

G Cloud 15- Framework Service Definition

Crown Commercial Service

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1. About Polycloud platform

Infosys' Polycloud platform provides enterprises with an ability to provision, configure, manage, monitor and orchestrate multiple cloud services across both public and private clouds in a vendor agnostic manner. Infosys Polycloud Platform provides an easy-to-use, intuitive, web-based, persona-driven self-service portal that enables onboarding, provisioning, monitoring, and managing the complete IT lifecycle across multiple clouds in a unified manner through single sign-on and federated identity.

The platform has been successfully implemented across over 100 global enterprises, delivering consistent value in multi-cloud management and operational efficiency. Its proven capabilities have earned recognition in industry benchmarks and analyst reports, including placement in the Gartner Magic Quadrant for Cloud Management Platforms, highlighting its leadership in innovation, scalability, and enterprise adoption.

The platform eliminates the complexity of managing multiple environments by consolidating them into a single, unified offering for seamless consumption. It establishes a next-generation IT management and operations framework aligned with SRE principles, incorporating automation, analytics, AIOps, and an engineering-driven approach to operations.

This integrated enterprise automation platform brings together all in-scope workloads and integrates key management and monitoring tools to deliver process harmonisation, automation, issue resolution, and simplification across various service lines.

Infosys Polycloud Platform is modular and built on open-source technologies, comprising the following key modules: It helps to reduce time to adopt standard public cloud or private cloud services. It also helps to reduce time to resolve any postproduction (Day 2 ops) operations using the least intervention with low touch approach to operations. The platform adopts open industry standards for cloud provisioning and extreme automation, which include but are not limited to:

- YAML based DSL for cloud orchestration based on OASIS TOSCA
- Network provisioning and management based on ONAP

The platform is implemented as X as code components (Ex: Infrastructure as Code, Compliance as Code) to provision pre-defined, certified, secure and assured deployments.

Infosys Polycloud Platform is modular and built on open-source technologies, comprising the following key modules:

1. **Hybrid IT Manager (Build)**- Build, Manage and Govern Hybrid IT Ecosystem using decision-time brokerage algorithms and cloud marketplace
2. **Digital Command Centre (Operate)**- AI-based, Intelligent Event Management system to autonomously drive operations by analysing and acting on massive volumes of events in real-time
3. **Ops Analytics Workbench (Analyse)**- AI-Powered, easy-to-use, analytics Workbench for data analysis, pattern detection, root cause analysis, model development and model deployment
4. **Autonomics Toolkit (Resolve)**- Low-code, Automation Designer with pre-packaged library of tasks for rapid design and deployment of Virtual Operators

2. Polycloud High level Architecture

2.1 Key Design Principles

- Standards-Based Automation - Implements industry-standard methods for cloud provisioning and automation, leveraging frameworks such as OASIS TOSCA and ONAP for consistency and interoperability.
- Open-Source First Approach - Prioritises open-source solutions; where unavailable, ensures components are pluggable and swappable for flexibility.
- Cloud-Native and Vendor-Neutral - Minimises dependency on cloud-specific features to avoid vendor lock-in and ensure portability across multiple cloud environments.
- Configurable and Extensible Architecture - Supports plug-ins for IaaS, PaaS, CaaS, and network services, enabling easy customisation and integration.
- Modular and Templatised Models - Provides pre-defined, certified, and ready-to-provision secure cloud templates for faster deployment and assurance.
- Security and Trust First - Incorporates robust trust and threat models with comprehensive security safeguards across all layers.
- Everything-as-Code - Enables Infrastructure-as-Code and Compliance-as-Code models for automation, governance, and repeatability.
- Unified Self-Service Portal - Offers a “Single Pane of Glass” experience for monitoring, provisioning, and managing multi-cloud environments.
- Scalable Management- Designed to manage large-scale enterprise environments efficiently, ensuring performance and reliability.
- Out-of-the-Box (OOTB) Adaptors - Includes pre-built adaptors for seamless integration with leading cloud platforms and enterprise tools

2.2 High-Level Architecture Components

The logical architecture components and capabilities of Polycloud platform are depicted in the diagram below:

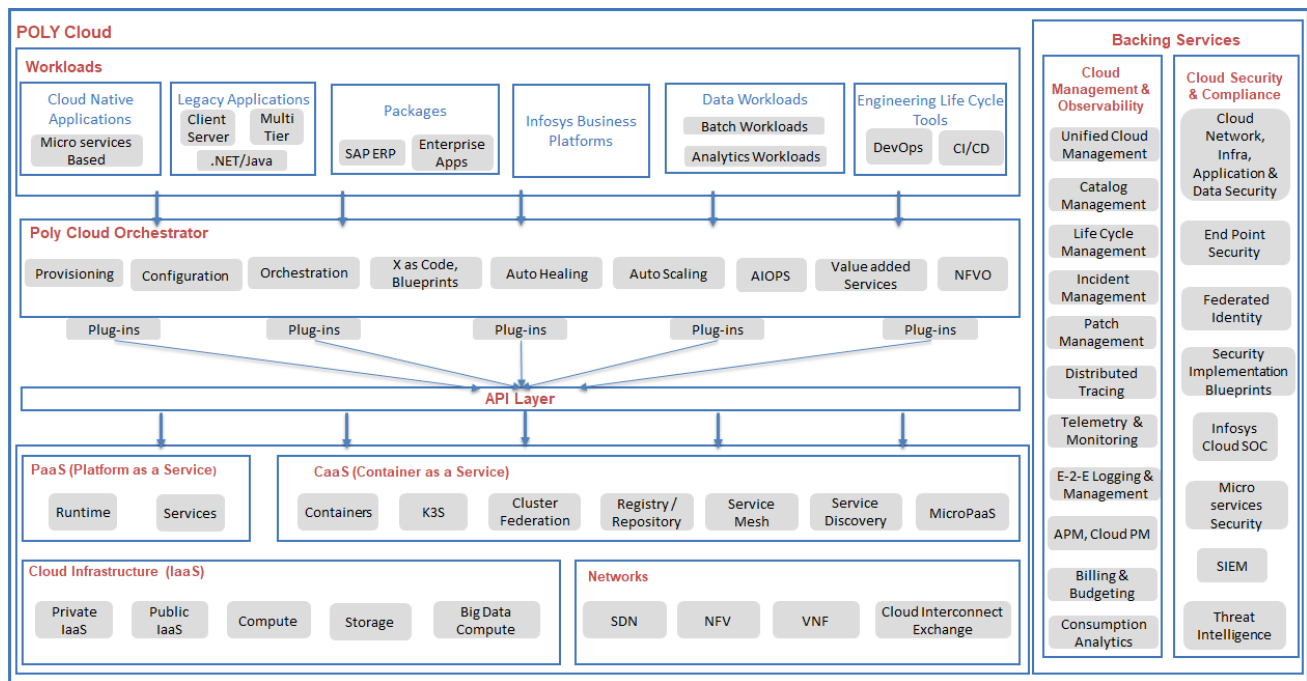


Figure 1. Polycloud Platform Logical Architecture

Description of some of the major components of Polycloud is given below:

2.2.1 PolyCloud: Provisioning

Provisioning of cloud resources is one of the main components of the orchestrator layer. A logical architecture diagram for the provisioning component of cloud infrastructure (IaaS) based on TOSCA and/or Terraform based templates is shown below:

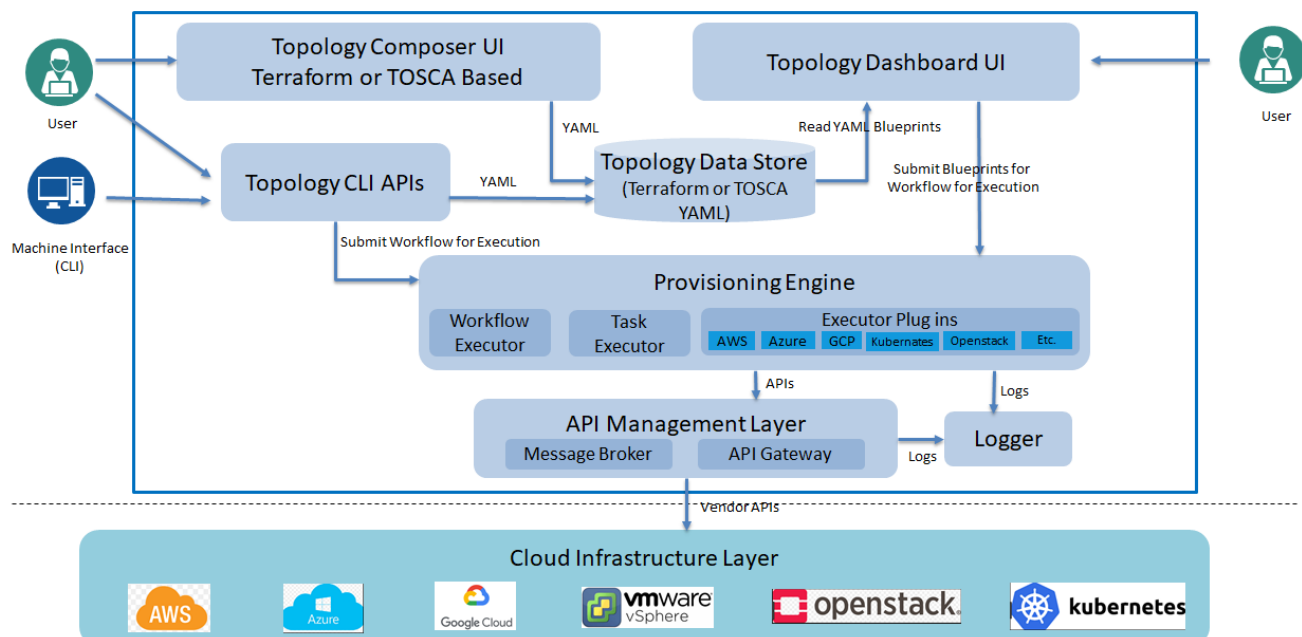


Figure 2. Polycloud Provisioning

2.2.2 Polycloud: Auto-scaling

Auto-scaling and auto-healing are two of the major requirements of the Polycloud orchestrator layer. To support the auto-scaling feature, the orchestrator consists of the following components:

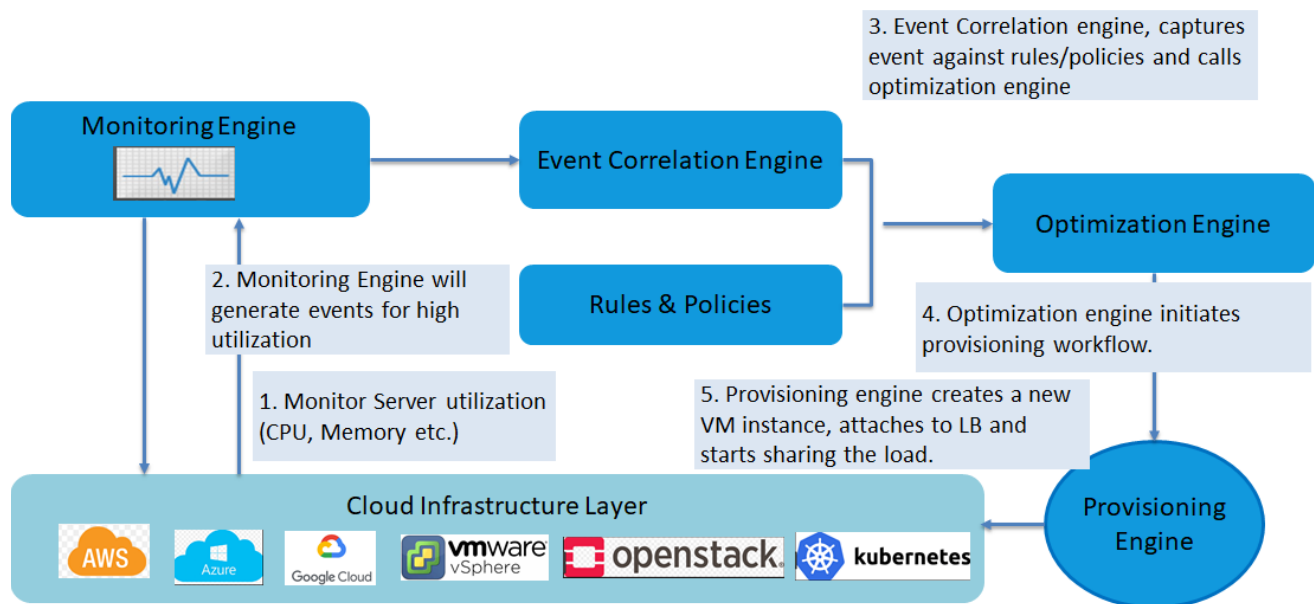


Figure 3. Polycloud Auto scaling

2.2.3 Polycloud: Distributed Telemetry (Tracing and Metrics)

The key capabilities of the distributed telemetry are:

- Trace requests as they propagate through multiple microservices end-to-end.
- Capture critical time series metrics as the request propagates.
- Should be able to trace the request at each microservice / API level.
- Ability to understand exactly how a request travels between different services, gather useful metrics at each service / API level and aggregate at the overall application level.
- Context propagation: correlate requests between services, automatic context propagation (in the form of trace or correlation ID) throughout the system, across multiple languages.
- Instrumentation libraries to capture traces: Ability to capture and propagate distributed traces through instrumentation of code in multiple languages. Ability to instrument the code at each API / Microservice level.
- Time series metrics collection: capture critical time series statistics from each of the microservices. Metrics such as latency, request count and request size at each endpoint.

Key components that are required to support distributed tracing and metrics are depicted in the diagram below:

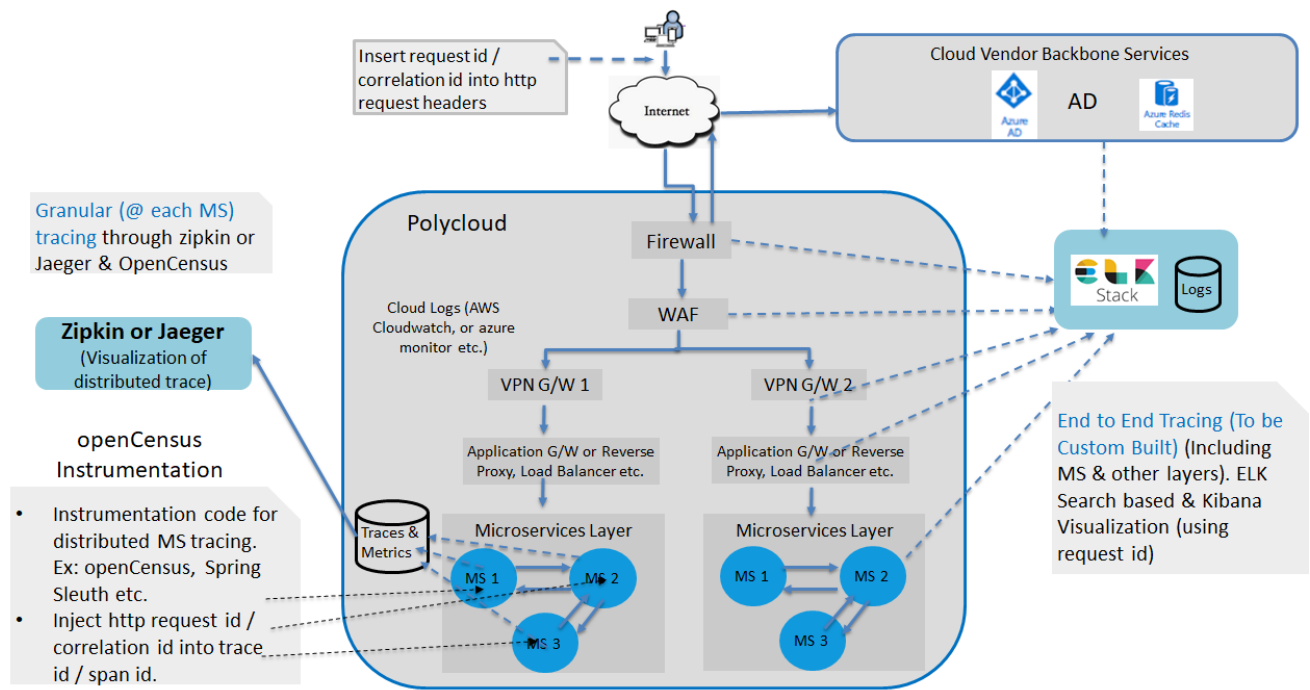
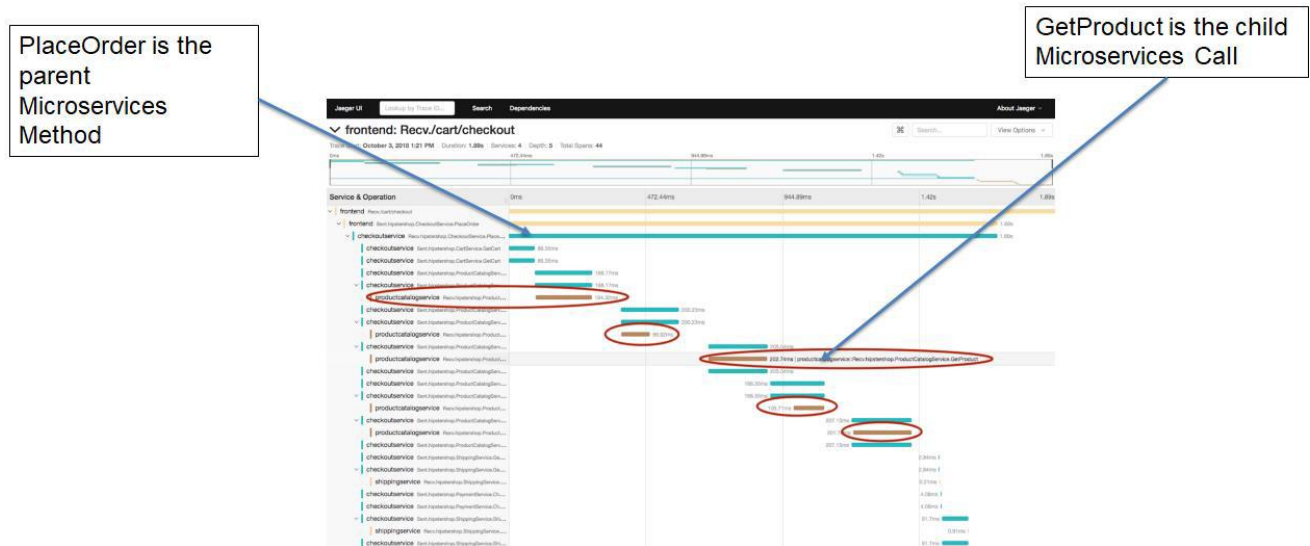


Figure 4. Polycloud Telemetry

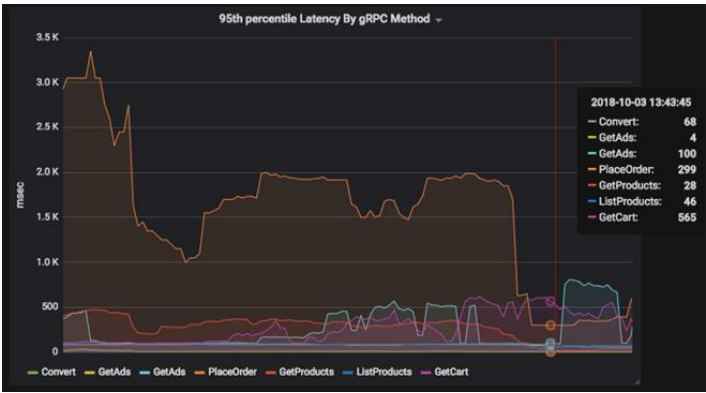
Example of tracing based on Jaeger is depicted below:



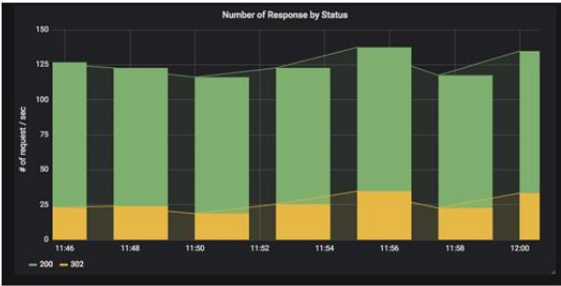
The above trace for 'Place Order' shows latency contribution from each span to overall latency of the request.

As evident from the diagram, Product-Catalogue-Service GetProduct span is the most expensive span in terms of latency.

An example of metrics based on Jaeger is depicted below:



95% Latency Measurement at each Microservice endpoint/API level.
Microservice API Level



Success vs Error rates view at a

3. Key Benefits of the Platform

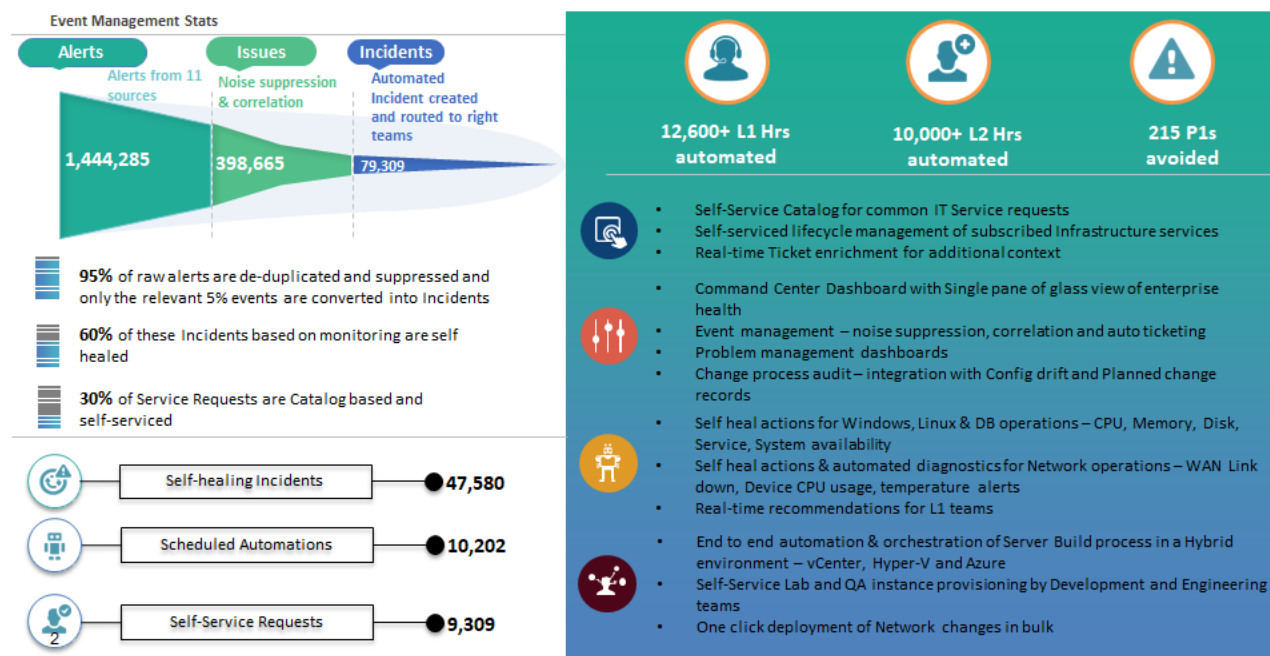
The key benefits of the platform are given below:

1. Reduced time to adopt various public cloud and private cloud services in a vendor agnostic manner and easier workload migration across clouds.
2. Automated environment creation and management (service catalogue based) as per application specific SLAs and NFR needs.
3. Pre-defined, pre-certified and ready to deploy cloud blueprints to meet key SLAs such as HA, performance, security, etc.
4. Increases accuracy of design through infrastructure as code blueprints.
5. Reduces time-to-resolve during operations (Day2 Ops).
6. Auto-healing and auto-scaling features to address low touch and proactive maintenance of cloud infrastructure, anomaly detection.
7. Trend analyser helps to aggregate and understand time series relationships between composite variables to analyse past trends and patterns.
8. Intent extractor which identifies ops domain specific entities and draws context behind text.
9. Prediction engine performs predictive modelling using predictors or features to predict outcomes/actions on new data.
10. Minimised vendor / cloud lock-in.
11. Unified cloud management (single pane of glass) for seamless control, provision and multi-clouds management.
12. Open stack, standards-based.

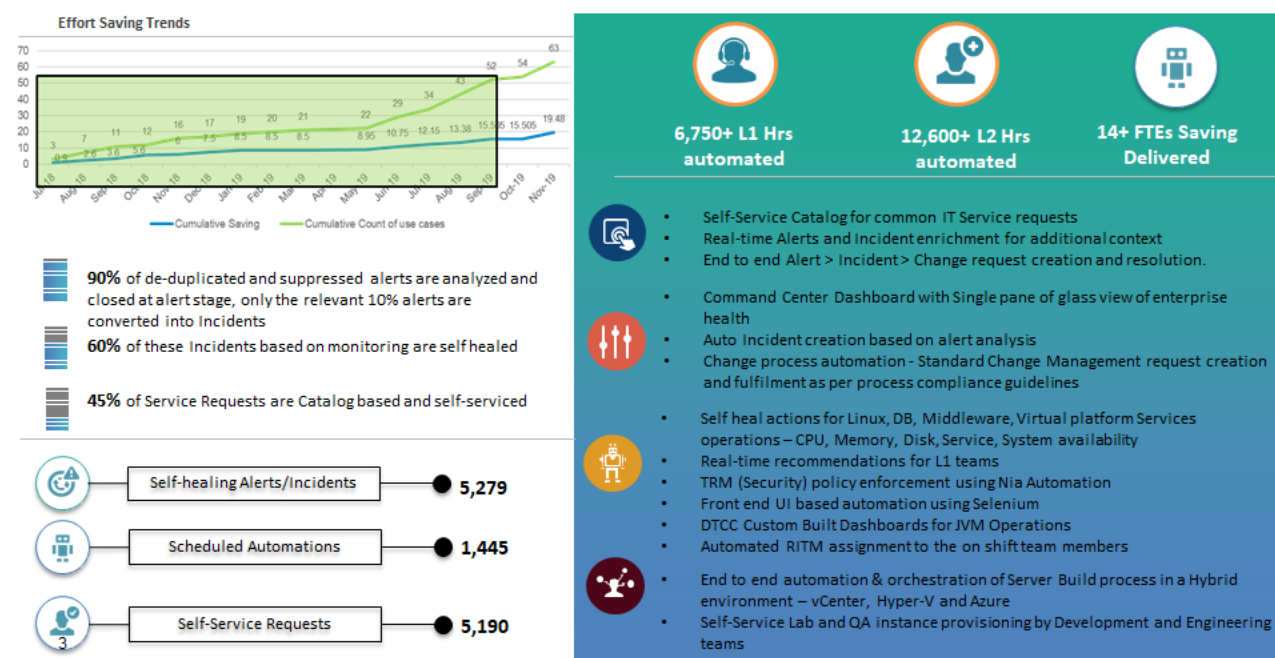
4. Case studies

Here are a few sample case studies wherein customers have leveraged the automation capabilities of our Polycloud platform.

Case Study 1: Automation of IT services for a large manufacturer and service provider of semiconductor processing equipment.



Case Study 2: Automation of IT services for a large North American company providing post-trade financial services, clearing and settlement services to the financial markets.



For more information, contact askus@infosys.com



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