

G Cloud 15- Framework Service Definition

Crown Commercial Service

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Table of Contents

- 1. Service Overview 6
- 2. Infosys SAP Leonardo Offerings..... 7
- 3. Solutions and Accelerators 13
- 4. SAP Credentials..... 14

Index of Figures

Figure 1:Infosys SAP Practice at a Glance.....	7
Figure 2:Infosys SAP Leonardo Offerings	8
Figure 3:SAP Leonardo Innovative Technologies	8
Figure 4: SAP Leonardo Engagement Model	9
Figure 5:Infosys Design Thinking Led Engagements.....	10
Figure 6:Leonardo Engagement Model	10
Figure 7:Open Innovation Model	11
Figure 8:Infosys Offerings in SAP Space.....	15
Figure 9:Infosys-SAP: A Strategic Alliance	16
Figure 10:SAP Global Certifications - First SI Certified for S/4 HANA Operations.....	16
Figure 11:Overview of SAP on Cloud Offerings	17
Figure 12:Cloud Migration Framework	18
Figure 13:cloud Transformation Lifecycle	18
Figure 14:Accelerating Cloud Transformation (ACT) Methodology	19
Figure 15: Innov8: Infosys Strategic Initiatives	20

Index of Tables

Table 1:SAP Leonardo Innovative Technologies..... 9

Table 2:Infosys innovation Path with SAP Leonardo..... 12

Table 3:Infosys SAP Solution and Accelerators 13

1. Service Overview

Digital technologies are driving an unprecedented wave of innovation. Each of the technology listed are rapidly ascending from breakthrough idea to commercial scale and is enabling value creation in a digital world. SAP Leonardo is a cloud based intelligent system focusing on digital business transformation and building "self-driving business". It integrates breakthrough latest technologies and services under one umbrella. It helps enterprises digitally transform their SAP landscape from being System of records to Systems of intelligence.

Infosys is helping their clients digitally transform their SAP systems landscape with these new cloud-based technologies using SAP Leonardo to shape their businesses. Infosys provide customers an engagement model and services that are customised to the unique need of customers – because at the end of the day no two implementation of a digital innovation system are ever the same.

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 Leonardo Offerings

As an industry leader, Infosys has invested in building digital solutions that use machine learning, Blockchain, analytics, and Internet-of-Things (IoT) to transform the core of clients' businesses so they can derive greater value from their SAP investments. For instance, the Infosys Centre for Emerging Technology Services (iCETS) has already developed capabilities for over 20 Blockchain scenarios. Infosys also possesses an extensive IoT ecosystem along with sensor engineering expertise. Over the past years, we have delivered more than 150 IoT projects for manufacturing, energy and utilities, and resources and automotive industries, helping clients realise tangible and significant benefits from IoT-led digital transformation.

Focus on SAP UI modernization services for SAP customers globally	400+ UI5 & Fiori Experts	450+ SAP UX Practitioners
Reusable assets and solutions to reduce overall timelines	200+ Certified Consultants	200+ Net Weaver Gateway Developers
Frequent trainings on latest frameworks and toolsets	100+ Successful Projects	50+ SAP Leonardo Consultants
Internal and external certifications	50+ Active Clients	150+ SCP Consultants

Figure 1:Infosys SAP Practice at a Glance

Infosys help customers leverage digital across four primary areas and leverage the power of packaged point solution, fuelled by imagination, and backed by Infosys promise to resilient execution to solve client's specific business problem.

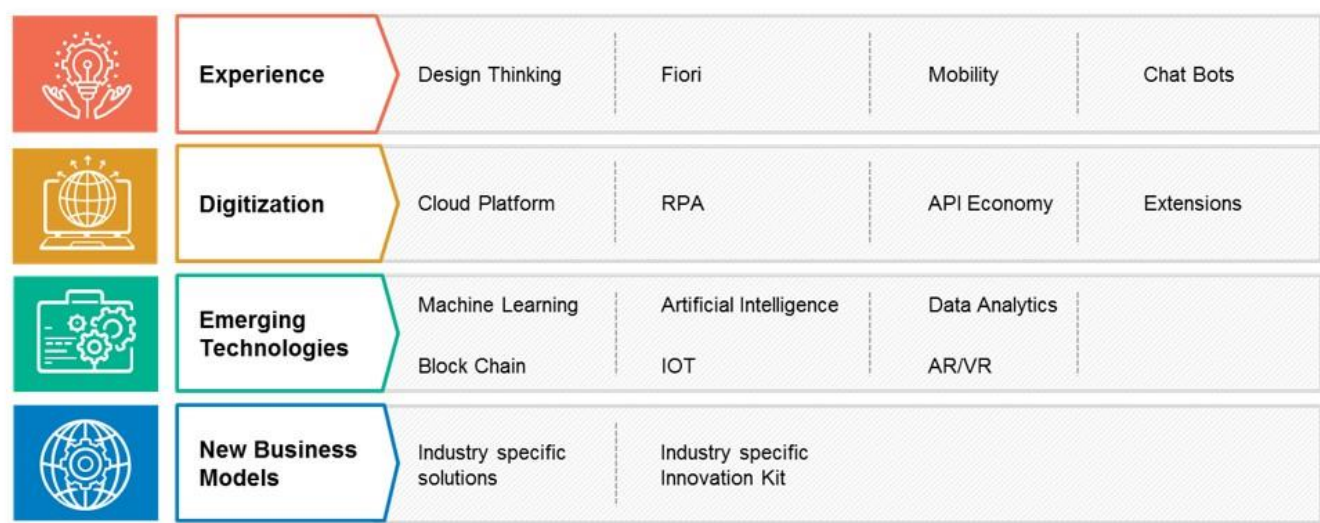


Figure 2:Infosys SAP Leonardo Offerings

SAP Leonardo is a holistic digital innovation system that seamlessly integrates future-facing technologies and capabilities into the SAP Cloud platform, using our design thinking services. This powerful portfolio enables you to rapidly innovate, scale new models, and continually redefine your business.

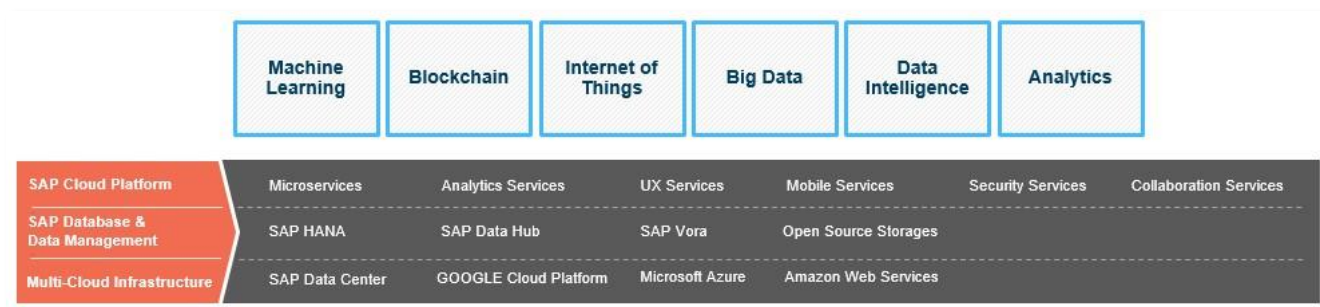


Figure 3:SAP Leonardo Innovative Technologies

S No	Technology	High-Level description
1	Machine Learning	Machine learning is an application of artificial intelligence (AI) that provides systems the ability to automatically learn and improve from experience without being explicitly programmed
2	Blockchain	A Blockchain is a public ledger of all crypto currency transaction that have ever been executed. Distributed ledger and digital currency providing ease of doing business.

3	Internet of Things	The Internet of Things (IOT) is the network of physical objects that contain embedded technology to sense and interact with their environment and each other to collect and exchange data to make our lives better
4	Big Data	Big data is a field that treats ways to analyse, systematically extract information from, or otherwise deal with data sets that are too large or complex to be dealt with by traditional data-processing application software.
5	Data Intelligence	Data intelligence is the analysis of various forms of data in such a way that it can be used by companies to expand their services or investments. Data intelligence can also refer to companies' use of internal data to analyse their own operations or workforce to make better decisions in the future
6	Analytics	Data analysis is a process of inspecting, cleansing, transforming and modelling data with the goal of discovering useful information, informing conclusion, and supporting decision-making.

Table 1: SAP Leonardo Innovative Technologies

Every digital situation is different. The only constant is that all organisations, no matter their size or industry, recognise the need to embed digital into their day-to-day operations.

SAP Leonardo has innovative portfolio of technologies & design thinking as service to get started with the digital journey. The idea is that customer can take advantages of these emerging technologies at the same time bringing in the design thinking approach. It is imperative when working with a system of innovation or for a large transformation design thinking increases the success rate. The combination together defines Leonardo.

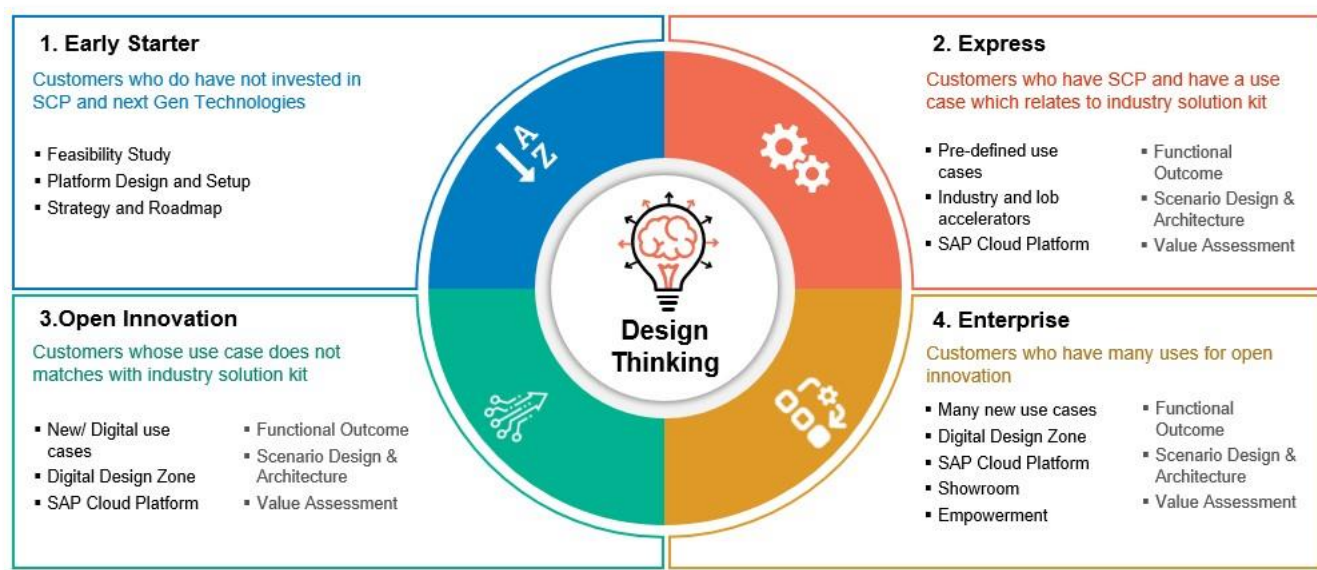


Figure 4: SAP Leonardo Engagement Model

The Infosys' design thinking method is about leveraging a human-centred design thinking process to build a user-centric solution.

The process also intentionally focuses and aligns the business on new, relevant solutions that create positive business value (Revenue, Cost, Experience) before, during and after each release.

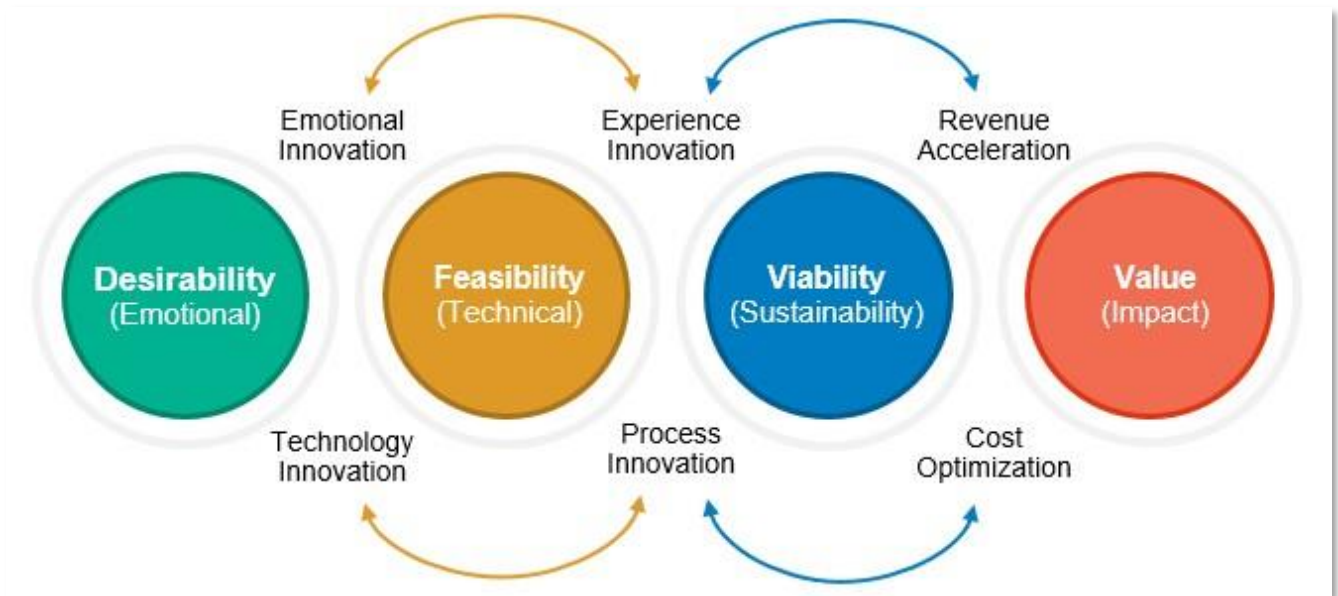


Figure 5:Infosys Design Thinking Led Engagements

Our holistic approach will consider processes, applications, platforms, and services, built around customer needs, driven by re-imagination.

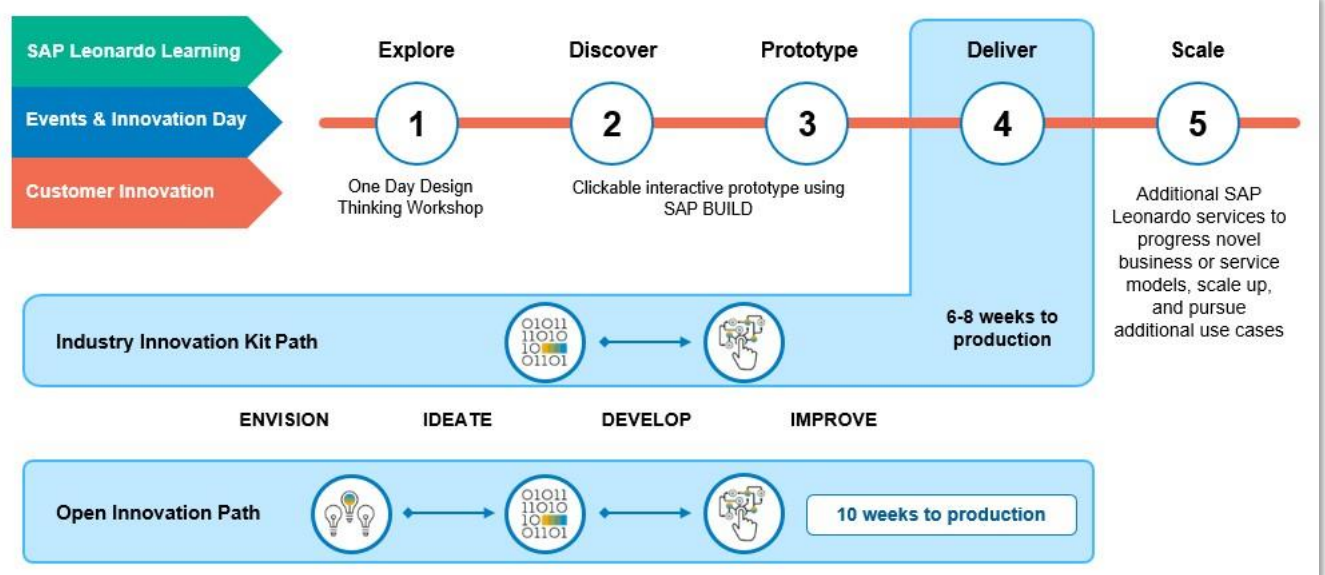


Figure 6:Leonardo Engagement Model

Design thinking is fundamental throughout the phases of the project, ensuring the final digital innovation system implemented for the customer, meeting the visible and hidden needs of the business.

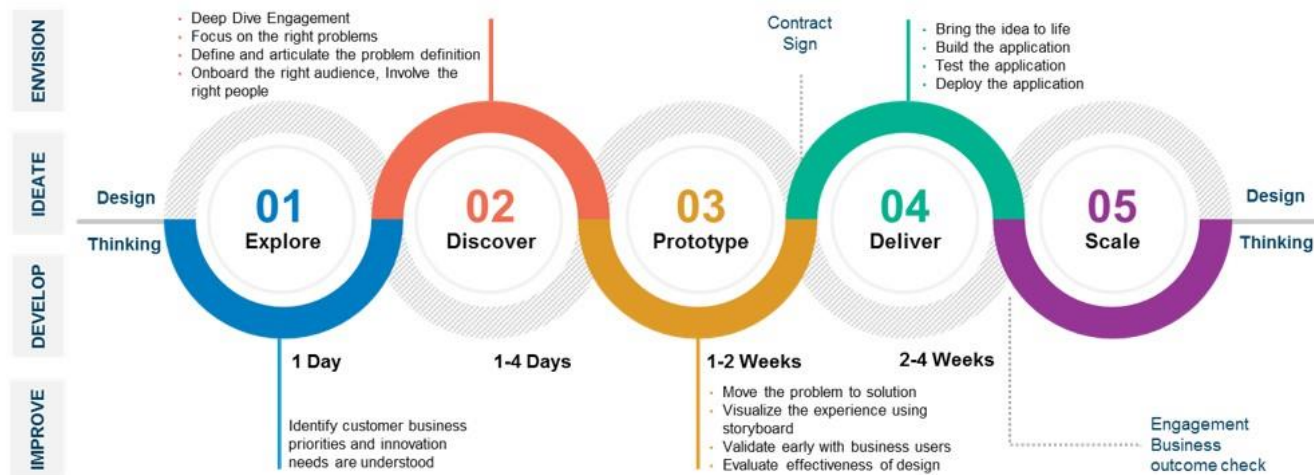


Figure 7: Open Innovation Model

Infosys has partnered with SAP to co-innovate, build, deliver and deploy customer business solutions around multiple emerging technologies.

S No	Services	High-Level description
1	SAP Medallion Initiative	- Channel programme that is intended to make simpler for partners to build solutions based on a raft of emerging technologies. - We submit a Business Plan to SAP on our GTM strategy. - Brainstormed with Domain and our experts to collate idea. - Accelerators are fixed price and scale to support implementations of any size. - Industry solutions ready for deployment for customers
2	SAP Co-Innovation	- Project-based co-innovation with its members, enhancing the capabilities of SAP's partner and customer ecosystem. - On need basis identifying solution with we can partner with SAP or customer to build - Industry solution ready for deployment for industry

3	Customer Open Innovation	• A simple Business Outcome driven 5 step Design Thinking process. • Schedule a day workshop with customer to explore the business problem. • Identify the business problem and create a high-level prototype. • Solution ready for customer scenarios
4	Infosys COE	• Designing Industry solution with combination of multiple technologies • Collaboration with our Engineering, Blockchain and Production team to design industry solution • Partnership with OEM • Industry solution ready for deployment for customers

Table 2:Infosys innovation Path with SAP Leonardo

3. Solutions and Accelerators

Infosys Simple Web Interface for Transactions (SWIFT) framework enables rapid development of web and mobile-based applications on SAP. Enterprises can leverage the framework to develop a large number of applications and, particularly, to migrate existing applications to UI5 / Fiori-based applications.

S No	Services	High-Level description
1 .	Template-based Applications	
1.A	Dynamic Transactions	• Framework for template-based transactions • Configurable screen elements and validations • Zero code for building UI layer
1.B	Reporting Framework	• Template-based reporting for enterprise-wide reporting needs. • Configurable search and filtering • Data sorting and filtering • Graphical representation of data • Export to Excel, PDF etc.
1.C	Approval Framework	• Integrated and customised inbox • Single window for display, accept and reject tasks from different systems. • Configurable to multiple sources • Enterprise approval framework
2.	Reusable Solutions	
2.A	Pre-built Transactions	• Pre-built transactions for common use cases • Business rules fetched from SAP. • Authorisations based on SAP roles. • Targeted for casual users.
2.B	Subscription and Notification Framework	• Allows users to subscribe to notifications. • Personalised for frequency of notifications. • Enables authorisations based on SAP roles. • Applicable to SAP and non-SAP systems

Table 3:Infosys SAP Solution and Accelerators

4. 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.

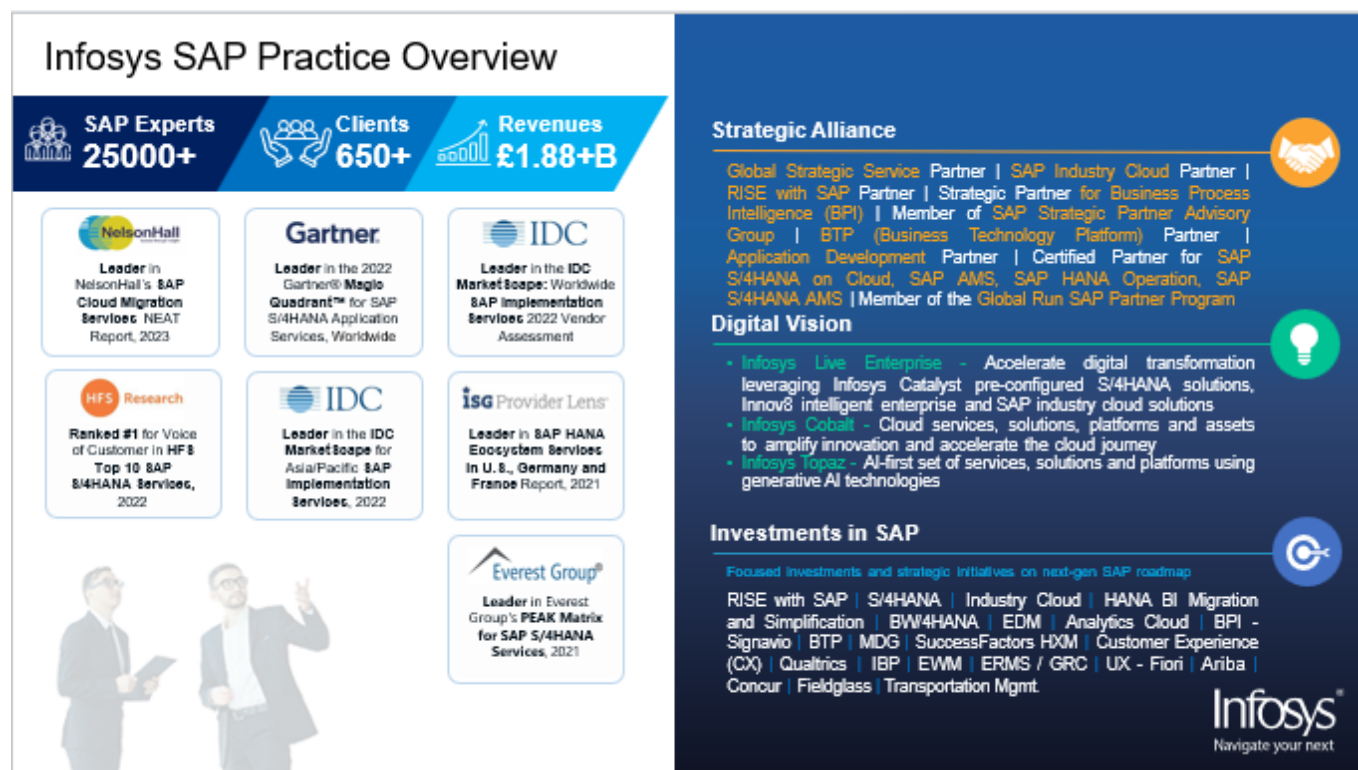


Figure 8. Infosys SAP Practice

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 shredded 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:

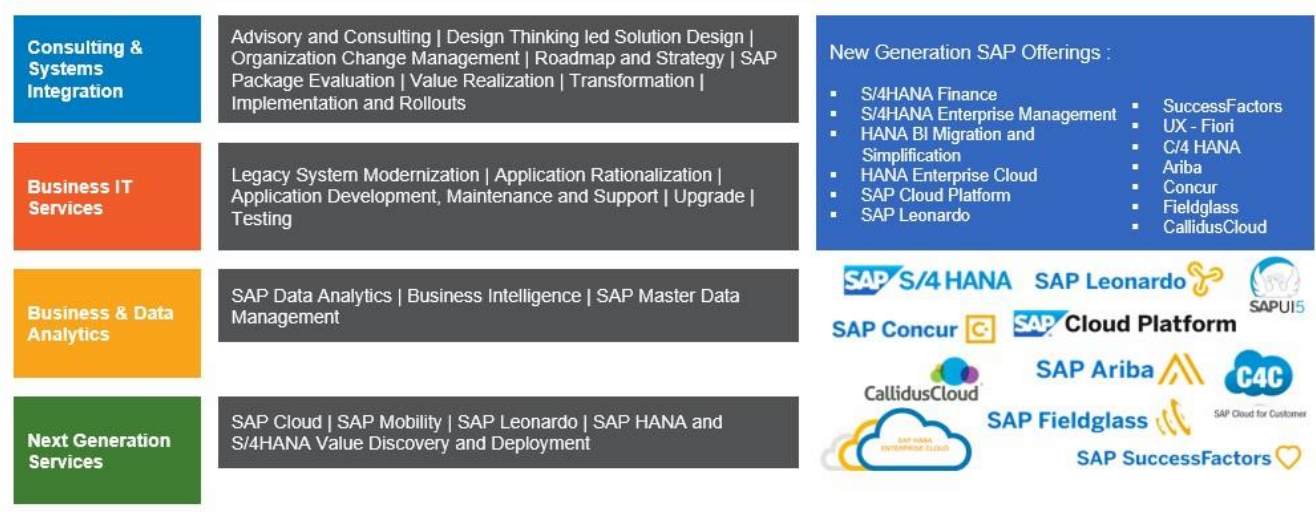


Figure 8:Infosys Offerings in SAP Space

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.

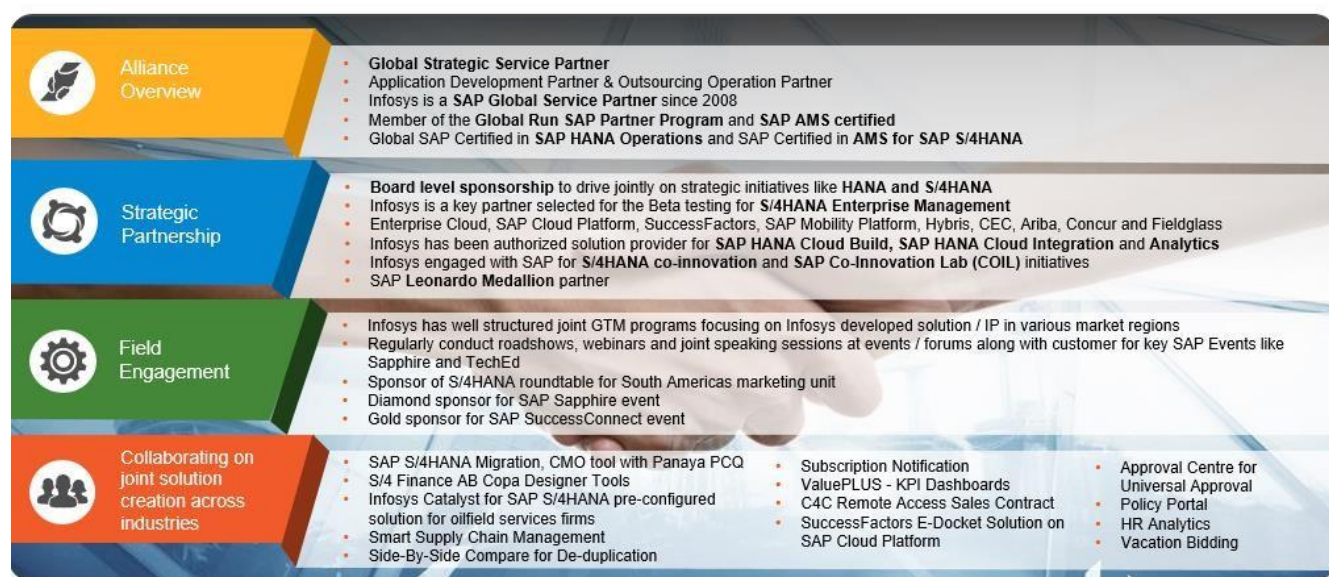


Figure 9: Infosys-SAP: A Strategic Alliance

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.

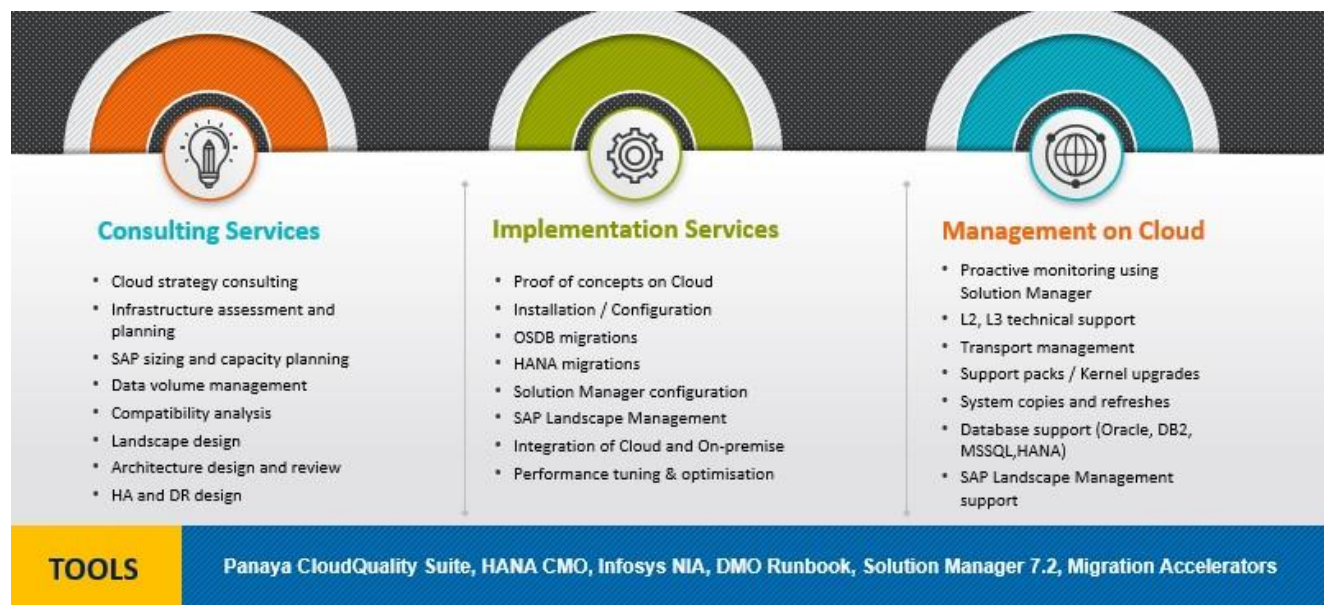


Figure 11: Overview of SAP on Cloud Offerings

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.

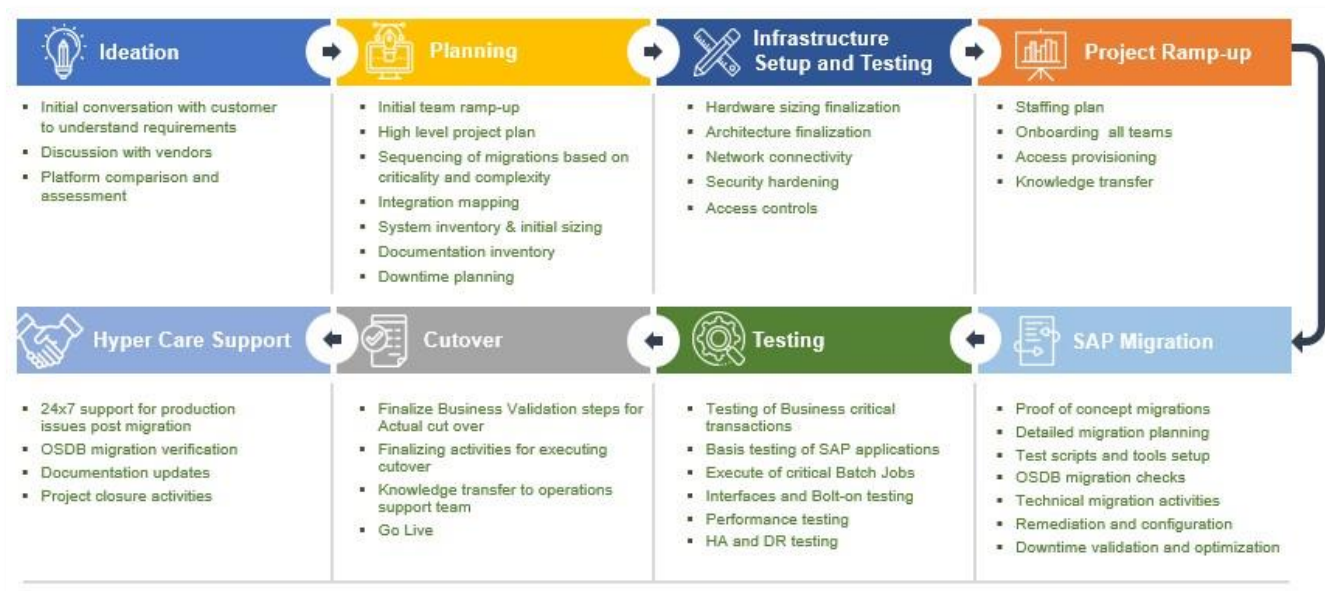


Figure 12: Cloud Migration Framework

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.

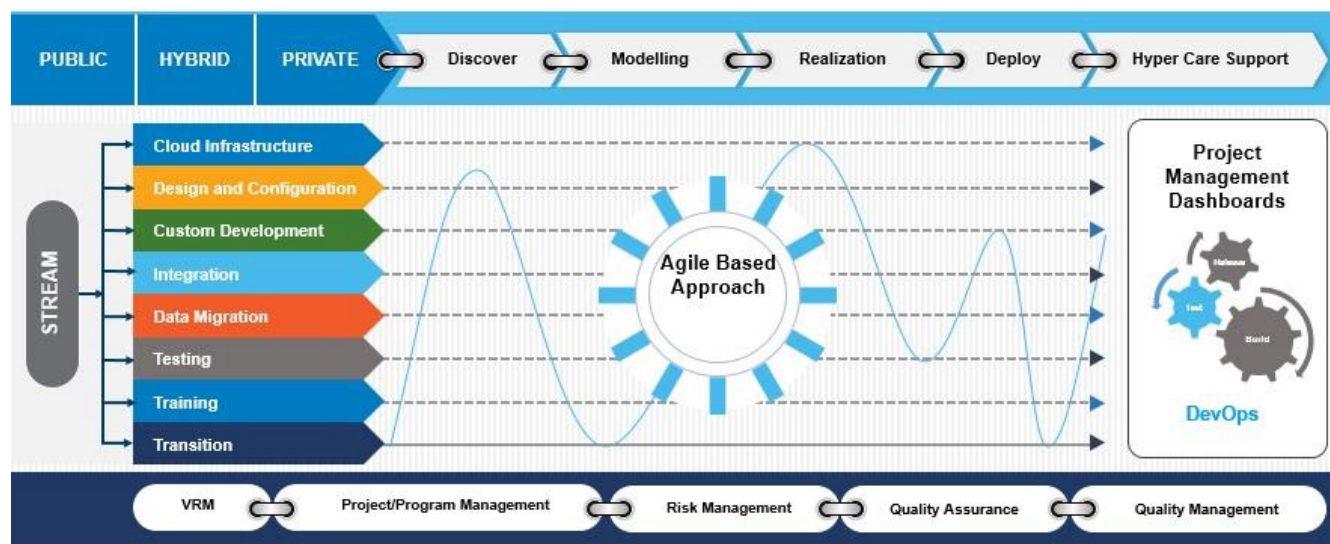


Figure 14: Accelerating Cloud Transformation (ACT) Methodology

Innov8: Strategic Partnership 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.

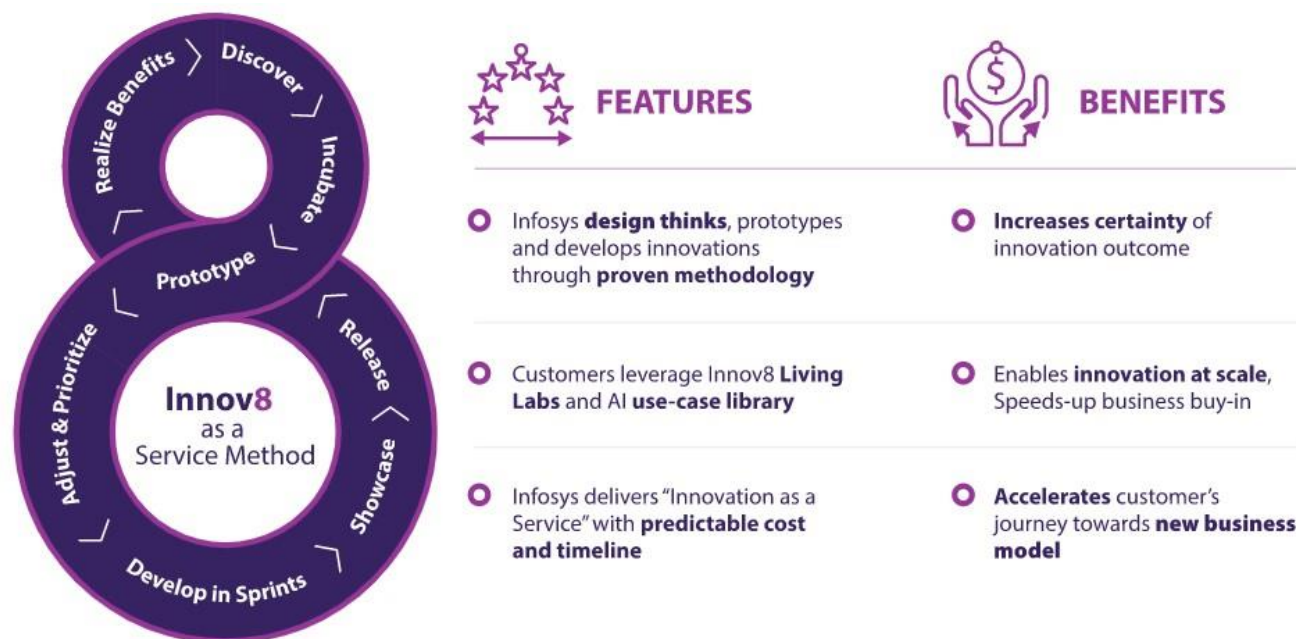


Figure 15: Innov8: Infosys Strategic Initiatives

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