

G Cloud 15 – Framework Service Definition

Crown Commercial Service

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1. Service Overview

Infosys helps enterprises accelerate their business process transformation efforts to realise their Digital Finance vision. Our investments in automation and custom models for value realisation helps customers build a connected and agile enterprise. Our solutions and services streamline implementations to cater to the growing needs of business expansion and changing compliance requirements.

Infosys business and technology advisors help translate the client's strategies into viable technology-enabled outcomes through ACT methodology, distinct insights, and vast experience with Oracle cloud solutions. With our global delivery model, we deliver high-quality package implementations and on-budget delivery for clients across geographies. Our services also include Chart of Account restructuring, country specific Statutory Reporting requirements and IFRS/ GAAP compliance.

Infosys combines technical and industry leading practices to deliver successful business solutions and enables maximised return on investment for Cloud and on-premise Oracle applications. Below is an overview of the Infosys Oracle Cloud practice:

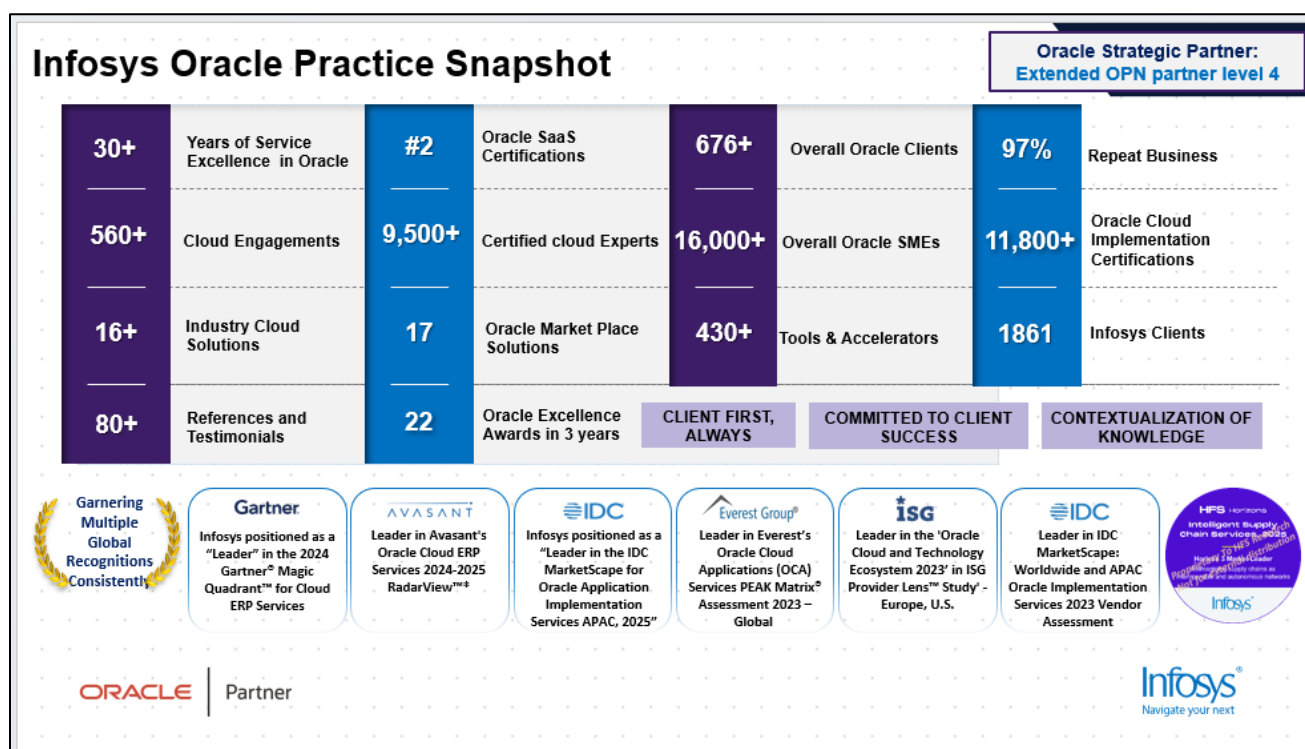


Figure 1. Infosys Oracle Cloud Practice

Infosys has a dedicated Finance (FIN) practice that offers a whole spectrum of consulting and Finance application related services for its global customers in a seamless fashion. Infosys Cloud FIN Centre of Excellence provides End-to-End Services to clients for transformation to complete cloud or partial cloud (co-existence mode along with legacy).

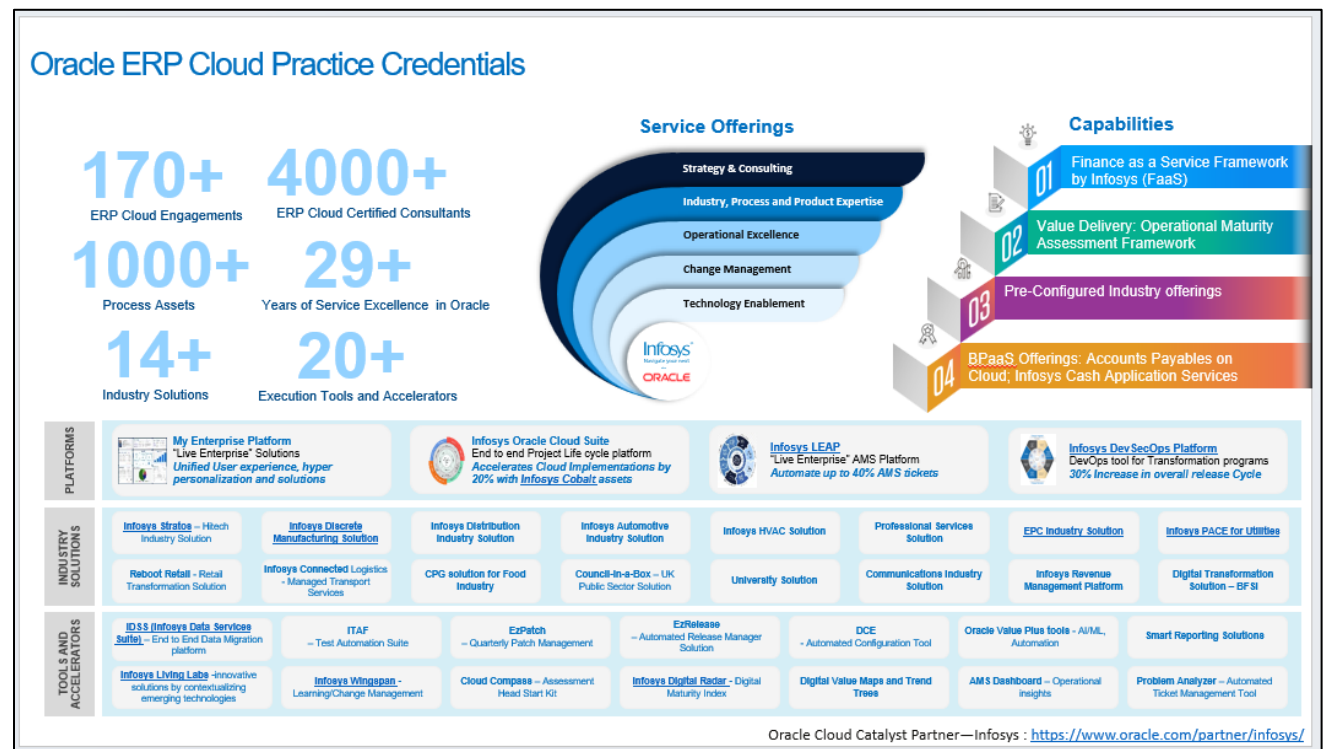


Figure 2. Infosys Oracle Finance Practice

2. Service Description

We provide End to End solution on Oracle ERP Financials Cloud for the below modules:

Functional Area	Modules / Components
Financials Cloud	General Ledger Accounts Payables Accounts Receivables Cash Management Fixed Assets Revenue Management Advanced Collections Fusion Accounting Hub Fusion Tax Intercompany Budgetary Control
Project Financial Management	Project Foundation Project Costing Project Contract Billing
Project Execution Management	Project Management Project Resource Management
Risk Management	Advanced Access Controls Financial Reporting Compliance Advanced Financial Controls
Analytics & Business Intelligence	OTBI Reports BI Publisher Reports Financial Reporting Studio KPIs and Dashboards

Table 1. Oracle ERP Financials Cloud Modules

We provide a wide range of design, implementation and support services for Oracle ERP applications like E-Business Suite (EBS) and PeopleSoft.

We also provide migration services from on-premises applications, such as EBS, Peoplesoft and other legacy systems to Oracle ERP Cloud.

Our key service offerings are:

- Financials Cloud Assessment Services
- Financials Cloud Advisory Services
- Financials Cloud Implementation Services
- Financials Cloud Support Services

2.1 Financials Cloud Assessment Services

We help our customers in initial conversations on Financials Cloud using Infosys 4E framework based comprehensive assessment of Organisation Readiness, Process capability and Finance Cloud Fitment.

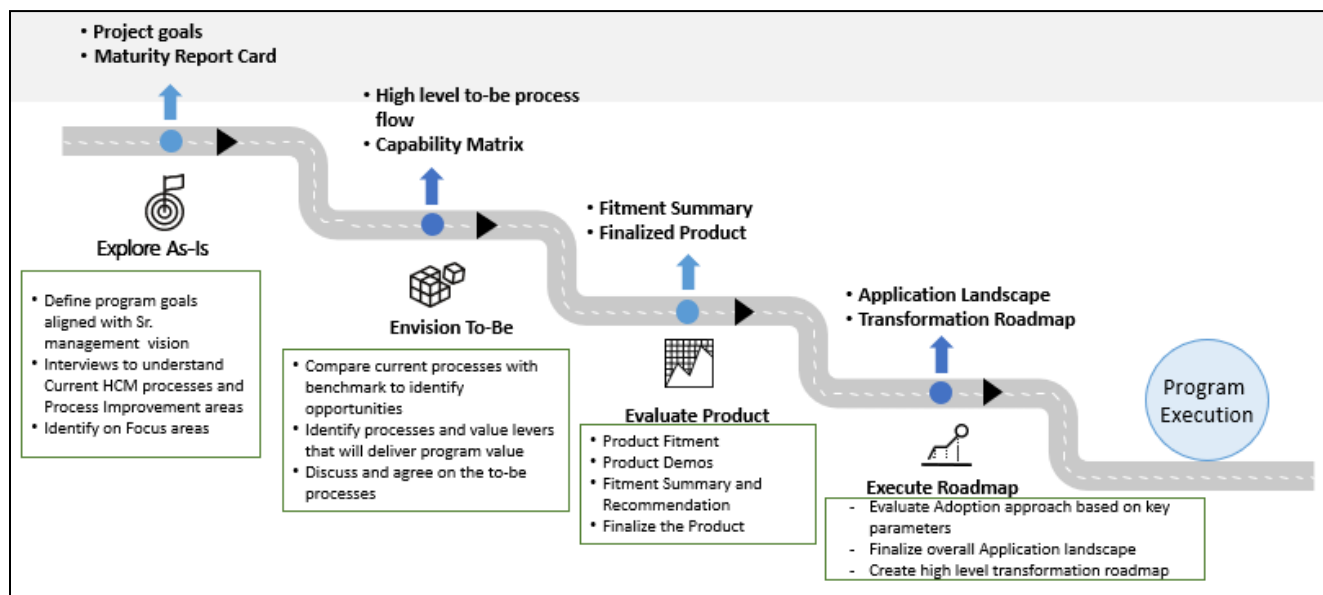


Figure 3. Infosys Cloud Assessment Steps

2.2 Financials Cloud Advisory Services

Our Design Thinking-led Cloud advisory will enable your organisation to choose the right path to the Cloud assessing your strategic objectives, business needs and the current IT landscape.

The services include:

- Advisory services including customer experience design
- Cloud Architecture consulting
- Infrastructure migration consulting services
- Advisory services across pillars
- Industry maturity assessment
- Cloud roadmap and blueprint

2.3 Financials Cloud Implementation Services

Infosys provides End-to-End Services to Complete cloud or Partial cloud (co-existence mode along with legacy) transformation. Infosys Cloud Finance practice works with customers across all the phases and decision points in complete transformation to cloud finance.

Our team of Oracle Cloud-certified professionals can unlock the true potential of your enterprise.

Core Implementation Services

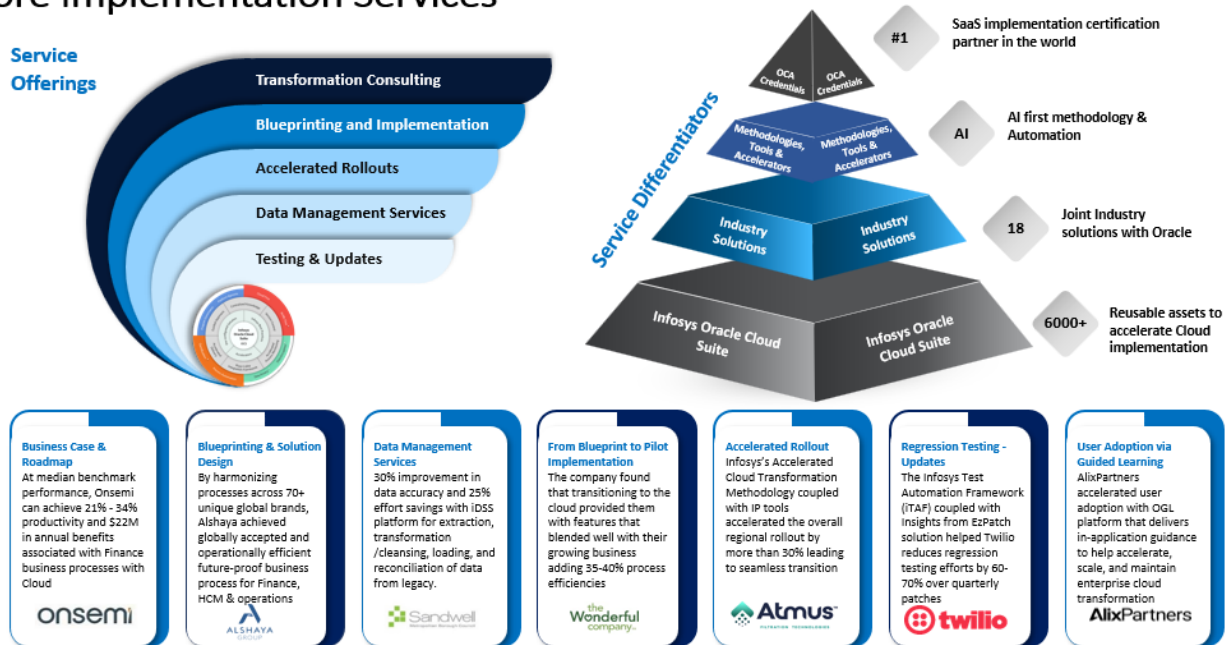


Figure 4. Core Implementation Services

Below are the **features to optimise the user processes**:

- Process based offerings
- Rapid Implementation Cycle
- Build and Configuration assisted by pre-build Accelerators and Vertical Solutions
- High level skill-based consulting
- Data Migration and Conversion
- Interfaces with External Systems
- Testing and System Deployment
- User Training
- Post Go-live Support and Maintenance
- 24*7 on call Support

Infosys' ACT (Accelerated Cloud Transformation) Methodology is a unique way to deliver the best possible solution with tangible benefits to the client. This paves for a de-risked implementation approach to ensure faster and scalable solution deployment.

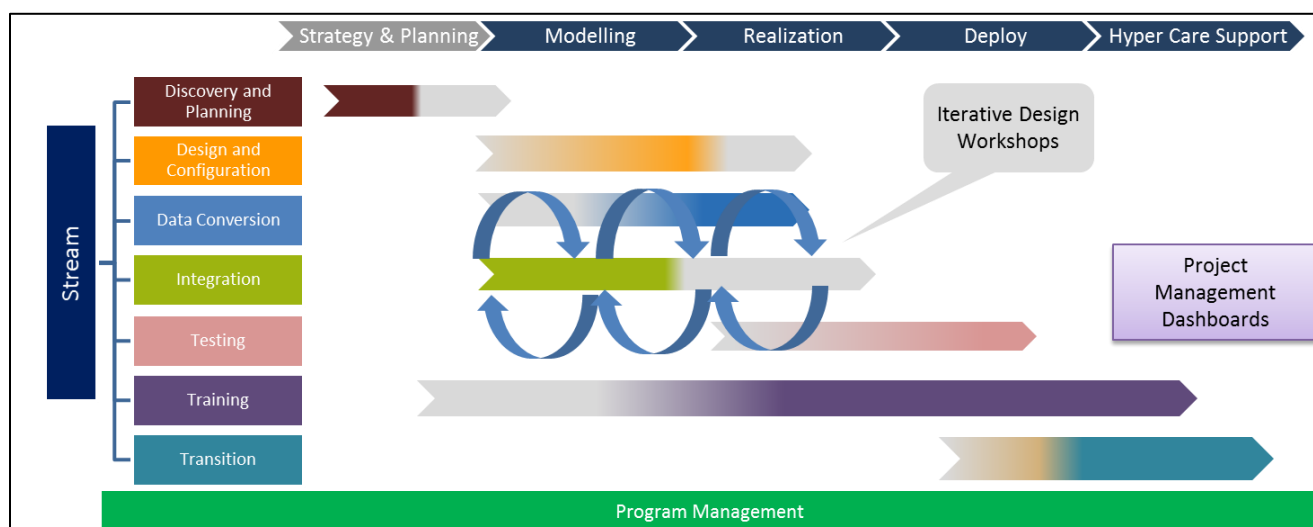


Figure 5. Infosys Accelerated Cloud Transformation Methodology

The Infosys Oracle Practice has been consistently innovating its solution portfolio to create new capabilities and building our existing competencies to drive rapid digital transformation with Oracle Cloud. Our offerings include Cloud Assessment, Record to Report, Advanced Record to Report, manage your Vendor Invoices, Receivables and Collections, Finance as a Service, ERP Cloud as a Service, Accounting Hub on Cloud, Travel and Expense, GRC, Compliance – IFRS-15/ASC 606 Revenue recognition, IFRS 16 / ASC 842 Leasing solution and a lot more which continuously evolve with time.

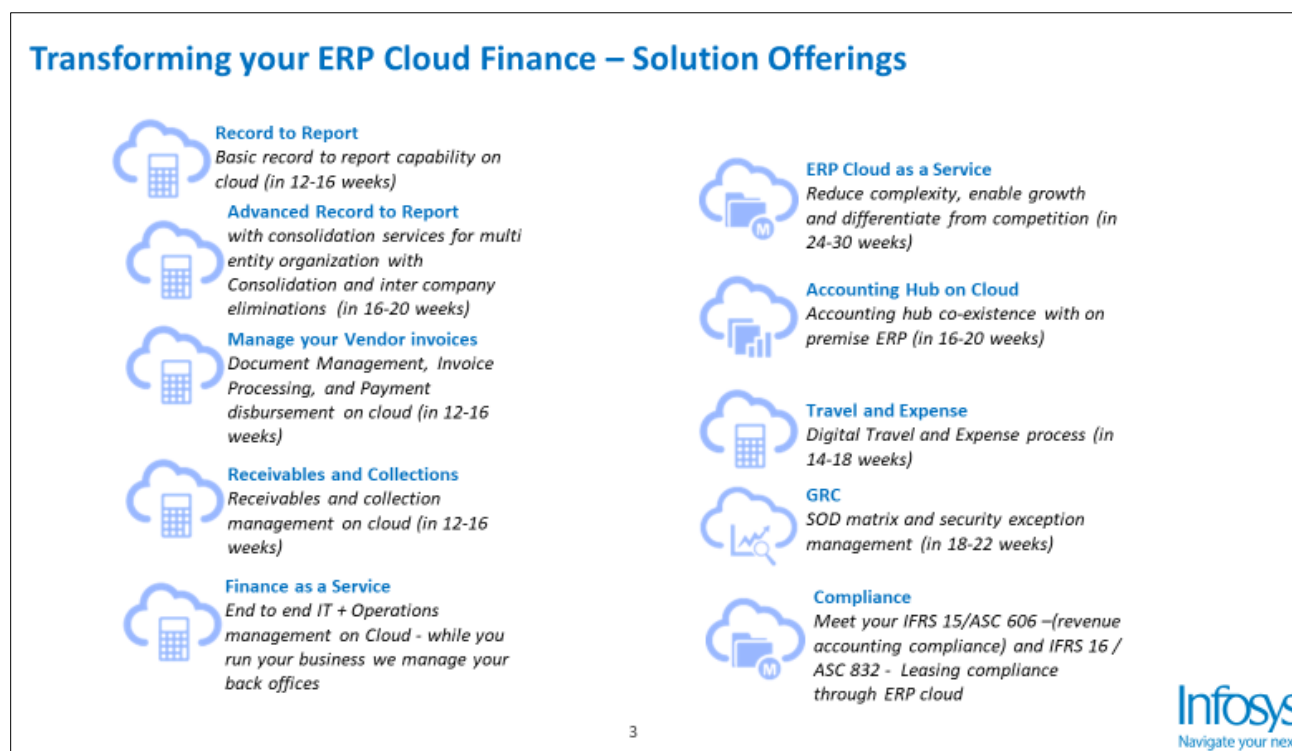


Figure 6. Transforming your ERP Cloud Finance – Solution Offerings

2.4 Financials Cloud Support services

Infosys Next Gen Oracle Cloud AMS helps the customers to smoothen business operations, drive business alignment resulting in optimised costs and improved customer experience

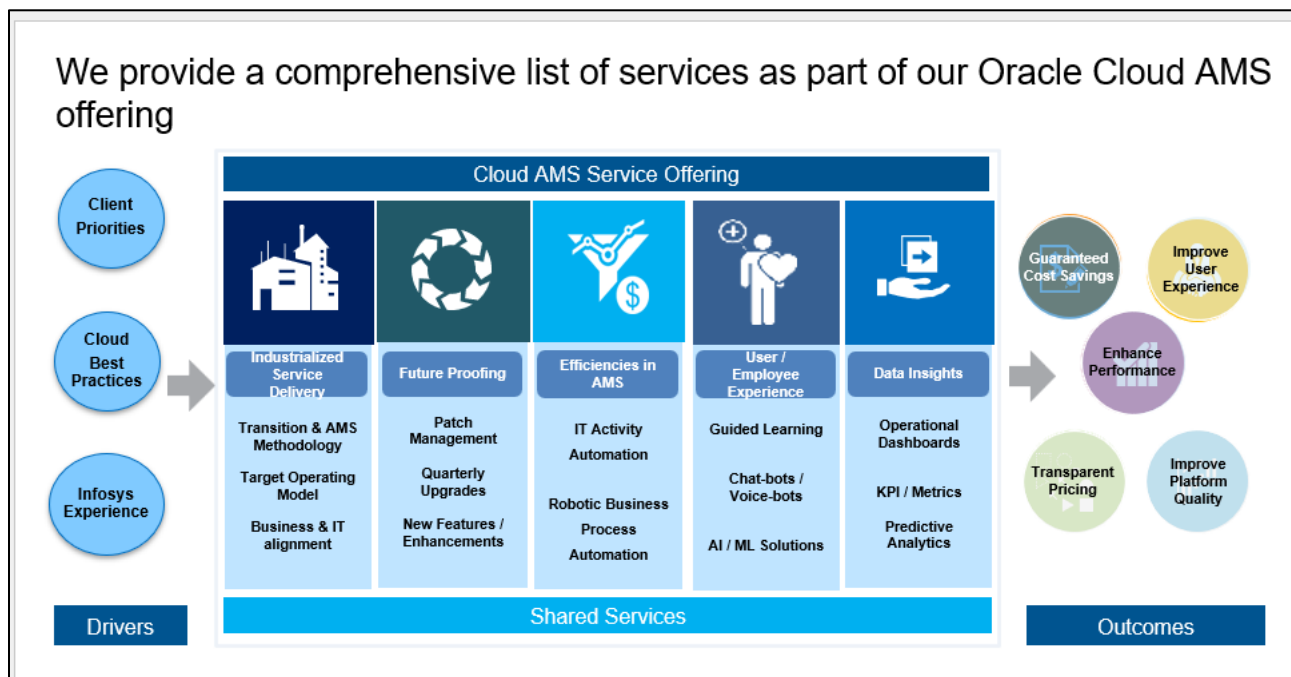
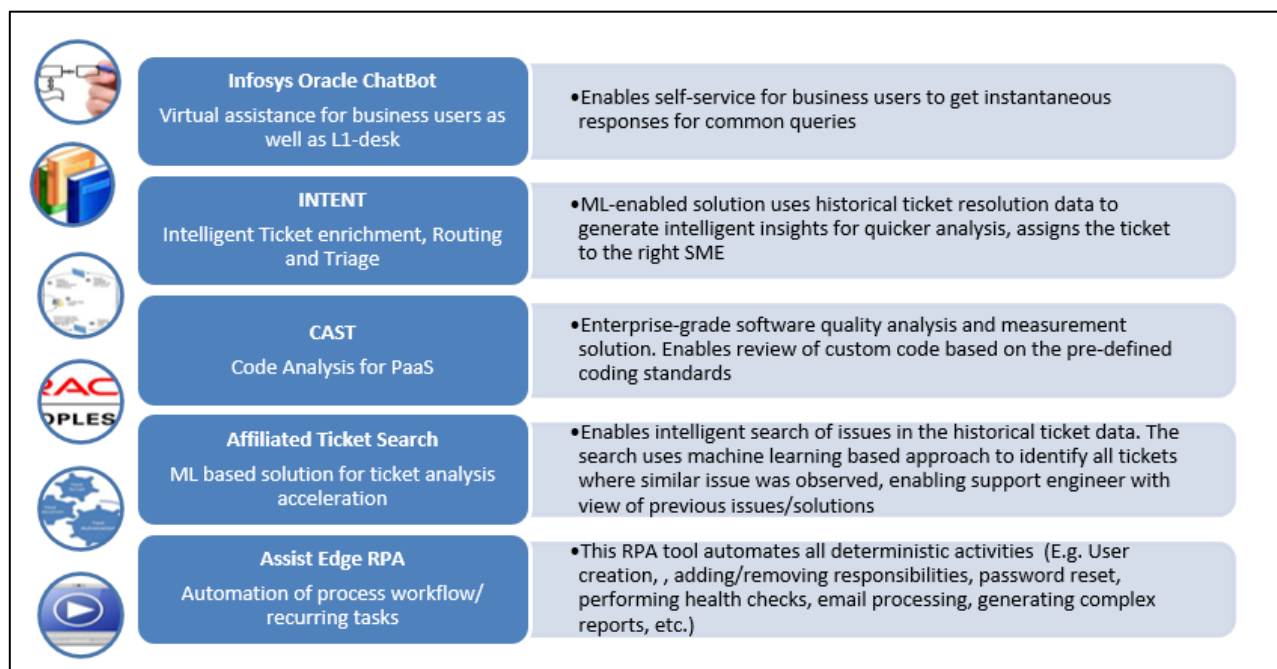


Figure 7. Infosys Oracle Cloud AMS Service Offerings

Infosys ensures business agility and improved user experience with proactive interventions and effective use of automation tools during AMS resulting in overall productivity improvements.



	Shift Management Portal Automated management of Shift-roster	Portal , which provides seamless ability to manage shifts, holidays, leave-plans, etc. and provides mechanism to allocate tasks. Provides a crisp and concise view of shifts
	Universal Data Validation Tool For Cloud-based FBDI based templates	Enables efficient pre-validation of data before migration reducing the number of conversion iterations
	AMS Dashboard For AMS operational insights	Dashboard which provides various insights on ticketing data in multiple configurable views.
	Infosys Wingspan Next-Gen learning solution	Learning platform designed to be-Flexible & Convenient; Personal & Engaging; Connected & Collaborative; Competitive, Motivational & Gamified; Strategic and Insightful helping organizations accelerate their talent transformation journey
	TOSCA Third party tool driving testing automation for Oracle Cloud AMS	Tosca Test suite by Tricentis (Infosys partner) is an enterprise agile software test tool used to automate end to end test cases and provide comprehensive test management for Oracle Cloud.
	IIOC Infosys Intelligent Operation Center	IIOC is a one-stop platform aimed at identifying and reducing critical business interruptions. It focuses on hot spots within business operations.
	Infosys Smart Configuration Tool for replicating Configuration/Setup	An RPA based tool to enable replication of configuration across Cloud environments. Used for replicating setup information / configuration for entities where automated migration feature is not available

Figure 8. Infosys AMS Tools and Accelerators

Support Levels (L1, L2 and L3 Support)

- L1 Support: Application operations and monitoring, categorisation and logging of tickets, fixing known/commonly occurring issues, escalating issues to next level within SLA timelines in absence of a known resolution.
- L2 Support: Application production support, problem management, configuration management, Escalated Incident Management for tickets escalated from L1 team
- L3 Support: Change and release management, SLA management, Escalated Incident Management for tickets escalated from L2 team, Minor Enhancements < 40 hours (typically), Bug fixes.

Pricing is factored considering the volume and complexity size of the tickets.

Infosys can provide a technical account manager or cloud support engineer based on client requirements.

3. Assets and Tools

Infosys has developed several differentiating high-value Cloud accelerators. These assets leverage Infosys's deep expertise on ERP cloud, domain expertise as well as the tools and accelerators developed to fast track these cloud ERP deployments ensure at least 20-30% productivity increase.

Tool	Description	Features	Benefits
IOCS – Infosys Oracle Cloud Suite	Infosys Oracle Cloud Suite (OCS) is a digital transformation solution, helps our customer to accelerate Oracle Cloud implementation in a quicker turnaround time.	- Gold-standard industry solutions and domain templates - Dynamic client instance creation - Authoring with version control - Review-approval workflow - Role-based live dashboard - Plug-n-play tools - Structured archival process	- Pre-configured ready-to-use Industry solutions - Guided tour with review-approval workflow - Role-based dashboard and access - Easily configurable with external tools
Digital Configuration Engine – Smart Config Tool for Oracle Cloud	DCE tool will help load the manual configurations or master data setup in Oracle SaaS cloud in an automated way.	- Open source-based tool; easy to use - Leverages Oracle APIs or RPA - Supports over 80 entities - Full load for multiple or specific entities	- Workbook with standard dataset - Faster turnaround - Template-based instance migration
Smart Release – Migration across instances	Considerable effort is spent in activities related to code/configuration migration across environments.	- Self-service forms - Single request form - Approval capability - Auto-migration - Versioning of deployed code - Restore previous version - Supports report, data model, lookups, value sets	- Automated process - Faster turnaround 30% effort saving
Infosys Testing Automation Framework (iTAF)	iTAF is completely a script-less test automation framework for functional and regression testing.	- One-stop solution record and playback - Over 120 inbuilt keywords - Distributed execution - Robust reporting - CI integration	50–60% effort reduction - Fast and accurate results - Reduced integration efforts - Self-service

			• 15–30% cycle time reduction
iBridge – Enabling Seamless Integrations	Infosys i-Bridge platform offers quick technical and functional insights into repeated integration scenarios.	• Catalogue of over 200 pre-built integrations • Reference documentation • Ready-to-use utilities • Continuous enhancement	• 30% reduction in interface development • Faster design • Improved quality
UDVT – Universal Data Validation Tool	UDVT is a simple Excel-based tool used for data validation.	• Flexible and configurable • Offline validation • Reusable rules library • Works with Excel	• Saves 4 days per module • Useful across project phases • Works for any ERP module
RPA – Robotic Process Automation	RPA tool can be used for automation of deterministic activities.	• Automation for defined steps • Non-intrusive BOT • Background or assisted automation • Quick deployment	• Faster completion • 90% reduction of repetitive effort
Infosys Wingspan – Digital Learning Experience Platform	Infosys Wingspan is a next-gen learning solution to accelerate talent transformation.	• Guided learning paths • Validate capabilities • Integrate org knowledge • Live/recorded content • Podcasts • Anytime access	• Enhanced user experience • Improved productivity • Easy access and consumption
ChatBot – Virtual Assistant for Business Users	A virtual assistant to enable seamless access of information using natural language.	• Open source • Seamless integration • Access controls • Quick new use case enablement • Extendable intent engine	• Instant response • Higher user satisfaction • Reduced ticket inflow • Reduced effort
Infosys PMA – Problem Management Analytics	Provides smart analytics and insights for problem management and ticket inflow reduction.	• Pattern analysis • Risk profiling • Correlation analysis	• Identify elimination opportunities • Automation recommendations • Hop spot identification • Ticket surge analysis

Figure 9. Infosys Assets and Tools

4. Credentials

Below are some examples of our key ERP Customers who have undergone successful Fusion Cloud Implementations:

Client	Customer Objectives and Challenges	Infosys Solution	Key Benefits
Implementation of Oracle cloud modules for a Council in Greater London	- Standardised business processes with minimal customisations, data cleansing - External systems to carry some basic functions like self-service AP/AP Invoice entry, supplier/customer creation - No current DR capability, tight coupled integrations with ~55 external applications - Manual recording of assets and projects, consistent reporting	- Multi BU / LE structure with intercompany transaction recording - Adopt vs Adapt design/implementation rule - OIC positioned for integration technology - Cashable savings calculated for 5 years, both infra/application and business processes - CEMLI assessment with proposed solution - Show and tell approach from week 2	- Standardised business processes across all streams - Finalisation of Integration strategy - Manual processes identified and system mapping done - Future solution with almost no customisations implementation with legacy system - Identified critical tasks and activities from operations support perspective - Developed support framework for Fusion model
Leading mobile connectivity and internet services provider	- Lack of flexibility and scalability to support new business models - Highly customised heterogeneous systems and multiple sources of truth, leading to complex integration landscape - Heavy usage of manual process and excel. - Lack of central reporting platform - No unified platform for accounting and tax compliance reporting	- Infosys built the platform for the future leveraging Oracle ERP and EPM Cloud along with SCM Cloud - COA redesign and finance master data management with EDMCS - Active assessment of data redundancy for Items, Assets, Customers - Active and integrated organisation change management track to address changes - Real time analytics reports with self-service reporting capabilities for continuous monitoring	8% productivity gain in invoice processing 20% faster period end financial close 40% reduction in Budgeting cycle time 20% reduction in finance operational cost by process of standardisation 3X Increase in compliance effectiveness 80% improved accuracy for account reconciliations and transaction matching

		of Key Business Metrics - Digital FP&A with EPBCS - Tax exposure calculations with TRCS	
Global materials science company specialising in the design and manufacture of a wide variety of labelling and functional materials	- Inorganically acquired entities had distinct set of processes - Compliance and audit were managed outside the applications with rapid changing business environment - Complex infrastructure and applications had limited performance and scalability - Indifferent user experience and lack of new-age mobility solutions - Lack of Performance Reporting, compliance and decision support tools.	- Global Blueprinting phase to support both common processes as well as local/legal country localisation - Standardisation and Cleanup of Master Data, COA for management reporting - Phased adoption of solution for better uptake with dedicated track for Organisation Change Management - Compliance and Workflow driven Audit management forming the core of any solution - Integrated co-existence of Oracle Cloud, Legacy and Best of breed applications like Concur, HFM - Interactive Training delivery with Infosys Whatfix	- Global Template based Future ready "One ERP" platform and solutions with accelerated rollouts (Dubai - 3 months, Indonesia - 4 months) - COA Standardisation and automated financial consolidation & Reporting reducing manual reporting effort by 60% 90% Automated controls and compliance through systematic audits and workflow driven approvals - Modern UI, SOA based architecture, Integrated Mobility and Analytics with Simplified Global architecture lowering the TCO by 15-20%
Office retail company primarily involved in the sale of office supplies and related products	- Manual excel based, time consuming consolidation process - Lots of follow-up to collect data, validate and then consolidate manually - Lack of single source of truth for Global Reporting - No audit trail available and no control over consolidation entries/adjustments	- Global Solution for Consolidation and Statutory Reporting with greater accuracy, speed, agility - Automated intercompany elimination and reporting - Improved reconciliations frequency from quarterly to monthly - Enhanced tracking and monitoring of Reconciliations	- Close cycle reduced by 2 days with Standardisation and automation of consolidation - Single instance for both Account Reconciliation and Transaction matching resulting elimination of work on two different platforms for users - Automated Cashflow reporting resulting in

	• Excel based inconsistent manual reporting • No monitoring and tracking of reconciliation status • Recons done quarterly due to excel based time-consuming process	• Standardisation of Reporting • Consistent Close and Reporting schedule across all divisions • Developed Complex Custom Reports to analyse balance trend, cushion/risk, transactions/adjustments impact on balance sheet • Automated data loads from Oracle and Non-Oracle source systems 5 days before GL close to help identify issues early	savings of 1.5 man days each month • 25% operation efficiencies gain by reducing number of reconciliations through groupings based on organisational units • 30% auto reconciliations achieved thru intelligent rules configuration
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Table 1. Case Studies

To know more about our success stories, please refer to the below link:

[Oracle implementation success stories](#)

Appendices

A 1.1 Finance as a Service

Infosys offering for Cloud is a complete service platform wherein ERP Cloud is well integrated with the Fusion Accounting Hub, EPM, FDW etc.

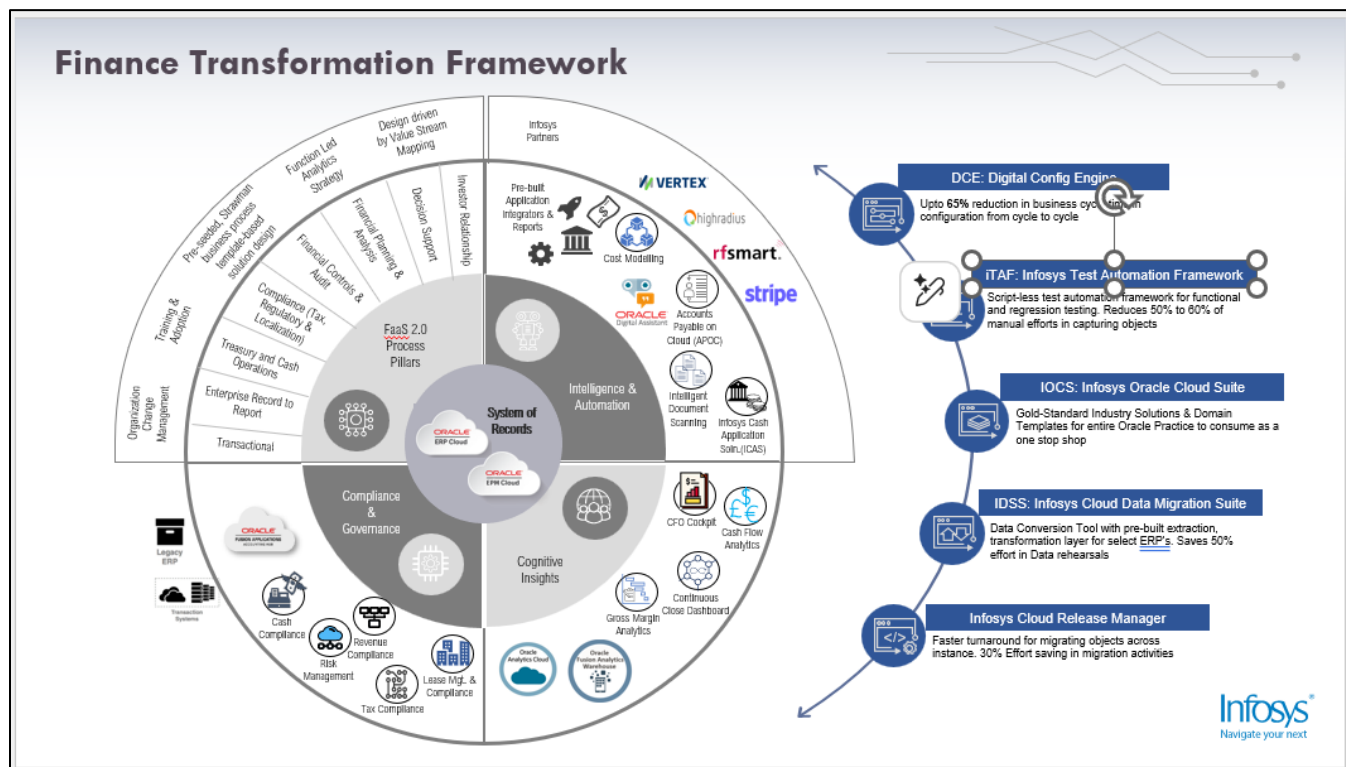


Figure 10. Finance as a ServiceIFRS-15/ASC 606 Revenue recognition

A 1.2 IFRS 15/ ASC 606 Revenue recognition

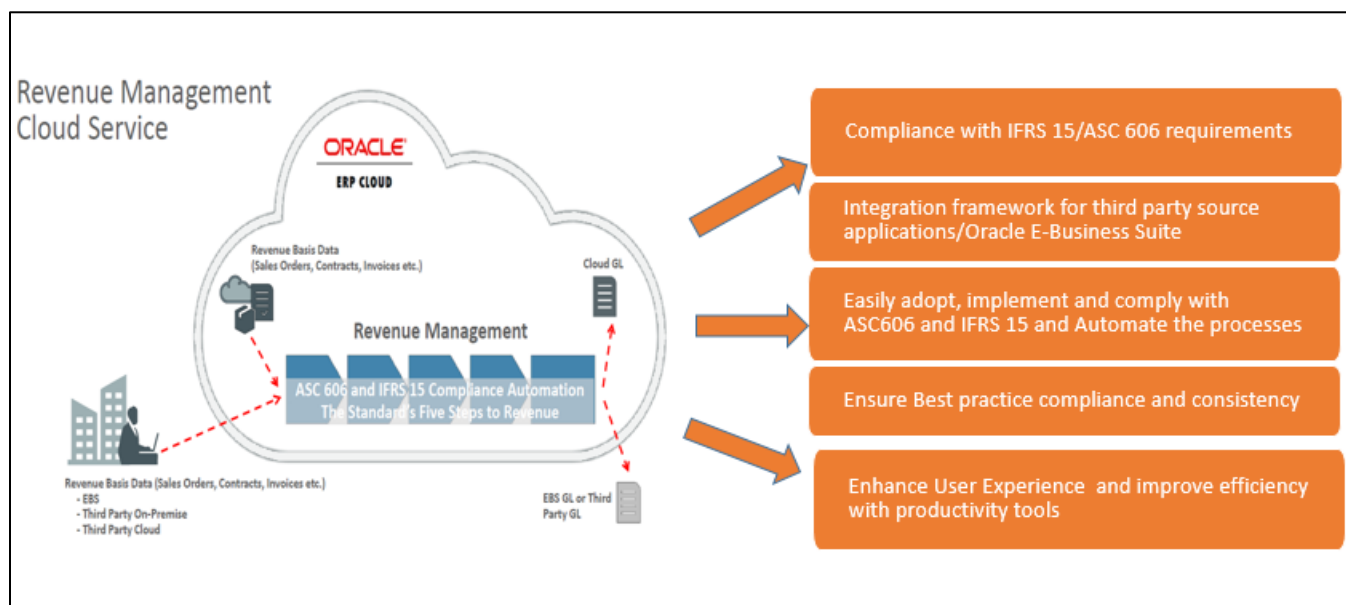


Figure 11. Revenue Management Cloud Service

A 1.3 IFRS 16 / ASC 842 Leasing Pre-configured solution

IFRS 16 / ASC 842 Leasing Pre-configured solution

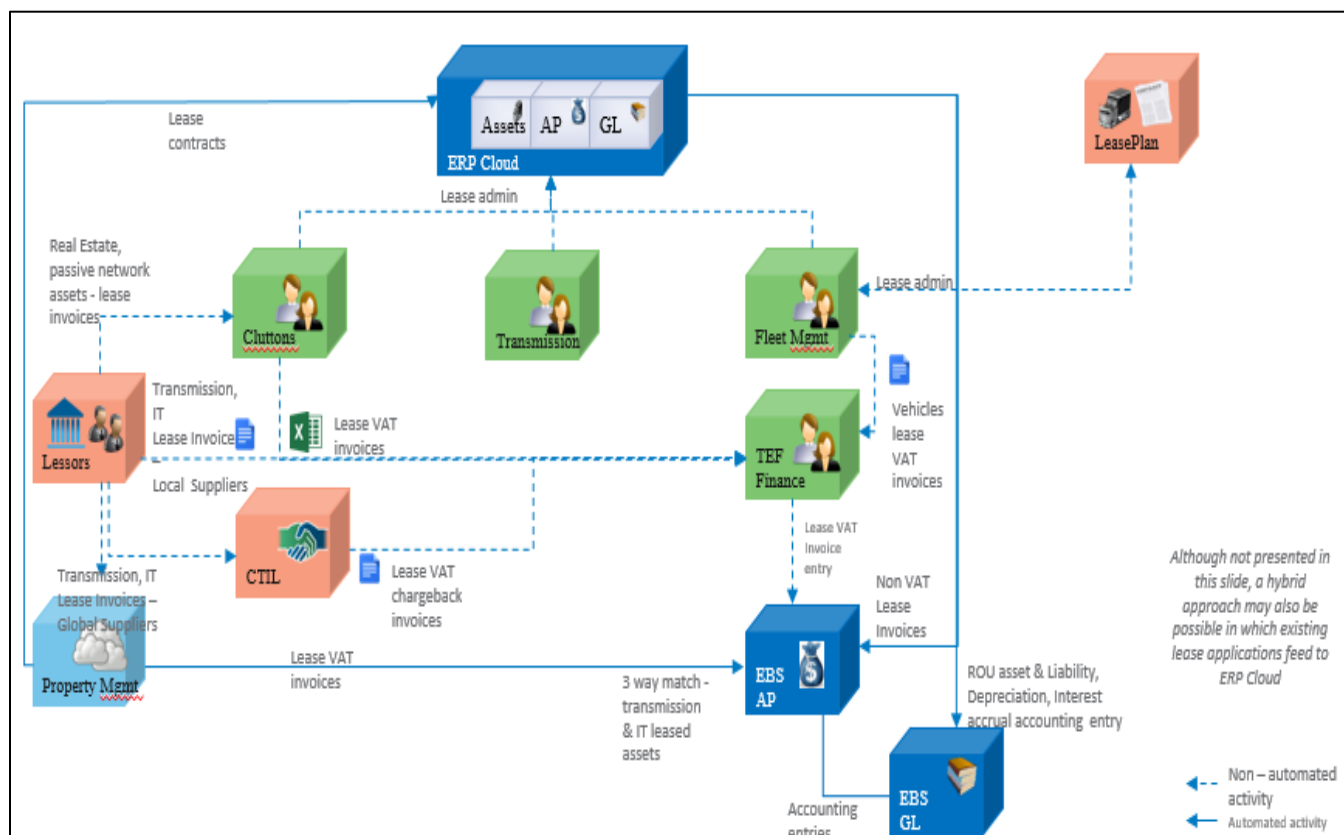


Figure 12. IFRS 16 / ASC 842 Leasing – Implementation

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