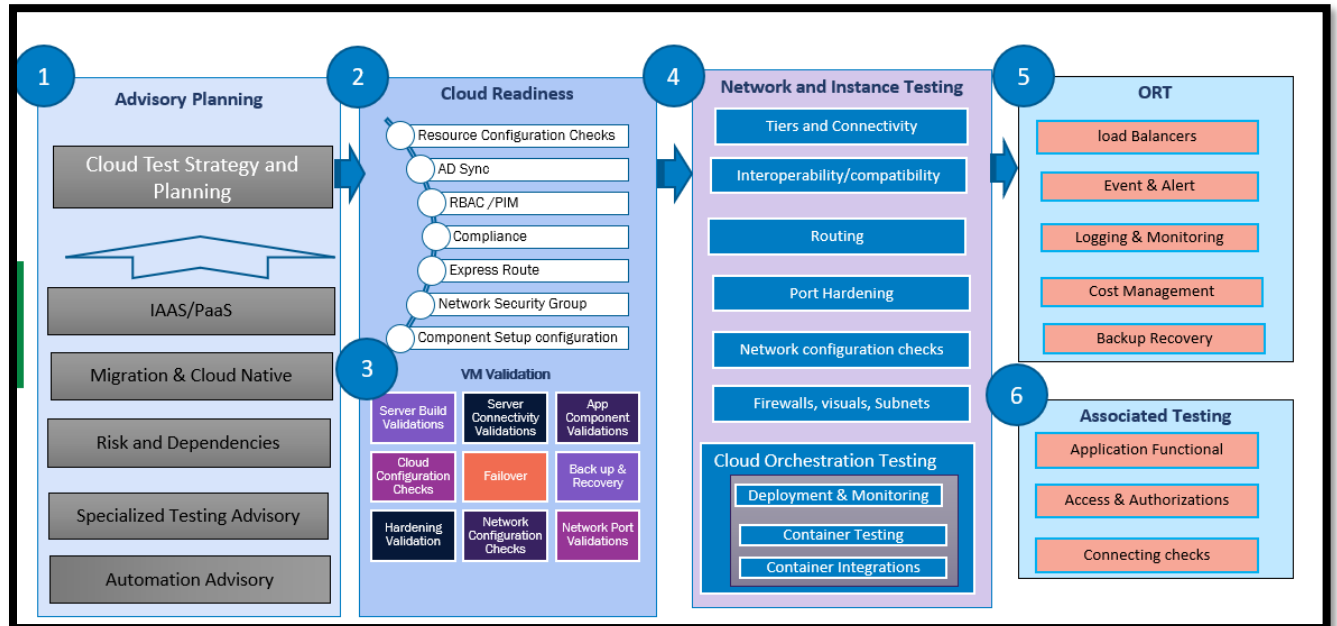


Figure 1: Cloud Readiness Testing

2.1 Advisory Planning

- **Cloud Test Strategy and Planning:** Define testing objectives, scope, environments, entry/exit criteria, and governance. Produce a Master Test Strategy and wave-wise plans.
- **IAAS/PaaS Testing Strategy:** Identify infrastructure and platform service validations (compute, storage, network, databases, managed services). Establish configuration baselines and non-functional goals.
- **Migration & Cloud Native:** Assess migration approach (rehost, replatform, refactor). Validate cloud-native components (containers, serverless) and integrations.
- **Risk and Dependencies:** Map inter-system dependencies, shared services, secrets, and data flows. Document risks with mitigation/contingencies and trace them to test scenarios.
- **Specialised Testing Advisory:** Bring in SMEs for compliance, security, DR, performance, and cost. Tailor tests to regulatory and business constraints.
- **Automation Advisory:** Select toolchain (CI/CD, Infrastructure-as-Code validation, test frameworks). Define automation coverage targets and quality gates to enable shift-left.

2.2 Cloud Readiness

- **Resource Configuration Checks:** Verify subscription, resource groups, tags, quotas, and policies. Ensure standardised naming and tagging for governance and cost visibility.
- **AD Sync:** Validate identity synchronisation (hybrid AD/Azure AD), conditional access, MFA, and directory health.
- **Compliance:** Confirm alignment with organisational standards (e.g., encryption, retention) and regulatory controls. Record evidence and exceptions.
- **Express Route:** Validate private connectivity configuration, BGP sessions, failover paths, and throughput against expected SLAs.
- **Network Security Group:** Review NSG rules, deny-by-default posture, logging, and rule conflicts across subnets.
- **Component Setup Configuration:** Baseline configurations for compute, storage, databases, and managed services, including images, patches, and parameters.

2.3 VM Validation

- **Server Build Validations:** Validate OS image, sizing, disk layout, domain join, baseline agents (monitoring, AV), and hardening scripts.
- **Server Connectivity Validations:** Ping/ICMP, DNS, route reachability, service ports, and dependency endpoints.
- **App Component Validations:** Service startup, configuration files, secrets, certificates, and application health endpoints.
- **Cloud Configuration Checks:** Confirm VM extensions, managed identities, storage/backup settings, and availability sets/zones.
- **Hardening Validation:** CIS benchmarks, patch levels, password policies, SSH/RDP restrictions, and audit configs.
- **Failover Testing:** Validate HA/DR patterns (AS, AZ, region). Exercise planned/unplanned failover and rollback.
- **Backup & Recovery:** Run backup jobs, test point-in-time restore, and document RPO/RTO evidence.
- **Network Configuration Checks:** Subnets, routing tables, UDRs, and DNS forwarders. Confirm segregation between tiers.
- **Network Port Validations:** Whitelist service ports, close unnecessary ports, and validate TLS versions/ciphers.

2.4 Network and Instance Testing

- **Tiers and Connectivity:** Validate north-south and east-west flows across web, app, and data tiers; enforce segmentation.
- **Interoperability/Compatibility:** Protocol compatibility, API contracts, schema/version alignment, and inter-service resilience.

- **Routing:** Dynamic/static routes, route priority, propagation, and blackhole detection.
- **Port Hardening:** Minimise exposed ports, apply WAF/NGFW policies, and verify inbound/outbound controls.
- **Network Configuration Checks:** VNet/VPC structure, peering, service endpoints, links.
- **Firewalls, visuals, Subnets:** NGFW/WAF rulesets, logging/visualisation dashboards, subnet CIDR planning.

2.5 Cloud Orchestration Testing

- **Deployment & Monitoring:** Validate IaC pipelines, blue/green or canary deployments, health probes, and SLO/SLA monitoring.
- **Container Testing:** Image provenance, vulnerability scans, resource limits, liveness/readiness probes, and scaling behaviors.
- **Container Integrations:** Ingress/egress, service mesh, secrets stores, registries, and persistent volumes.

2.6 ORT (Operational Readiness Testing)

- **Load Balancers:** Validate listener rules, health checks, session affinity, TLS certificates, and scaling underload.
- **Event & Alert:** Ensure alerts for failures, saturation, security anomalies; verify runbooks.
- **Logging & Monitoring:** Centralised logs, metrics, traces; retention policies; dashboards and alert thresholds.
- **Cost Management:** Budgets, alerts, tagging hygiene, rightsizing, autoscaling policies, and reserved/spot usage.
- **Backup Recovery:** Cross-verify backup catalogs, test restores in isolation, and document approvals/signoffs.

2.7 Associated Testing

- **Application Functional:** Smoke/regression for business-critical paths post-migration; validate non-functional baselines.
- **Access & Authorisations:** End-to-end role testing, JIT elevation, break-glass accounts, and audit validation.
- **Connecting checks:** E2E connectivity across client, app, DB, and third-party services; certificate chains and DNS.

2.8 Deliverables & Evidence

- Master Test Strategy, Phase/Wave Test Plans, and Readiness Checklists
- Test Cases & Automation Suites with execution logs and dashboards
- Compliance & Security Evidence (screenshots, configuration exports, reports)
- DR/Backup Restore reports with measured RPO/RTO
- ORT Certification and Go-Live Sign-off

Infosys Transition Approach:

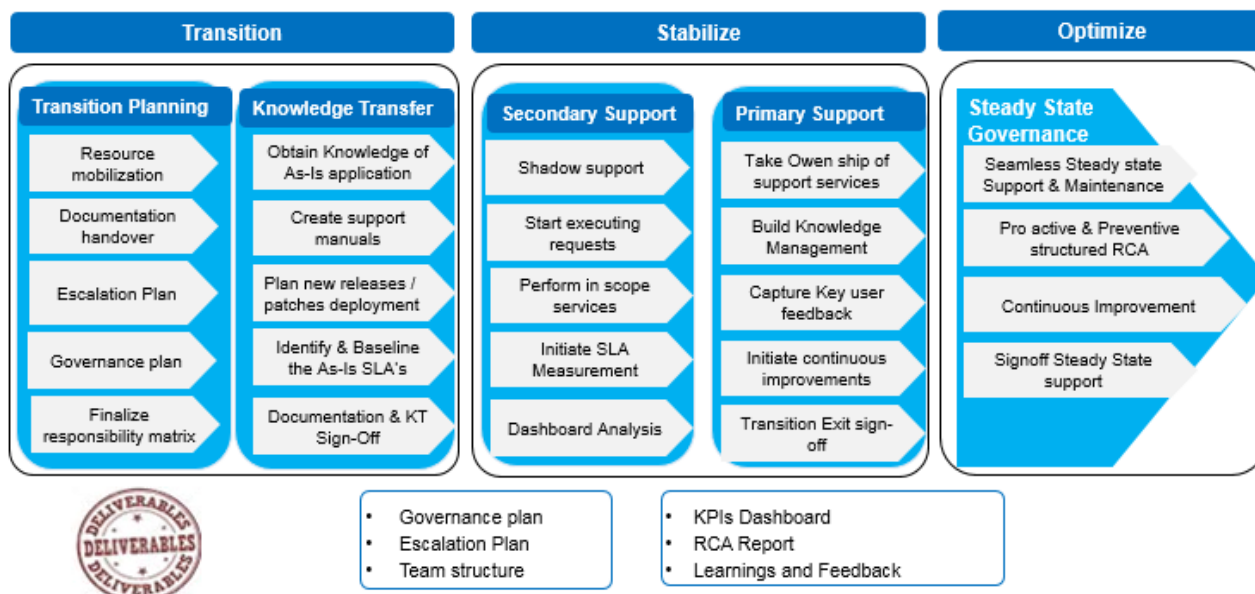


Figure 2: Infosys Transition Approach

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.

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.

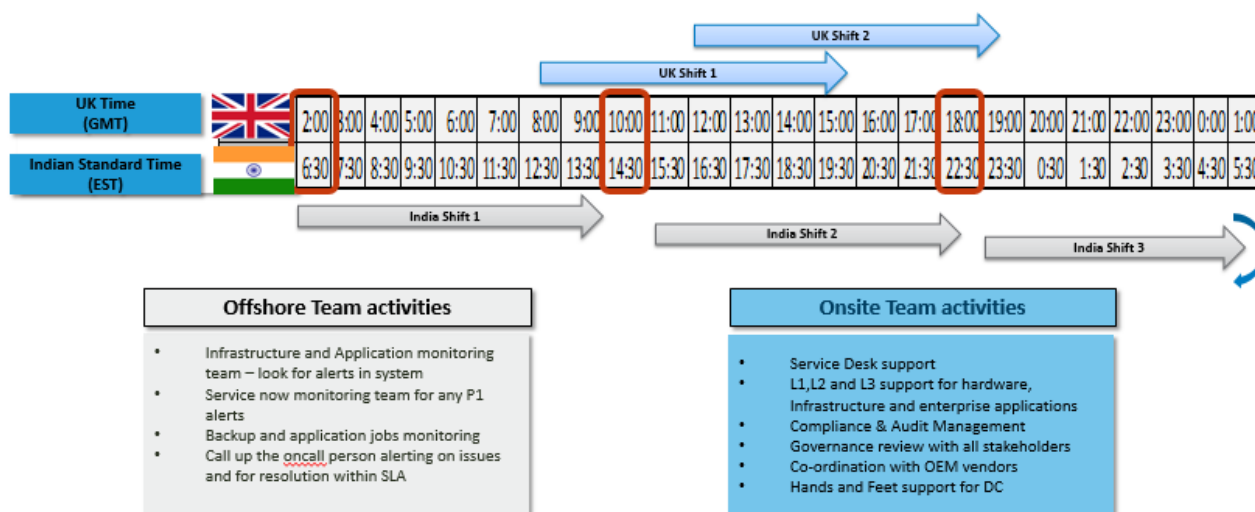


Figure 3: Onsite-Offshore Support shifts and activities

Comprehensive Model for Application Support & Maintenance:

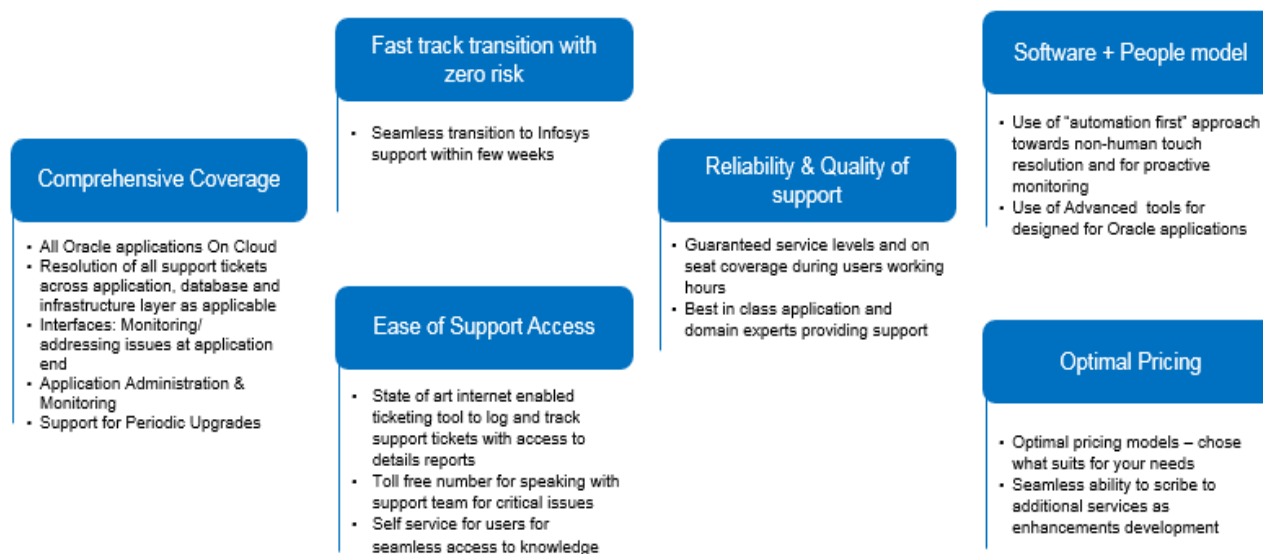


Figure 4: Application Support & Maintenance Model

Infosys support model is designed with the principles to drive maximum efficiencies in all support operations. This will include leveraging the latest technology levers for ticket reduction, extreme automation & proactive monitoring. We have a defined approach for enabling efficiencies. Following is an outline of this framework.

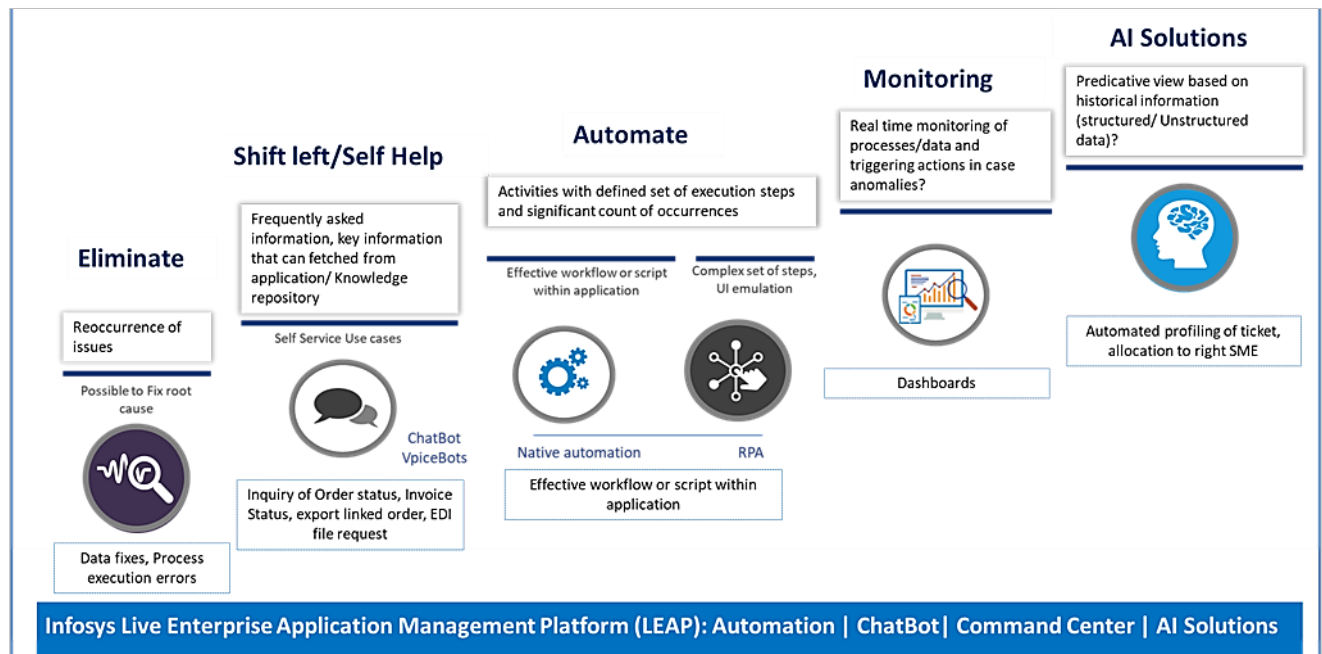


Figure 5: Enhance Support Efficiencies

Apart from these Infosys has enabled increased adoption of self-serve capability for users through use of ChatBot/VoiceBot and with use of easy to access knowledge base. Users are able to 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.

3. Some commonly used Tools for AMS are:

Activity / Area	Tool/Accelerator	Usage and benefits
Transition	DigiTran	A tool to accelerates digitisation of standard operating procedures in efficient way. DigiTran helps the team to captured detailed process information in a comprehensive and structured format
Ticket Analysis	LEAP – Ticket Analytics (PMA)	Text analytics to identify recurring patterns of incidents by analysing structured and unstructured data from past incident dump. Helps drive eliminate/automate/shift-left strategies for continuous improvement within the application support landscape.
Ticket resolution/ support operations	LEAP - Robotic Process Automation (RPA)	Automation of manual processes/recurring tasks required for ticket resolution and for support operations
User Self service	LEAP - Digital Assistant for users (ChatBot) & Voice Bots	Enables self-service for business users to get instantaneous responses for common queries
Service Monitoring	LEAP - IT Operations Dashboard	Realtime monitoring of all key metrics from Oracle Fusion, batch jobs, Pass Instances, and IaaS components
KPI Monitoring	LEAP - Business Command Center (BCC)	Enables seamless view of business KPI and ability to drill down to analyse issues spanning across application stack that influence KPIs
Enhancements	Digital Configuration Engine (DCE)	Enables replication of configuration across Cloud environments. Used for replicating setup information / configuration for entities where automated migration feature is not available
Quarterly Patch testing / Regression testing	Infosys Test Automation Framework (ITAF)	Test automation tool for functional and regression testing. Helps creating and executing automation test scripts. Expedites testing during quarterly updates
Code migration	Cloud Release Manger	Automated Migration of SaaS components across SaaS instances environments

Activity / Area	Tool/Accelerator	Usage and benefits
Enhancements	Universal Data Validation Tool (UDVT)	Enables efficient pre-validation of data before migration reducing the number of conversion iterations

Table 1: Tools for AMS

In addition to these some of the competency specific tools are as below:

BI Analytics:

Tools & Accelerators	Purpose
Swift Test Automate	Test automation tool which provided end to end testing of the BI application which provide following features: Comprehensive regression testing suite; 100% Reusable with no Manual Intervention; Dashboards, Reports & Data Validations
Xpress Upgrade	Rapid OBIEE Upgrade Framework; Iterative Upgrade Process; Retrofit newly developed code with ease
Swift Enhance	Auto apply fixes across reports; Enable new BI features in reports/dashboards Assess Issues in Catalog
Swift Migrate	Automate the migration process from low to higher environment
Swift Command Centre	One stop cockpit view for monitoring and managing BI Application servers; Monitor all OBIEE Components; Administer and manage servers; Get alerts to avoid downtime
Swift Clean	A tool used for report catalog management, users list and error capturing; Catalog Inventory Reports; Scan & Update Catalog for Errors; Manage Users

Table 2: BI Analytics - Tools & Accelerators

HCM:

Tools & Accelerators	Purpose
PaaS/Cloud Market Solutions	PaaS based bolt-on created in ESS & MSS for typical functionalities like Employee off-boarding, Employee of the month, Warning/Disciplinary actions, Business Cards, Grievances etc. Bundled in our Implementations. Infosys is the only SI who has worked on PaaS / cloud Market Solutions in HCM Cloud.
iDSS based HCM Co-existence	With Hybrid models becoming a norm in HCM implementations, this iDSS based HCM Cloud co-existence solution handles co-existence of the applications by providing end to end data mgmt. - data-profiling
Accelerators in Taleo	Our highly popular accelerators like pre-built data maps between Taleo and on-premises HR applications like PeopleSoft or Oracle HR OR readily available Configuration's workbooks for Recruiting, Transition and On-boarding modules enable fast tracked Taleo Implementations.
Testing Automation solution for HCM cloud	SmarTest is a Testing Automation solution for HCM Cloud, with record-and-playback features to address the regression testing required due to rapid product releases. It is a comprehensive

	solution with Test data mgmt. Test Plan mgmt. and testing lifecycle management, with various pre-built reports.
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Table 3: HCM – Tools & Accelerators

FIN:

Tools & Accelerators	Purpose
Rapid Configuration Load Using SmartConfig	Pre-built configuration scripts with excel based configuration data upload, enables configuration migration in a very simple – One-click-configure; Eliminate majority of manual configuration efforts migrating from test cloud instance to Production instance with low risk.
Pre-defined Templates	This will ensure data migration business objects are identified early in the implemented phase
Pre-Scripted over 1000 Test Scenarios per each module	Reusable test scenarios are available to ensure effort reduction of min 20%
Standard Business Process Maps	Can be customised and will be jumpstarted to finalise the new process
Preconfigured systems and video for Demos and Familiarisation workshops	Effective Familiarisation Workshops resulting in faster decision making

Table 4: FIN - Tools & Accelerators

CX:

Tools & Accelerators	Purpose
Data migration tool for CX Cloud	Infosys' Smart Data Services Suite (iSDSS) for CX Cloud will help reduce complexity in data transformations and loading
Gamification Solution for Oracle Sales Cloud	Enables Gamification of the entire sales cycle by splitting it into missions and objectives thereby boosting the sales team productivity.
Virtual Sales Assistant	Proactive monitoring and notification engine to align Sales process to business goals e.g., Leads should be accepted in 2 days
Partner Programme Management (PRM)	A bolt-on PaaS solution that complements and enhances Oracle Sales Cloud partner management. Implements partner programmes, tier levels, specialisations, and evaluates partnership tiers periodically
Data Migration for OSC	Provides a simple and unified approach to migrate or integrate data over any distance, regardless of server platform or storage vendor. Migrates key sales objects from Siebel, SFDC to OSC.

Table 5: CX - Tools & Accelerators

EPM:

Tools & Accelerators	Purpose
Automated dimension load utility	an Infosys accelerator in the EPM cloud space
Server Outage Check	Identify Server down issues, P1 reduction
KPI Scorecard	Tracking commissions and KPI for sales
Archival Script	Reduce manual effort
Data load report and Export	Reduced manual intervention in the data load process
Metadata Compare Utility	Reduces data issues arising due to incorrect metadata management

Port/Services Status	Solving Hyperion services related issues within a short span of time
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Table 6: EPM - Tools & Accelerators

SCM:

Tools & Accelerators	Purpose
Rapid Configuration Load using SmartConfig for SCM Cloud	Pre-built configuration scripts with excel based configuration data upload, enables configuration migration in a very simple
iBridge – Infosys Solution to Fast Track Cloud Integrations	The Infosys Pre-Configured solutions approach helps to integrate Cloud solutions for known co-existing scenarios.
Infosys Smartest - Cloud Testing Automation and Management	Testing consumes 30% of the time and effort in a Cloud Implementation. Smartest can deliver testing effort/ cost savings of close to 40% in such Oracle Cloud implementations.

Table 7: SCM - Tools & Accelerators

4. Credentials

#	Client	Engagement Brief	Key Outcomes
1	Client is a Global Consumer Company and leader in baking industry operating in 33 countries with more than 100 brands and one of the largest distribution networks in the world	Infosys provides 24*7 multi language global support of Oracle Cloud SaaS applications and Oracle PaaS Administration support with seamless transition process from planning and primary support to steady state support	• Reduced Business Effort • Increased Performance • Year on year 10% reduction in tickets
2	Leading Logistics Company based out of Japan with operations in more than 40 countries	Client's application landscape is Oracle Cloud Modules such as Global HR, Compensation, Performance, Absence Management, Recruitment and onboarding, Version R 12 Production support with average ticket volume per month being - 15% P1 and P2, 85% P3, P1/P2: 4-5 Per month, P3: 25-26 Per month	• Harmonised HR solution using standard features wherever possible leading to reduced cost of ownership • 5% productivity Improvement • Resolution of workflow issues
3	One of largest Bank and Financial Services Company headquarter in UK	Client's application landscape has Oracle Cloud Application - Financials, Expenses, Advanced Collections, Accounting Hub and Financial Reporting and Analytics, CRM, Procurement and Project Portfolio Management Infosys team 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, IFRS 16 readiness and localisations • Smoother Benefits Administration handling and processing and Talent Visibility and Management

#	Client	Engagement Brief	Key Outcomes
4	Large Communication service provider with global operations	Oracle HCM Cloud - Global HR with PI, Cloud Workforce Compensation Management Modules included Benefits, Performance Management, Goal Management	- Enhanced user experience levels 8% year on year reduction in ticket volumes

Table 8: Credentials

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