

G Cloud 15- Framework Service Definition

Crown Commercial Service

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1. Service Overview

Infosys has built synergies across Microsoft products and offerings to drive market momentum with an integrated **“ONE-MICROSOFT”** practice. We have 2 decades of hands-on experience with Microsoft D365 Business Applications, Power Platform, Microsoft 365, and related services.

Our competencies / specialisations are shown below:

- Excellent understanding of Microsoft technology stack leading to Infosys partnering with over 350 customers across the globe in their digital transformation journeys with Microsoft.
- Over 6,500 global talent pool in our Microsoft unit.
- Over 1,500 Power Platform talents with certifications.
- Over 40 countries / footprints of engagements.
- Over 35 inbuilt solutions across industries.
- Over 200 frameworks, reusables and accelerators.

Infosys is a **Gold level managed Microsoft partner** and has been a member of **Microsoft's Inner Circle** for the last 4 consecutive years.



Figure 1: Microsoft Practice at Infosys

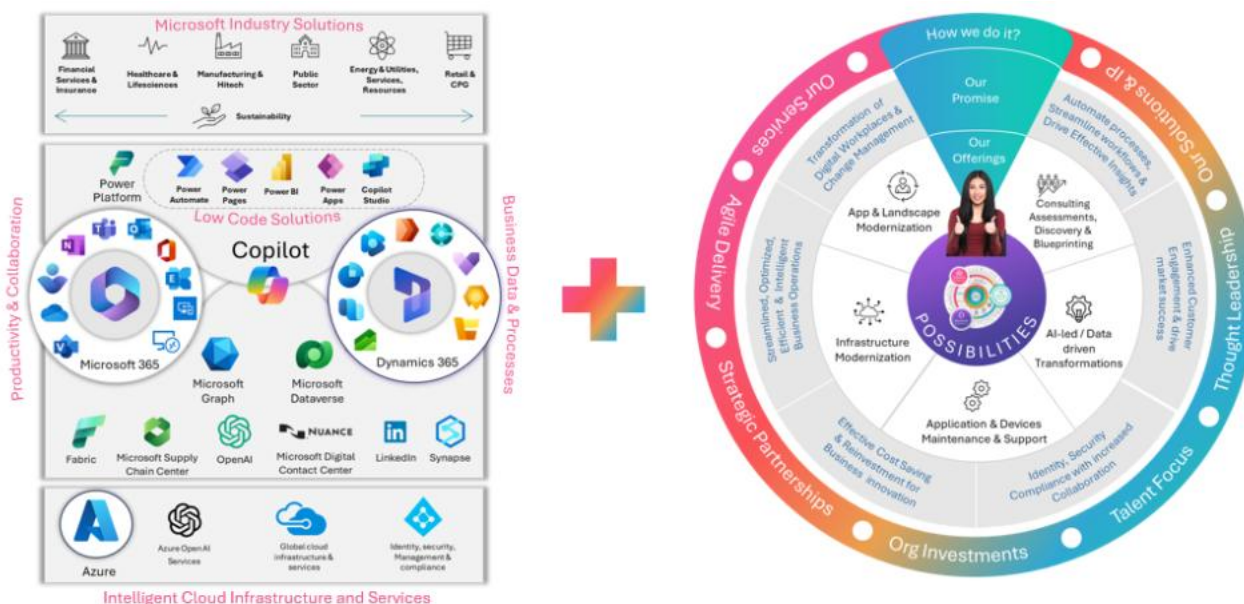


Figure 4: Platform of Possibilities

We have developed **industry and horizontal solutions leveraging D365 and Power Platform** for addressing niche industry problems and accelerating the time to market.

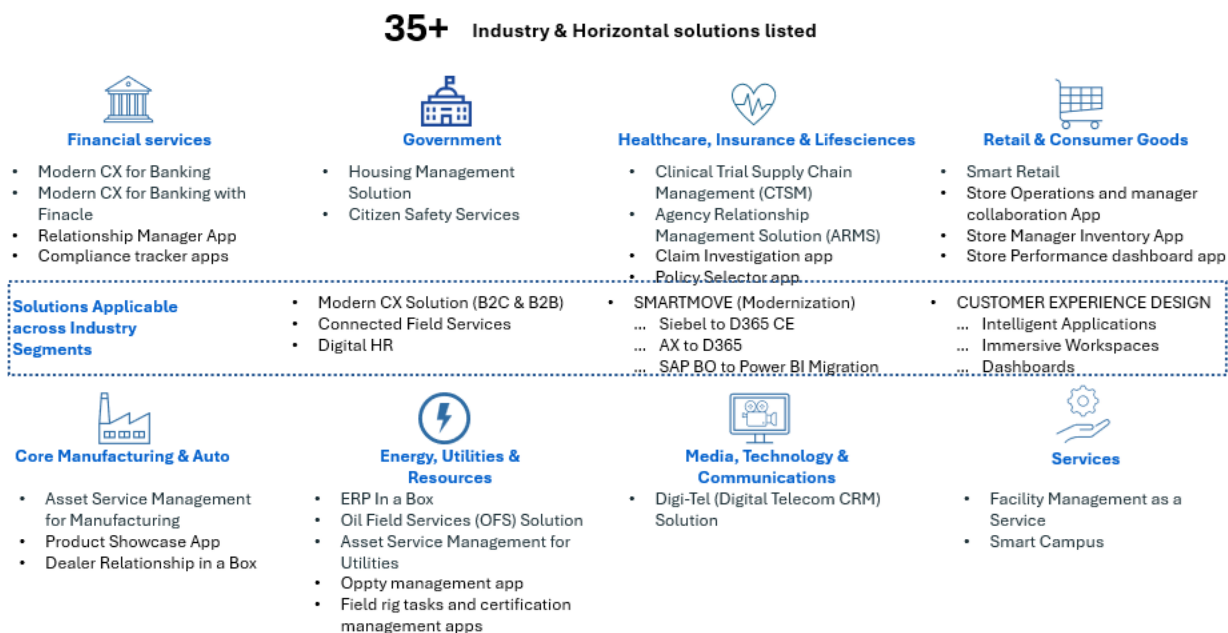


Figure 5: Our Industry and Horizontal Solutions

Infosys has established a high-performing Microsoft Dynamics 365 **VFX (Value For eXcellence)**, our multi-functional Centre of Excellence (CoE) for capability building and tech innovation, which is a catalyst for building synergies and driving client value.

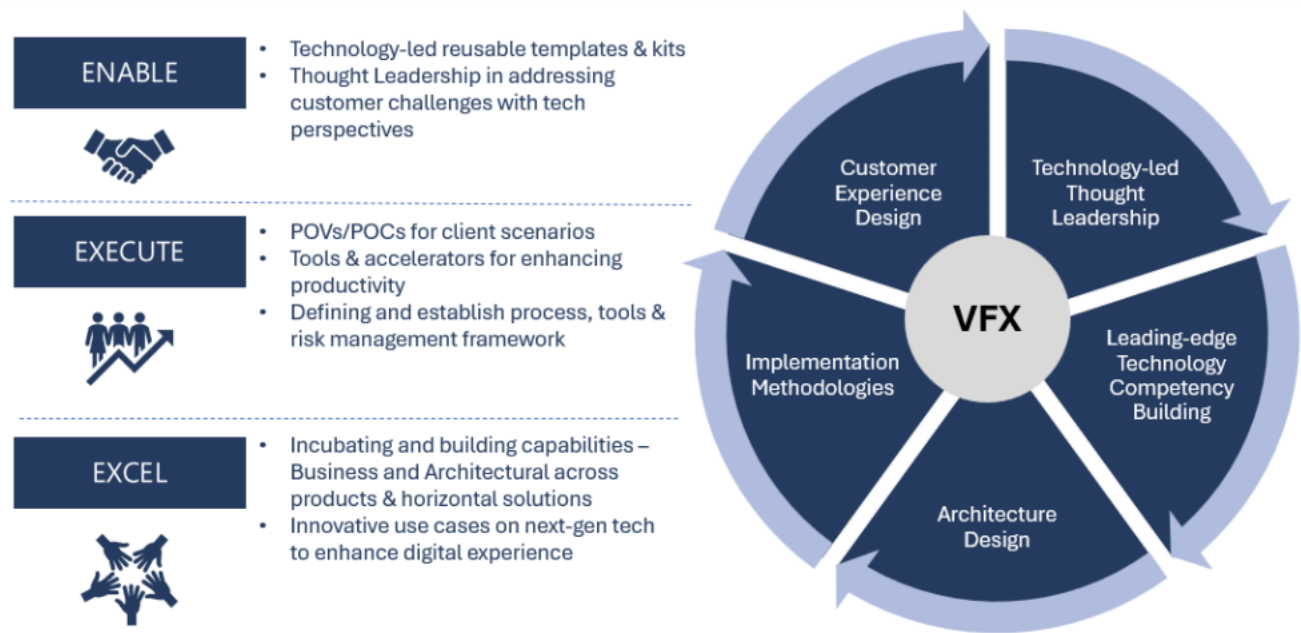


Figure 6: Value for Excellence

2. Service Description

Microsoft Dynamics 365 CRM Support and Maintenance Services

Description

Infosys provides support and maintenance services of Dynamics 365 CRM solutions hosted on the cloud to ensure continuity of business and best practice business processes. It includes minor enhancements, corrective maintenance, bug fixes and production support. Infosys provides warranty / hyper care support and steady state support once the application has stabilised.

Some of the features are mentioned below:

1. Support and maintenance for all Dynamics 365 CRM modules.
2. L2, L3 support for D365 CRM solutions.
3. Transition process in areas where transition is not complete.
4. Support tailored with enhanced SLAs to meet bespoke organisational requirements.
5. D365 CRM project recovery, health checks, optimisation, predictive maintenance.
6. Dynamics 365 CRM online/email/ onsite/telephone support.
7. Dynamics 365 CRM user adoption.
8. D365 CRM stabilisation.
9. Proven processes, tooling and practices aligned to GDS principles.
10. GDPR-compliant services.
11. Training sessions will be conducted through classroom training, videos, user manuals for hands-on and execution.

Some of the benefits are mentioned below:

1. Up to 24x7x365 D365 CRM Support.
2. Highly qualified and experienced UK Team of Dynamics 365 CRM Consultants.
3. Support and upgrade of legacy module implementations to newer versions.
4. Microsoft-qualified Service Desk consultants with expert Dynamics 365 CRM knowledge.
5. Guided planning and strategy for D365 CRM projects.
6. Continuous improvement for Dynamics 365 CRM systems.
7. Ongoing training and user adoption for Dynamics 365 CRM.
8. Cost reduction and greater return on investments (ROI).
9. Performance optimisation, flexible capacity model, increased predictability.
10. Global operations scalability, demand flexibility enablement.
11. Clarify queries and help end users navigate through the system.

3. Credentials

#	Client	Engagement Brief	Key Outcomes
1	A leading workforce solution provider in UK	- Implementation and support of a registration process for the client's bank exclusive workers - Implemented Azure Function as middleware to handle all the 3rd party integration seamlessly with added security of Azure. - The solution is compliant with all the GDPR regulations and Azure Active Directory B2C policies have been implemented along with SSO for internal users.	- Reduction of manual effort by 60% thereby reducing the load on the client's Service Centers. - Providing Contact/Applicant 360-degree view allowing the client's operators to find bottlenecks in the application process. - Compliance related automations reduced the manual effort by 40% and ensuring fully compliant applications went through.
2	A local authority in UK	- Implementation and support of over 20 applications on D365 customer service and power portal. - L2 and L3 Support across the D365 systems and Power Platform landscape. - Integrations between legacy systems with D365 CRM via Staging Database. - Show and Tell / Play and Tell approach to build customer's confidence on the product by workshops and demonstration.	- Effective self service with WCAG enabled guidelines. - Seamlessly business transition from many systems to the new D365 System. - Improving performance management process with integrated features. - Support team can efficiently resolve 100 tickets per month.

Table 1: Credentials

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