G Cloud 15- Framework Service Definition

Crown Commercial Service

January 30, 2026

Response to Request for Proposal

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1. Service Overview

Modern buildings are equipped with advanced systems designed to enhance safety, comfort, and productivity. These systems generate vast amounts of data that require transformation for effective monitoring and analysis. Infosys' Digital Twin and Integrated Command Centre solution addresses this challenge by creating a connected digital representation of buildings and their critical assets. By integrating live and historical data from multiple sources into 2D or 3D models hosted on cloud platforms, we enable real-time visibility and actionable insights.

Our Integrated Command Centre provides a single-window platform for managing entire campuses or buildings. It consolidates data from diverse systems into one unified interface, delivering a single source of truth. Key capabilities include real-time monitoring, predictive analytics, incident management, and remote operations powered by AI and ML. This enables proactive decision-making, improved asset performance, and enhanced operational efficiency.

Infosys brings deep expertise in IoT systems, data standards, cloud technologies, and agile execution to deliver robust solutions. Our platform encompasses edge intelligence, seamless integration with enterprise systems, advanced visualisation (including AR/VR), and strong security measures such as role-based access and encryption.

Client Outcomes:

- Significant energy savings and reduced operational costs.
- Improved air quality and occupant well-being.
- Predictive maintenance to prevent failures.
- Optimised space utilisation and scheduling.
- Faster incident response and enhanced resilience.
- Real-time monitoring of critical parameters like temperature and flow rates.

By leveraging digital twins and integrated command centres, organisations can achieve asset digitisation, lifecycle management, and performance benchmarking—driving innovation and sustainability in the built environment.

2. Digital Twin and Command Centre Solutions for Smart Buildings

Modern buildings contain a growing array of complex equipment, which is intended for the safety, comfort and productivity of the occupants. This equipment generates a large amount of data sets which requires a series of transformations for effective analysis and monitoring.

The building digital twin model allows for a connected digital representation of the building and its critical assets, by bringing in data from multiple sources (both live and historical data) and by representing these data sets in 2D or 3D format which can be hosted in any cloud platform.

The integrated command control centres are designed for single window operation of the entire campus/building. Multiple sources are integrated to a single platform for effective operation and control, exceptions handling and disaster management.

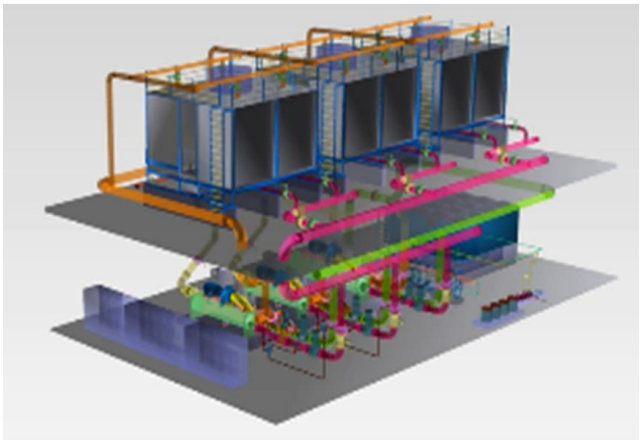

Figure 1 Schematic View of Digital Twin and Command Platform

Primary use cases of digital twin and integrated command control centre:

- Display physical asset and building data in a structured and graphical manner, such as temperature distribution, air quality across floors and asset performance model in digital mode.
- Simulating data to predict how systems or processes will perform.
- Collate data from different sources into one single pane of glass for a single source of truth of all building systems.
- Remote monitoring, improve performance throughout the asset life cycle through predictive and prospective analysis using AI and ML.
- Perform critical incident management and alert handling with minimal impact on business.
- Realtime data from various assets to support facility team in business decision making, drive innovation and improve performance in the built environment.

2.1 Digital Twin and Command Centre – Our Strength

Infosys value proposition relies on its expertise in delivering digital transformation solutions combined with state-of-the-art UX design, data management and handling, seamless integration, model development and visualisation. Our command centre platform design capabilities rely on our deep understanding of building IoT systems, applicable data standards, cloud technology stack and an agile based programme execution approach.

- **Edge-** Data acquisition, data streaming, data blending, data contextualisation, data transformation (protocol translation), real-time processing, data filtering, data push, data encryption, device security, edge intelligence, data aggregation, command and control
- **Integration-** Integration with enterprise and engineering systems, integration between digital twins, integration with collaboration platforms
- **UX-** Basic visualisation, advanced visualisation, real-time monitoring, operations and maintenance view, augmented reality (AR), virtual reality (VR), dashboards, decision support
- **Platform-** Data ingestion, batch processing, data blending, data contextualisation, data transformation (protocol translation), device management, alerts and notifications, data analytics, prediction, data aggregation, command and control, machine learning (ML), artificial intelligence (AI), federated learning, simulation
- **Security-** Role-based access, data confidentiality (encryption and decryption), threat detection, secret store, monitoring and alerting, logging, data governance

2.2 Salient Outcomes that Clients can Achieve

Our solution on digital twin and command centre can deliver asset digitisation, operational efficiency, life cycle management and performance benchmarking of various systems and use cases, as described below:

- Significant reduction in energy consumption of chillers
- Air quality monitoring and control along with health and well-being promotions
- Prediction of failures of key components.
- Enable better space utilisation
- Insights to building and its asset performance
- Respond to incidents faster and more effectively
- Schedule operations during unmanned hours through automation
- Lower operational and energy cost
- Multiple vital parameters monitored in real-time, such as chilled water supply and condenser water temperature, flow rate, etc.
- Complex analytics, modelling, optimisation and visualisation
- Data orchestration reports, alerts and events

3. Benefits

The benefits of the solution are summarised below:

- Enable real time performance monitoring, issue identification and resolution
- Create several identical twins at scale having similar features and functions with low effort
- Developed a scalable reference architecture to add new use cases across the value chain
- Developed reusable artefacts around capability definition, maturity assessment, use case identification, data governance, product roadmap, estimation model, digital twin organisational structure, etc.
- Infuse technologies, such as VR for better visualisation of data and immersive, engaging user experience
- Include advancements in predictive analytics to train systems to better forecast future performance and maintenance schedule

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