

G Cloud 15- Framework Service Definition

Crown Commercial Service

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1. Service Overview

Infosys is working towards redesigning enterprises for the future through **Infosys Cobalt** ecosystem, with the objective to expand innovation, speed to the market and secure the enterprise. Infosys cobalt is a set of services, solutions, and platforms for enterprises to accelerate their cloud journey. Every enterprise today would like to mark its presence in the cloud to be part of their digital transformation journey and exploit the features of the cloud. However, cloud transformation journeys can have multiple points of failure across the technology stack of infrastructure, data and application.

Infosys cloud testing offers end-to-end validation of cloud migration transformation as well as cloud native build, with a shift-left cloud-first and gen ai (artificial intelligence) test approach. Testing consumes a significant portion of the time and effort in any cloud implementation. Also, post go-live scheduled (mandatory) upgrades require that we revalidate and retest the application at regular intervals. Infosys cloud validation services bring in the required domain knowledge along with the automated tools / pre-built test scripts to ensure that the business impact is kept to the minimum.

2. Service Description

Infosys Cloud Migration Testing Service

A cloud migration test strategy is developed in 3 phases, as below

- **Infrastructure and Application Discovery** based on discussions and workshops with the development team and business application owners of the existing architecture.
- **Risk Assessment** which involves identifying the risks, dependencies, and mitigation plans.
- **QA Strategy and Roadmap** which includes Test Strategy and Planning, testing recommendations, test Automation Tooling and defining Quality Benchmarks. Key metrics including OLAs, and transformation KPIs are highlighted and aligned to quality engineering practice.

2.1 Cloud Migration Dispositions

Cloud Migration Disposition Type	Definition	Description
Re-Host (Lift and Shift)	Redeploying an application to a different hardware environment, then changing the application's infrastructure configuration to support the Cloud	IaaS (Infrastructure as a Service) is the most flexible cloud computing model and allows for automated deployment of servers, processing power, storage, and networking. EXAMPLE: Application migration to target Cloud Minimal effort to make the application work on the target cloud infrastructure Storage migration will be needed
Re-Mediate	Remediate means version upgrade of programming languages, frameworks, Operating Systems, Databases	SaaS (Software as a Service) providers host an application and make it available to users through the internet, usually a browser-based interface. As the most familiar category of cloud computing, users most commonly interact with SaaS applications such as Gmail, Dropbox, Salesforce, or Netflix.

Re-Platform	Re-Platform is defined as application requiring platform changes for Operating system or Databases or middleware frameworks for cloud migration	PaaS (Platform as a Service) solutions appeal to developers who want to spend more time coding, testing, and deploying their applications instead of dealing with hardware-oriented tasks such as managing security patches and operating system updates. EXAMPLE:
		Up-version of the OS and/or database on to the target cloud Some level of application changes Application reinstallation on the target
Re-Factor	Re-designing how the application is architected and developed, typically using cloud-native features.	Re-designing how the application is architected and developed, typically using cloud-native features. EXAMPLE: OS and /or database porting Middleware and application change to cloudify an application Data conversion; database to AWS RDS

Table 1: Cloud Migration Deposition

2.2 Testing Applicability for each Disposition

Disposition Type	Cloud Infra Testing	Data Services Testing	Performance Testing	Security Testing	Functional Testing
Re-Host (Lift and Shift)	High	High	High	Medium	Low
Re-Mediate	Medium	Medium	High	Medium	High
Re-Platform	Medium	Medium	High	Medium	High
Re-Factor	Medium	Medium	Medium	Medium	High

Table 2: Testing Applicability for each Disposition

2.3 Types of Testing for Cloud Migration

Infosys has a layered approach to cover quality across the Cloud deployment models and the service models. Our assessment framework provides a strategy to determine the scope of testing (type and coverage) based on the disposition type. As an example, the emphasis will be to do higher degree of Infrastructure testing and minimal Functional / Sanity tests for a Rehost disposition.

Type of Testing	Description
Infrastructure & Platform	- Cloud Platform Validation – Validation of landing zones as well as foundation for desired state configurations through Operational. - Acceptance Testing, Operational Readiness Testing - Operational Readiness – Testing of Disaster Recovery, Fail-over, High availability and Resiliency
Data	- Data Migration Testing – Testing for Datacenter migration from-premise source to cloud target. - Data Lake Validation – Validation of Data Lake being setup on Cloud, Data ingestion test, Test Data Management. - End to End Solutions on Databases like DW, BI, Kafka, BLOB, PowerBI, Tableau, Qlik, ADW, ADLS, SQL DB, Delphix, IBM Broadcom, Informatica, Kinesis, Firehose, S3, Glue, Athena, S3, Redshift, RDS, Snowflake.
Non-Functional	- Performance – Reliability, Resiliency and Scalability of Applications on Cloud. Chaos engineering can be used to achieve resilience against infrastructure failures, network failures, and application failures. - Security Vulnerability – Validation on Cloud across IaaS, PaaS and SaaS - OWASP, Penetration, Encryption and IAM tests.
Functional	- Validation of Cloud Native Microservices and Containerised Applications on Cloud - Testing of Legacy applications being modernised and migrated to Cloud. - System Integration Testing (SIT), End to End Testing, User Acceptance Testing (UAT) support, Sanity/Smoke Testing, API Testing

Table 3 Type of Testing

2.4 Infosys Cloud Performance Testing Service Capabilities

Infosys Cloud Performance Testing Services, help clients secure their cloud migration and transformation journey to simulate real-world conditions to help you understand how your application behaves under various levels of demand. Cloud performance testing services are essential tools for identifying bottlenecks, ensuring scalability, and providing a smooth user experience.

We, Infosys Performance Testing team, determine what controls can be leveraged for cloud subscriptions. We also perform manual/automated assessments to help customers decide their cloud strategy.

The Significance of Infosys Cloud Performance Testing Services:

- We conduct Performance assessment for applications hosted on cloud, APIs and integrations.
- We conduct Performance review of cloud migration readiness.
- We apply Performance strategy and Continuous monitoring to identify, detect, and prevent performance bottlenecks in the cloud ecosystem for assured performance of the applications.

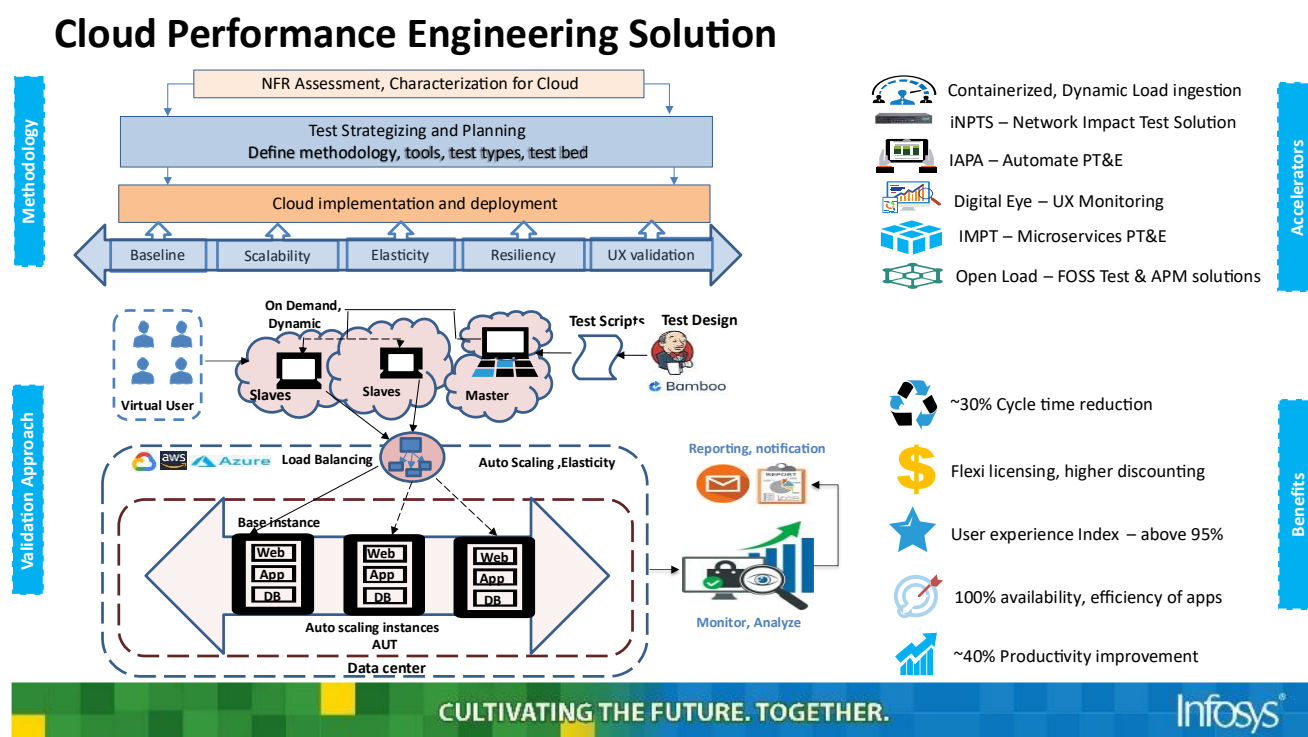


Figure 1 Cloud Performance Engineering

2.4.1 Chaos Engineering

Chaos Engineering is the practice of intentionally introducing controlled disruptions or failures into a software system to test its resilience and identify weaknesses, with the aim of improving overall reliability.

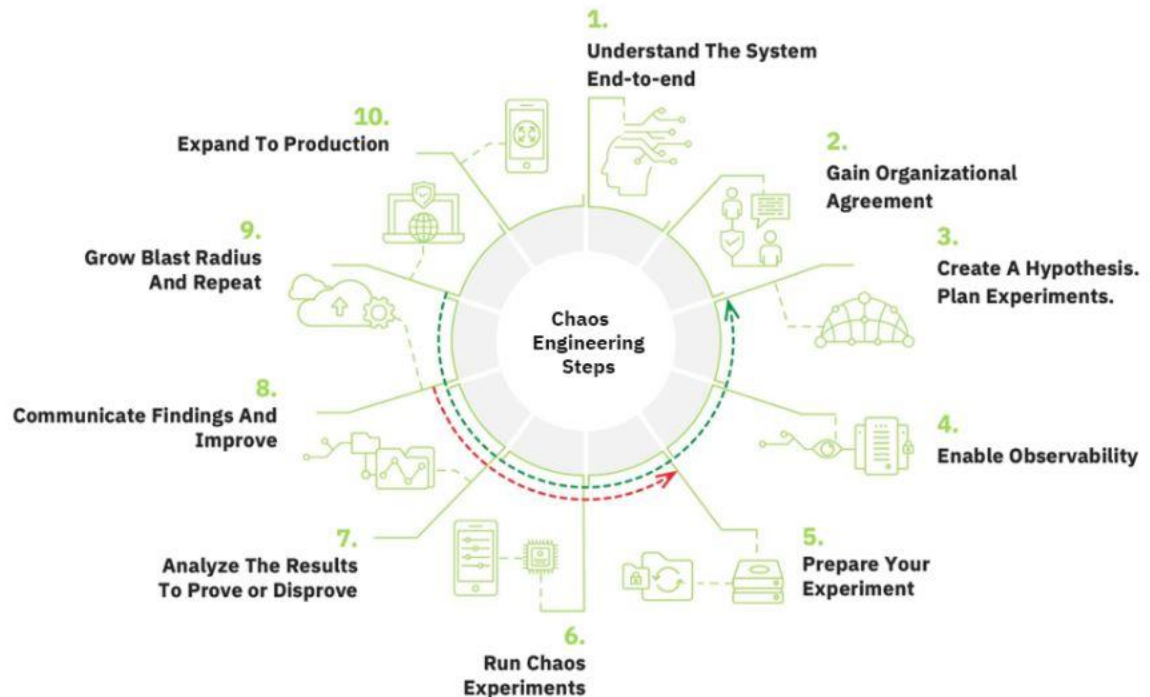


Figure 2: Chaos Engineering

Chaos Engineering Process and Setup

Prepare for Chaos Engineering process	• Understanding the end-to-end application architecture, isolate all the third-party calls and implement stubs • Inform stakeholders of the Chaos engineering implementations and get necessary approvals before conducting chaos experiments. • Build Hypothesis based on the system understanding, debate and finalise expectations with stakeholders, plan experiments.
Tools setup	• Setup following tools for monitoring and alerting: Honeycomb and New relic for service monitoring and

	• alerting, Prometheus and Grafana for resource monitoring and alerting, AWS cloud watch for monitoring logs. • Setup Performance test tool(K6\Neoload\JMeter\LoadRunner) to generate peak load on the system under attack. • Setup and enable Gremlin tool on the servers to run chaos test attacks. • Setup Jenkins CICD pipeline to automate the chaos tests.
Run Chaos test	• Execute different kinds of attacks on the system to cause failures. • Ensure proper alerts are generated for the failures and sent to the relevant teams to take actions.
Analyse results	• Analyse the test results and compare if it matched the expectations set while designing hypothesis. • Communicate the findings to relevant stakeholders and development teams to fix any deviation from expectations. • Analyse results
Run Regression Tests	• Repeat the tests once the issues are fixed. • Increase the blast radius to uncover further failures.

Table 4: Chaos Engineering

2.4.2 Resiliency Testing

Resiliency testing shows how well a programme operates under stress before it malfunctions. It is a type of software testing performed to evaluate how an application will perform under stress, or in “chaotic” circumstances. Key features being observed are how well the programme can keep on performing core functions and preserve data integrity during these chaotic conditions.

How to Do Resilience Testing

Resilience testing is part of the SDLC and starts with setting up a test environment for the application to perform in. Here are the steps of a resilience test.

1. Determine metrics.

Developers need to pick out which metrics should be monitored to show how well the software is performing. For example, metrics could be input and output times, throughput, time to recovery, and latency. Metrics could also include the relationship between metrics.

2. Identify baseline performance.

Now establish a baseline for the maximum load that the software can experience and still perform adequately. You need this base to help establish other variables seen in the testing.

3. Introduce and evaluate disruptions.

Next, it's time to try and break your application. There are a variety of ways to do this, including communication disruption with external dependencies, inserting malicious input,

turning off interfacing systems, etc. The information being gathered during these disruptions is what's important.

4. Come to conclusions and decide how to respond to the test results.

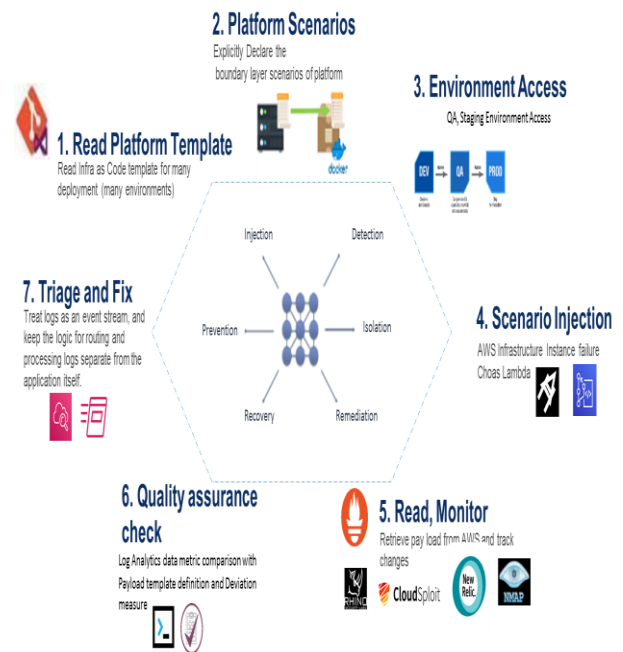
It's now time to use the data you just gathered to make informed improvements to your software. This data can also inform future testing.

Cloud Resiliency Testing Approach:

Resilience is ability to handle failure and recover from chaos failure injections. It is critical in Cloud context, as resources are dynamic aggregated , pooled and dropped. Since in Apple we have AWS and Hybrid cloud, Resiliency becomes very much valid to be considered.

Resiliency Testing Execution Approach

Platform	Scenarios
Applications	Infinite loop retry, validation is wrong, state is corrupt, failed deployment
Data	Database not reachable, Injections, Data Encryption, Parsing of data
Runtime	Process Crashes , Version mismatch ,unusual behavior
Middleware	Throttling issues, Not enough threads, too many inputs/second, Protocol failure..
O/S	OS version, , not enough threads, too many inputs/second, etc.,
Virtualization	DOS, timeouts, Messaging down etc.,
Servers	RAM, Buffer Memory, Disk Full , growth rate, High I/OPS, etc.
Storage	Disk Full, File system corruption, Encryption etc.
Networking	Gateway down, Traffic isolations, network down, Handshake failures etc.,



Benefit

Platform Stability

Robustness

Zero Downtime

Fail Proof

Figure 3: Cloud Resilience Engineering

2.4.3 Infosys Microservices Performance Testing – Key Capabilities

Our Value Adds for E2E Microservices Performance Testing

**Rapid coverage of Microservices Development framework:**

- Automatic Jmeter script creation for Open APIs: POSTMAN/Swagger

**Technology Agnostic:**

- Easily integrated and supports leading Monitoring tools like AppDynamics, Dynatrace, Kibana, Grafana

**Seamless CI/CD Integration:**

- Single click DvOps solution for implementing shift left strategy

**Realtime performance monitoring**

- Intuitive dashboard to get real time metrics

**Enablement of holistic performance dashboard**

- Holistic view of the performance Test Results

**Easy Portability, Creation & Maintenance**

- Easy maintenance of Scripts and Multiple environment support with simple configuration changes

Figure 4: Microservice Performance Testing

2.4.5 Infosys IP Solutions within performance testing

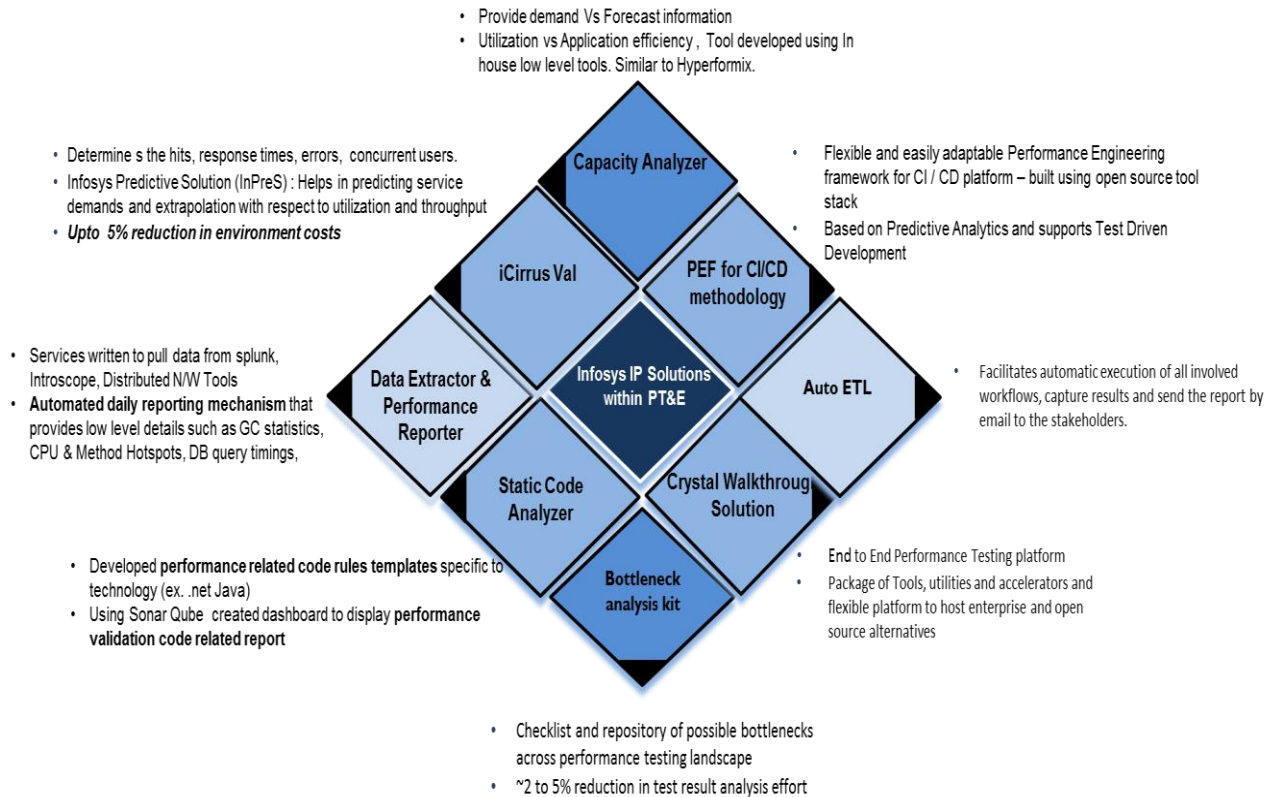


Figure 5: Infosys IP Solution with Performance Testing

2.4.6 Infosys Accelerators on Cloud Marketplace

Below are the Infosys IP accelerators which help in accelerating the QA. These tools support most of the Public and Private cloud environments.

In addition to leveraging the infrastructure provided by the partners for testing, we contribute to their enhancement of the marketplace through our solutions.

- Infosys Cloud Quality Assessment and Transformation (ICQAT) is on Azure Marketplace
- Infosys Cloud Infrastructure Validation (ICIV) is on Azure and AWS Marketplace
- Infosys Cloud Data Validation Solution (ICDVS) is on Azure and AWS Marketplace
- Infosys Data Testing Workbench (IDTW) is on Azure and AWS Marketplace
- Infosys Package Test Automation Platform (IPTAP) is on Azure
- Infosys Enterprise Data Privacy Suite (IEDPS) is on Azure
- Infosys Framework for API and Service Test (iFAST)
- Infosys Microservice Performance testing tool (iMPT)

High level purpose for each of these tools is mentioned below

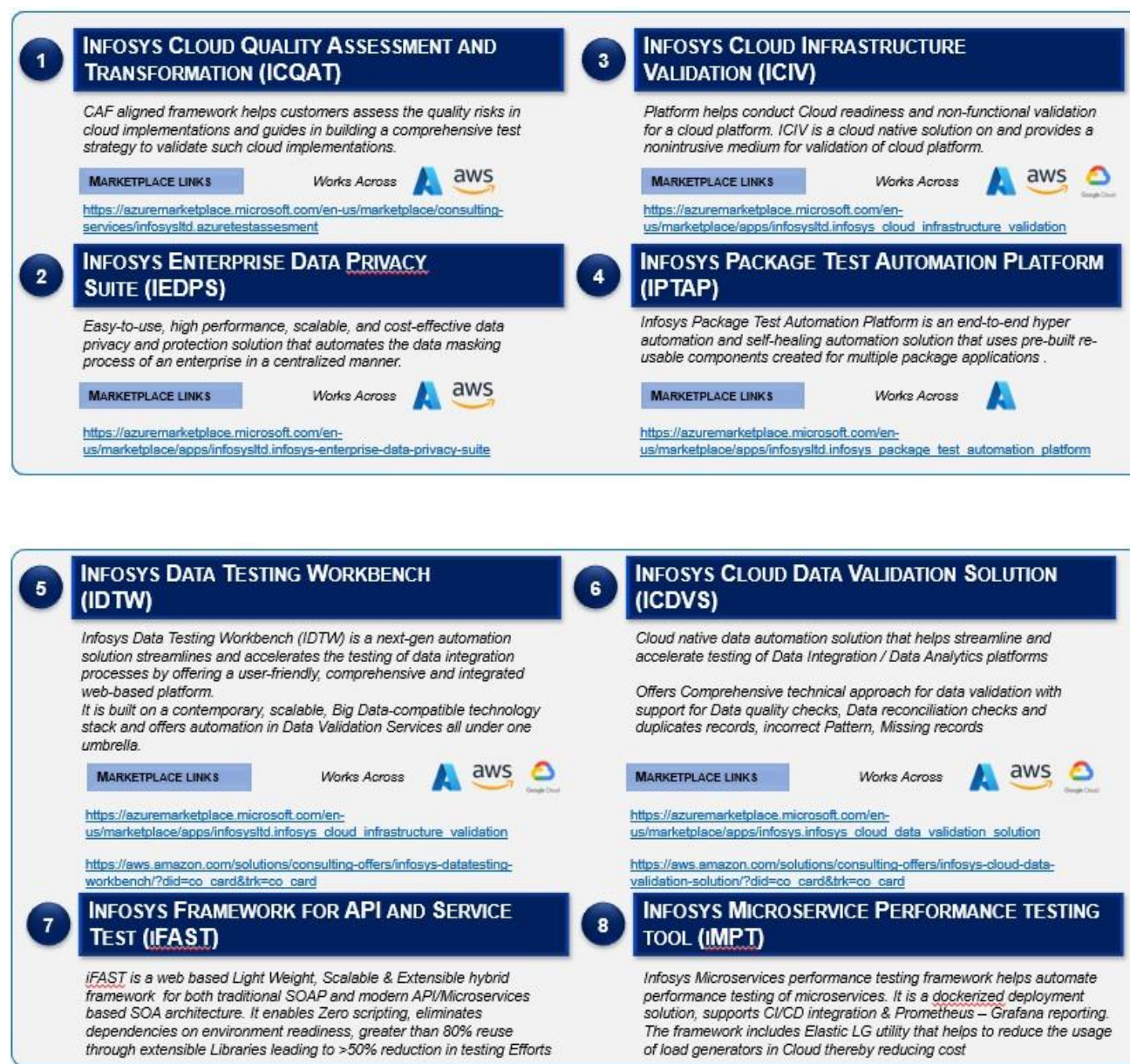


Figure 6: Infosys Accelerators on Cloud Marketplace

Support Coverage for UK: Infosys will operate in an onsite and offshore-based support model. The Infosys Global Delivery Model (GDM) is a framework for distributed project management and multi-location engagement teams.

Following is the proposed support coverage across applications.

On-Call Arrangement: Infosys will provide on-call services for the applications marked as On-Call 24X7 (P1) when a Priority 1 issue is raised outside the support coverage hours.

For on call support Infosys will publish an on-call calendar every month with the names of on-call person (offshore regular and shift) for each week. Infosys assumes that for all P1 issues, help desk will directly call the respective on-call support consultant for that week as soon as the ticket is logged in the system.

3. Assets & Tools

Infosys support model is designed with the principles to drive maximum efficiencies in all support operations. This will include leveraging the latest technology levers for ticket reduction, extreme automation & proactive monitoring. We have a defined approach for enabling efficiencies. Following is an outline of this framework.

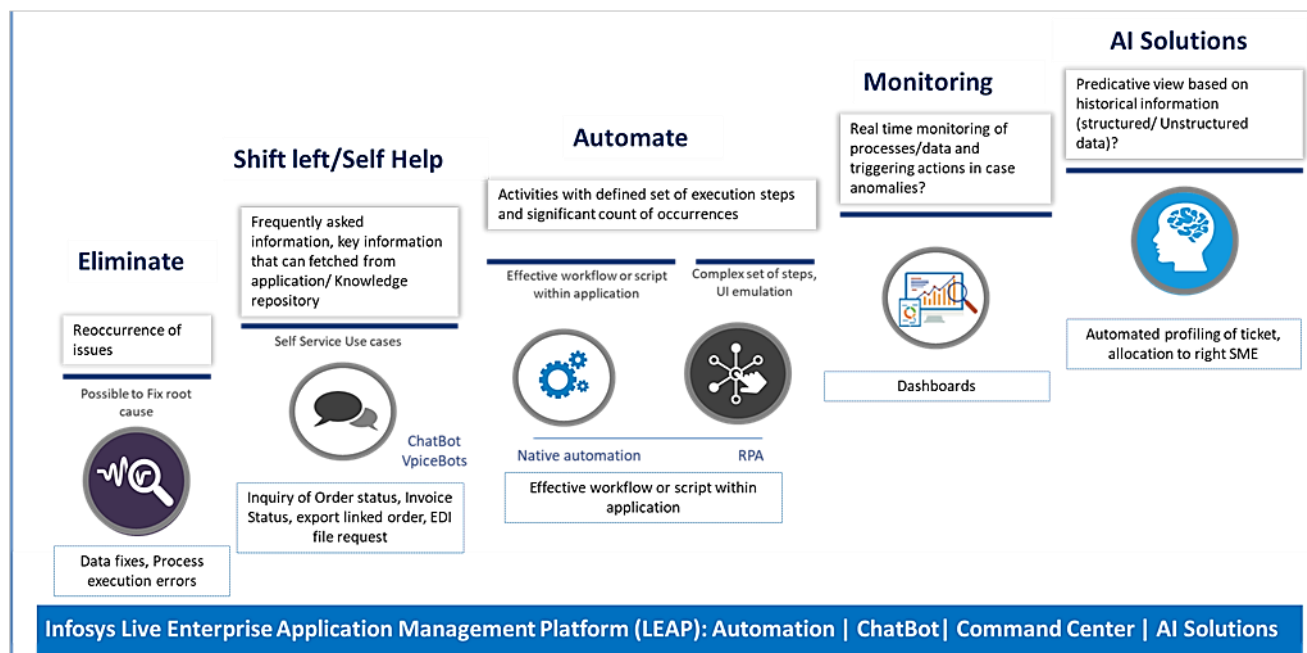


Figure 7: Enhance Support Efficiencies

Apart from this Infosys has enabled increased adoption of self-serve capability for users through use of ChatBot/VoiceBot and with use of easy to access knowledge base. Users can get instantaneous responses to typical queries / using ChatBot. In case ChatBot is unable to resolve the issue, the entire chat conversation with the user is logged into a new incident for the support team

Some commonly used Tools for AMS are:

Activity / Area	Tool/Accelerator	Usage and benefits
Transition	DigiTran	A tool to accelerate digitisation of standard operating procedures in efficient way. DigiTran helps the team to captured detailed process information in a comprehensive and structured format
Ticket Analysis	LEAP – Ticket Analytics (PMA)	Text analytics to identify recurring patterns of incidents by analysing structured and unstructured data from past incident dump. Helps eliminate/automate/shift-left strategies for continuous improvement within the application support landscape.

Activity / Area	Tool/Accelerator	Usage and benefits
Ticket resolution/ support operations	LEAP - Robotic Process Automation (RPA)	Automation of manual processes/recurring tasks required for ticket resolution and for support operations
User Self service	LEAP - Digital Assistant for users (ChatBot) & Voice Bots	Enables self-service for business users to get instantaneous responses for common queries
Service Monitoring	LEAP - IT Operations Dashboard	Realtime monitoring of all key metrics from Oracle Fusion, batch jobs, Pass Instances, and IaaS components
KPI Monitoring	LEAP - Business Command Center (BCC)	Enables seamless view of business KPI and ability to drill down to analyse issues spanning across application stack that influence KPIs
Enhancements	Digital Configuration Engine (DCE)	Enables replication of configuration across Cloud environments. Used for replicating setup information / configuration for entities where automated migration feature is not available
Quarterly Patch testing / Regression testing	Infosys Test Automation Framework (ITAF)	Test automation tool for functional and regression testing. Helps create and execute automation test scripts. Expedites testing during quarterly updates
Code migration	Cloud Release Manger	Automated Migration of SaaS components across SaaS instances environments
Enhancements	Universal Data Validation Tool (UDVT)	Enables efficient pre-validation of data before migration reducing the number of conversion iterations

Table 5: Tools For AMS

In addition to these some of the competency specific tools are as below:

BI Analytics:

Tools & Accelerators	Purpose
Swift Test Automate	Test automation tool which provided end to end testing of the BI application which provide following features: Comprehensive regression testing suite; 100% Reusable with no Manual Intervention; Dashboards, Reports & Data Validations

Xpress Upgrade	Rapid OBIEE Upgrade Framework; Iterative Upgrade Process; Retrofit newly developed code with ease
Swift Enhance	Auto apply fixes across reports; Enable new BI features in reports/dashboards Assess Issues in Catalog
Swift Migrate	Automate the migration process from low to higher environment
Swift Command Centre	One stop cockpit view for monitoring and managing BI Application servers; Monitor all OBIEE Components; Administer and manage servers; Get alerts to avoid downtime
Swift Clean	A tool used for report catalog management, users list and error capturing; Catalog Inventory Reports; Scan & Update Catalog for Errors; Manage Users

Table 6: BI Analytics - Tools & Accelerators

HCM:

Tools & Accelerators	Purpose
PaaS/Cloud Market Solutions	PaaS based bolt-on created in ESS & MSS for typical functionalities like Employee off-boarding, Employee of the month, Warning/Disciplinary actions, Business Cards, Grievances etc. Bundled in our Implementations. Infosys is the only SI who has worked on PaaS / cloud Market Solutions in HCM Cloud.
iDSS based HCM Co-existence	With Hybrid models becoming a norm in HCM implementations, this iDSS based HCM Cloud co-existence solution handles co-existence of the applications by providing end to end data mgmt. - data-profiling
Accelerators in Taleo	Our highly popular accelerators like pre-built data maps between Taleo and on-premises HR applications like PeopleSoft or Oracle HR OR readily available Configuration's workbooks for Recruiting, Transition and On-boarding modules enable fast tracked Taleo Implementations.
Testing Automation solution for HCM cloud	SmarTest is a Testing Automation solution for HCM Cloud, with record-and-playback features to address the regression testing required due to rapid product releases. It is a comprehensive solution with Test data mgmt. Test Plan mgmt. and testing lifecycle management, with various pre-built reports.

Table 7: HCM – Tools & Accelerators

FIN:

Tools & Accelerators	Purpose
Rapid Configuration Load Using SmartConfig	Pre-built configuration scripts with excel based configuration data upload, enables configuration migration in a very simple – One-click-configure; Eliminate majority of manual configuration efforts migrating from test cloud instance to Production instance with low risk.
Pre-defined Templates	This will ensure data migration business objects are identified early in the implemented phase
Pre-Scripted over 1000 Test Scenarios per each module	Reusable test scenarios are available to ensure effort reduction of min 20%
Standard Business Process Maps	Can be customised and will be jumpstarted to finalise the new process

Preconfigured systems and video for Demos and Familiarisation workshops	Effective Familiarisation Workshops resulting in faster decision making
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Table 8: FIN - Tools & Accelerators

CX:

Tools & Accelerators	Purpose
Data migration tool for CX Cloud	Infosys' Smart Data Services Suite (iSDSS) for CX Cloud will help reduce complexity in data transformations and loading
Gamification Solution for Oracle Sales Cloud	Enables Gamification of the entire sales cycle by splitting it into missions and objectives thereby boosting the sales team productivity.
Virtual Sales Assistant	Proactive monitoring and notification engine to align Sales process to business goals e.g., Leads should be accepted in 2 days
Partner Programme Management (PRM)	A bolt-on PaaS solution that complements and enhances Oracle Sales Cloud partner management. Implements partner programmes, tier levels, specialisations, and evaluates partnership tiers periodically
Data Migration for OSC	Provides a simple and unified approach to migrate or integrate data over any distance, regardless of server platform or storage vendor. Migrates key sales objects from Siebel, SFDC to OSC.

Table 9: CX - Tools & Accelerators

EPM:

Tools & Accelerators	Purpose
Automated dimension load utility	an Infosys accelerator in the EPM cloud space
Server Outage Check	Identify Server down issues, P1 reduction
KPI Scorecard	Tracking commissions and KPI for sales
Archival Script	Reduce manual effort
Data load report and Export Metadata Compare Utility	Reduced manual intervention in the data load process
Port/Services Status	Reduces data issues arising due to incorrect metadata management
	Solving Hyperion services related issues within a short span of time

Table 10: EPM - Tools & Accelerators

SCM:

Tools & Accelerators	Purpose
Rapid Configuration Load using SmartConfig for SCM Cloud	Pre-built configuration scripts with excel based configuration data upload, enables configuration migration in a very simple
iBridge – Infosys Solution to Fast Track Cloud Integrations	The Infosys Pre-Configured solutions approach helps to integrate Cloud solutions for known co-existing scenarios.
Infosys Smartest - Cloud Testing Automation and Management	Testing consumes 30% of the time and effort in a Cloud Implementation. Smartest can deliver testing effort/ cost savings of close to 40% in such Oracle Cloud implementations.

Table 11: SCM - Tools & Accelerators

4. Credentials

#	Client	Engagement Brief	Key Outcomes
1	Client is a Global Consumer Company and leader in baking industry operating in 33 countries with more than 100 brands and one of the largest distribution networks in the world	Infosys provides 24*7 multi language global support of Oracle Cloud SaaS applications and Oracle PaaS Administration support with seamless transition process from planning and primary support to steady state support	• Reduced Business Effort • Increased Performance • Year on year 10% reduction in tickets
2	Leading Logistics Company based out of Japan with operations in more than 40 countries	Client's application landscape is Oracle Cloud Modules such as Global HR, Compensation, Performance, Absence Management, Recruitment and onboarding, Version R 12 Production support with average ticket volume per month being - 15% P1 and P2, 85% P3, P1/P2: 4-5 Per month, P3: 25-26 Per month	• Harmonised HR solution using standard features wherever possible leading to reduced cost of ownership • 5% productivity Improvement • Resolution of workflow issues
3	One of largest Bank and Financial Services Company headquartered in UK	Client's application landscape has Oracle Cloud Application - Financials, Expenses, Advanced Collections, Accounting Hub and Financial Reporting and Analytics, CRM, Procurement and Project Portfolio Management Infosys team Developed Support Framework for Cloud Model	• Enhanced decision-making capabilities by providing custom BIP and Analysis reports • Identified Critical tasks and activities from Operations Support perspective • Enhanced transparency, governance, and cost control, IFRS 16 readiness and localisations • Smoother Benefits Administration handling and processing and Talent Visibility and Management

#	Client	Engagement Brief	Key Outcomes
4	Large Communication service provider with global operations	Oracle HCM Cloud - Global HR with PI, Cloud Workforce Compensation Management Modules included Benefits, Performance Management, Goal Management	- Enhanced user experience levels 8% year on year reduction in ticket volumes

Table 12: Credentials

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