

G-Cloud 15 – Framework Service Definition

Crown Commercial Service

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1. Service Overview

Infosys is proud to present its comprehensive approach for Microsoft 365 Tenant-to-Tenant Migration, designed to enable organisations to seamlessly transition to a unified collaboration platform with minimal business disruption. Leveraging our deep expertise in Microsoft technologies and strategic partnership with Microsoft, Infosys ensures a secure, efficient, and user-centric migration experience.

With decades of experience in managing complex enterprise transformations, Infosys brings proven methodologies, proprietary accelerators, and industry-leading tools to deliver large-scale migrations across diverse workloads. Our approach is built on the following pillars:

- **End-to-End Migration Strategy**
Covering all major Microsoft 365 workloads including Exchange Online, SharePoint Online, Microsoft Teams, OneDrive for Business, Power Platform, Dynamics 365, and Mobile Device Management (Intune/MobileIron).
- **Phased Execution Model**
A structured four-phase approach—**Analysis and Strategy Finalisation, Readiness and Pilot, Migration and Hypercare, and Cleanup and Handover**—ensures readiness, minimises risk, and accelerates adoption.
- **Automation and Accelerators**
Infosys Migration Factory, Teams Migration Tool, and LEAP automation suite reduce manual effort, improve throughput, and ensure data integrity throughout the migration lifecycle.
- **Change Management and Governance**
A robust communication and enablement plan prepares stakeholders, mitigates resistance, and drives adoption of the new environment, supported by strong governance and risk management frameworks.
- **Hypercare Support**
Dedicated post-migration support ensures smooth transition to Business-as-Usual (BAU) operations and rapid resolution of any migration-related issues.

Our proven track record includes successful delivery of complex tenant-to-tenant migrations for global enterprises, ensuring zero data loss, optimised timelines, and enhanced user experience. Infosys combines technical excellence, strategic partnerships, and a customer-first approach to deliver measurable business outcomes such as improved collaboration, enhanced security, and reduced operational complexity.

2. Service Description

Infosys understands that it is a critical transformation initiative aimed at enabling a **Microsoft 365 Tenant-to-Tenant migration** with minimal business disruption, ensuring security, compliance, and operational readiness. Migration involves transitioning multiple workloads from the source tenant to the target tenant while maintaining data integrity and delivering enhanced collaboration experience for end users.

Our approach is designed to address the complexity of this migration by leveraging Infosys' proven methodologies, proprietary accelerators, and strategic partnership with Microsoft. We will ensure seamless execution through robust governance, automation, and change management practices.

Infosys recognises the following key goals for this program and has aligned its strategies to achieve them:

Program Goals	Infosys Alignment and Strategies
Seamless migration with minimal disruption	- Adopt a phased, wave-based migration approach with pilot phases. - Implement coexistence strategies for mail, Teams, and collaboration workloads. - Automate client-side configurations using PowerShell scripts.
Data integrity and security compliance	- Configure Azure AD Conditional Access, MFA, and DLP policies. - Implement retention labels and compliance policies. - Use industry-leading tools (BitTitan, ShareGate) integrated with Infosys Migration Factory for secure migration.
Enhanced collaboration and user experience	- Roll out modern collaboration tools (Teams, SharePoint Online, OneDrive) with governance. - Enable Power Platform for low-code automation. - Provide self-service capabilities and adoption bots for end-user enablement.
Operational readiness for BAU support	- Conduct knowledge transfer and shadow support for IT teams. - Define governance framework and operational processes. - Deliver runbooks, SOPs, and training for helpdesk and support teams.
Future-ready architecture and scalability	- Design a cloud-first architecture leveraging Microsoft best practices. - Enable evergreen services with automated updates. - Implement modern endpoint management using Intune and Windows Autopilot.

Scope

The scope of this program includes:

- **Planning and Execution of Tenant-to-Tenant Migration:**
 - Exchange Online mailboxes, archives, public folders
 - SharePoint Online sites, Teams, and OneDrive content
 - Power Platform components (Power Apps, Power Automate, Power BI)
 - Dynamics 365 environments
 - Mobile Device Management (Intune, MobileIron)
- **Hybrid Exchange and Coexistence Setup** for seamless cutover
- **Change Management and Communication:**
 - Stakeholder analysis, persona-based adoption campaigns
 - Training and enablement for end users and IT teams
- **Governance and Security Setup:**
 - Conditional Access, MFA, DLP, eDiscovery, ATP
- **Operational Readiness:**
 - Transition to BAU support with updated processes and tools
- **Tools and Accelerators:**
 - Infosys Migration Factory for scheduling and automation
 - Infosys Teams Migration Tool for Teams and SharePoint
 - LEAP automation suite for ticket analysis and resolution

Out of Scope:

- Active Directory remediation
- Network reconfiguration
- Application-level remediation beyond migration dependencies

3. Infosys Execution Approach

Infosys brings deep expertise in large-scale Microsoft 365 tenant-to-tenant migrations, combining proven transformation frameworks, automation-led delivery, and strong organisational change management (OCM). With extensive experience across complex enterprise carve-outs, mergers, and divestitures, Infosys ensures a secure, compliant, and business-aligned migration with minimal disruption.

Infosys' execution approach is built on:

- Proven Microsoft 365 migration methodologies
- Integrated change management and adoption
- Security-first and compliance-driven delivery
- Parallel migration waves to accelerate time-to-value

3.1 OCM Approach

Infosys leverages its **Microsoft Digital Adoption Framework (DAF)** to ensure adoption is embedded into every phase of the tenant-to-tenant migration. With a global network of experienced OCM practitioners, Infosys ensures business readiness, user enablement, and leadership alignment throughout the migration journey.

Key highlights:

- Human-Centered Design to understand personas impacted by tenant separation or consolidation
- Persona-based communication and training aligned to each migration wave
- Leadership enablement and changing champion networks
- Continuous adoption cycles post-migration to drive sustained usage of Microsoft 365 capabilities

Infosys ensures that users are not just migrated but are fully prepared to operate effectively in the new tenant environment.

3.2 Target State Architecture

Infosys designs a secure, scalable, and future-ready Microsoft 365 target tenant architecture aligned with Microsoft best practices and the client's business strategy.

Target state highlights include:

- Azure AD-centric identity with secure cross-tenant access and cutover strategy
- Exchange Online, SharePoint Online, OneDrive, and Teams fully isolated or consolidated as required
- Security baseline aligned with Zero Trust principles
- Optimised network routing for Microsoft 365 workloads
- Readiness for future cloud-native services and automation

Infosys ensures the target tenant is not just a replica of the source tenant, but an optimised digital workplace.

3.3 Foundation

Infosys establishes a strong foundation to ensure migration success, security, and operational stability.

3.3.1 Validation of Roadmap and Pre-requisites

Infosys validates the tenant-to-tenant migration roadmap by:

- Assessing source and target tenant readiness
- Validating identity, licensing, and domain strategies
- Recommending improvements based on Infosys' prior T2T engagements
- Aligning migration waves with business priorities

The outcome is a validated, risk-mitigated migration roadmap.

3.3.2 Network Readiness

Infosys conducts a comprehensive Microsoft 365 network readiness assessment to ensure optimal performance post-migration.

Key focus areas:

- Microsoft 365 traffic optimisation and local egress strategy
- Firewall and proxy readiness
- Bandwidth planning for migration and steady-state usage
- Validation using Microsoft and Infosys assessment tools

3.3.3 Security Setup

Infosys adopts a **security-by-design** approach for tenant-to-tenant migration.

Security setup includes:

- Azure AD Conditional Access and MFA
- Identity protection and privileged access management
- Microsoft Purview compliance configuration (DLP, retention, eDiscovery)
- Defender for Office 365, SharePoint, OneDrive, and Teams
- Secure coexistence during migration

Infosys ensures regulatory compliance and data protection throughout the transition.

3.3.4 Governance Framework and Policies Setup

Infosys establishes a robust Microsoft 365 governance framework for the target tenant.

Key governance areas:

- Identity and access governance
- Information protection, retention, and labeling
- Teams, SharePoint, and OneDrive governance
- Power Platform environment and DLP governance

Governance policies are aligned with business, security, and compliance requirements from day one.

3.3.5 Backup

Infosys recommends and designs a comprehensive backup strategy to address Microsoft 365 shared responsibility limitations.

Approach includes:

- Evaluation of native Microsoft retention vs third-party backup
- Backup design for Exchange, SharePoint, OneDrive, and Teams
- Rapid restore capability to support business continuity

3.3.6 Execution Plan

Infosys executes tenant-to-tenant migrations using a phased and wave-based approach:

- Pilot migrations
- Incremental workload migrations
- Validation and user acceptance
- Final cutover and decommissioning

This approach minimises downtime and business impact.

3.3.7 Execution Approach

Infosys follows an **automation-led execution model**, leveraging:

- Infosys migration accelerators
- Industry-leading third-party migration tools
- Parallel execution tracks for identity, email, collaboration, and endpoints

Each workload migration is aligned with OCM activities to ensure business readiness.

3.3.8 Deliverables

Infosys provides comprehensive deliverables, including:

- Migration assessment and readiness reports
- Target state architecture and design documents
- Migration runbooks and wave plans
- Security and governance configuration documentation
- Adoption and training materials
- Post-migration validation and sign-off reports

3.3.9 Dependencies

Key dependencies include:

- Timely access to source and target tenants
- Business and technical stakeholder availability
- Licensing and domain readiness
- Network and identity prerequisites

Infosys works closely with stakeholders to proactively manage dependencies.

3.3.10 Assumptions

Key assumptions:

- Required Microsoft 365 licenses are available
- Business approvals are provided as per the migration plan
- Third-party tools are approved where required
- Stakeholders support adoption and change activities

3.4 Operational Readiness

Infosys ensures the client's IT organisation is fully prepared to operate the new tenant post-migration.

Operational readiness includes:

- Updated operating model for Microsoft 365
- Knowledge transfer and runbooks
- Hypercare and post-migration support
- Transition to BAU operations

3.4.1 Operating Model Definition

Infosys defines a modern cloud operating model aligned with ITIL and Microsoft best practices, covering:

- Platform support
- Security operations
- Identity and access management
- Continuous improvement

3.4.2 Define and Setup Process

Infosys works with client teams to:

- Assess current support processes
- Identify gaps for cloud operations
- Define SLAs, KPIs, and escalation models
- Enable skills through structured training and KT

3.5 Transforming Workloads

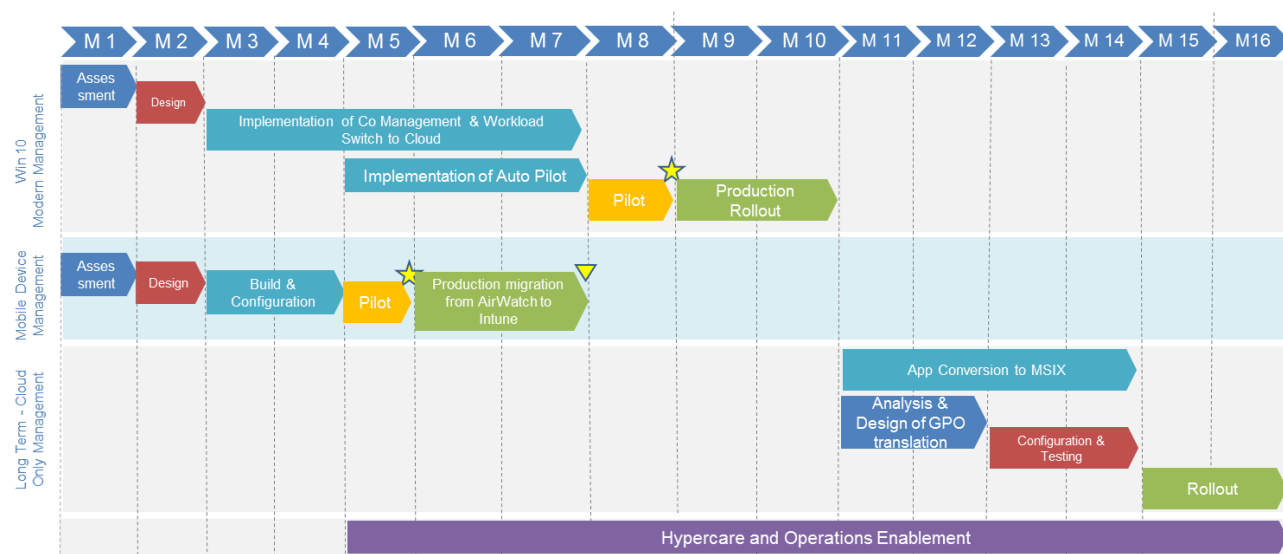
3.5.1 Windows 10 and Mobility

The Windows 10 and Mobility track addresses modernisation of end point device management consisting of corporate owned, domain joined Windows 10 devices and mobile devices including corporate owned and BYODs(personal). Aligning with Infosys's strategy of adopting M365 platform, an evergreen device management solution leveraging Microsoft Endpoint manager (Intune and SCCM) is designed.

The transformation from current state to the target proposes two stages with an interim target state and a long-term target state. The technology landscape during the interim and long-term targets are depicted in the table below:

Devices	Category	Current State	Interim Target	Long Term Target
Windows 10 Devices (Corporate owned)	Device Management	On Premises SCCM Windows Server Update Services (WSUS) for patch and update Mgmt.	• Microsoft Endpoint Manager Co-Managed (tenant attached) ○ Intune ○ SCCM with Cloud Management Gateway ○ Desktop Analytics ○ Windows Update for Business (WUfB) ○ AutoPilot	• Microsoft Endpoint Manager Cloud Only managed ○ Intune only ○ Windows Update for Business (WUfB) ○ Delivery Optimisation ○ Desktop Analytics ○ AutoPilot

	Application Delivery and Patch Distribution	On Premises SCCM Distribution points for SW and Patch distribution on LAN	• Microsoft Endpoint Manager ○ Intune ○ SCCM ○ Apps in MSI or Intune win format	• Cloud Only - Intune • Apps in MSIX or Intune win format • Enterprise App Store
	Device Security	Authentication - AD	• Authentication - Hybrid AD ○ AD ○ Azure AD • Windows Defender ATP	• Azure MFA • Azure AD conditional Access • Windows Defender ATP
Corporate Owned and BYOD Tablets and Mobile Devices (iOS, Android, Windows)	Device Management	AirWatch	• Intune ○ MDM – Device management Policies (device restriction policies only for corporate owned devices) ○ MAM – App Management Policies ○ Azure AD conditional access	• Intune ○ MDM – Device management Policies (device restriction policies only for corporate owned devices) ○ MAM – App Management Policies ○ Azure AD conditional access
	Application Delivery	AirWatch VMWare Horizon VDI	• Native iOS and Android store apps • Enterprise App Store • Intune Packages	• Native iOS and Android store apps • MSIX app packages • Enterprise App Store
	Device Security	Authentication – AD	• Authentication - Hybrid AD ○ AD ○ Azure AD	• Authentication - Hybrid AD ○ AD ○ Azure AD • Azure AD conditional Access • Native Encryption



3.5.1.1 End User Change Impact – Intervention Methods

Infosys applies its structured change management framework to minimise disruption and ensure smooth adoption during the endpoint modernisation journey.

Transformation Step	End User Impact	Change Intervention by Infosys
MDM – Migration to Microsoft Intune	• Mobile devices to be unenrolled from the existing MDM solution and enrolled into Intune • Change in new device enrollment process • Change in authentication methods • Minor changes to mobile applications	• Leadership engagement and activation of change network • Business readiness planning and migration scheduling through change champions • Adoption campaign (awareness announcements, T-minus emails, tip sheets) • Detailed end-user guides • User feedback collection
Implement Cloud Management Gateway	• Remote users receive monthly patches and feature updates without VPN connectivity	• Persona-based notifications
Enable Intune Tenant Attach and Co-Management	• No direct end-user impact	• Documentation published in training portal
Switch Software Distribution to Intune	• Application installation delivered through Intune	• Awareness emails outlining new process • User guides for software requests/installations • Tip sheets
Implement Windows Update for Business	• Patch and feature updates downloaded directly from Microsoft	• Notifications as required
Autopilot for Device Provisioning	• New process for new device provisioning and device replacement	• Persona-based communications • Tip sheets and FAQs
Switch to Cloud-Only Management	• No direct end-user impact	• Notifications as required

3.5.1.2 Operations Enablement

Infosys recognises that enabling IT operations teams to effectively manage and support the modern Microsoft 365 platform is critical to the success of the program.

Throughout the transformation lifecycle, Infosys will ensure continuous enablement through:

- Creation of an IT enablement plan
- Sharing of detailed design and configuration documentation
- Knowledge transfer and enablement sessions for nominated IT personnel
- Reverse knowledge transfer to validate readiness
- Inputs to update operational process documentation
- Shadow support during the hypercare phase
- IT Enablement Approach

Transformation Step	Operational Impact	Infosys Enablement Activities
MDM Migration to Intune	• Change in MDM platform Updated <i>operational</i> processes	• Design and configuration documentation • Knowledge transfer sessions • Common operations documentation
Cloud Management Gateway	• Additional infrastructure component	• Design and configuration documentation • Knowledge transfer sessions • Process update inputs
Enable Intune Tenant Attach and Co-Management	• Introduction of new management capabilities	• Design and configuration documentation • Knowledge transfer sessions
Software Distribution via Intune	• Change in application deployment processes	• Updated design documentation • Knowledge transfer sessions • Process update inputs
Windows Update for Business	• New patching and update mechanism	• Updated design documentation • Knowledge transfer sessions • Operational runbooks
Autopilot Device Provisioning	• Changes to device onboarding and replacement processes	• Design and configuration documentation • Knowledge transfer sessions
Cloud-Only Management	• Updated configurations and operational model	• Updated design documentation • Knowledge transfer sessions

3.5.1.3 Deliverables

Sl. No.	Phase	Deliverable
1	Analysis and Design	Intune Mobile Device Management design document
2	Analysis and Design	Windows 10 modern management design document
3	Build and Configure	UAT-approved application packages for Intune with documentation
4	Build and Configure	Intune MDM configuration document
5	Build and Configure	Cloud-based Windows 10 management configuration document
6	Rollout	MDM migration summary report
7	Rollout	Windows Autopilot process document
8	Rollout	Hypercare issue tracker summary
9	Long-Term Target	Application modernisation (MSI to MSIX) report
10	Long-Term Target	Design document for GPO to Intune and Azure AD policy conversion

3.5.1.4 Dependencies

For timely and successful execution of Windows 10 modern management and Mobile Device Management, Infosys expects the following dependencies to be addressed during project initiation and planning:

- Availability of detailed functional and technical requirements during analysis workshops
- Access to existing endpoint management platforms for assessment
- Participation in design workshops and timely review and sign-off of documents
- Availability of representative test devices (Windows, iOS, Android, rugged devices)
- Provision of required administrative privileges
- Support for infrastructure-related configurations (Active Directory, network, firewall, certificates)
- Availability of Azure tenant and subscriptions
- Availability of application packaging tools and environments
- Access to test environments for validation
- Identification of pilot and early adopter users
- Availability of certificates required for device management and MSIX signing

- Procurement of required licenses and subscriptions

3.5.1.5 Assumptions

- Implementation is limited to Microsoft-supported, generally available features
- Evolving capabilities (e.g., Autopilot) will be implemented based on GA features
- Desk-side or on-site user support is not included
- Application compatibility with Windows 10 is assumed
- Mobile applications are available in supported package formats and compatible with target platforms
- Legacy operating systems (Windows 7/8/8.1) are out of scope
- Endpoint protection enhancements beyond baseline configuration are excluded from scope

Got it! Here's a revised version of your **Email Migration** section with all references to NWN removed, written in a client-agnostic manner suitable for Infosys documentation:

3.5.2 Email Migration

As part of a **Cloud Adoption strategy**, the organisation intends to migrate mailboxes to **Exchange Online**, benefiting from:

- 100 GB primary mailbox size
- Unlimited archive mailbox size
- Improved availability and resilience of the email service

Infosys will set up an **Exchange 2016 Hybrid Messaging Environment** to enable migration of on-premises mailboxes to Exchange Online. The hybrid setup will include the following configurations:

1. Update the **email address policy** to include onmicrosoft.com as the secondary address for all users
2. Point **MX records** to the email gateway for inbound mail; configure decentralised mail flow so Office 365 outbound mail is sent via Exchange Online Protection (EOP)
3. Configure **Exchange Federation** and establish an organisational relationship between on-premises Exchange and O365 to support coexistence features
4. Configure **calendar sharing** on a per-user basis
5. Create **inbound and outbound mail routing connectors** between Exchange 2016 servers and O365
6. Set up **migration endpoints** to enable mailbox migration from on-premises to Exchange Online

The following diagram depicts the **Exchange 2016 Hybrid Architecture** in the target state.

3.5.2.1 Execution Plan

The high-level execution plan for mailbox migration is structured in three phases:

3.5.2.2 Execution Approach

Phase	Activities
Assessment and Design	• Understand Exchange setup requirements and existing Active Directory/Exchange infrastructure • Define high-level Exchange configurations • Conduct hybrid setup assessment and prerequisite checks • Define mailbox, archive, and PST migration approach
Build and Configuration	• Configure Office 365 tenant and Exchange Online settings • Register accepted domains and enable SPF, DKIM, and DMARC • Set up hybrid configuration between on-premises Exchange and Office 365 • Configure Azure group-based licensing for Office 365 license assignment • Decommission legacy Exchange servers • Configure and validate new mail routing flow • Assess PST files using TransVault Insight 3.0 across end-user workstations and file servers • Validate and test setup • Conduct pilot migration • Primary and archive mailbox migration (95% sync) • Complete mailbox migration cutover • Migrate shared, room, and public folder mailboxes, as well as distribution lists • Prepare runbooks and support documentation • Conduct knowledge transfer sessions with IT team
Handover and Support	• Provide post-migration support and documentation • Conduct reverse KT sessions to ensure knowledge retention • Ensure operations readiness

• **PST Assessment Approach**

- Deploy **TransVault Insight PST Discovery Infrastructure** at each site where central file servers and user workstations reside
- Discover PST archives on end-user machines and file servers
- Analyse collected data to prepare an assessment report (age, size, owner, sender, message class, attachments)
- Detect duplicate PSTs to avoid multiple copies and reduce migration time
- Enable **policy-based migration** to primary Office 365 mailboxes or In-Place Archives
- Ensure **zero downtime** for end-users during PST import
- Migrate PSTs to O365 archive mailboxes or eDiscovery mailboxes using the deployed tool

TransVault Dependencies and Assumptions:

- End-user machines must be connected to the corporate network
- Necessary permissions to access PST files on workstations and file shares

- Minimum compliance administrator and Exchange admin access required in O365 for TransVault accounts
- Pre-upload analysis decisions (de-duplication, age limits, exclusion rules) must be finalised
- TransVault tool procurement will be handled by Infosys; costs are included in the overall project

3.5.2.3 Change Management

Infosys will follow a structured **change management methodology**:

- Validate personas against workload waves and inform leadership for project support
- Onboard change champions to communicate project vision, migration timing, and required communications
- Launch an adoption campaign including awareness emails, tip sheets, and training portal access
- Provide persona-based notifications, T-minus emails, go-live alerts, and hyper-care support
- Use pulse surveys to monitor end-user adoption and satisfaction

End-User Change Impact and Interventions:

Transform Step	End-user Impact	Change Intervention
Domain verification	No impact	IT collaboration to add TXT records for domain verification
Exchange 2016 Hybrid Configuration	No impact	IT collaboration for federation trust, DNS verification, connector creation, and email address policy changes
Mailbox migration	Users need to restart Outlook	T-minus emails with instructions, FAQs on training portal for troubleshooting
Application relay	Applications need to point to new MX address	Communicate with application owners for configuration changes
Coexistence issues	Free/busy info may not display	Admin guide updates, troubleshooting tools like "Test Connectivity Analyser", IIS restart
MX record cutover	Possible email delays	Pre-migration communication to end-users about potential delays up to 48 hours

3.5.2.4 Operations Enablement

Infosys will follow a **four-step approach** for service introduction and operations enablement:

1. **End-User:** Quick reference guides, FAQs, and knowledge articles will be provided for self-service support
2. **BAU Team:** Share design, build, and operate documentation; train L2/L3 support personnel; define RBAC roles
3. **Operations Helpdesk:** Enable L1 helpdesk with quick help documents, training, process documentation, and hyper-care support
4. **Security:** Review design and build documents with the security team; ensure patches and minimal ports are applied; complete security checklist and cloud adoption framework compliance

After full enablement, access for the Infosys migration team will be revoked, and BAU owners will provide sign-off for operational readiness.

3.5.2.5 Deliverables

Phase	Deliverable
Assessment and Design	Assessment report, Hybrid setup design, Migration approach
Build and Configuration	Exchange configuration documents, Pilot migration report
Rollout	Migration schedule, Migration status summary, Migration issue tracker

Exchange Migration Standard Templates:

S.no	Deliverable	Description	Template
1	Migration template	Assessment report containing migration schedule and batch details	—
2	Status report	Project updates, stage plan, risks/issues/dependencies, weekly action items	—
3	Migration status summary	Weekly migration status summary	—
4	Migration issues	Issues, temporary fixes, actions	—
5	Best practices	Technical and project execution risks	—

3.5.2.6 Dependencies and Assumptions

Assumptions:

- Forest Functional Level 2010 R2 or later; all Exchange servers up-to-date with latest SP and cumulative updates
- Any ongoing Exchange or AD replication issues resolved before migration
- Pilot users are from the same Exchange organisation
- Pilot user machines run Windows 10 with latest Office clients
- Legacy Exchange server decommissioning handled as part of the migration scope

Dependencies:

- Procurement of additional hardware, software, and licenses for coexistence setup
- Network connectivity, load balancer configuration, and firewall rules to enable hybrid setup
- Availability of inventory information and existing Exchange Environment documentation
- Remediation of Exchange-dependent applications by application owners, coordinated with testing teams
- Identification of pilot users for mailbox and Intune migration (two rounds)
- Pilot user list provided ahead of cutover for migration scheduling

3.6 Assets and tools

Infosys brings in Infosys IWS (Infosys Workplace Suite) for enhancing the end user experience through persona-based services, self-service and to improve AI-led automation. Infosys Workplace Suite (IWS) is an integrated framework that provides Gen AI led solutions to aid Workplace management easy by providing more seamless experience, more accessibility, and more security thus increasing productivity. Following image shows the details of the IWS offerings

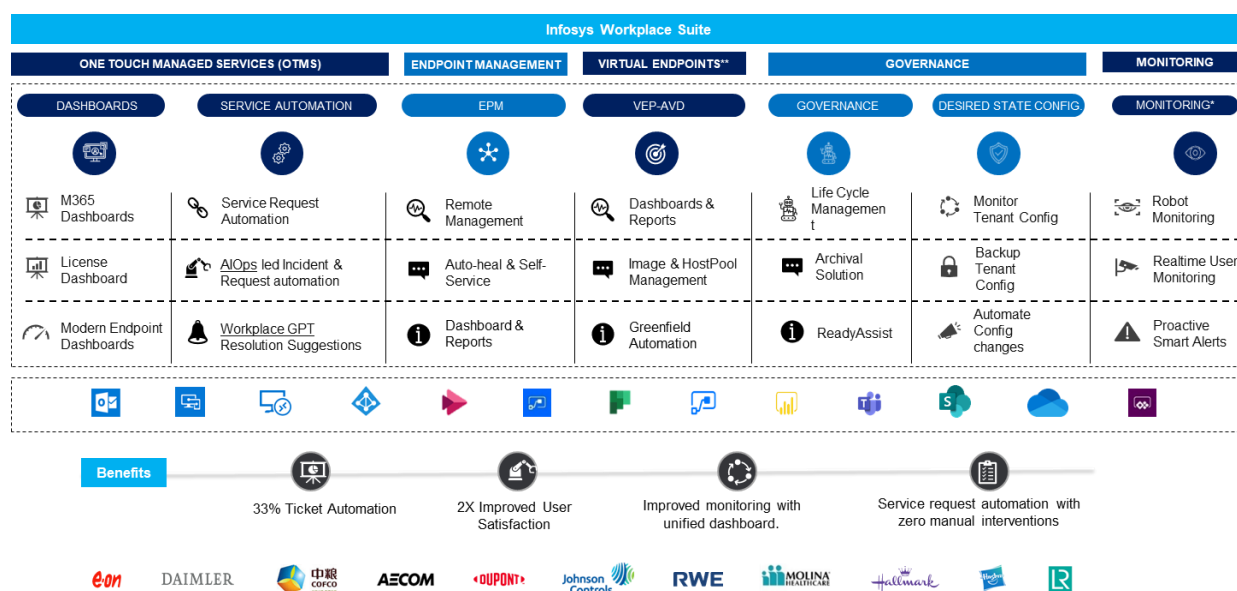


Figure 1 Infossys Workplace Suite

M365 Dashboards:

Provides Consolidated dashboards for a quick glance of all M365 services. IWS provides a robust framework that enables organisations to generate reports tailored to their specific needs. IWS comes with a library of over 50 pre-built dashboards and reports.



Figure 2 IWS Dashboards and Reports

License Dashboard: Unlock Cost Savings and Maximise ROI in M365 with AI-led License Optimisation Solutions

One of the unique features of the IWS dashboard is the IWS License dashboard. License dashboard provides an Improved License tracking and optimisation solution to enable Client for maximised ROI from investments while ensuring compliance and efficiency in projects. The frameworks and platforms bring insights into M365 license usage and recommend license based on business rules.

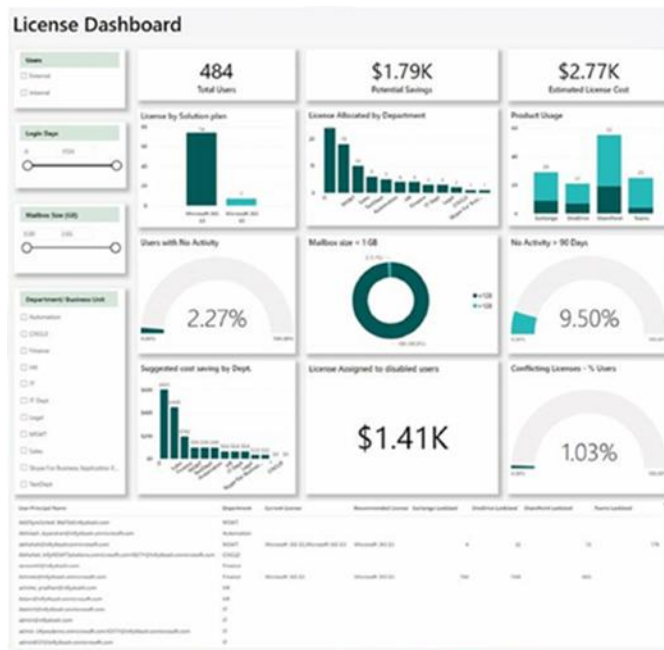


Figure 3 IWS License Dashboard

- **Insights** - In depth insights about Potential Cost Savings, Estimated License Loss report, License Allocated Report
- **Usage** - License usage per plan, department or business unit, region, country and state. Usage Analytics based on thin/thick client and product-wise usage, Mailbox size, User login days, internal/external users
- **Cost Savings Recommendations** - Cost saving report per department or business unit, license recommendation for each user, Underutilised licenses report, Disabled Users Licenses Cost, Conflicting License report, Subscription report
- **Rules Engine** - Recommended License based on Azure OpenAI and business rules

AI Led Automation:

- Reduce effort in repetitive requests by Service request automation framework. Integrates and adapts with Client's ticketing system and automation scripts to create an end-to-end self-service automation flow. We have observed around 30% ticket automation through IWS where we have implemented for our similar Customer environments.
- Enhance IT Operations with Golden experience by AI. It comes with over 100 common Microsoft 365 Automation scenarios developed using the framework. Following is a list of top Microsoft 365 Automation scenarios.

Comm.	Mailbox	Create Shared Mailbox	Update User Mailbox	Add Alternate Email	Enable Mailbox Auditing	Mailbox Access Management	Mobile Active Sync Update
	DL	Create DL	DL Management	Create/ manage Conference Rooms	Create/ manage Mail enabled Groups		
Collaboration	SharePoint	Create Site Collection	Create Sub Site	Site External Sharing	Site Storage Quota	Create SP Group	Archive/ Restore Site
	Teams	Create Teams	Archive Teams	Add/ Remove Teams Members	Delete Teams	Restore Teams	
	OneDrive & Yammer	OneDrive Owner Update	OneDrive Quota Limit	Yammer Group Creation	Yammer Group Delete	Enable/Disable User MFA	
EUC	VDI	Add User to App Group	Remove User From App Group	Modify VM	Add User to VDI Group	Remove User from VDI Group	
General	License & Permissions	Assign License To User	Remove User license	Enable/Disable User MFA	Manage Custom Permissions		

Figure 4 M365 Automation Scenarios

AI Led Operations:

It is an integrated framework that provides Generative AI-led solutions to elevate end user work experience and bring faster revolution in IT operations. The following figure represents IWS AIOps

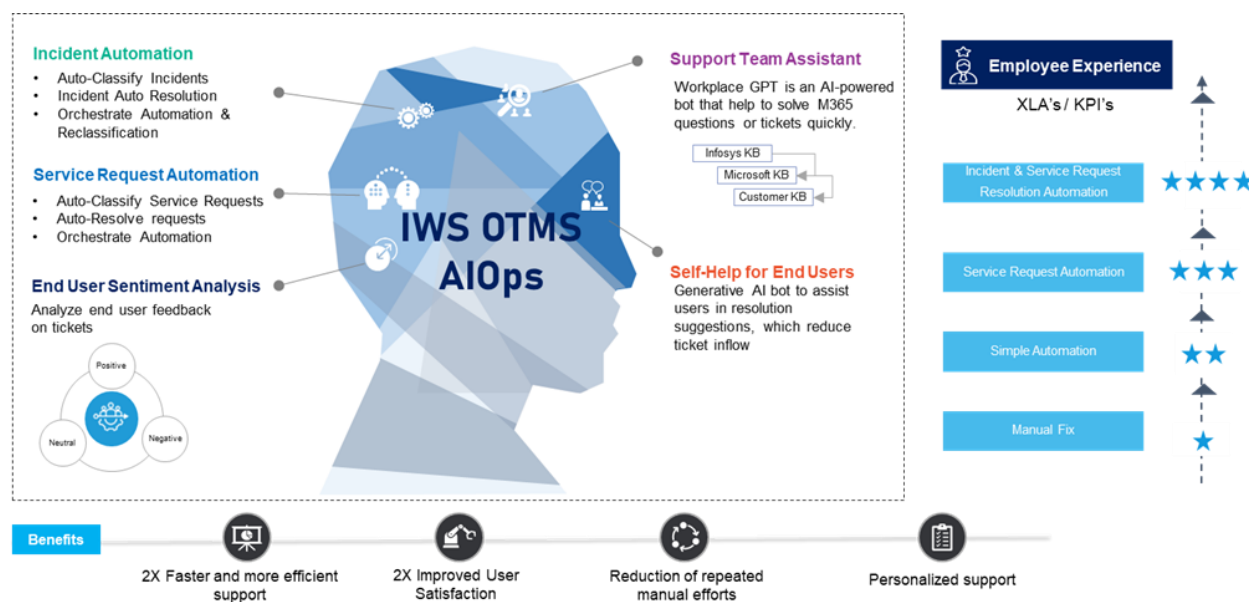


Figure 5 IWS OTMS AIOps

Desired State Configuration (DSC):

Microsoft frequently updates M365 workloads and services which end users interact with every day. This leaves IT departments with several challenges and overheads in Tenant change management. Therefore, Infosys proposes IWS' Desired State Configuration - A framework that provides the most comprehensive change management solution to make Microsoft 365 tenant configuration simple and stable. An Automated tenant monitoring and automated drift resolution process.

The objective of this tool is to implement configuration as code for M365 admin configurations and to continuously monitor and protect M365 tenants and the various workload configurations. With reusable components, accelerators and lessons learnt based on our experience in Client's M365

tenant management requirements, Infosys is proven to be the best partner in M365 tenant configuration change management.

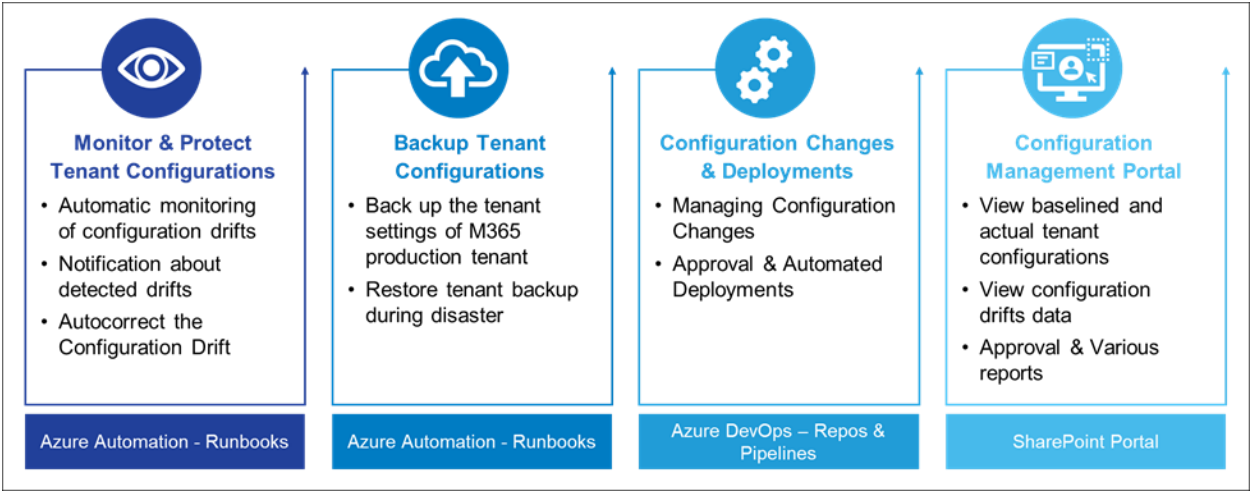


Figure 6 IWS' Desired State Configuration

Infosys Workplace Suite is also in line with the **Client’s objectives of Cost Saving, Efficient Operations, Increased Productivity, and enhanced user experience for its workforce.**

Resulting **ticket automation, 2X Improved user satisfaction and service request automation with zero manual interventions.**

4. Credentials

Infosys Digital Workplace Services Credentials



Figure 7 Infosys Digital Workplace Services Credentials

We bring the “Platform of Possibilities” to industry specific transformation initiatives, leveraging the “Microsoft Stack” as a Platform to drive infinite innovation possibilities.

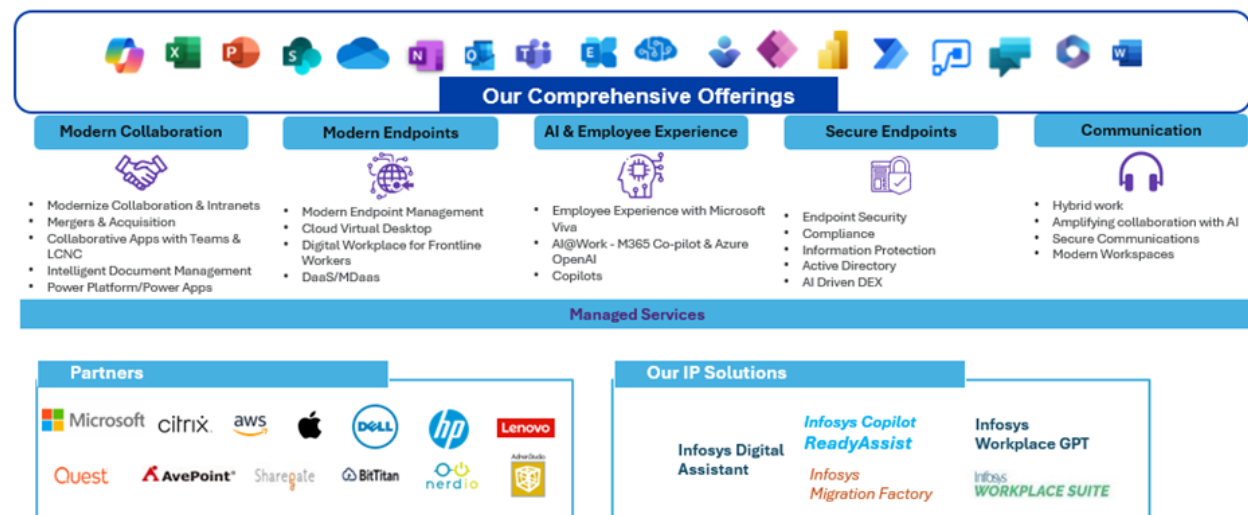


Figure 8 Workplace Offerings

Our Strategic partnership with Microsoft forms a cornerstone of our service delivery model. We collaborate with leading technology providers to integrate advanced solutions into our offerings. These partnerships enhance our ability to innovate and deliver comprehensive services that meet the dynamic needs of modern enterprises.

Microsoft and Infosys Celebrate Decades of Partnership



Figure 9 Infosys Partnership with Microsoft

For more information, contact askus@infosys.com



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