

G Cloud 15 – Framework Service Definition

Crown Commercial Service

January 30, 2026

Contact Information

For further information and discussions, please contact	
Name	Peter Gill
Designation	AVP and Head of UK Public Sector Sales
Address	Infosys Limited
Phone	+44 7391393866
Email	peter.gill@infosys.com

Confidential Information

This proposal is confidential to Infosys Limited ("Infosys") and Crown Commercial Services ("CCS"). This document contains information and data that Infosys considers confidential and proprietary ("Confidential Information").

Confidential Information includes, but is not limited to, the following:

- Corporate, employee and infrastructure information about Infosys
- Infosys' project management and quality processes
- Customer and project experiences provided to illustrate Infosys capability

Any disclosure of Confidential Information to or use of it by a third party (i.e., a party other than CCS), will be damaging to Infosys. Ownership of all Confidential Information, no matter in what media it resides, remains with Infosys.

Confidential Information in this document shall not be disclosed outside the buyer's proposal evaluators and shall not be duplicated, used, or disclosed – in whole or in part – for any purpose other than to evaluate this proposal without specific written permission of an authorised representative of Infosys.

Table of Contents

- 1. Infosys Enterprise Content Management Overview 5
- 2. Infosys Digital Marketing ECM Practices 9
 - 2.1 Newgen Practice9
 - 2.2 Infosys Kofax Practice Overview..... 10
 - 2.3 OpenText Practice 11
 - 2.4 IBM FileNet Practice 13
- 3. Case Studies 16
 - 3.1 Case Study 1: Avnet 16
 - 3.2 Case study 2: ABN.AMRO 17
 - 3.3 Case Study 3: Westpac 18

Index of Figures

Figure 1: ECM Offerings 5

Figure 2: Infosys-Newgen Collaboration 10

Figure 3: Our Newgen practice clients across the globe..... 10

Figure 4: Infosys Kofax RPA Capabilities 11

1. Infosys Enterprise Content Management Overview

Infosys Enterprise Content Management (ECM) is a key part of Infosys' digital transformation practice. It focuses on cross-disciplinary practices around Content, Information, Automation and Artificial Intelligence. The aim is to address complex business problems for customers, helping them leverage their information assets as a competitive advantage. The practice's key drivers and trends include Intelligent Content Services, omnichannel consumption and interaction with a focus on personalisation, cloud acceleration and adoption, and vertical industry-based content solutions. The ECM practice has over 1,200 professionals with skills and experience on multiple products and technologies in the Content Services landscape. Infosys ECM is offered as a Software-as-a-Service (SaaS) model, providing solutions for high volume content management, records management, metadata and taxonomy management, workflows, and other core ECM requirements. It is designed to handle large volume data, allowing customers to move large blocks of files into and out of the solution at high speeds. This is particularly useful for rapid loan onboarding and offloading. The solution also includes integrations with Infosys' AI platform NIA for additional functionality around Robotic Process Automation (RPA), AI and Machine Learning based auditing and exception management, and automation using next-gen document classification and OCR.

Infosys ECM focuses on Documents Management, Records Management, Digital Assets Management and Web Content Management. Infosys ECM partners and works with leading vendors such as Newgen, OpenText, Kofax, IBM FileNet etc. to create transformative solutions.

- Infosys ECM is an over 20 years long mature practice.
- Infosys ECM has over 400 certified experts.
- Over 850 experienced consultants.
- We have completed over 250 successful engagements.
- We currently have a roster of over 60 active engagements.

Our Main Offerings:

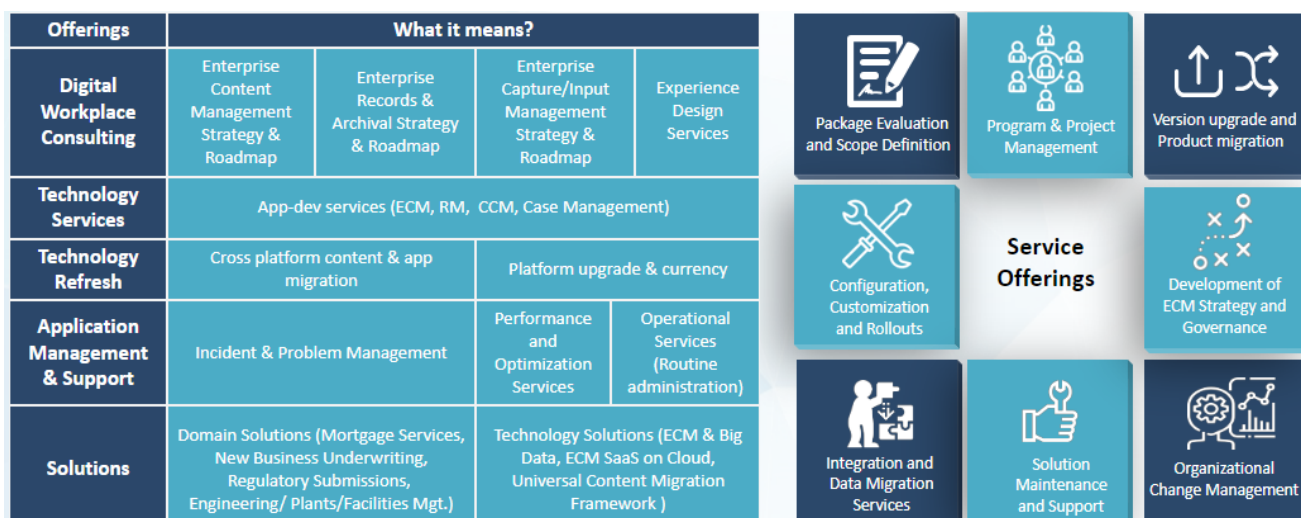


Figure 1: ECM Offerings

Infosys's Content Service offering unlock enterprise value by building deeper customer relationships through contextualised and personalised experiences.

Back-office Processing	• Multi-channel Content Capture and Digitisation • OCR/ICR • Auto Classification and Extraction • Cognitive Capture
Documents & Records Management	• Documents and Records Life Cycle Management • Access and Policy Management • Risk Management and Regulatory Compliance (Ex-MiFID II, GDPR)
Business Process Applications	• Content Centric Case Management • LoB Process Automation through Intelligent Content Services • Robotic Process Automation
Collaboration	• Digital Workplace • Employee productivity • Collaborative Content Services
Discovery and Insights	• eDiscovery • Cognitive Search • Content Analytics
Customer Communications	• Personalised Multi-channel Communication • Real time Alerts and Notifications • Unified communication Hub
Input Management Offerings	• Distributed offerings • Data Capture (ICR/ OCR) • Mail room processing • Invoice processing
Document & Records Management Offerings	• Document Management • Case Management • Knowledge Management • Controlled Documents • Content Analytics • e-Discovery • Records Management
Output Management Offerings	• Document Generation • Document Output Management • One Communications Hub • Alerting Solutions
Cognitive Augmented Offerings	• Intelligent Robotic Process Automation • Natural Language Processing • Machine Learning • Virtual Assistants • Cognitive Search

Our Focus areas:Platform Modernisation

- Legacy platform modernisation
- On-prem to cloud migration
- Containerisation
- Smart Archival Implementation

Business Process Optimisation

- Cognitive capture solutions
- Contextual content services solutions
- Regulatory compliance solutions
- Business Process Automation
- BPO process Automation

Enhanced Experience

- Real time communications
- Personalised communications
- Cognitive customer interactions
- Digital Document exchange

Solutions Addressing the Market Dynamics:

- **Infosys Content Migrator:** Any to Any Content migration platform
- **Infosys Cognitive Tagging Platform:** Cognitive Content classification and Extraction
- **Infosys Communication Platform:** Modernised communication distribution

Our Value Proposition:

- **Alliance:** over 10 years of Alliances with major partners.
- **Vendor Training:** Enablement of various Content Services products through vendor-based trainings.
- **Internal Trainings:** Extensive internal training materials to equip the team.
- **Virtual Labs:** Internal labs and access to Partner Environments. • **DX CoE:** CoE group offering suggestions and solutions across various products, strategies, process, implementation etc. • **Accelerators:** Reusable accelerators/artifacts. • **Solutions:** Industry ready innovative and cost-effective solutions.

Vendor/Product Focus:Joint Client engagement

- Develop prescriptive solutions and engagement models for customers.
- Governance for joint ownership during execution.

Integrated Solution for the Client

- Solution components aligned with customer's ECMS Bundle.
- End to end solution and programme management.
- Leveraging Alliance relationship for any product related issues.

Technology based Trainings

- Advanced Training and Certification.
- Product briefings and roadmaps for technical as well as sales teams.
- Develop and manage Centre of Excellence.

- Participate in Beta Testing.

Differentiated Solutions and Project assistance

- Design and architectural endorsements.
- Capacity Planning and Tech line Sizing.
- Product Evolution and Roadmap.
- Build Accelerators and extensions.
- Build reference stores for industry segments.

Benefits Provided to Clients:

Cloud – SaaS Offering

- <3 sec response time for 2,000 concurrent users on 500 million documents as base data
- 1TB/48 hours – Rapid extraction rate
- 50% Environmental cost reduction

Big Data - ECM with 3V Data Lake

- Plug and Play architecture of ECM and Big data system.
- 9.1M € operational cost reduction/year
- 1.5 PB base data volume with increasing data
- 100% adherence to MiFID II regulation

Archival - Records Management

- Physical Information management of onsite and offsite records
- 80% operational cost reduction
- 100% compatibility with native apps

Migration - Any to Any DRM

- Horizontally scalable and extensible architecture
- 60% to 70% higher migration throughput against market tools
- 150TB of data migration in 2.5 months
- 1.5 TB/day - data migration speed
- 100% File integrity with 5 stage reconciliation

RPA - Automating DRM

- Automating business processes
- 100+ Robots
- 85% efforts saving
- 24X7 working solutions.
- Over 8,000 cases executed per day

Compliance - Regulatory solutions

- Purpose-built compliance edge solution for life sciences industry
- 100% adherence to regulatory compliance
- Two- fold increase in product submission
- Multi-fold reduction of product recalls

2. Infosys Digital Marketing ECM Practices

2.1 Newgen Practice

Infosys NewGen practices encompass a range of innovative and advanced methods, tools, and technologies. The first pillar of these practices is the "automation-first" approach, which is integral to Infosys' Next Generation IT services. This approach aims to bring breakthrough productivity in IT operations, with a focus on doing more with less. Infosys has developed its own Artificial Intelligence (AI) platform, "Infosys NIA," designed to predict and automate problem-solving, thereby reducing the need for human intervention. Infosys also has its own Robotic Process Automation (RPA) platform, "AssistEdge," to support clients with their automation initiatives. In addition to automation, Infosys NewGen practices also include significant investments in digital capabilities. Infosys has made multiple acquisitions in the digital space to strengthen its capabilities globally. It also has a \$500 Million Innovation fund that invests in the start-up ecosystem, providing access to niche innovations that can be built into its service offerings. Furthermore, Infosys emphasises grassroots innovation through its "Zero Distance" framework, which ensures that every consultant, project manager, analyst, and architect is at zero distance to the end user, technology and value. This framework has been institutionalised with smart KPIs attached to service delivery, extending beyond SLAs to measure transformation, experience and business KPIs.

Newgen practice Overview:

Newgen Experience

- Infosys – Newgen Alliance is over 15 years old.
- We have 100+ Trained and over 25 Certified Newgen consultants.
- Completed over 20 Newgen projects.
- Currently have more than 5 active engagements.

Technology Enablement

- Infosys was platinum sponsor for Newgen Connect 2021.
- Growth markets in Americas, Europe, and ASEAN.
- Skilled and Certified architects in new focus areas like DRM, BPM, CCM and capture.
- Newgen resources in various locations (over 5 in Europe, over 10 in USA, over 5 in, over 80 in India).
- We have also executed over 5 joint engagements and rolled out multiple production releases.
- Enablement of various NewGen products such as OmniDocs, iBPS, OmniOMS etc through Vendor training and webinars.

Partnership Benefits

- Global governance structure with named pre and post sales representatives
- Monthly trainings from Newgen where Infosys employees upgrade themselves on latest product releases and upgrades
- Regular sync-up with senior executive sponsorship and connects from both sides to discuss on joint proposals and engagements
- Leveraged as ECM platform by Finacle, Infosys' core banking platform used by 1bn+ customers globally

- Leverage Newgen+ Labs to showcase Infosys solutions and capabilities on Newgen products like Content migration accelerators, Record management framework and many more
- Infosys conducts joint webinars/events along with Newgen

Infosys – Newgen Collaboration:

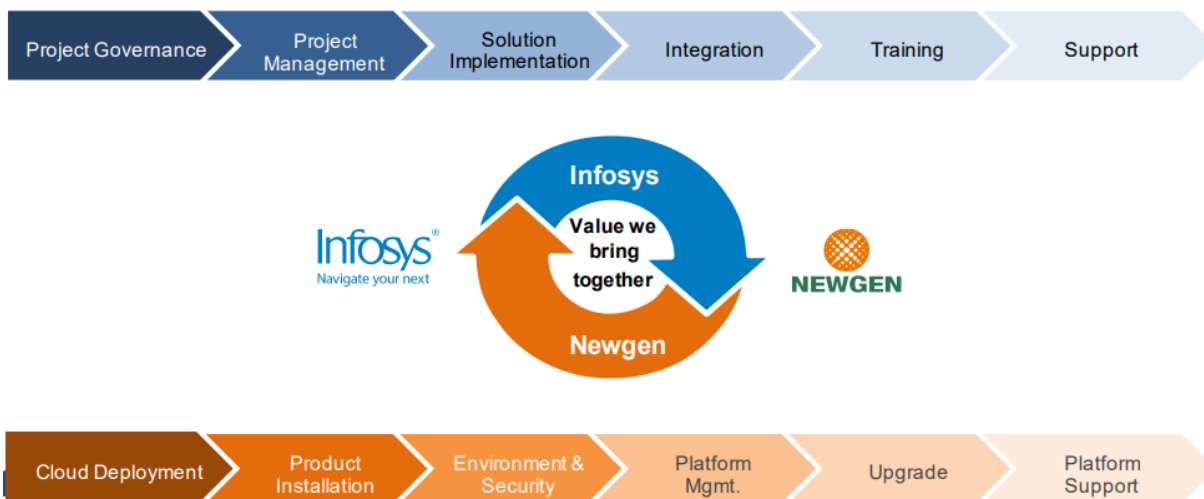


Figure 2: Infosys-Newgen Collaboration



Figure 3: Our Newgen practice clients across the globe

2.2 Infosys Kofax Practice Overview

Infosys has a substantial partnership with Kofax, which is evident in the context provided. Kofax is a leading provider of intelligent automation software solutions that streamline and digitise business processes to significantly reduce manual work and errors, increase productivity, and improve customer engagement. Infosys' partnership with Kofax allows them to leverage Kofax's capabilities in their services, particularly in the area of system integration and consulting.

Kofax Experience:

- Infosys has over 4 years of rich Kofax experience.
- We have over 100 Trained Kofax professionals.
- Global Gold Partnership with Kofax.
- Experts in Kofax Intelligent Document Capture and Kofax RPA.
- Building on our skills in Cloud and Intelligent automation solutions.

Partnership Benefits:

- We leverage global best practices for delivering better value to our customers.
- Vendor training and certifications from Kofax.
- Infosys has advantage of using the Kofax SI programme to jointly target high-value accounts from sales and services perspectives.
- Infosys Kofax resources in various locations - US, Europe, India.
- Frameworks to integrate with Kofax RPA and accelerate robotisation process.
- Kofax licenses provided for their products.
- Kofax working environments set up in Infosys Network to work on joint proposals, to co-create solutions and accelerators.
- Organise webinars on new products and solutions.

Kofax Focus Areas:

- **Enable the Innovators:** Empower citizen developers, administrators, and professional developers with a low-code experience to solve business problems and scale innovation across the organisation.
- **Unlock Document Intelligence:** Achieve greater efficiencies and harness value in documents, data, and content to drive business transformation outcomes.
- **Connected Ecosystem:** Drive productivity and governance in ECM Space using pre-built connectors in its SmartHub to common applications, including SAP, Oracle, Box, Google and other RPA vendors to transform siloed tasks into digital workflows.
- **Automate Today, Scale Tomorrow:** Combine the most agile Intelligent Automation platform with Kofax's global ecosystem, governance capabilities and security to quickly solve today's problems, and still grow and scale to meet tomorrow's needs.

Infosys Kofax RPA Capabilities:

Application interactions	Application navigation	Data extraction	Data capturing	Email automation
Seamless navigation	Authentication & Authorization	Integration with various data sources	Screen scraping	Email monitoring
Mimic human line behaviour	Auditing	Various data types	User input	Email exchange
Data Population	Data storage	Validations	File operations	UI Automation & more
Data exchange between heterogeneous applications	Processing data Capability of Real time monitoring	Bulk validation Data quality checks	Read/write on various formats Data filter/exports from UI to file	Desktop application automation Automate Web human interactions

Figure 4: Infosys Kofax RPA Capabilities

2.3 OpenText Practice

Infosys has a robust OpenText practice, which forms a critical part of its digital transformation strategy. This practice has been operational for more than 12 years and boasts over 1200 professionals skilled in various products and technologies related to Content Services. The focus areas include Enterprise Content Management, Business Process Management, Customer Experience Management, and Business Intelligence. The practice has a strong alliance with OpenText, which has been mutually beneficial for over a decade. This alliance enables Infosys to build competencies, perform crucial architectural reviews, resolve complex issues, and provide differentiated solutions to its clients. The OpenText alliance also allows Infosys to build reusable

solutions and frameworks, reduce time-to-market, and ensure quality and process excellence. Infosys has made large investments in OpenText training and certification, which has resulted in the development of deep-skilled architects in new focus areas such as ECM process suite, auto classification, and capture centre. The practice has also developed several successful solutions, such as a cloud-based Mortgage Content Management solution platform in SaaS Model and Infosys Compliance Edge Solution – a Regulatory Submission Platform. These solutions have helped clients to manage voluminous data, ensure compliance requirements and increase productivity.

Infosys OpenText Overview:

- Infosys – OpenText Alliance is 20+ years old.
- We have over 1,000 Trained OpenText professionals.
- Completed over 200 Newgen projects.
- Currently have over 50 active engagements.

Technology Enablement:

- Gold Partner with OpenText for North America and Australia, New Zealand
- Experts in OpenText Content Suite. xECM, Capture technologies, CEM technologies (OpenText Exstream, Xpression), DAM and Documentum.
- Skills on OpenText Magellan, AppWorks and VIM
- Enablement of various OpenText products such as OpenText InfoArchive, OpenText Media Management, OpenText eDocs and OpenText Magellan through Vendor training and webinars
- Expertise in Cloud modernisation with OpenText

Engagement Governance:

- Global governance structure with named pre and post sales representatives
- Regular sync-up with senior executive sponsorship and connects from both sides
- Large investments in OpenText training and certification across the board
- Big bets in areas of strength like ECM, SAP Solutions, Digital Asset Management, by driving campaigns with a Target Account List aligned with OpenText sales team, executive sponsors, strong governance
- OT provides Demo licenses for their various products which allows us to set up Demo environments in Infosys Network
- Provides access to Enterprise World Events with customers and partners
- Access to OpenText knowledge centre for Infosys employees.
- Leverage experience centre to showcase Infosys solutions and capabilities on OpenText products like Content migration accelerators, Record management framework and many more.

OpenText Focus areas:

- Benefit of artificial intelligence: Collect and analyse data in a central hub across marketing content, applications, channels, and devices to get key analysis and insights into customer journey interactions.
- Automate journey orchestration: Automate next actions based on customer behaviours to offer greater relevance and efficiency in customer interactions across all channels and throughout the journey.

- Deploy and use easily: Create comprehensive and successful customer journeys with a simple process using pull-down menus, pre-populated with the data and sources being tracked by the system.
- Visualise customer journeys: Gauge campaign performance and quickly adjust to meet marketing goals with a comprehensive view of events and touchpoints.
- Manage the Customer journey: Manage the entire lifecycle from engaging with customers through to driving customer retention with greater satisfaction.
- Native SaaS application: Get up and running quickly with a cloud-based SaaS application and stay up to date with the latest innovations without going through upgrades.

OpenText Products Supported by Infosys:

Enterprise Content Management

- OpenText Content Server
- OpenText Records Management
- OpenText Archive Server
- OpenText Capture Centre
- OpenText Enterprise Scan

Customer Experience Management

- Artesia / Media Management
- Web Site Management
- OpenText Portal
- OpenText eDOCS DM

Business Process Management

- Content Server Workflow
- Enterprise Process Server
- OpenText Process360
- OpenText Case360
- Manager View

OpenText Suite for SAP/ Document Output Management

- Archiving and Document Access (DocuLink)
- Vendor Invoice Management
- Invoice Capture Centre
- xECM for SAP
- ECMLink
- Document Presentment
- OpenText StreamServe/ Exstream

2.4 IBM FileNet Practice

FileNet Practice Overview:

Infosys – IBM Alliance

- Infosys is a Premier Alliance Partner of IBM Software Group in EMEA, North America, India, Australia and Asia Pacific.

- IBM has dedicated resources to work with Infosys' sales and pre-sales teams and Infosys' key delivery units in India.
- Infosys and IBM have partnered to create solutions across industries including financial services, e-commerce in retail, and Customer Data Integration etc.
- Infosys has centres of excellence in IBM software including FileNet, WebSphere Commerce, Tivoli, and IBM's suite of BPM products.

Differentiated Solutions and Project assistance

- Identify solutions, unique Client Value Proposition and generate client success stories
- Measure Solution Effectiveness vs Solution Business Plan
- Solution Assurance and validation
- Design and architectural reviews
- PoCs for clients
- Over 10 years of Partnership with IBM File Net
- Infosys is Silver Partner for FileNet

Joint Go to Market

- Proactive engagements on field to identify key accounts and generate revenues
- Mining new solution opportunities for field interactions
- Suggest prescriptive engagement models to clients supplemented by solutions and Co-funding
- Solution Demos at IBM events

Technology Enablement

- Establish of training / competency requirements
- Facilitating "Train the Trainer" programmes
- Focus on capability ramp up and certification
- Conduct regular product briefings and roadmaps for technical as well as sales teams
- Develop and manage Centre of Excellence
- IBM keeps conducting webinars and on-demand trainings for us on various products.
- Helps conduct joint POCs on any subject and collaboratively work on proposals as required.

FileNet Focus Areas:

- **Save time and enhance business applications:** Create innovative intelligent business applications. Use low-code developer tools and modern GraphQL APIs that allow the rapid integration of hundreds of discrete microservices.
- **Simplify and accelerate solution deployment:** Leverage a modern cloud-native solution to develop content applications faster on any cloud. Use this flexible container platform that simplifies and accelerates solution deployment and management.
- **Increase visibility and maximise productivity:** Use an innovative AI business context engine to extract insights from content like unstructured documents, videos and more. Boost operational visibility and maximise knowledge-worker productivity.
- **Low-code developer tools and GraphQL APIs:** Help users and developers to deliver business applications with a portfolio of content services for document management, intelligent information extraction and more.

- **AI business context engine:** Leverage modern AI tools designed for rapid project development and deployment. Automate the document classification and extraction process to afford workers more insight and operational control.
- **Unified content governance:** Manage content more securely, consistently, and intelligently from all repositories and file shares from a single, comprehensive and scalable solution.

FileNet Products Supported by Infosys:

Records Management	Digital Content Management	Case Management	Scanning Solutions
Enterprise Record Custom Archiving and Purging tools	FileNet Content Manager FileNet Image Services IBM Content Navigator FileNet Workplace XT IBM Content Collector Custom Migration tools	IBM Case Manager FileNet Case Foundation Business Process Framework xCP Suite	IBM DataCap Taskmaster FileNet Capture InfoSphere Content Collector EMC Captiva

3. Case Studies

3.1 Case Study 1: Avnet

Title: Centralised Document Management Solution (CCM, ECM, eSign) on Multi Cloud and On Prem for a leading UK based bank

Problem:

- Part of the Client's Back Office (BO) transformation programme was to migrate the Document Management Capability from the existing Contract Management System (Alfa v4) to an external DMS platform (OpenText).
- The Client also had a need to replace the existing Document Management Systems in Front Office (FO) and Middle Office (MO) to OpenText platform aligning with the enterprise strategy of utilising OpenText for Bank's DMS capability.

Solution:

- Infosys provided consulting service for current state assessment and target state definition, also for the validation of procured OpenText products and services that meets the programme and the enterprise needs.
- Designed and implemented a Centralised Document Management Solution providing a linked document accessing capability irrespective of the lead platforms, it accessed.
- Designed and built Document / Email Generation, Distribution, Storage and Retrieval, Inbound Comm. management capabilities.

Execution Approach:

- Key business drivers for the Transformation
- Modernisation of the system
- Adherence to Compliance and Risk management
- IT Consolidation and Alignment of DMS capability to the Enterprise DMS platform
- 2. The desired Capabilities from the business.
- Document Storage and Retrieval
- Records Management
- Output Production
- Communication Distribution
- Document Archival
- L1/L2 Business requirements for the desired Capabilities have been gathered
- Technical capabilities required to meet the Business Requirements has been produced.
- Assessment of DMS platforms to identify its maturity and its OOB capabilities which could meet the identified Technical Capabilities, also to validate if the platform is a right fit for the target state.
- FIT/GAP analysis performed to find platform capability gaps and performed inhouse investigation to fit the gap and succeeded in identification of capabilities inhouse.
- Produced an application – Capability mapping, defining the various platforms / systems that map to the required technical capabilities which fulfils the desired Business Capabilities
- Gathered User journeys and Process flows
- Created a Target state Solution Architecture Document as a map to build the target state solution which fulfils the Business requirements

Migration approach:

- Understood the current system state which was holding the Documents, its metadata and Data Records. Current state platform: Alfa v4 and Salesforce
- Identified unique identifiers that linked data records to the Documents, this was a quite key unlike current state Data and Documents were to be independent of the platform.

- Identified the selection criteria of the documents that qualify for target state migration.
- Defined the Migration Solution Approach including the custom ETL required to migrate Documents to target state.
- Defined the Migration Methodology for the project execution comprising Low – High Volume Trials, Migration Acceptance Testing and Production Load
- Production Load approach also included delta load which would align with the go - live of the Alfa v5 Platform which held the data.

Benefits:

- New outbound communication templates could be created within days by business users
- 25% reduction in app maintenance cost
- Reduced carbon footprint with transition to paperless communication
- 38% increased efficiency in document accessibility
- 60% reduction in run cost.

3.2 Case study 2: ABN.AMRO

Title: Digital Transformation of a large European bank through Content Services modernisation

Problem:

The Bank decided to transform their services to offer digital experience to customers. Under this journey, bank tasked key enabling departments to transform all their services digitally.

Solution:

- Content Services department of the bank partnered with Infosys for their digital transformation. Infosys took the challenge and deployed their proven methodology for digital transformation focusing on people, process and technology.
- ECM on Hadoop, Serverless Content Services, Digital document exchange and implementation of autotclassification and extraction using NLP are some of the key projects delivered during the transformation.
- Content Services is deployed as “Containerised Application” or “Serverless Application” to take advantage of elasticity, high availability, auto upgrade, fulfilling the requirements of agile platform
- NoSQL as a service (NaaS) facilitating the services of NoSQL databases available to other applications.
- Designed and implemented a Gartner endorsed Big Data Archival solution to bring all forms of enterprise data (structured and unstructured) under one repository and creating an Enterprise Data Lake for Private and Retail Banking.
- Digital Document Exchange realises the digital solution of exchanging the document between the customer and bank and vice versa. It enables document and records management along with process context.
- To increase ECM adoption among business user, a lean user interface was developed. The user interface consists of the functions which are performed by the business users removing unneeded functionalities.
- Azure Cognitive Search offers traditional search capabilities as well as advanced search capabilities such as cognitive search. It has more than 200 inbuilt connectors and it is available as SaaS in Azure.
- Classification and extraction of critical information from documents are very crucial. Once the documents are classified and information is extracted, the usage of it is multi-fold such as providing identity to the documents, PII identification, Information extraction to name a few.

- All ECM capabilities such as storage, ingestion, capture, search, customer communication management, document exchange, lean UI are exposed as a service to facilitate the service-oriented architecture of the bank facilitating easier and targeted integrations between components.
- Building Robots for BPA to Increase competitiveness by reducing time to provision new business capabilities and eliminate manual errors. Robots are future proof against risk of business service disruption in Commercial, Retail, Private and Operations.

Benefits:

- Platform modernisation
- Business Operation Optimisation
- Enhanced Customer Experience
- Cost Savings
- Ready to use Service
- Infra cost savings
- Simplified Access and integration
- Increased Infra advantage
- Easy to use interface
- Enhanced employee engagement
- AI capabilities
- Multi fold content benefits
- Service oriented architecture
- 85% effort savings on the automated process.

3.3 Case Study 3: Westpac

Title: Enterprise Content Management System implementation for a large Bank

Problem:

- The client a major banking organisation, which provides a broad range of consumer, business and institutional banking and wealth management services through a portfolio of financial services brands and businesses.
- The purpose of the Business Everyday Banking Imaging (BEBI) solution initiative was to improve the process to drive either capacity creation of bankers and/or process simplification for Business Banking Services and reduce heavy manual operations.

Solution:

- Reduced Operational Costs and Risks: Remove manual activities, eliminate paper, automate steps, deliver work to the right skills at the right time through workflow
- Increased First Time Right (FTR): Removed complexity from the process, steps are automated and integrated
- Support the business growth of the business bank by becoming volume agnostic through the implementation of increased levels of Straight Through Processing (STP)
- Increased bankers and credit team's capacity through simplifying work and removing nonvalue add activities.
- Building Robots for BPA to Increase competitiveness by reducing time to provision new business capabilities and eliminate manual errors. Robots are future proof against risk of business service disruption in Commercial, Retail, Private and Operations.
- Staff (WBG, SGB, BOM and BSA) use web browser to ingest documents using content navigator
- DM&I team is going to use Datacap desktop to scan the files using High Speed Scanners.

- Staff will also use Office Outlook (Desktop version) to drop the files in Content Navigator– ICN Office Plugin interface
- Index the documents by selecting documents categories and key indexing data (Z – Number / GCIS / CIS Key)
- Submit documents to Datacap for further processing for i.e. Redaction, OCR etc.
- Successfully redacted documents will be searched and retrieved from repository.
- Failure of TFN redaction documents will be manually redacted via Fixup queue.
- GCM integration to be performed via ECM UI (ICN) to validate customer
- Datacap RV2 reporting URL link will be access via ECM UI (ICN)
- DM&I team to scan the documents using High Speed Scanners attached to desktop. Users use Batch and document separators to scan the documents.

Benefits:

- Reduced Operational Costs and Risks
- Increased First Time Right (FTR)
- Support the business growth of the business bank by becoming volume agnostic through the implementation of increased levels of Straight Through Processing (STP)
- Increased bankers and credit team's capacity through simplifying work and removing nonvalue add activities
- Accuracy of TFN redaction is 99.6%
- 100% compliance solution
- Over 1.5 million transactions per year
- 99% automated process
- Over 8,000 users and over 2,500 active sessions per day
- Reduced time from 5 hours to 8 mins

For more information, contact askus@infosys.com



© 2026 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/or any named intellectual property rights holders under this document.