

G Cloud 15- Framework Service Definition

Crown Commercial Service

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1. 1. Service Overview

Infosys provides comprehensive assessment services for Cloud movement and migration - business process analysis, technical readiness analysis, business case and roadmap. Infosys provides cost models and options along with value levers. SAP service cloud offering by Infosys is designed to orchestrate service experience better by providing service teams with the right tools to boost the company's CX strategy and create a culture of service excellence.

Infosys migrates workloads to cloud using a "Lift and Shift" method. Also does reengineering of applications for cloud readiness and cloud native development.

Infosys collaboratively works with clients to evolve their adoption of new technologies client with adoption to new technologies like IoT, Big Data and Block chain, adoption to open source, continuous improvement, renewing best practices on experience.

Infosys has a well matured cloud practice with over 8 years of experience, more than 500 Engagements, over 300 Active Clients and more than 2500 certified SME's.

Infosys is premier partner with leading cloud service providers like AWS, Microsoft Azure, Oracle, and Google Cloud platform.

Premier Partnerships

Infosys has strong partnership with leading OEM players in SAP infrastructure in all layers from hosting, network, compute, and storage. Infosys has joint solutions, account mining and go to market plan with key players.

Infosys has over 8 years of strong relationship with Azure and AWS. Infosys has joint solutions on design validation, reference architecture, automation, and orchestration with key players like AWS, Azure and GCP with regular COE cadence monthly and executive governance twice a year. Infosys provides a complete set of services for SAP hosting, consulting, implementation, and cloud management as shown in Figure below.

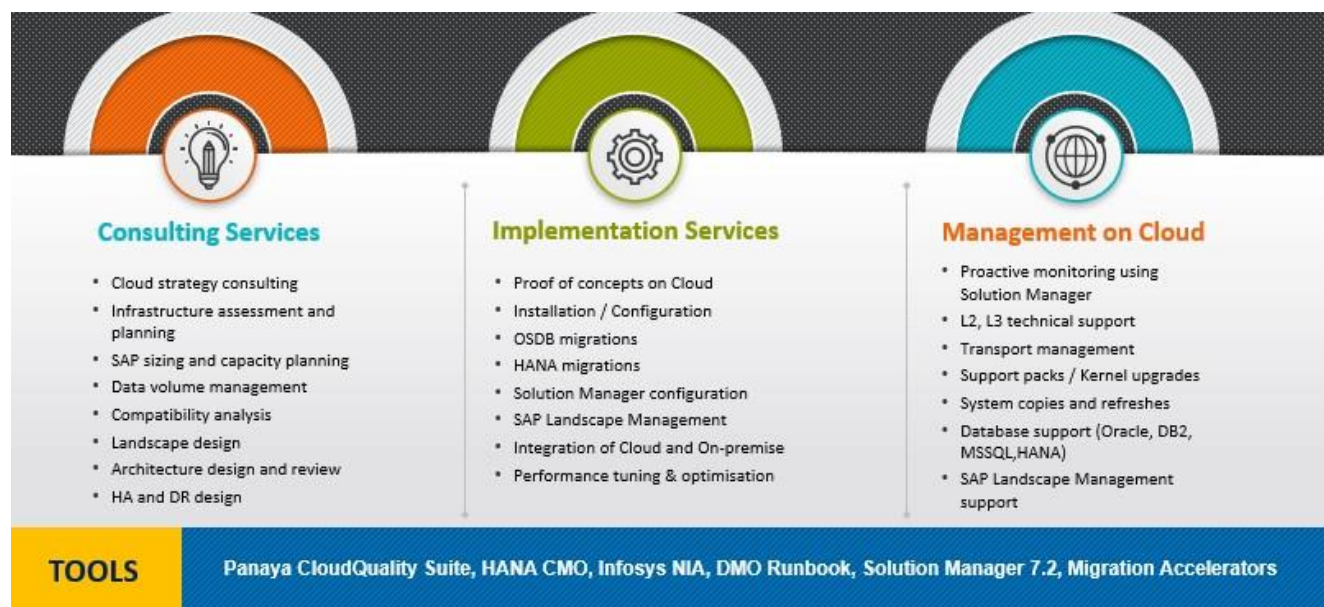


Figure 1: Infosys SAP on Cloud Offerings

2. Service Description

Infosys align solutions based on client's cloud strategy, which will be the driver. Business needs can be technology debt reduction, simplify the stack. Primarily adopt IaaS, lesser of PaaS which optimises costs and improves agility.

Adoption of SaaS for certain functional needs. Cloud first, Mobile first approach. Cloud native architecture.

Infrastructure Centric: Address capacity limitation and imminent data centre refresh needs. Optimise infrastructure management costs. ITSM process optimisation, deployment automation and select implementation of DevOps. Adopts IaaS and limited PaaS.

Application Centric: Address emerging business needs in specific areas like ecommerce, IoT, Data and analytics. Autonomous decision in cloud adoption at portfolio level. Built with cloud native technology stack/PaaS/ SaaS, and DevOps.

Business Centric: Focus on business agility and growth. Develop new business capabilities and integrating with partners. Cloud first, mobile first approach.

Adopts cloud native architecture, DevOps and automation is foundational. Maximise on SaaS and PaaS.

Infosys Cloud practice addresses all aspects of cloud adoption using modular point solutions.

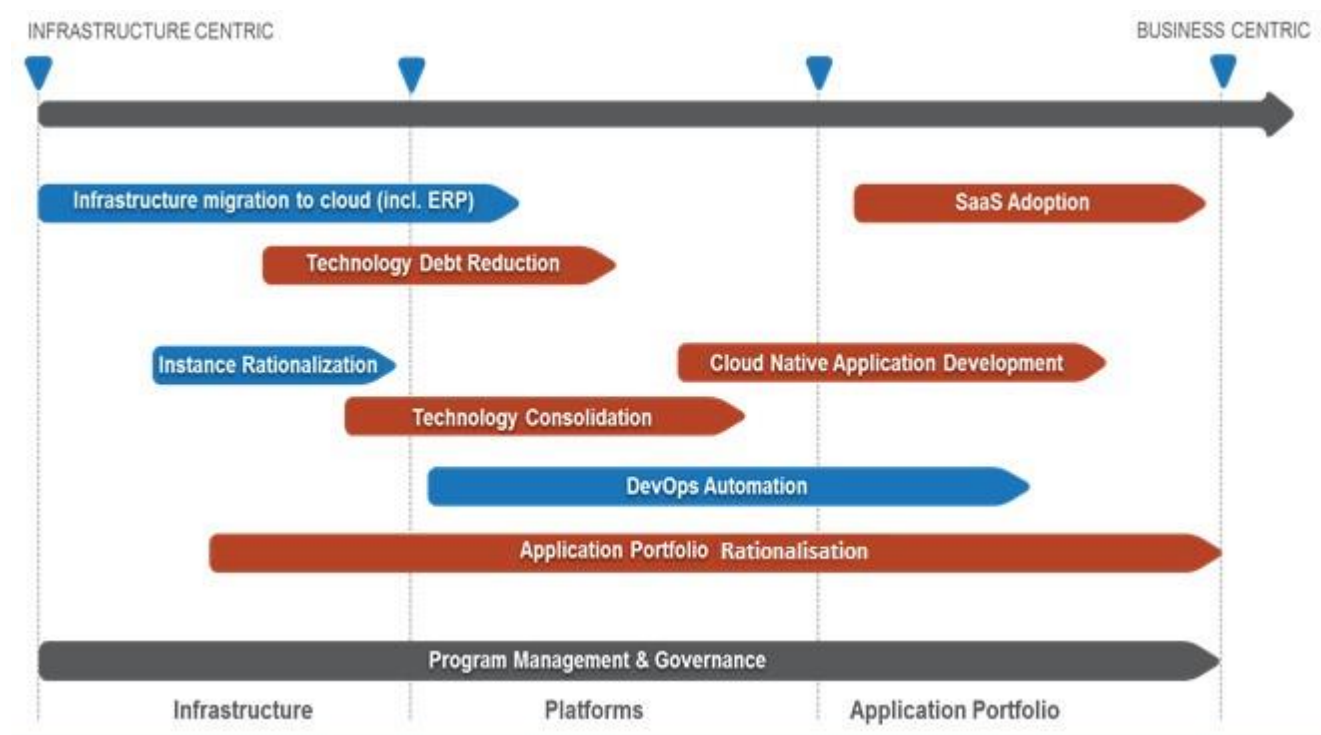


Figure 2: Cloud Strategy

1.1 2.1 Infosys Cloud foundation service

Infosys provides a fast-track cloud foundation setup service by leveraging a four-phased framework as follows:

a) Assessment: Perform assessment for

- Application disposition
- Network
- Security
- Access Management
- IT Service Management
- Monitoring
- Backup
- Disaster Recovery

b) Blueprint and Design: Account Setup and Mgmt., Design, and blue-print templates for

- Windows standalone AMI
- Windows DR AMI
- Linux standalone AMI
- Linux DR AMI
- Databases
- Lambda and Cloud Formation

1.1.1.1 c) Build and Test

- Implement the design and create AWS landing zone.
- Create service catalogue.
- Perform configuration compliance tests.
- Perform BAU and HA/DR Tests

d) POC and Migration Plan

- Migrate Applications to AWS cloud.
- Test and Validate
- Create migration plan and costing model for remaining applications.

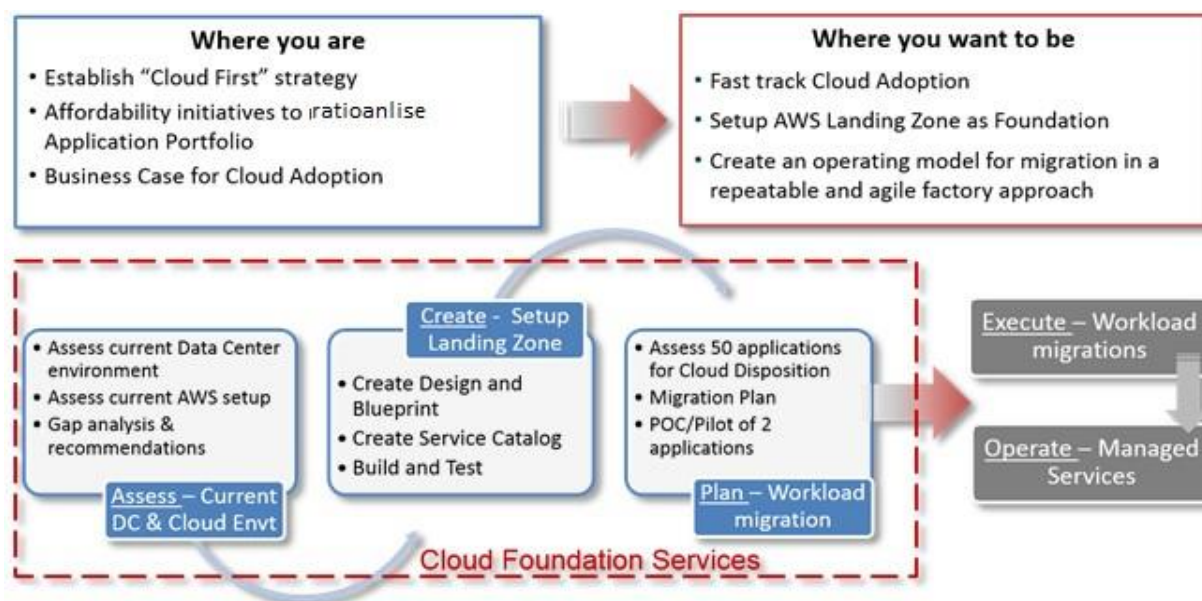


Figure 3: Cloud Foundation Framework

Solution Block	Function	Solution Component
Hosting	Network	AWS Network Setup using VPCs, Gateways, ELBs and SubNets
	Storage	EBS for non-prod and EBS SSD for prod
	Backup	EBS Snapshots, S3 (Std/IA) and Glacier for backup and archival
	Connectivity	Establish S2S VPN and initiate DirectConnect connection
Security	Native	IAM, GuardDuty, WAF, Shield, Inspector, Certificate Manager, Directory, Macie
	Third Party	Extend existing DC licenses for End point security, SIEM
Monitoring	Health	CloudWatch configured to monitor AWS resources and applications
	Config Mgmt	AWS Config to track resource inventory and changes
	Activity Tracking	AWS CloudTrail to track user activity and API usage
Operations	Service Catalog	Service catalog customized based on the service requirements
	Performance	Systems Manager, Cloud Watch, X-Ray to get insights and requisite action
	Optimization	AWS Trusted Advisor based solution
	Automation	AWS CloudFormation, Lambda and OpsWorks to automate operations
	Patch Mgmt	AWS Systems Manager Patch Manager

Figure 4: Core Components

1.2 2.2 Application Workload Transformation / Migration to Cloud Service

Application workload migration service that migrates workloads to the cloud for clients and we are also specialists in re-architecting applications for the cloud.

The Cloud Migration Assessment Framework helps business teams determine application readiness for deploying to the cloud and the migration disposition. The framework has default parameters and rules that customers can customise.

1. The assessment service provides a cloud compatibility heat map and migration path for applications as well as a summary of recommendations for portfolio workloads as follows: Cloud suitability disposition results.
2. Cloud suitability distribution based on LOB or functional groups.
3. Migration type disposition results.
4. High level roadmap for migrating the workloads.
5. Cost spends details including current costs, target costs, and migration costs.
6. ROI and breakeven period.

Below figures illustrate the framework

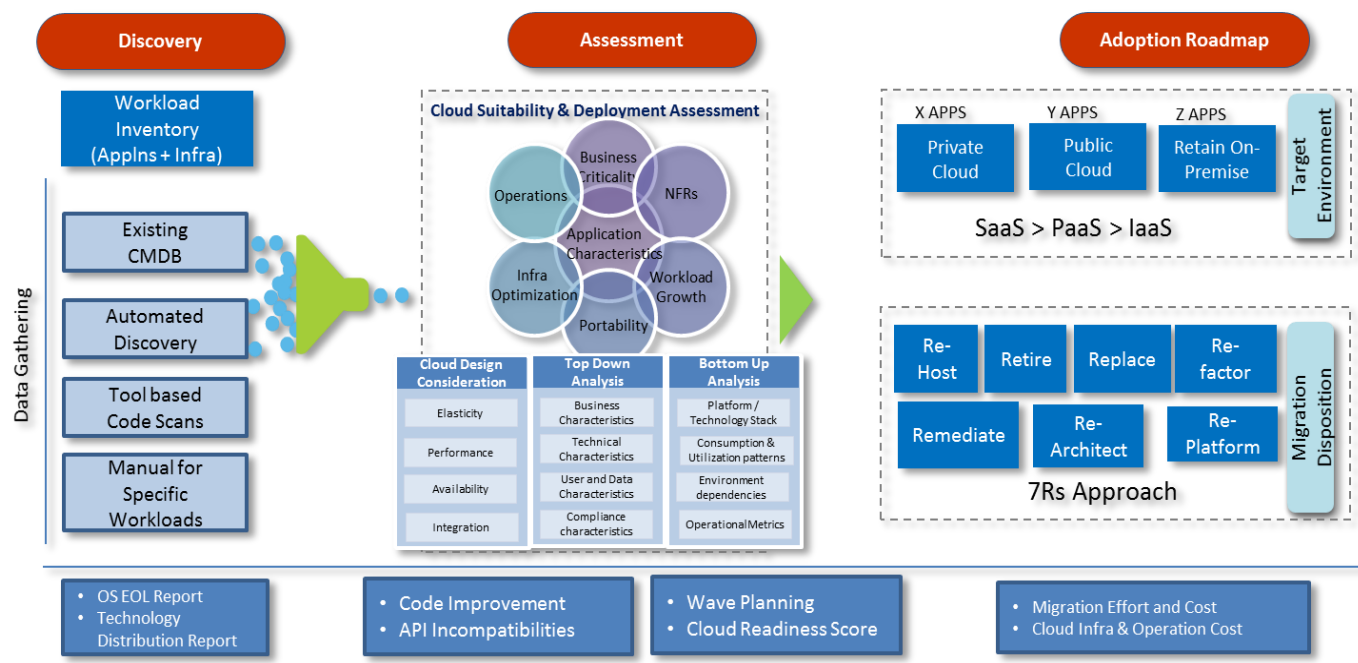


Figure 5: Infossys Cloud Assessment Framework

2. 3. Infosys SAP Accelerators & Tools

Infosys has developed multiple platforms and tools to accelerate cloud journey.

S.No.	Tool / Framework Name	Description	Benefits to Cloud Migration
1.	Workload Migration Suite	Uses over 35 different application characteristics to determine application suitability for private cloud, public cloud, or traditional IT, and recommends right migration types, wave plan and cost estimates for migrations.	Fast and Accurate data to enable decision making for cloud migration.
2.	Incompatibility Finder Tool	The Incompatibility finder (IFT) is used to identify and remediate potential incompatibilities in migrating the applications.	Improves predictability by listing all required changes (configuration, scripts) to be done for application. Improves productivity by listing all such changes automatically.
3.	Migration Assistant Tool Migration Cookbook	A tool that analyses incompatibilities/APIs of a source platform and its compatibility with the target platform using tool's inbuilt knowledge repositories	
4.	Infosys analytical wave planning framework	Leverages Infosys vast experience in planning application migrations. An analytical scoring model to ascertain effectiveness of wave plans.	Improves predictability of wave/cluster plan for migration.
5.	Estimation model for Application Migration	Infosys's unique and proprietary estimation model based on standard parameters as per specific technologies like J2EE, .NET, Unix, C, COTS etc.	Improves accuracy and predictability of application migration estimates.
6.	Application Migration Factory Model	Leverages the best of technologies, people, and process for migrating applications in a an efficient and yet cost-effective manner.	Brings in factory efficiencies for overall application migration.
7.	Database Schema Verification Tool	Tool analyses and verifies the source and target database schema after migration.	Improves the accuracy of database migration.

8.	Database Discovery Tool	Discovery Tool analyses the following information in the databases: Incompatibilities of objects such as tables, stored procedure. List remote dependencies of stored procedures, views, and linked servers. Tables with columns having different collation sequence than database default value.	Improves the accuracy of database migration.
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Table 1:Infosys SAP Accelerators and Tools

3. 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 training. We have developed proprietary and industry specific solutions to solve complex business challenges and ensure cost-effective deployments. We are global SAP partners and certified partners 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.

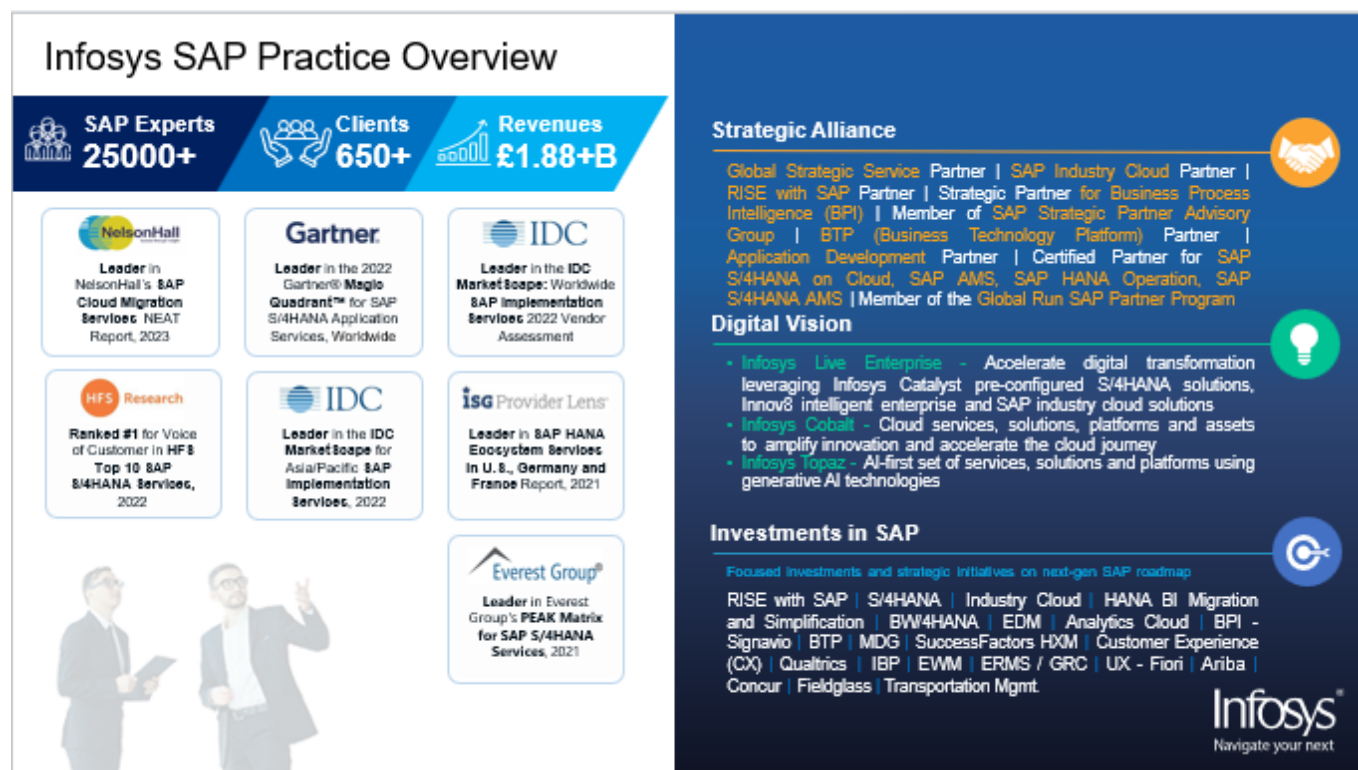


Figure 6: Inforsys SAP Practice

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 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 of 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 as shown in the figure above.

Infosys' offerings in SAP space includes:

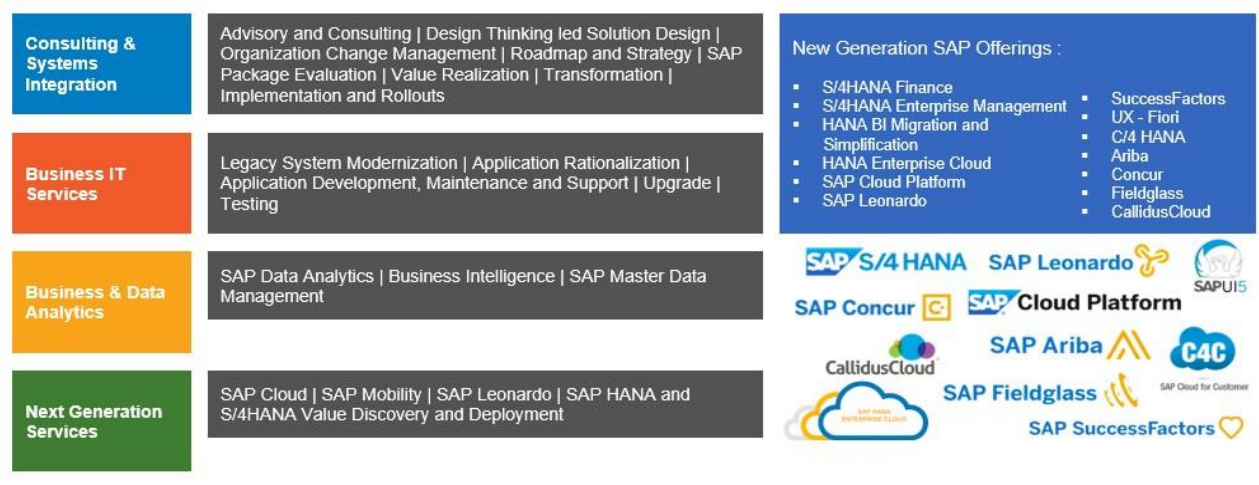


Figure 7:Infosys Offerings in SAP Space

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 8: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 9: 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 them with help of enabling tools developed by Infosys and SAP.

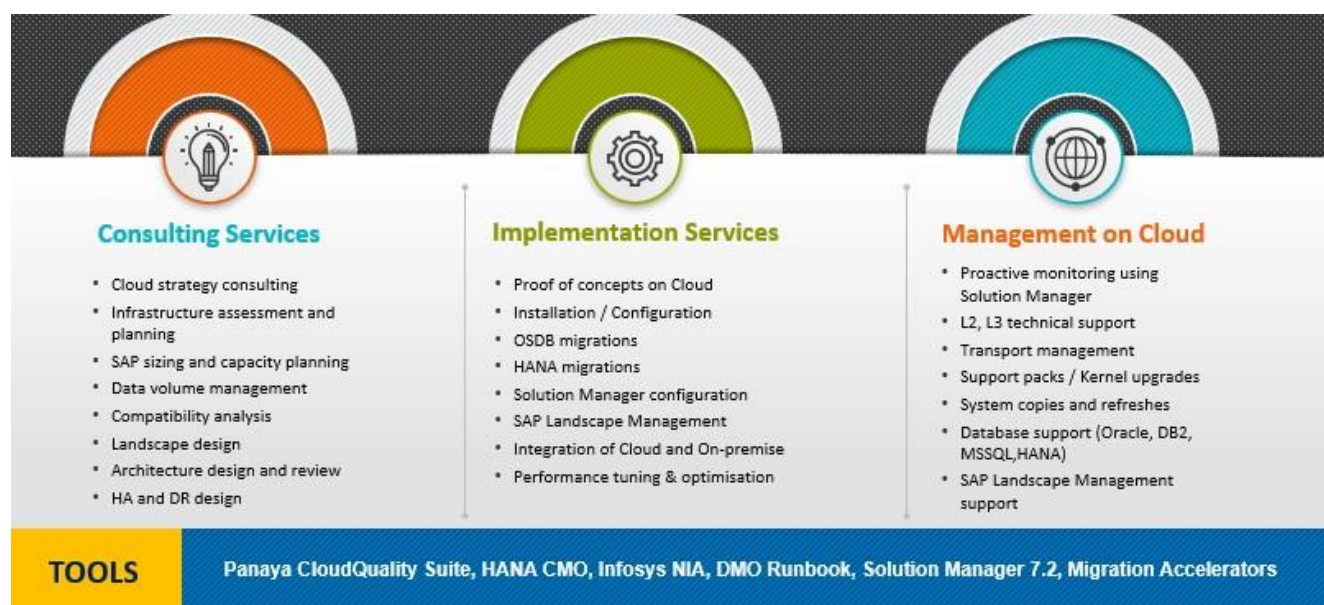


Figure 10: Overview of SAP on Cloud Offerings

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.

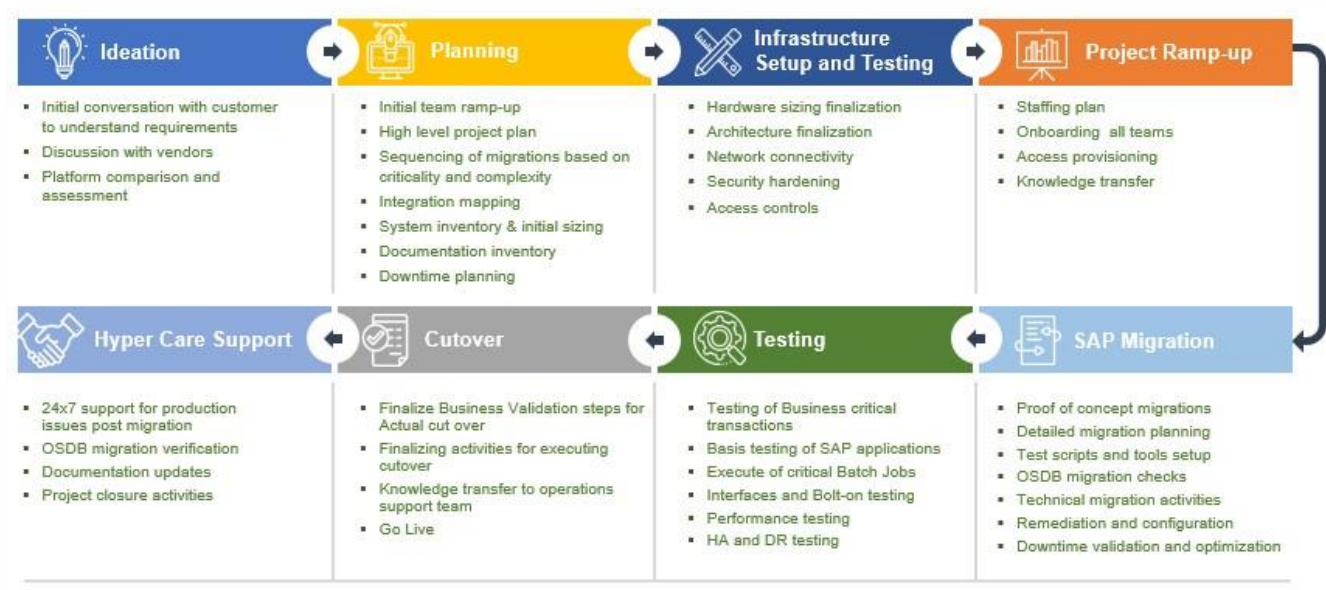


Figure 11: Cloud Migration Framework

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 sets up the solution.



Figure 12: 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.

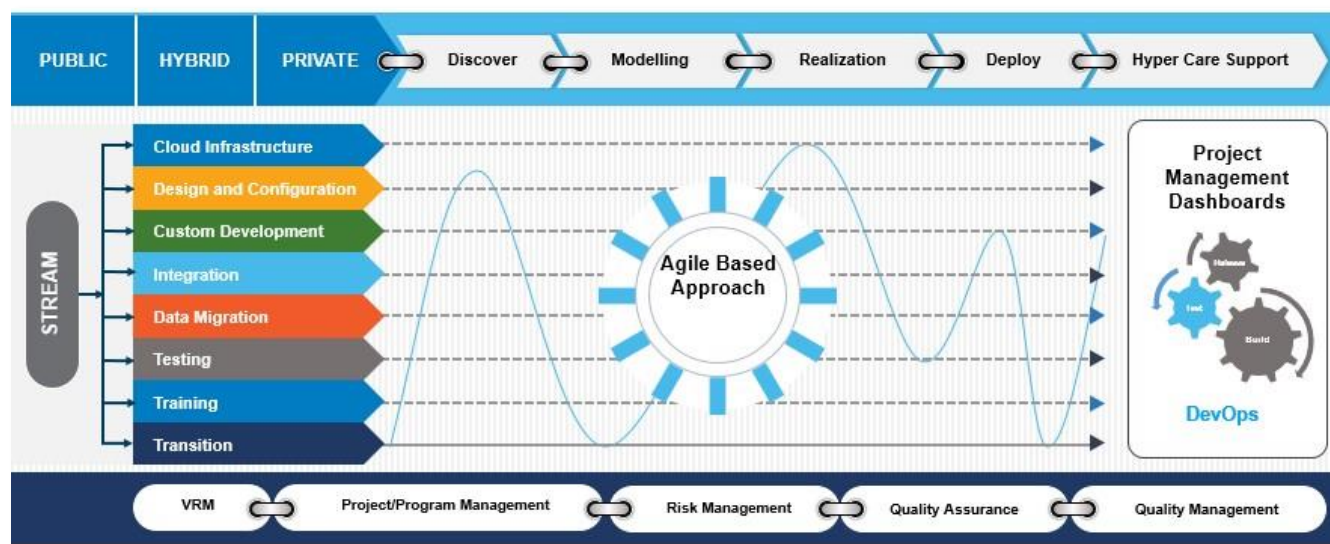


Figure 13: Accelerating Cloud Transformation (ACT) Methodology

Innov8: Strategic Partnership between Infosys, Hyperscalers and SAP

Innov8 brings SAP, Infosys and Hyperscale 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 is 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-line cost model for bundles converting Capex to Opex. Infosys and SAP have co-developed a talent model to help clients accelerate their digital journey.

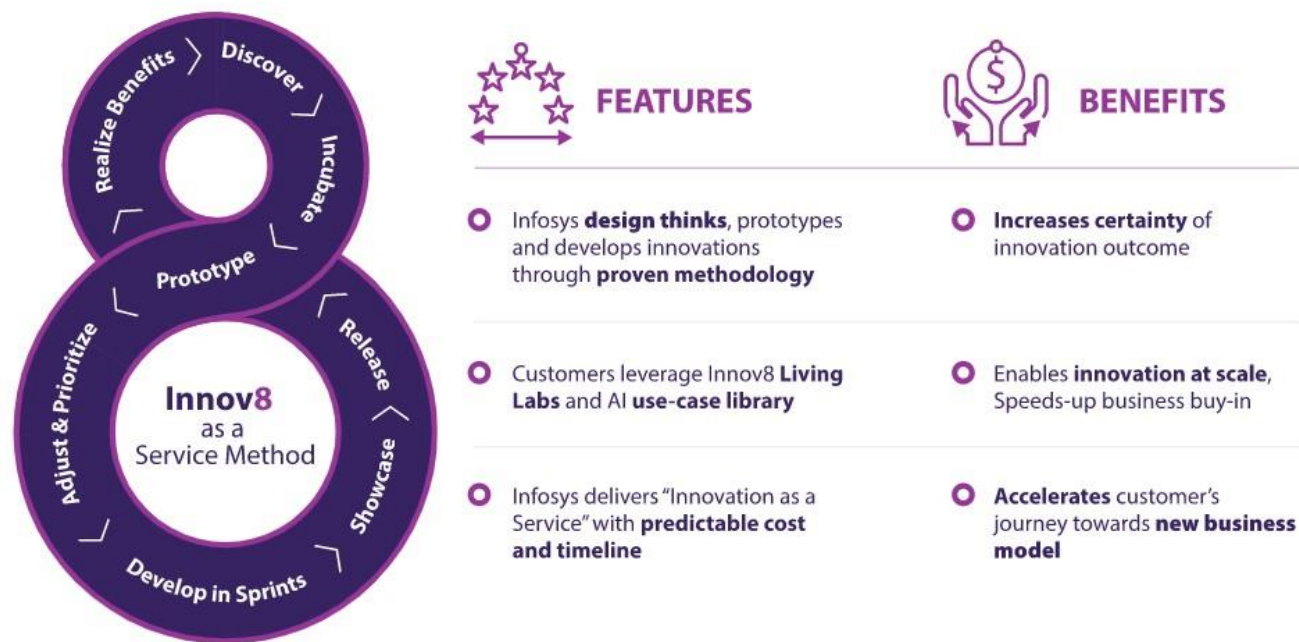


Figure 14:Infosys Innov8 to Accelerate Enterprise Digital Transformation Journey

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