

G Cloud 15- Framework Service Definition

Crown Commercial Service

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1. Service Overview

Infosys Digital Workplace Services Practice is over 2000 people strong team focused on helping enterprises to create and execute complete transformation of their workplaces. We cover the entire spectrum of Microsoft (M365, Windows 10 and EMS) and Google's (Google Workspace) collaboration and productivity solutions. We will accelerate the transformation of your enterprise into a more productive workplace and help your network of teams work with intelligence and efficiency to create more value.

Industry Rating

- Infosys positioned as a Leader in 2023 Gartner® Magic Quadrant™ for Public Cloud IT Transformation Services
- Azure Expert MSP Partner Modernisation of Web Applications in Microsoft Azure advanced specialisation.

Google Excellence Awards

- 2025 Google Cloud Partner of the Year Award for Databases.
- 2023 Specialisation Partner of the Year Award for Application Development
- 2021 Specialisation Partner of the Year Award for Cloud Migration.

The Infosys and Google Cloud Alliance

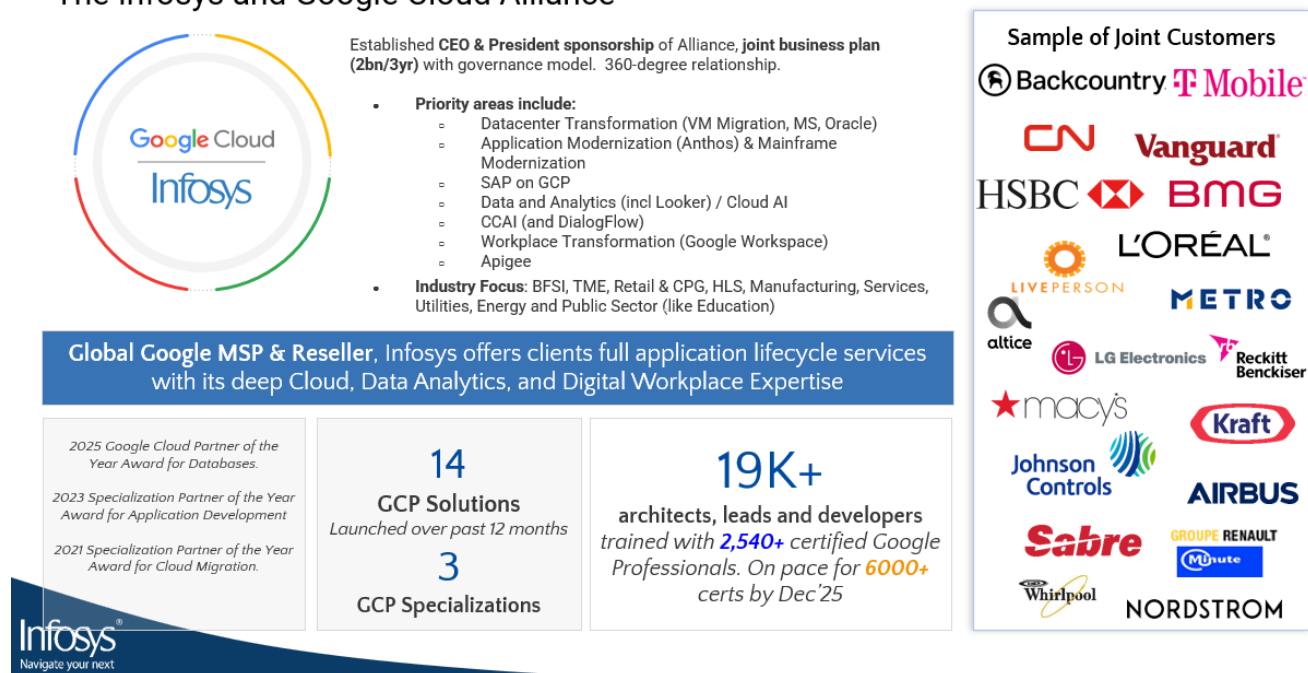


Figure 1.1. Partnerships and Alliances

2. Service Description

Google Workspace, with collaboration, mobility, and security, at the core, can transform an enterprise into a more productive workplace. Infosys Digital Workplace Services, with leadership in modernising and digitising enterprise workplaces, rich experience, strong partner relationships and inhouse accelerators, is the right ally to help navigate enterprises through their transformation journeys. We offer,

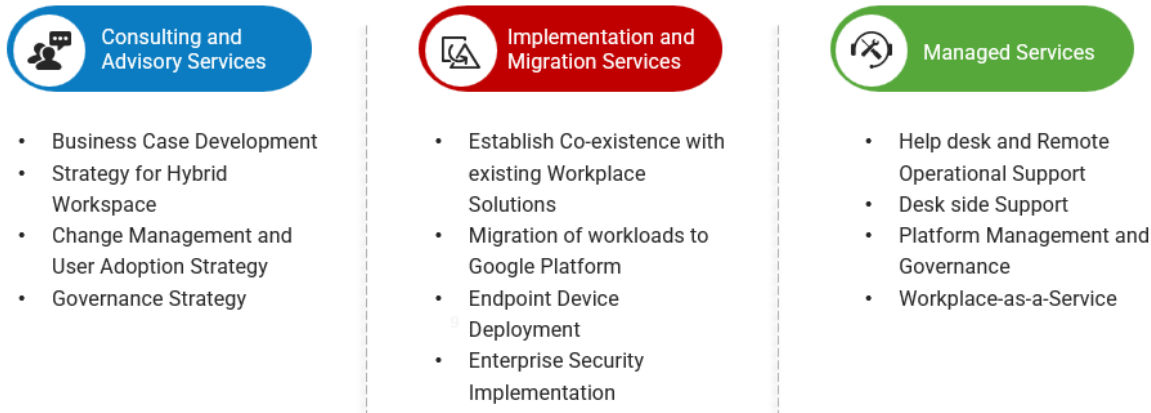


Figure 2.1. AMS Capabilities

Our services extend through L2, L3, enhancements and L4 support for entire 24*7 or depending on business requirements for Google Workspace.

Infosys Transition Approach:

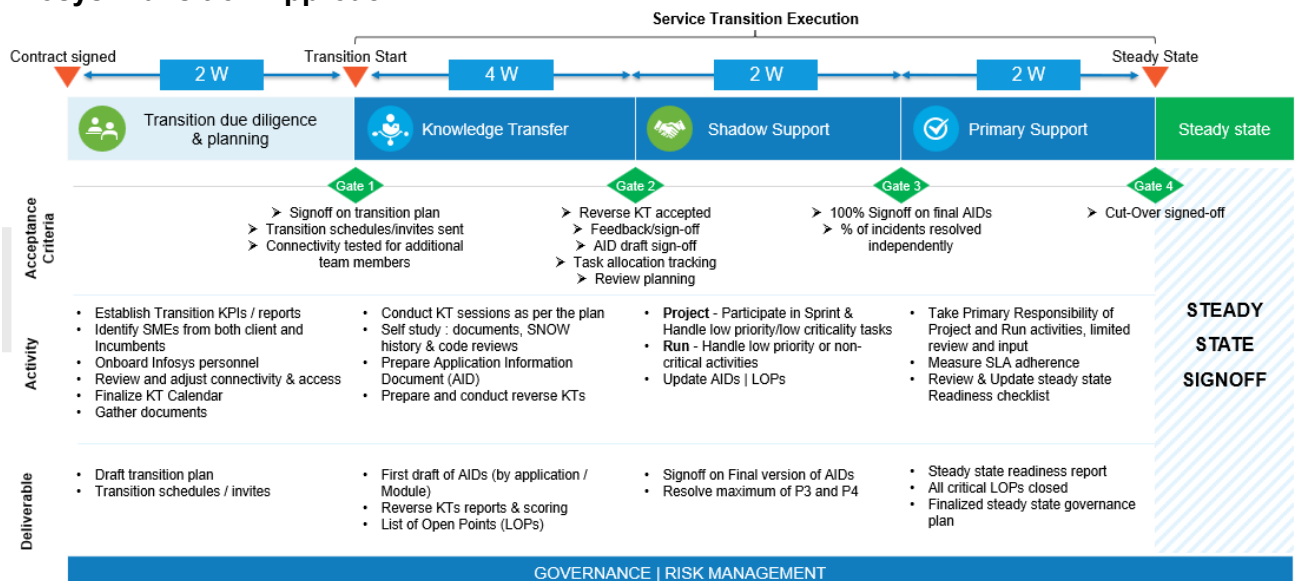


Figure 2.2. Infosys Transition Approach

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.

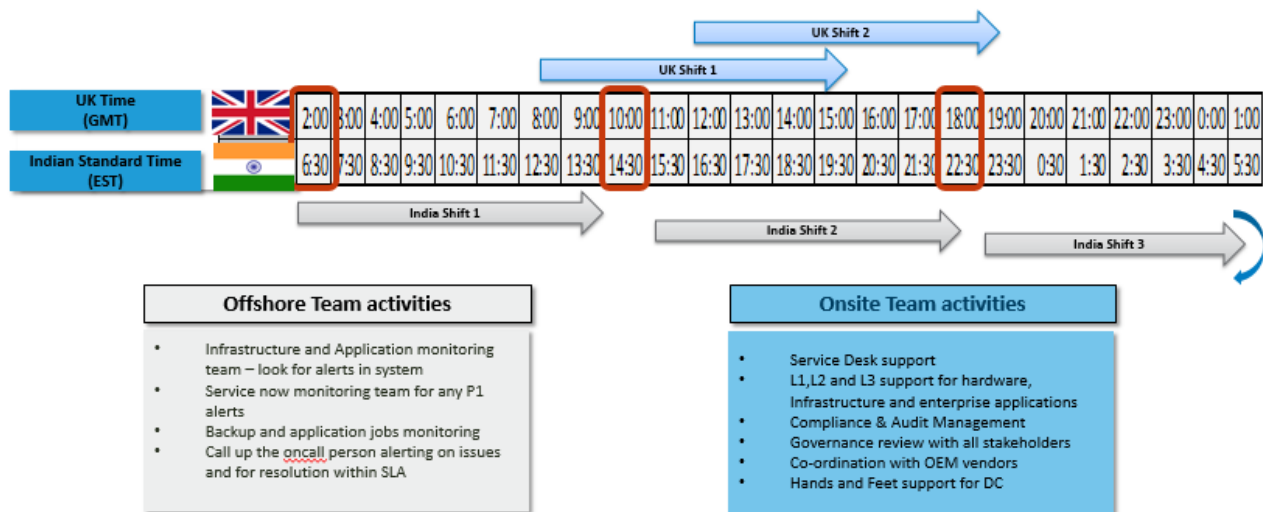


Figure 2.3. Onsite-Offshore Support shifts and activities

Comprehensive Model for Application Support and Maintenance:

Our Technical Support Model for Google Workspace Customers

Infosys can position a customized, non-transactional support tailored to our customers that require expedient and customized answers for issues and bugs on the tool. The below approach explains the technical support model adopted by enterprise customers.

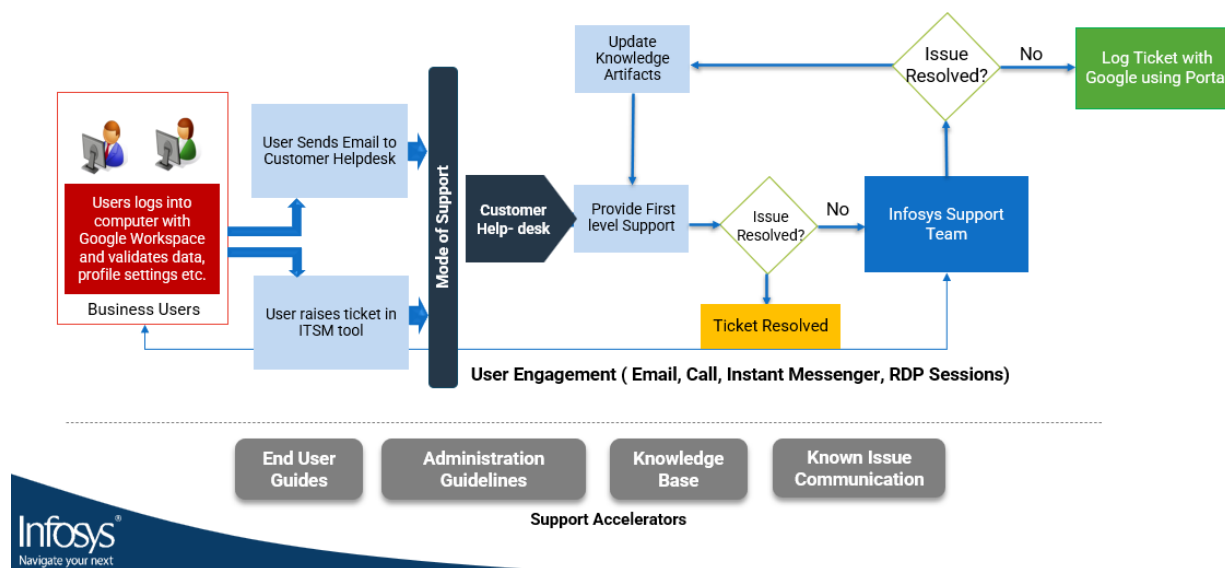


Figure 2.4. Application Support and Maintenance Model

Infosys Workplace Transformation Practice

Overview highlights Infosys' extensive capabilities in delivering modern, digital workplace solutions at scale. The practice is supported by a global pool of over 8,500 professionals with expertise across SharePoint, Microsoft 365, Dynamics 365, Power Platform, and desktop services. Infosys offers more than 35 industry and line-of-business solutions, with over 64% of its work focused on consulting and transformation engagements, serving over 700 customers across industry segments. More than 55% of projects follow an agile delivery model, reinforcing speed and flexibility. The service offerings span Enterprise Business Applications, including CXO advisory services, business process redesign, legacy migrations, application management, finance and supply chain management, CRM and customer experience, human capital and employee experience, and enterprise asset management. The Modern Workplace portfolio includes unified endpoint management, mobile and desktop as a service, digital experiences, and Copilot services. Infosys also delivers strong Power Platform capabilities covering application modernisation, hyper automation, BI modernisation, data-driven digital solutions, and climate technologies. This is further strengthened by over 25 years of a strategic 360-degree partnership with Microsoft and Google.

3. Assets and 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 and proactive monitoring. We have a defined approach for enabling efficiencies. Following is an outline of this framework.

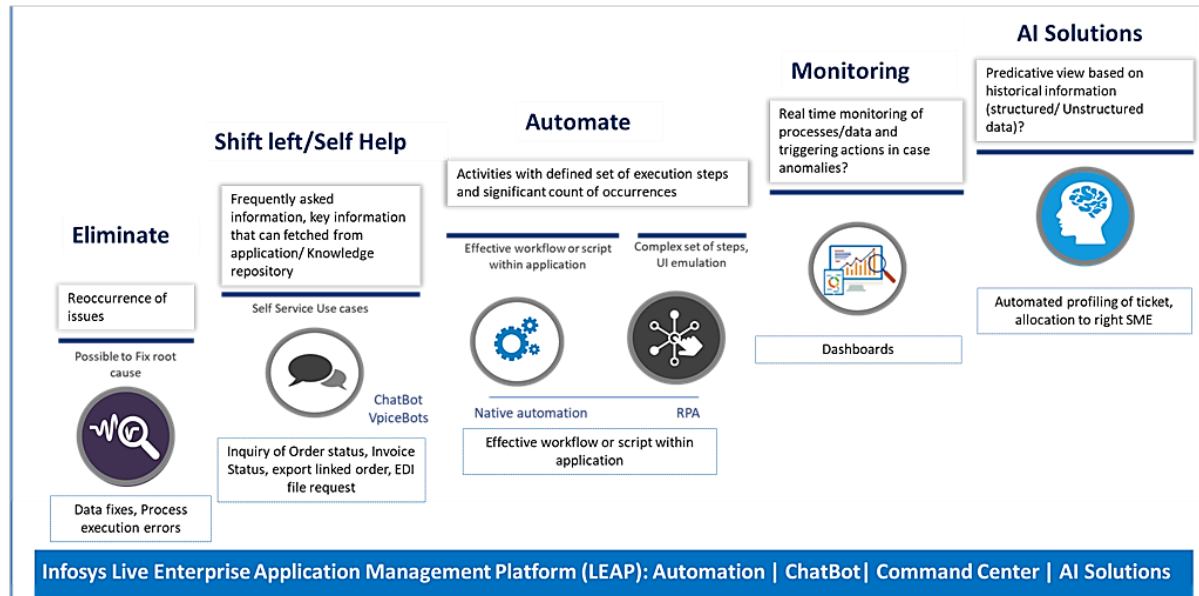


Figure 3.1. Enhance Support Efficiencies

GPT powered Chatbot to assist **Workplace teams to efficiently solve problem tickets**. The Assistant generates solutions for IT problems, based on the combined knowledge of Infosys SME's knowledge, Microsoft KBE articles and with provision to add Customer's KBE document based on the need.

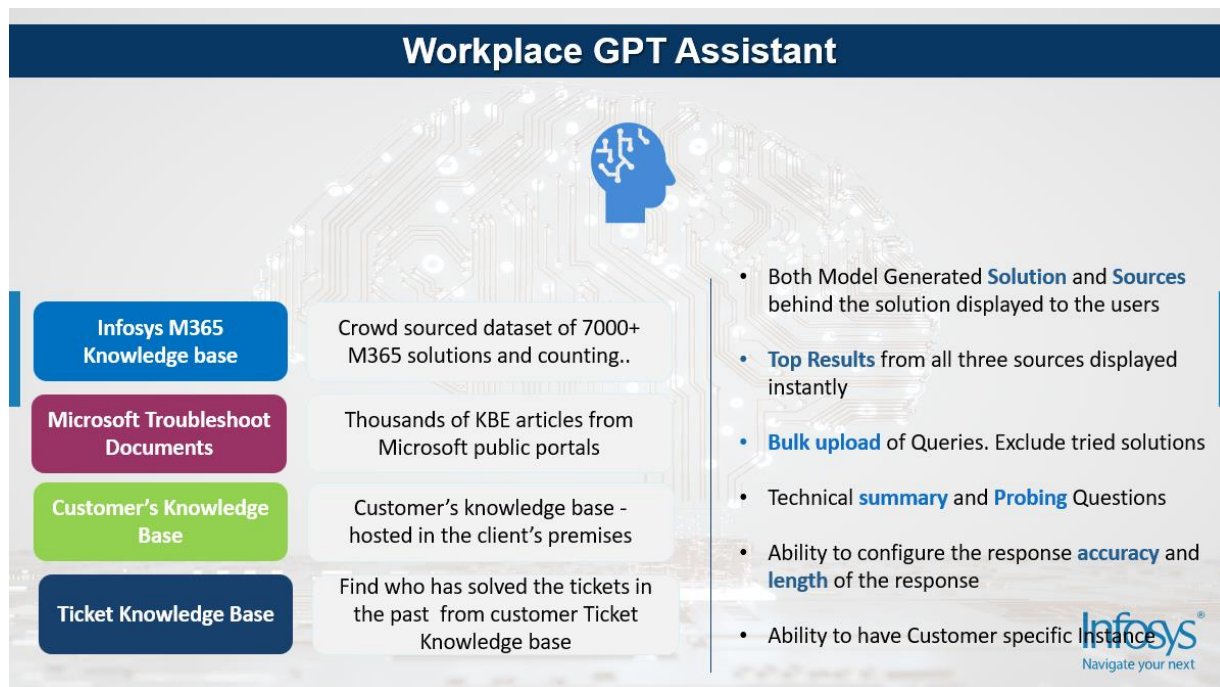


Figure 3.2. Workplace GPT assistant

4. Credentials

#	Client	Engagement Brief	Key Outcomes
1	M365 Migration for German based Farm equipment manufacturer Firm	The high-level scope of work delivered was: • Migrate over 900 mailboxes and drive data • Migrate over 1000 Forms, 4 sites • Assess on Source GWS Tenant and setup of Bittitan Tool for Migrating the data to M365. • Manage support and communication for end users, along with knowledge transition to IT team	• Successful Big bang migration of all users in one day with less than 1% tickets post cutover • We achieved the business objective of reducing license costs and established a roadmap to consolidate the remaining entity companies of AGCO under a single M365 tenant. • Migrated only the required data (sites, forms, mailboxes and drive) to M365, leaving old/unwanted data in source, thereby reduced migration time and cost
2	Workplace Transformation for UK based Renewable Energy Firm	• Delivered a NextGen workplace platform for employees. • Existing Windows 10 devices were transitioned to Chromebook devices. • Legacy tools were replaced with cloud-based apps, enabling seamless, efficient content production, storage, effective meetings, and communication.	• Legacy tools were replaced with cloud-based apps, enabling seamless, efficient content production, storage, effective meetings, and communication. • Deskless workers empowered to be productive from anywhere, without needing a VPN. Infosys team started supporting 3 sites remotely in Covid lockdown situation with guidelines by Infosys and Customer with minimal impact on BAU support.
3	Google Workspace Technical Support for a Global Pharma Firm	Part of this engagement, Infosys team supported in following activities. Google Workspace Support– 1. Provide Technical support on Google Workspace Core services such as Gmail, Groups, Calendar, Drive and Docs, Sites, Currents, Cloud Search, Devices, Security and Administration.	• A streamlined online experience, allowing end business users to access content anywhere and at any time. • Coordination with Google for business-critical problems. • Engaged on providing Solution on complex technical queries and implementing the same

#	Client	Engagement Brief	Key Outcomes
		2. Use existing troubleshooting tools and techniques to establish root cause for queries and solution to the team.	

For more information, contact askus@infosys.com



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