

G Cloud 15 – Framework Service Definition

Crown Commercial Service

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1. Service Overview

Leveraging deep expertise across the Oracle Cloud ecosystem, Infosys empowers enterprises to drive end-to-end digital transformation through comprehensive, value-focused cloud consulting and delivery capabilities.

Infosys is recognised and supported by the Oracle Corporation as one of its highest valued services partners and is proud to be an [Oracle Certified System Integrator Partner](#), currently holding Oracle's highest level of partnership—Level 4 in the Oracle Partner Network (OPN). This elite, invite-only status is extended to a selected group of global system integrators, reflecting our deep collaboration and strategic alignment with Oracle

We have opened two 'Innovation Centres'; one in Oracle headquarters, Redwood Shores and the second one in Infosys Shanghai Development Centre (DC) to showcase industry solutions jointly developed with Oracle. Infosys has over 27 Oracle® Centres of Excellence focusing on a wide range of applications and technologies. In addition, we also have more than 20 co-developments and more than 16 industry solutions.

Infosys and Oracle have built a strong alliance with a vision to help clients maximise benefits, increase satisfaction and achieve high performance. Infosys has signed the **Oracle Cloud Catalyst Partner Programme**, an exclusive programme offered to top Oracle partners. This programme further strengthens the Infosys-Oracle partnership to accelerate cloud-based digital transformation programmes through strategic alignment, taking innovation and delivery excellence to our clients.

Benefits to our Clients

- Regular updates on latest innovations co-developed by Oracle and Infosys
- Development of roadmap for adoption of newer releases, technologies, application features and functionality. Assessment and recommendation of new Oracle applications/technology for adoption.
- Infosys brings deep expertise across Oracle Cloud ERP, HCM, SCM, CX, and Oracle Database@Azure, enabling cost-optimized cloud migration, license portability, intelligent sizing, and DevOps-driven automation—reducing TCO and implementation cycle time.
- Clients benefit from pre-built Infosys assets and APIs that simplify multi-cloud integration across Oracle Cloud, Azure, and on-prem ecosystems, enabling unified operations and better governance.
- Ability to become an 'early adopter' of the latest Oracle product/technology
- Development, maintenance and reuse a repository of tools/accelerators

Infosys combines technical and industry leading practices to deliver successful business solutions and enables maximised return on investments for Cloud and On-premise Oracle applications. Leveraging our extensive experience from various Oracle applications and our rich domain expertise, Infosys enables clients to use Oracle applications to their business advantage. Below is an overview of our Oracle practice:

Awards and Recognition

Oracle Partner Awards:

- 2025 APAC Service Partner Technology/Cloud Award (AI Innovation Award)
- 2025 APAC Service Partner Technology/Cloud Award (Customer Success Award)
- 2025 EMEA Service Partner Technology/Cloud Award (Oracle Engineered Systems Breakthrough Award)

- 2025 NA Service Partner SaaS Applications Award (Customer Success Award)

Oracle Customer Excellence Awards 2025:

- Customer Experience Excellence Award (Outstanding achievements in enhancing CX): SBI Card
- Customer Experience Excellence Award (Outstanding achievements in enhancing CX): Vertiv
- Applications Innovation on Oracle Database (Using Oracle Database to enhance applications): The Open University
- Customer Experience Innovation Award (Most impactful CX program driven by data): Dibold Nixdorf
- Finance Excellence Award (Innovative and sustained value creation): Stanley Black & Decker

Analyst Ratings:

- Leader in Avasant's Oracle Cloud ERP Services 2024-2025 RadarView™
- Leader in the IDC MarketScape for Oracle Application Implementation Services APAC, 2025
- Leader in the 2024 Gartner® Magic Quadrant™ for Cloud ERP Services
- Leader in IDC MarketScape: Worldwide Oracle Implementation Services 2023 Vendor Assessment
- Leader in Everest's Oracle Cloud Applications (OCA) Services PEAK Matrix® Assessment 2023 – Global
- Leader in the 'Oracle Cloud and Technology Ecosystem 2023' in ISG Provider Lens™ Study' - Europe, U.S.

2. Service Description

Infosys has provided Oracle services for over 30 years and is considered one of the largest Oracle providers in the world with more than 16,000 Oracle SMEs, including 9,500 Certified Cloud Experts. We have successfully engaged in more than 560 Oracle projects across multiple countries for over 676 clients. Infosys has more than 27 Centres of Excellence (CoEs) across various competencies and Oracle technologies (Oracle Cloud, Oracle eBusiness Suite, PeopleSoft, JD Edwards, Oracle GBU, Siebel, Hyperion etc.), with 10 of them focused on Cloud and Next Gen technologies.

Our Oracle Cloud Applications practice has delivered projects from roadmap definition to implementation of several large global Oracle transformation engagements, using our highly skilled pool of consultants, our propriety implementation methodologies, tools and accelerators, thereby ensuring business value. Infosys, along with consulting advisors, helps transform our clients' strategies into viable technology-enabled outcomes through our various service offerings, such as Consulting, Implementation, Support and Maintenance, Development and License Optimisation for the below Oracle Cloud Products:

- CX Cloud
- HCM Cloud
- ERP Cloud
- SCM Cloud
- EPM Cloud
- BI Cloud
- PaaS (Platform as a Service)
- IaaS (Infrastructure as a Service)

Oracle Cloud SaaS, PaaS and IaaS Services:

- Complete Cloud Suite – Oracle Cloud is fully integrated across applications, platforms and infrastructure. Oracle Software as a Service (SaaS) includes CX, HCM, ERP, SCM, EPM and the required PaaS integrations and customisations – all running on the same database, data model and platform, thus reducing integration and cost issues.
- Reliable Security Controls – Best-in-class, top-to-bottom security at all levels of the technology stack.
- Proven Platform and Technology – Oracle ERP Cloud and Oracle EPM Cloud are optimised to run on the Oracle Database, the most widely used database in the world, 6 supporting published APIs and standards.
- Data Sovereignty – Comply with regulations such as GDPR and reporting requirements using out-of-the-box configurations, eliminating additional build and maintenance overheads.
- Innovative Cloud – Oracle cloud applications are continually reviewed to ensure they keep pace with emerging technologies, such as the Internet of Things (IoT), Artificial Intelligence (AI), Machine Learning (ML), chatbots and blockchain, helping to future proof the platform.

Embedded social collaboration

Social collaboration is embedded into all cloud applications, including ERP. Users can collaborate in context without leaving their finance systems, supporting end-to-end processes and audit trails.

3. Implementation Methodology & Tools

In addition to the service offerings mentioned in the previous section, Infosys Oracle Cloud practice has a lot of pre-built solutions and methodologies which help our customers in implementing Cloud rapidly.

To start with, Infosys has an Oracle approved Cloud implementation methodology – ACT (Accelerated Cloud Transformation), based on our vast experience working with various customers across the globe and across verticals.

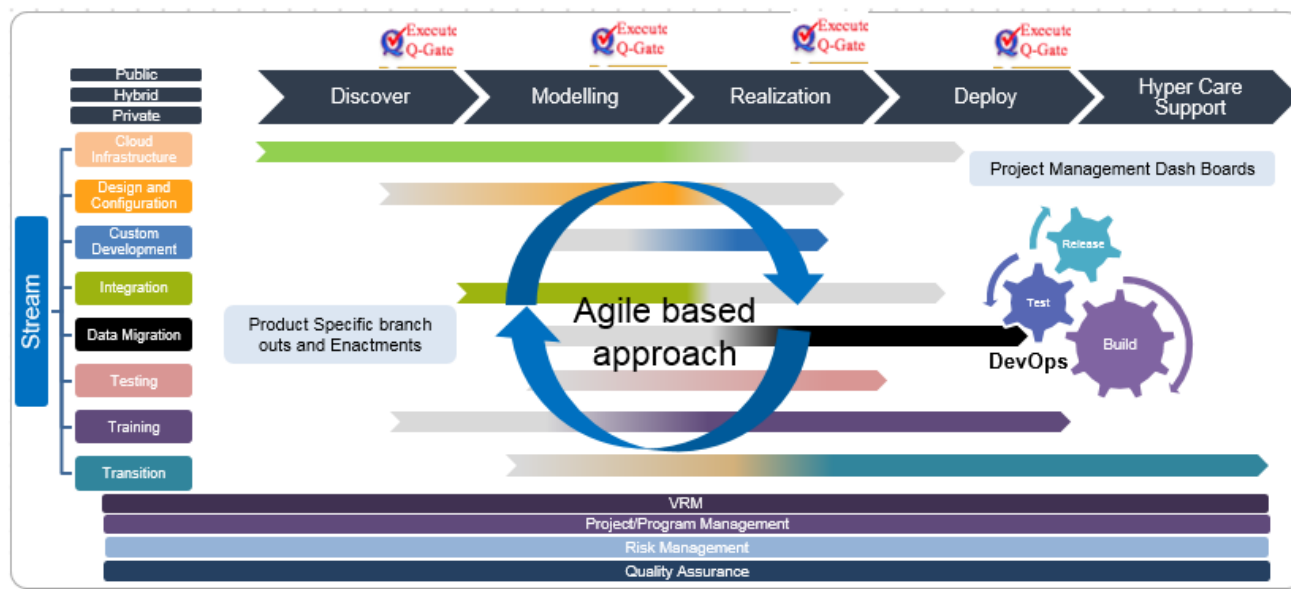


Figure 1. Infosys ACT methodology

The steps are as follows:

- **Discover:** This phase helps in the initial strategy meeting, planning, co-ordination and communication to get started on the project. The business value of cloud enablement is understood and the foundation for governance is established.
- **Modelling:** This phase helps in matching the business scenarios with standard SaaS product offerings. Decision to extend the standard product is planned and approved in this stage. All design and sprint iterations are planned in this phase.
- **Realisation:** This phase helps in converting the actual prototype of scope in agile way of development. The requirements are prioritised using business value analysis. The key business users are invited here to have a glance of the development and share early feedback.
- **Deploy:** This phase helps in planning to transport the developed elements into production server. Also, transition is being planned for a smooth roll over to support team during this phase. DevOps plays a key role here in reducing cycle time and easy deployments.
- **Hyper Care Support:** During this phase transition of the project happens to support team for addressing post go-live issues, application stabilisation and services optimisation. Key data measurement and analysis are carried out for operational excellence and validate the promised business benefits.

In addition to our employed methodologies and frameworks, please find below our tools and accelerators that help expedite each project with enhanced assurance:

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	• Catalogue of over 200 pre-built integrations • Reference documentation • Ready-to-use utilities	• 30% reduction in interface development • Faster design • Improved quality

	integration scenarios.	Continuous enhancement	
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 organisational 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

4. Credentials

Please find below some of our credentials:

Client name	Infosys Solution	Business Outcomes
A unitary local authority responsible for governing and delivering public services across the city and county area, including both urban Swansea and surrounding rural regions.	• Process standardisation across HR, finance, procurement and EPM business functions • Eliminate / reduce manual work • Enhanced transactions control and data security • Streamline and automate integrations with legacy applications • Self-service features for wider employees • 20% reduction in overall time to market with Infosys ACT implementation methodology and Infosys toolkit	• Over 20 business flows adopt from Infosys preconfigured solution • ~20% reduction in overall time for the financials book closure • ~10% reduction in effort per payroll cycle
A upper-tier authority for a non-metropolitan UK county, managing areas such as transport, education and social care.	• Process standardisation across HR, finance, procurement and EPM business functions • Eliminate / reduce manual work • Enhanced transactions control and data security • Streamline and automate integrations with legacy applications • End user training automation with OGL • Self-service features for wider employees • 20% reduction in overall time to market with Infosys ACT implementation methodology and Infosys toolkit	• Over 25 business flows adopt from Infosys preconfigured solution • ~30% reduction in overall time for the financials book closure • ~20% reduction in overall time to market • ~20% reduction in effort per payroll cycle
A local authority for a major non-metropolitan county in the UK, overseeing councils, public services, and regional governance	• Process standardisation across HR, finance, procurement and EPM business functions enabling single source of truth • Automating processes enabling compliance and efficiency • Enhanced transactions control and data security • Streamline and automate integrations • Performance: reporting Real time • Self-service features for wider employees • Digital HMRC filing and CIS	• Over 30 business flows adopt from Infosys preconfigured solution • ~25% reduction in overall time for the financials book closure • ~20% reduction in effort per payroll cycle

A metropolitan borough council in the UK providing local government services and operating within a large, combined authority region	• Oracle Cloud across finance, EPM, procurement, HCM, payroll, learning, reporting • Integrations via OIC • Over 150 custom reports • Business process standardisation • Multiple data migration cycles • Change management, CoA redesign, governance • Hypercare and long-term support	• Significant automation, reduced approval times, thousands of hours saved • Enhanced compliance, automated SML processes • Improved security and role governance • Supplier base rationalisation • Presented at Oracle Cloud World 2025
A global provider of virtualised broadband and video delivery technologies, enabling advanced media streaming and gigabit-level internet services.	• Over 25 business flows adopted from Infosys hitech preconfigured best practice industry solution and 5 new business processes modelled for future business • Accelerated big bang multi-pillar, multi country transformation across ERP, SCM and HCM in 10 months • 20% reduction in overall time to market with Infosys ACT implementation methodology and Infosys toolkit	• Increased business competitiveness and set a platform for new business model of product and services for future business • Global inventory visibility helped in increased customer order fill rate by 15% • Improved period close duration reduction by 30% to less than 5 days
A large technology services and solutions integrator specialising in cloud, AI, cybersecurity and digital transformation for global enterprises.	• Redefined and harmonised business processes leveraging Oracle Cloud, for a scalable solution • Co-existence solution with a connected partner ecosystem for a seamless supply chain	• Process and architecture to scale with vision set forth for exponential growth • Standardisation and harmonisation of processes • Automated and touchless dropship ordering process • Accurate and efficient financial analysis and reporting
A postal and logistics services provider offering national and international mail, parcel distribution, and e-commerce fulfilment solutions.	• Seamless co-existence solution between Oracle Cloud (P2P) and existing EBS instance (O2C) • Streamlined and uniform approval workflows across P2P modules • Complex inventory accounting solution through SLA • Over 90 integrations developed using OIC to enable data flow between on-premise, third-party vendor systems and major finance/SCM modules	• Single business 'point of entry' for procurement transactions • Reduction in the overall technology and operational cost by 23% • Automation across streams of inventory management, digital workflows, reconciliations and adoption of IFRS which required 100% manual effort • Refactoring existing talents to adopt ERP cloud successfully

	Compliance with Accounting standards	and reducing additional recruitment cost by 15%.
A global assurance and risk-management organisation supporting industries with certification, technical advisory and digital safety solutions	• CX maturity assessment and transformation roadmap • Service experience Design – focus on UX, engagement, user efficiency • Solution focus on UX, automation, data quality, data insights and digital engagement channels • Full automation of client certificate issuance process enabled by blockchain integration • Mobile audit management solution for client audits with offline capability • Micro services-based design	• CX digital transformation with superior customer engagement channels & service automation • 150% uptick in certification driving revenue • 60% faster certification process • Plugged revenue leakage (10% of renewals) • 25% uptick in auditor efficiency • 15% improvement in CSAT survey • Improved data quality by 40-60%

Table 1. Credentials

For more information, contact askus@infosys.com



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