

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

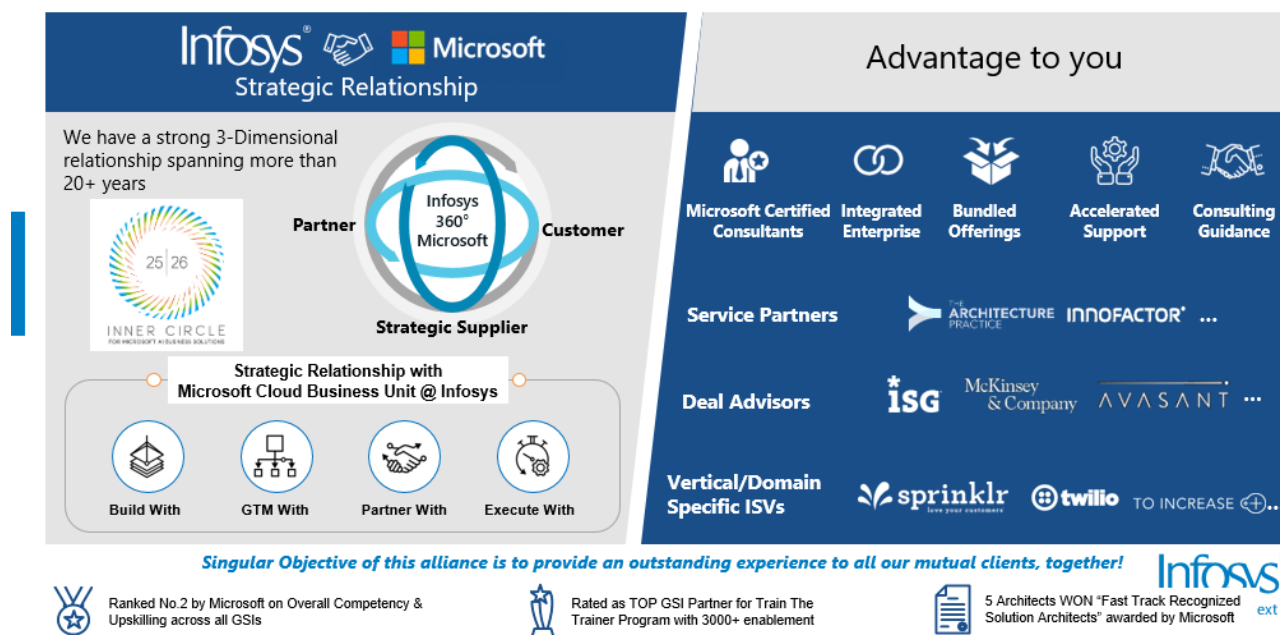


Figure 2: Infossys – Microsoft Relationship

We help businesses drive “**Total Human Experience**” with [C.E.O.]^x while creating relevant and impactful digital solutions for your business.

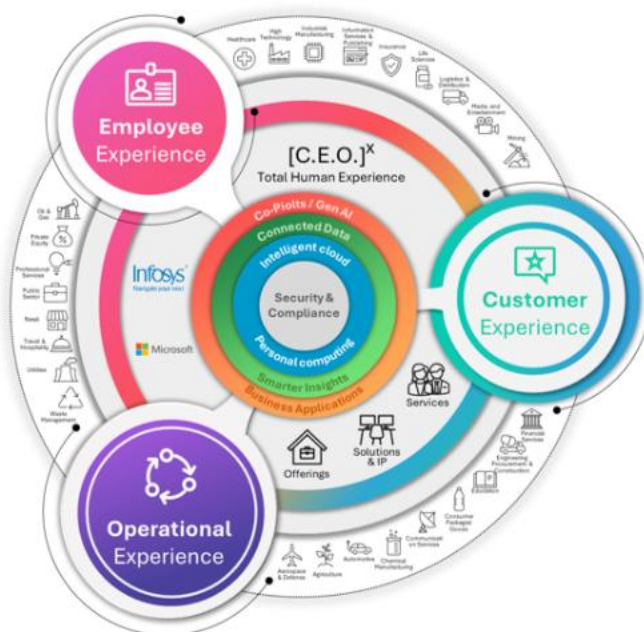


Figure 3: Total Human Experience” with [C.E.O.]

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

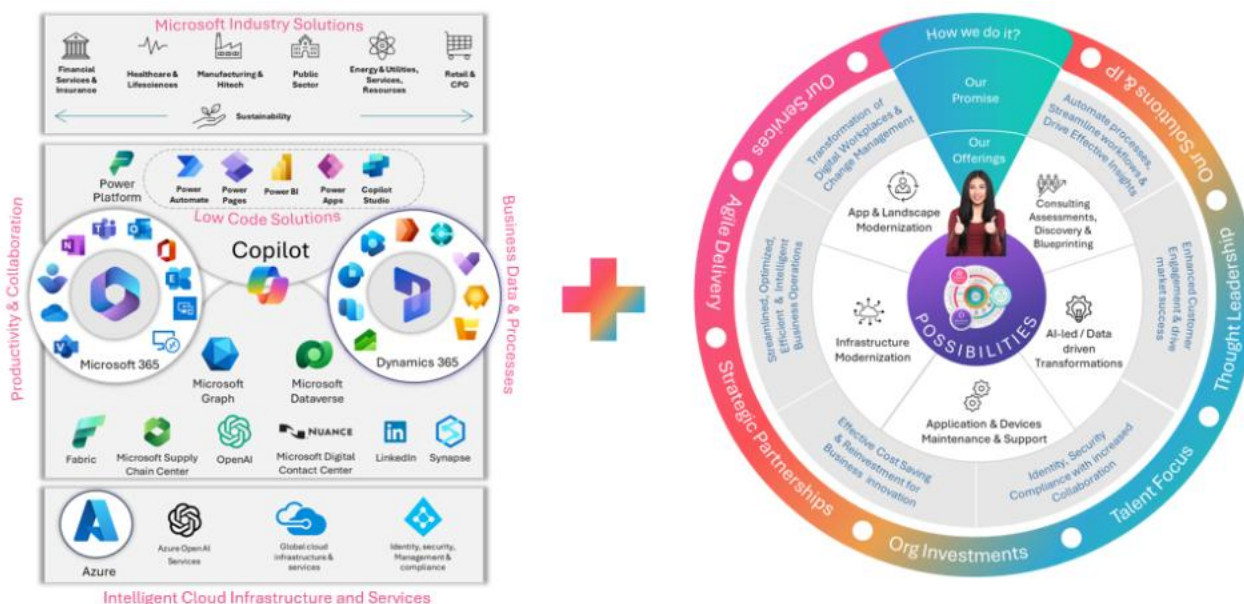


Figure 4: Platform of Possibilities

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.

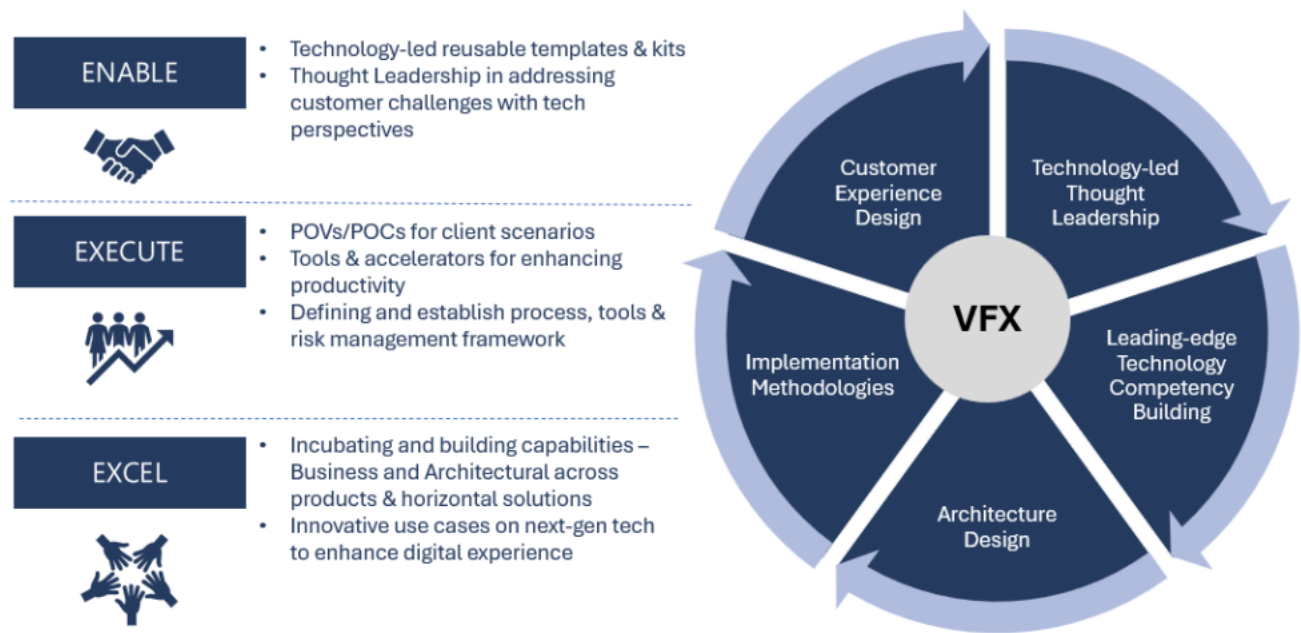


Figure 6: Value for Excellence

2. Service Description

2.1 Licenses and Permits Management

Service Description

Infosys License and Permit Management is an end-to-end reference solution, tailored to automate the licenses and permits function with accelerated approval enabling Councils to meet their operational objectives around improved efficiency and service delivery across B2B and B2C. The solution offers a digital-first approach for license requests, reviews, inspection management and approvals.

Built on Microsoft Dynamics 365 and Power Platform, the solution focusses on accelerating license and permit life cycle with a streamlined application process for citizens to apply and renew licenses and permits digitally. The solution offers seamless inspection management and tracking that enhances team productivity with timely notifications for next steps. With its digital-first tools and accelerators for smarter inspections, Infosys helps Councils transform their licensing and permitting applications management process.

Features

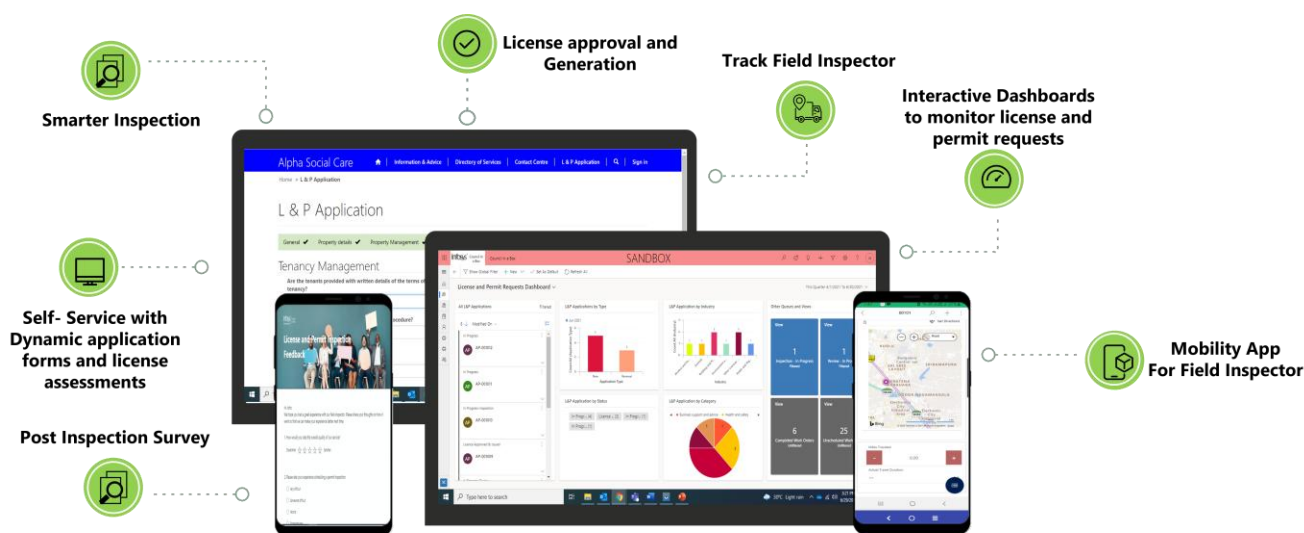


Figure 7: Features

Benefits

Key benefits of Infosys License and Permit Management Solution:

1. Improved licensing and permitting application experience.
2. Smarter inspection process.
3. Increase productivity with automated notifications for upcoming tasks and next steps.
4. Track and monitor license and permit requests from intake to approval on a single platform.
5. Remove bottlenecks with automated approvals and workflows.
6. Streamlining support to citizens, reducing manual processes.
7. Better communication and collaboration with digital-first tools.
8. Enhanced compliance to ensure all regulations and requirements are met.

9. End to end journey with flexibility to integrate.
10. Easy to use and intuitive solution, modular and scalable to suit all sizes.

Challenges and Solutions

- 1. Lack of a digitalised license and permit system.**
Digital approach to move the licensing and permitting process to an online platform with self-service portal with dynamic license assessment and application forms.
- 2. Complex license and permit applications.**
Remove bottlenecks with automated approvals and instant notifications, custom business process flow for each application type.
- 3. Inconsistent user experience.**
Simple and intuitive interfaces with digital channels, mobile app-based usage, clear instructions for user adoption.
- 4. High volume of license and permit applications.**
Streamlined application processes with automated platform with interactive dashboards to track and monitor license and permit requests in a single UI with data updated in real time.
- 5. Scheduling delays for inspections.**
Easy inspection scheduling with schedule board, regulatory codes checking, record observations, capture notes, take images, signature and create violation records, all from a mobile device.
- 6. Data silos and inefficient workflows.**
Improved data collection with streamlined workflows across all stages of license approval generation with seamless integration.

3. Assets and Tools

Based on our experience in the UK Council sector, we have created certain assets and tools, which can provide guidance, resources and best practices to the councils. This helps them overcome their key challenges and achieve successful outcomes.

Below are the key assets Infosys provides:

- **Assessment Tool**- our robust assessment tool helps councils evaluate their:
 - digital maturity
 - architectural maturity and
 - identify areas for improvement.
- **Playbooks**- our comprehensive guides and playbooks help councils in:
 - addressing common digital challenges and
 - achieving outcomes.
- **Training Resources**- multiple repositories are available for councils to help staff develop digital skills and knowledge via:
 - Online courses
 - Templates for workshops and webinars.

In order to get the requisite values and returns from these assets and tools, Councils also need to look into certain areas, such as managing multiple stakeholders, e.g. their leadership, end-users, officers, vendors, residents, etc.

Key benefits that can be achieved are:

- Enhanced service-oriented solutions with personalisation and responsiveness from residents' perspective.
- Streamlined processes, errors reduction and resource allocation improvement.
- Personalised insights and related support for evidence-based decision-making.
- More collaborative engagement with the residents.

4. Credentials

#	Client	Engagement Brief	Key Outcomes
1	Largest workforce solution provider in the UK	- Infosys implemented Dynamics 365 and Custom Portal bringing benefits of optimised performance by fully automating worker registration and compliance management solution. - 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 Centres. - 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	UK-based Local Authority	- Implemented end-to-end D365 Case Management system. - Data transformation from legacy systems - Infosys helped build a new database that will serve as "single point of truth" - Developed Power Automate flows and replacing legacy systems with MS stack solutions - Providing consultancy for council's IT governance and establishing DevOps process.	- Provide ease of service to consumers - Reducing licensing cost - Automations will result in time and cost savings - User experience improvement

#	Client	Engagement Brief	Key Outcomes
		Over 3 integrations with third party systems	
3	UK Council	- Implemented D365 Case Management - Integrations between Legacy Systems with D365 CRM via Staging Database - High impact and proactive communication with customer team to ensure any dependency on them is quickly resolved.	15% reduction in call-handling time 24*7 system availability enabled faster transactions thereby resulting customer satisfaction 50% reduction in calls and letters through 'self-service enablement'. - Manual effort reduced up to 50%

Table 1: Credentials

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