

G Cloud 15- Framework Service Definition

Crown Commercial Service

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1. Service Overview

Infosys application support and maintenance builds upon Infosys' vast experience in leading enterprise packages such as SAP, Oracle, Microsoft Dynamics CRM, Microsoft Dynamics AX, Salesforce.com etc. Infosys has strong experience across pre-implementation and post-implementation support operations. We leverage our strong experience and 24x7 support model.

Clients continue to seek ways to lower the Total Cost of Ownership (TCO) of their enterprise applications. They require cost-effective solutions, which reduce support and maintenance costs, while improving the reliability, quality, and performance of applications.

Infosys Enterprise package practices provide global users of enterprise applications with support – including user support and application maintenance for a pre-defined timeframe after go-live.

Infosys ValuePLUS framework for SAP AMS helps enterprises achieve:

- Simplification through smart governance
- Higher productivity through robotic automation, artificial intelligence, self-healing, problem analytics, and Panaya Cloud Quality Suite
- Higher business satisfaction with command centre, business SLA, innovation council, service orientation, and Design Thinking
- Up to 48% ticket elimination and 30% effort reduction on redundant low variant tickets

2. Service Description

Infosys application support and maintenance offering creates business value for our clients by delivering a superior, reliable service at an affordable cost. This offering is described in terms of typical client challenges, Infosys solution and customer benefits.

S.No.	Challenge	Solution	Benefits
1	Excessive cost of maintenance and support of application	Leverage Infosys' Global Delivery Model (GDM) and new engagement models, including ticket-based pricing, co-sourcing, and shared services model	Flexibility to address variable resource requirements as a result of changing business needs, while delivering significant cost savings
2	Transition of large, complex and mission critical applications is time consuming and risky	Utilise Infosys' phased transition framework and tools along with deep domain knowledge to assure smooth transition	Rapid and safe transition delivers quicker ROI and minimal disruption to business
3	Current productivity improvement is limited	Employ Infosys' continuous improvement framework for preventive maintenance, accelerators, best practices, processes, tools, and automation	Continuous improvement in productivity and operational efficiency
4	Limited predictability and reliability, as well as time intensive changes and enhancements	Utilise Service Level Agreement (SLA) based framework to provide superior quality service	Higher predictability, reliability, faster time-to market, improved service levels, and quality
5	Aging workforce and impending risk of knowledge loss	Employ Infosys' comprehensive knowledge management tools to retain and enhance knowledge base	Effective knowledge management resulting in improved performance, competitive advantage, and innovation

Table 1: SAP AMS Challenges - Solutions - Benefits

Infosys provides SAP application and maintenance services through its comprehensive **ValuePLUS Framework** that is a potent mix of industry best practices and new-age practices.

Our core philosophy is to **Eliminate, Automate or Shift-Left**, so that the resultant funnel is a significantly reduced maintenance work with maximum up-time for the end-users.

At the heart of the Infosys next-gen workbench is a futuristic platform powered by AI-led automation, service analytics and cognitive remediation with the following key pillars.

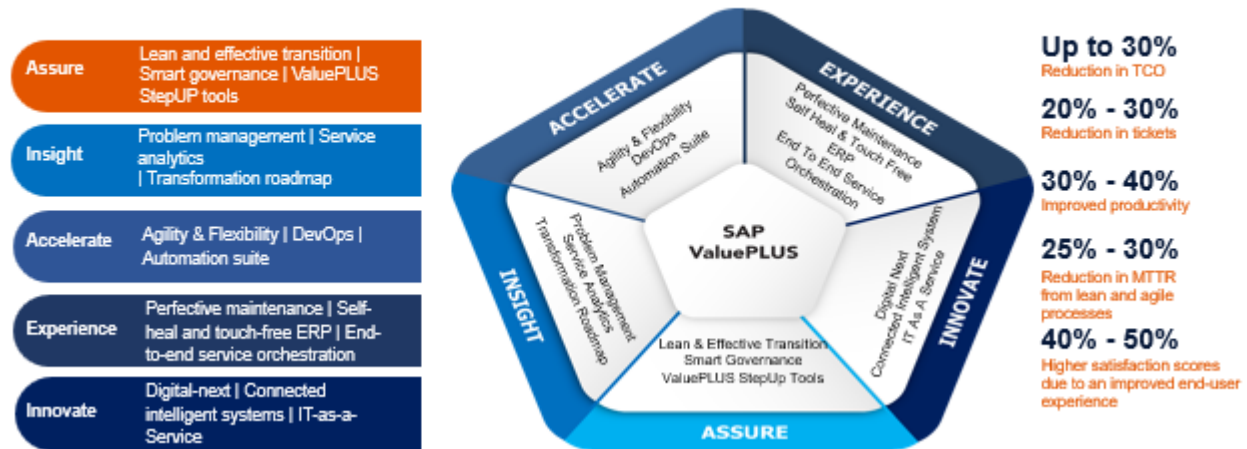


Figure 1:Infosys Value PLUS 2.0 - Intelligent AMS

Infosys' application support and Maintenance services meet the requirements across the entire support and maintenance cycle. Infosys Global Support Centre (GSC) provides enterprise application management services on 24x7x365 basis to support and maintain customers' environments, delivering highest quality of services with high amount of flexibility, predictability, and scalability of operations. Infosys's solution for Application Support and Maintenance includes:

- Managed Services Support
- Core – Flex based development model.
- Business Event support
- An innovative concept providing end-to-end support solutions to enterprise packages by a common talent pool.
- Combined offerings of Application Support, Maintenance and Administration
- Utilising the Global Delivery Model and leveraging of 24x7 operations support
- Portfolio Optimisation and Health Check
- Application Helpdesk.



Figure 2:Key Dimensions of our Solution.

Infosys's Application Support and Maintenance services facilitate the following:

- **Application Support** functions including Incident Management by L1 & L2 support personnel on a 24x7 basis.
- **Application Maintenance** functions including build/test/deliver of minor enhancements and code fixes by L2 & L3 support personnel.
- **Application Administration** functions including Database and Basis Administration, System Administration of Enterprise Packages & Applications.

A snapshot of Global Support Centre for Application Maintenance and Support is depicted below:

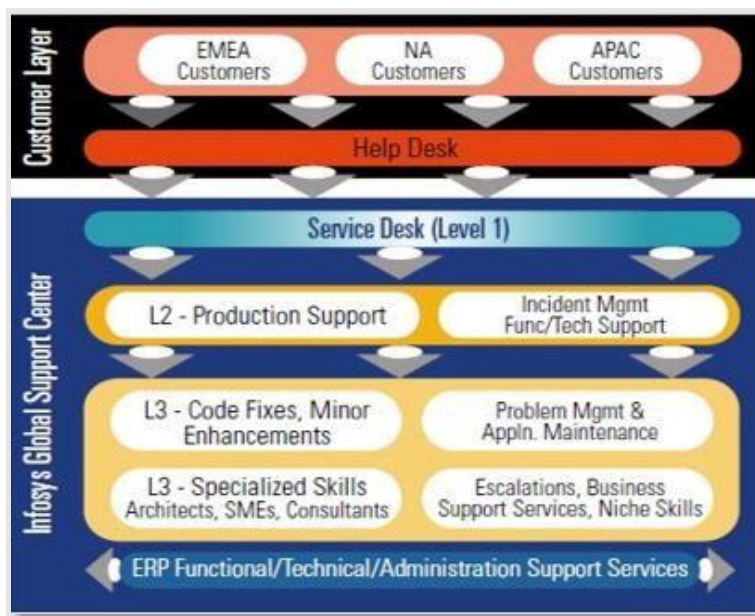


Figure 3:Infosys Global Support Centre

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.

The proposed support coverage across applications is as below.

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 personnel (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.

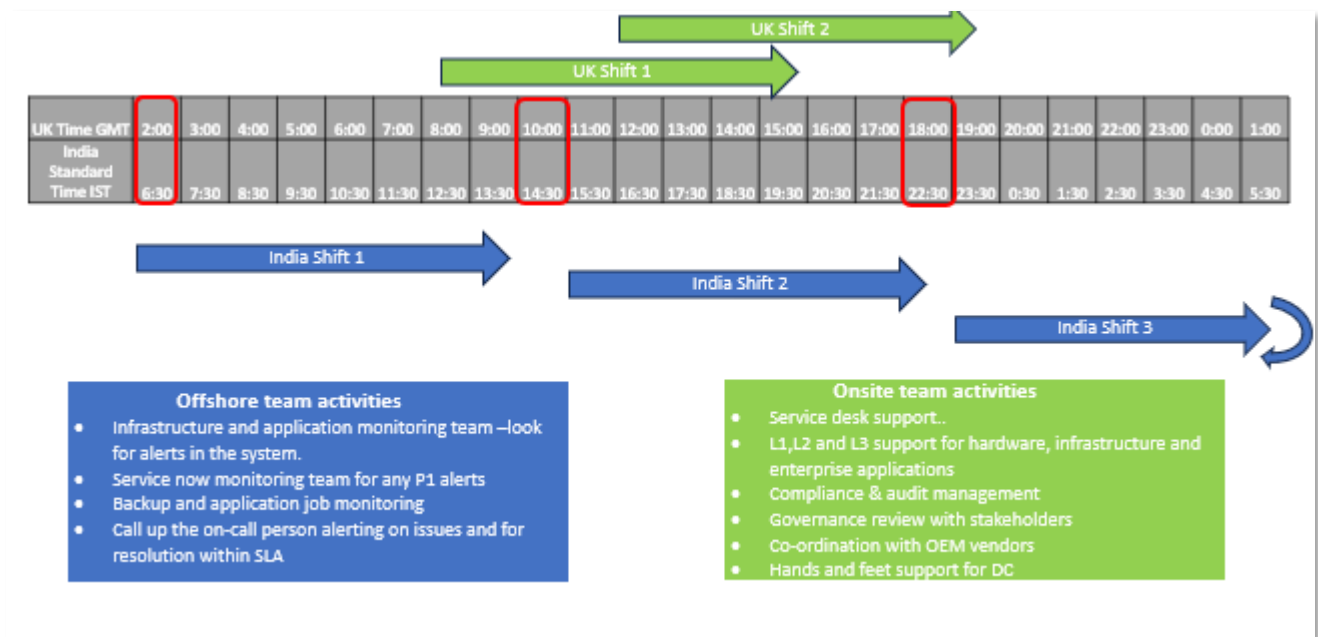


Figure 4:Onsite-Offshore Support shifts and activities.

Please note that the Infosys SAP AMS Service covers the following product lines:

- SAP Business Suite - SAP ERP (Functional Areas - Financials, Logistics, Human Resources, Corporate Services; Technical Areas - ABAP, Basis), CRM, SCM, SRM, PLM.
- SAP S/4 HANA EM, Finance, Logistics
- SAP NetWeaver - SAP EP, BI, MDM, PI/XI, CE/BPM, CAF, WAS.
- SAP Analytics - SAP BI BW, Business Objects, BODS/BODI, Xcelcius (SAP Dashboard), WEBI, Crystal Reports, BPC/BPS.
- New Technologies - SAP HANA, Success Factors, Mobility (Sybase), Ariba

3. Infosys SAP Accelerators and Tools

Infosys proven methodology for application support and maintenance framework tools, honed from abundant experience in similar engagements, accelerates every step in the process. The overall framework for application support and maintenance, as given below, helps Infosys clients continue the journey toward operational excellence, while establishing a more predictable cost base.

Infosys' Application Support and Maintenance model ensures a seamless transition and a steady state for large and complex enterprise applications. The application support and maintenance model below, details our process for securing a smooth transformation.

Zero-Risk Transition, from the incumbent vendor, is the most important step for Application Support and Maintenance

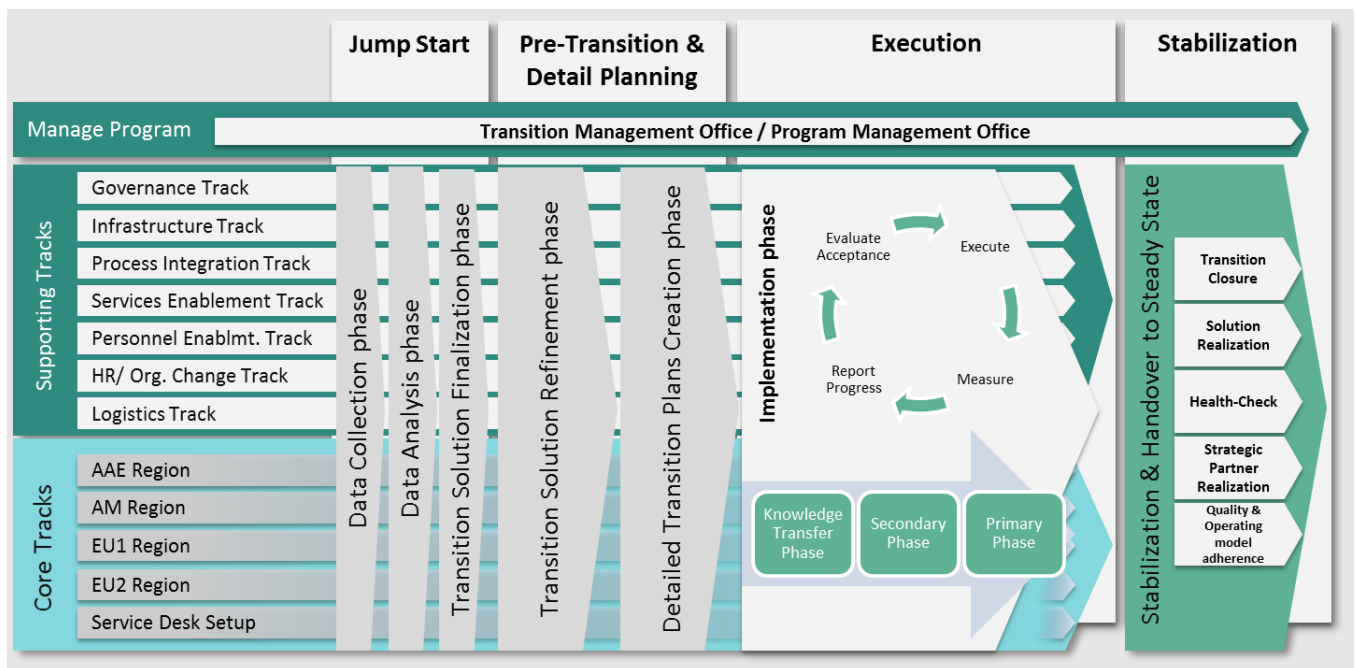


Figure 5: Zero-Risk Transition Methodology for Services

Infosys ValuePLUS from its experience with multiple SAP AMS clients, has developed numerous tools which can be used for **Ticket/Effort Reduction, Faster Resolution, Increase Efficiency, Data Discovery/Management, Code Remediation** in various stages of SAP application support and maintenance programmes.

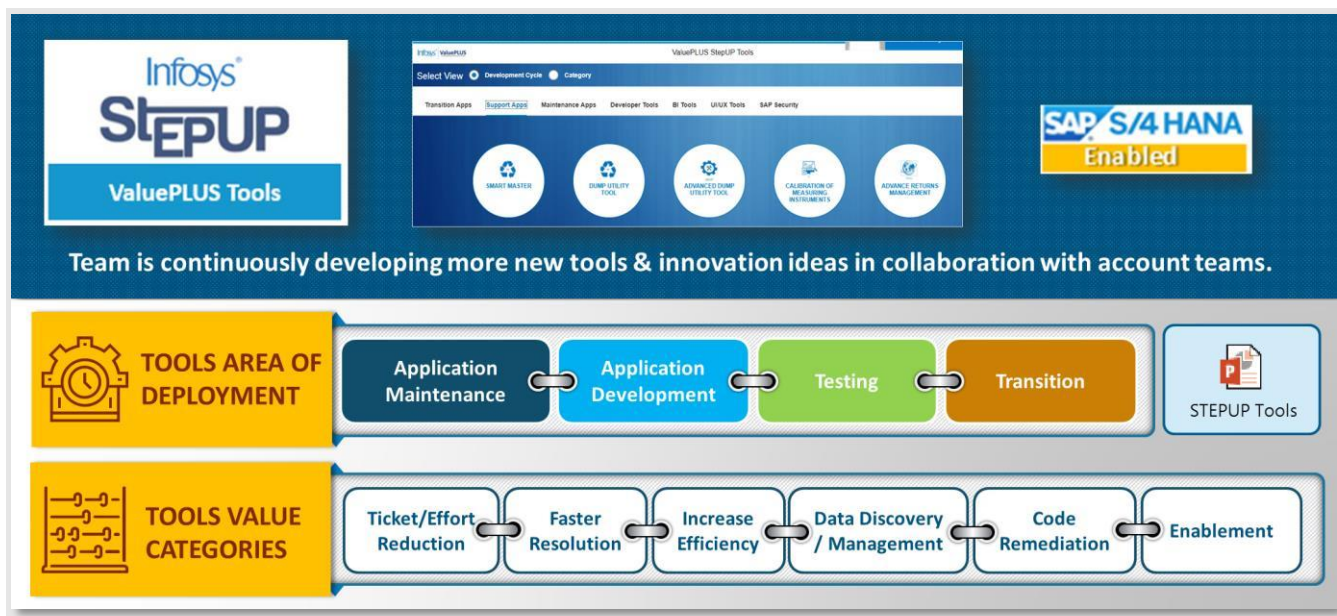


Figure 6: ValuePLUS STEPUP Tools

Transition /Due Diligence	Support	Maintenance	Service Reporting	Upgrade
SAP Health Check Tool Business Profiler Tool SAP CCLM PANAYA	Easy Solve Proactive Invoice Error Reporting User Management Dashboard Transport Translation Tools Integrated Known Error Database Technical Analyzer	SOLMAN – CHARM, SOLDIC, CCLM PANAYA Test Accelerator Defect Tracker Code Review Tool Transport Conflict Resolution Release Manager Custom Development Assist	Development Tracker Change Request Tracker Smart Operations Dashboard End to end IDOC Monitoring and Reporting tool	PANAYA Upgrade Service Automatic Code Remediation Tool HANA CMO Tool Tool set for OSDB Migration

Figure 7: Tools/Automation and Improvement ideas.

In addition, we have over 37 Technical tools, 14 Automation tools, 45 Improvement ideas (Process, Performance & Operational Improvements) which have been implemented across our key SAP AMS engagements.

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.

Infosys SAP Practice Overview



Figure 8:infosys SAP Practice

This is reflected in analyst and customer ratings and our SAP market positioning as well. Infosys has been rated high by leading analysts 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 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 a 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:

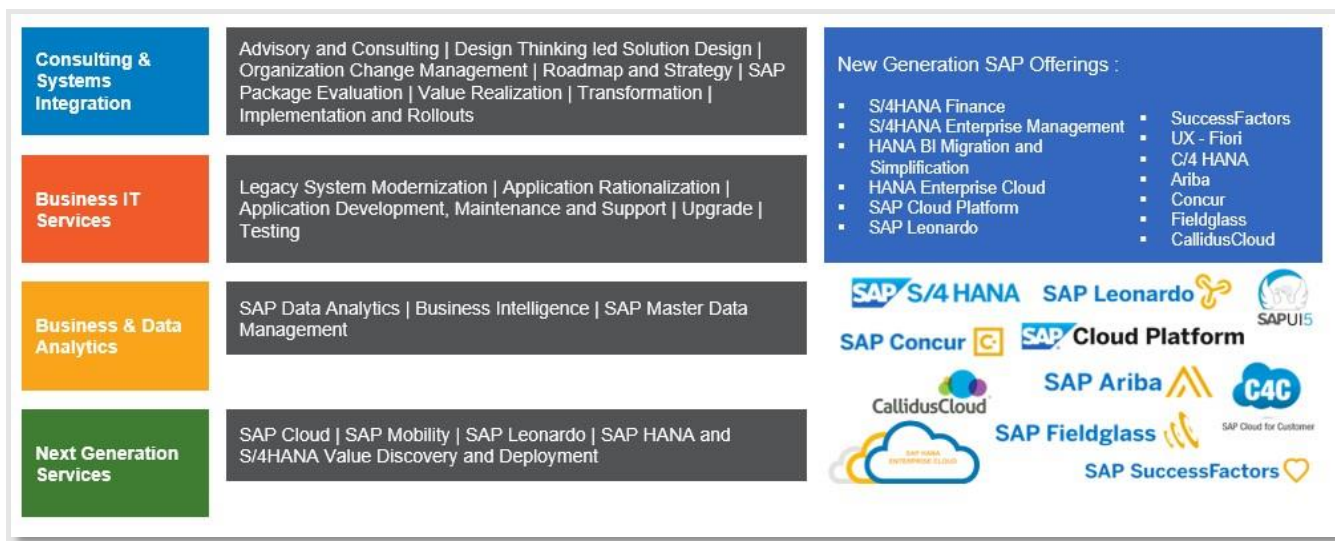


Figure 9:Infosys Offerings in SAP Space

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 10: 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 11: 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.

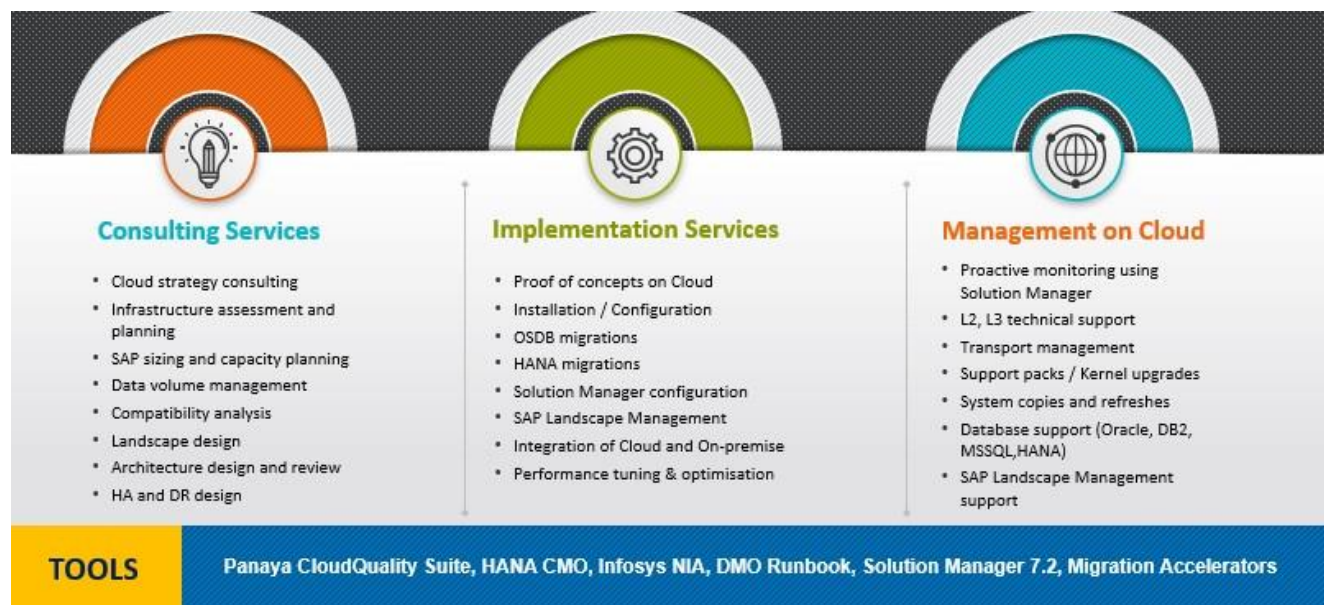


Figure 12: Overview of SAP on Cloud Offerings

Infosys offers an end-to-end partnership to help clients 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.

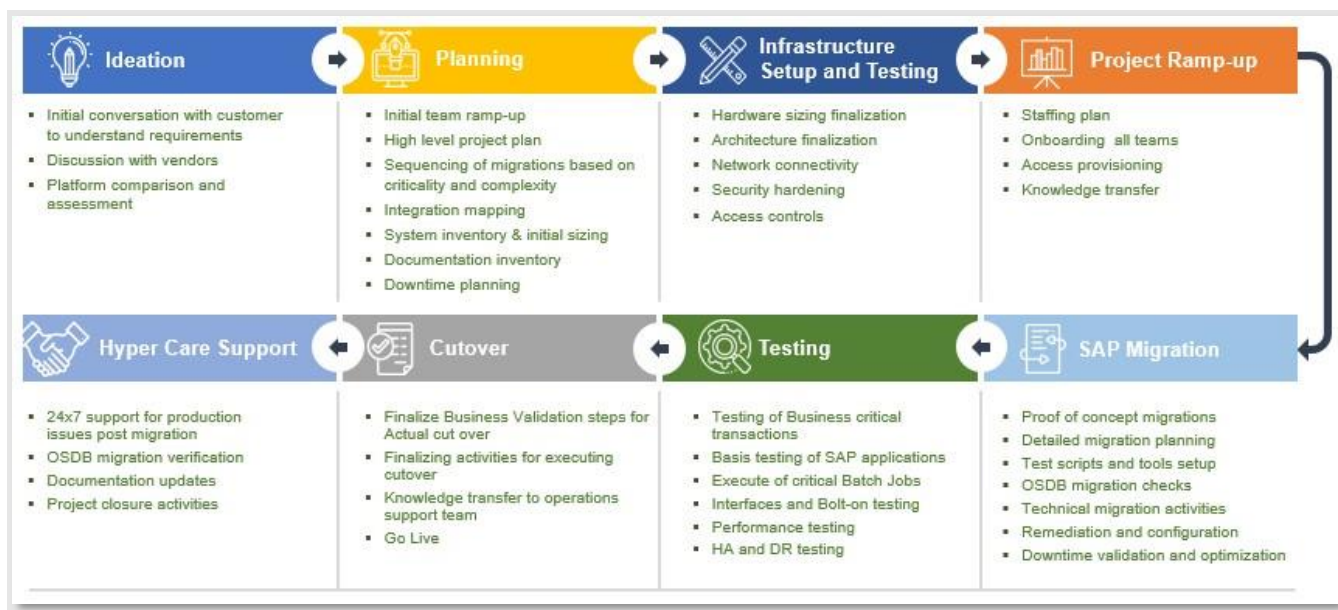


Figure 13: Cloud Migration Framework

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, configuration, and setup the solution.



Figure 14: 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.

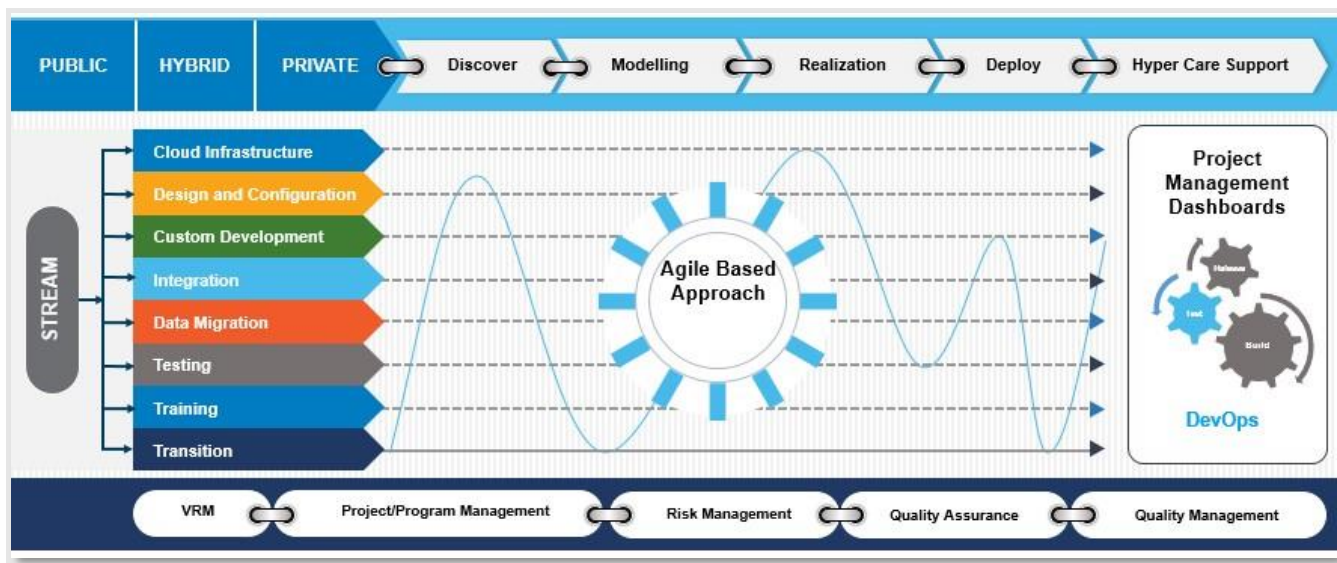


Figure 15: Accelerating Cloud Transformation (ACT) Methodology

Innov8: Strategic Partnership between Infosys, Hyperscalers and SAP

Innov8 brings SAP, Infosys and Hyperscaler 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.

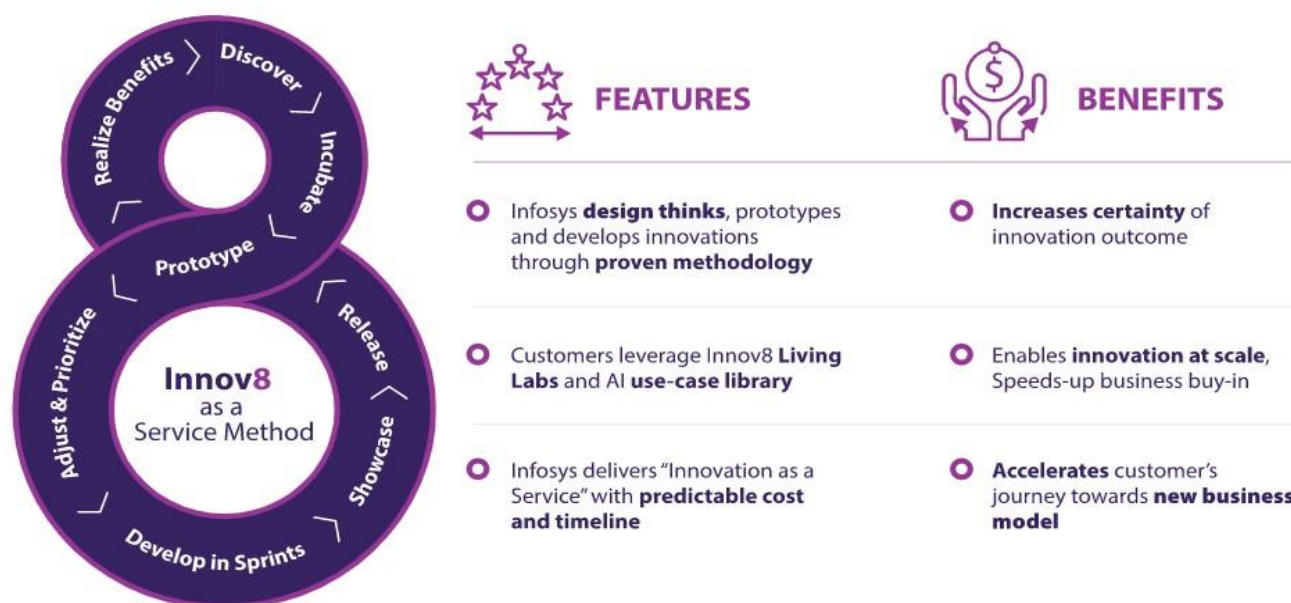


Figure 16:Infosys Innov8 to Accelerate

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