

G Cloud 15- Framework Service Definition

Crown Commercial Service

January 30, 2026

Contact Information

For further information and discussions, please contact	
Name	Peter Gill
Designation	AVP and Head of UK Public Sector Sales
Address	Infosys Limited
Phone	+44 7391393866
Email	peter.gill@infosys.com

Confidential Information

This proposal is confidential to Infosys Limited ("Infosys") and Crown Commercial Services ("CCS"). This document contains information and data that Infosys considers confidential and proprietary ("Confidential Information").

Confidential Information includes, but is not limited to, the following:

- Corporate, employee and infrastructure information about Infosys
- Infosys' project management and quality processes
- Customer and project experiences provided to illustrate Infosys capability

Any disclosure of Confidential Information to or use of it by a third party (i.e., a party other than CCS), will be damaging to Infosys. Ownership of all Confidential Information, no matter in what media it resides, remains with Infosys.

Confidential Information in this document shall not be disclosed outside the buyer's proposal evaluators and shall not be duplicated, used, or disclosed – in whole or in part – for any purpose other than to evaluate this proposal without specific written permission of an authorised representative of Infosys.

Table of Contents

- 1. Service Overview 4
- 2. Service Description 5
 - 2.1 EUC Security Services Management.....5
 - 2.1.1 Service overview.....5
 - 2.1.2 Out of Scope.....8
 - 2.2 Device management.....8
 - 2.2.1 Service overview.....8
 - 2.2.2 Out of Scope.....10
 - 2.3 Mobile Device Management10
- 3. Assets and Tools 12
- 4. Credentials..... 17

1. Service Overview

Infosys possesses extensive capabilities in Workplace Transformation, supported by our robust team, significant client base, and strategic partnerships. Our dedicated practice comprises over **23000 certified professionals** who focus on various aspects of workplace transformation utilising Microsoft technologies, including Office 365, Windows, and enterprise mobility and security. We have been consistently recognised as a **Leader** by top analysts such as **Gartner, ISG, Avasant, and Nelson Hall** for Workplace transformation, managed services, and cloud capabilities. Infosys's **strategic partnerships**, particularly our alliance with **Microsoft**, play a **crucial role** in enabling our capabilities and allows for early service adoption programs and ensures optimum Office 365 adoption and enhanced user experience across implementations and managed services.

Our suite of proprietary tools and accelerators, such as the **Infosys Workplace Suite (IWS)**, dedicated **Centres of Excellence (COEs)** for governance, and our implementation experience across all Workplace Services workloads further differentiates our offerings, providing improved user experience and lower operational costs. Infosys enables an enhanced digital workplace that is **human-centric, cloud-powered, and secured by zero-trust security mechanisms**.

Our service offerings cover a wide array, including strategy and advisory services to envision the digital workplace, implementation, and migration services to accelerate transformation, and managed services to improve workforce experience through continuous collaboration. Our solutions not only aim to meet current business requirements but also envision the future workspace with a focus on sustainability and next-generation collaboration experiences. Through partnerships, proprietary tools, and a dedicated approach, Infosys remains at the forefront of delivering transformative digital workplace solutions that cater to diverse industry needs globally.

2. Service Description

2.1 EUC Security Services Management

2.1.1 Service overview

Item	Description
Service Type	End User Computing Security Services
Support Hours and Language	24x5 Monday – Friday 24x7 for all P1 and P2 Incidents - All L2/ L3 support will be provided in English
Infosys Sites	India
Contact Methods	Service Desk, ITSM Tool
Solution Components	- Anti-Virus Management for End Point Protection - Email Security Solution - Identity Management tool for User Lifecycle Management, Provisioning, Reconciliation and Access Certification - Access Management for providing access to applications and SSO Capabilities - Multi Factor Authentication Services for enhanced Windows 10 Image update management - Privilege User Access Management for the End Point Systems

Infosys shall leverage and support the existing EUC security controls i.e., Anti-Virus (AV), Email security, Identity Management (IDM), Access Management (SSO), Multi-Factor Authentication (MFA) and Privilege Access Management (PAM). Below are split of responsibilities between Client and INFOSYS related to the scope of Services.

Activities	Client	Infosys
Consult CLIENT with regards to actual market standards related to Anti-virus as End Point Protection for EUC Devices.	CI	RA
Select End Point Protection Related Software product(s) including Anti-Virus for EUC security controls etc. Software product. Provide required number of licenses.	RA	CI
Support of Anti-virus includes: Operate and maintain End-Point Protection solution and procedures including operation and configuration of tools and monitoring.	CI	RA
Troubleshoot, configure policies, operate, and maintain the endpoint security protection suite based on Client's approved requirements	CI	RA
- Administration and Support of Client's existing Microsoft SCEP Anti-Virus Solutions product. - Monitor malware sources and communicate threats to Client in a timely manner. - Perform Event Management, Incident Management and Problem Management for Anti-	CI	RA

Virus protection systems, meeting or exceeding the Service Levels. • Provide daily and monthly reports that contain a summary of the number of infections detected and cleaned, as well as a list of infections caught. • Provide weekly and monthly reports that contain a summary of all Workstations anti-virus is installed and working correctly (e.g., communicating with the central management System, receiving regular security upgrades, etc.). • Perform threat analysis, troubleshoot, and coordinate for investigation of virus detected on the systems. • Remediate / mitigate the virus/malware from the system by using endpoint detection and response programs in association with each installation, relocation, or Maintenance action of any Software. • Configure policies and fine tune the exclusions list as per the best practices and CLIENT guidelines. • Debugging and analysing Security related incidents and Coordinating with CLIENT and Problem Management Team or Major Incident Team		
Support and Maintenance activities for email security. • Tracking and Analysis of SPAM Mails • Tracking of Email Security queue • Whitelisting and Blacklisting domains, networks, IPs as per business requirement • Tracking of Quarantine mails • Email security daily reports for Phishing, Threats and submit observations to management. • Applying Hotfixes and patches for email security appliances as per business requirement • Tracking Anti-Spam, ATP effectiveness and changes as per Client's requirement • Guarantee/manage business continuity. • Limit impact from users who click on malicious links within emails. • Assure that the team addresses all relevant issues within the specifications and various standards	CI	RA
Support and Management of Access Security: • Monitoring the health of environment.	CI	RA

- Perform regular maintenance on IDAM (On-Prem, Cloud (AAD)) services and components and PAM Solution Routine solution maintenance activities: - Manage IDAM tools and integrated applications. - Recommend data correction activitiesHandle incidents related to IAM (IDM, SSO, MFA, PAM) application setups, configurations, and batch job failures. - Monitor batch job (If Any) and logs for protected and managed applications.		
Provide server support (start/stop and troubleshooting), support data backup and restore activities for IAM platform, when needed.	CI	RA
- Troubleshoot/identify the root cause of problems related to IAM environments that fall under L2/L3 scope. - Log the RCA appropriately in the ticketing system. Provide progress on incident resolution to helpdesk and respond to end user queries	CI	RA
Complete debugging, analysis and investigation for incident tickets coming to L2 and provide workarounds or resolutions for issues reported as per the priority of the ticket.	CI	RA
Support impact analysis and changes for production rollout activities in all target applications from EUC Security perspective	CI	RA
Support activities for EUC security controls: - Provide monthly SLA reports and RCA reports for all EUC security controls in scope. - Coordination with users, key stakeholders to resolve incidents	CI	RA
Proper Maintenance of development and documentation process for all EUC security controls in scope. - Process documentation - Updated SOP's (Standard Operating procedures) documentation - Problem Management and RCA documentations	CI	RA
Participate in Requirement analysis and design discussion for minor enhancements. Provide Impact Analysis for such changes (if requested)	CI	RA
Implement minor project change request or enhancements and workarounds. Support change and release Management activities for the same	CI	RA
Sharing of SOP's and Known Issues documents to educate the team and eradicate issues at minimum	CI	RA
Sharing of scheduled and on demand Weekly, Monthly, quarterly, and yearly scan and risk report exported from	CI	RA

management console to maintain compliance and threat free environment.		
New application on-boarding, Service introductions and major changes/enhancement or upgrade security scope will be managed through Contract Change Process	RA	CI
Guidelines, procedure, and policies concept will be shared/aligned with Client standards.	RA	CI
Infosys to adhere to guideline and procedures provided by KC	CI	RA
Co-ordination on license and vendor Management for EUC security controls	CI	RA
End Point Privilege Management and delivering the local admin security of End User Assets (Laptops – 18000)	CI	RA
Debugging MFA issues and Support for Multi-Factor Authentication solutions	CI	RA

2.1.2 Out of Scope

The following activities are considered out of scope for End Point Protection and Identity and Access Management

Out of scope Activities
- Procurement of License of EUC security i.e., IAM, PAM, SSO, Email security, AV will be managed by Client. - Manual ticketing and tracking of threats/malware on EUC endpoints will be out of scope. - Manual installation of package/agents will be out of scope. - SOC services and associated activities – content development, TI, TH and VM are not in scope.

2.2 Device management

2.2.1 Service overview

Item	Description
Service Type	Service Delivery for Windows 10 Autopilot provisioning, Patch Management, Mobile device management using Intune.
Support Hours and Language	24X5 Monday – Friday 24x7 for all P1 and P2 Incidents - All L2/ L3 support will be provided in English
Infosys Sites	India, Finland
Contact Methods	Service Desk, ITSM Tool
Solution Components	- Windows 10 Autopilot provisioning - Security and non-security patch assessment, testing and coordination for patch certification. - Support Windows Evergreen

	Coordination support for Hands and Feet services for Autopilot related issues.
--	--

The following table describes the main activities and the split of responsibilities between Client and INFOSYS related to the scope of Services:

Task	Infosys	Client
Procurement of Intune and Azure AD Premium P1 subscriptions, along with any Application licenses (including O365 and TeamViewer)	I,C	R,A
Creation of User accounts for Wartsila users in Azure AD	I,C	R,A
Windows 10 Enterprise licenses and agreement	I	R,A
Contract agreement with OEM vendor to register devices in Autopilot	I,C	R,A
Setup and configure Intune for device management	I	R,A
Setup and configure Azure AD for authentication and conditional access	I	R,A
Provide the required domain name to be registered in Azure AD	I,C	R,A
Make required changes to the external DNS	I,C	R,A
Provide GPOs and Security policies for Windows 10 devices	I,C	R,A
Configuration of GPOs and Security policies in Intune	R,A	I,C
Packages* (including driver packages for specialised HW) and Licenses for all agreed Applications	I,C	R,A
We assume to reuse Wartsila packages created as part of the Wartsila Win 10 rollout	I,C	R,A
Configure packages in Intune for distribution	R,A	I,C
Manage and Maintain Autopilot profiles and company branding, based on inputs from Wartsila	R,A	I,C
Provide Test devices to test Autopilot process and Windows Servicing	I,C	R,A
Manage and Maintain Autopilot self-service process for the test devices in Intune	R,A	I,C
Test Autopilot self-service process on test devices	I,C	R,A
Prepare and send user communications for Pilot and rollout	I,C	R,A
Support any issues with Autopilot deployment during Pilot	R,A	I,C

Configure and Test Windows 10 Servicing via Intune	R,A	I,C
All Wartsila device/laptops hardware procurement	I,C	R,A
Hardware ordering process and Asset Management for all sites	I,C	R,A
Hardware ordering and Asset Management for sites outside EU (or excluded sites)	I,C	R,A
Support agreement with OEM vendor for device support in sites outside EU / agreed sites	I,C	R,A
Service Now updates for the managing the Wartsila devices support process, hardware Procurement, asset management	I,C	R,A

2.2.2 Out of Scope

The following activities are considered out of scope for Device Management (Laptops, Desktops)

Out of scope Activities
- Any Transformation activities. - Intune platform configuration. - Any Third-party tools, hardware and software license procurement. - Organisation change management (OCM) is out of scope

2.3 Mobile Device Management

The following table describes the main activities and the split of responsibilities between CLIENT and INFOSYS related to the scope of Services:

Item	Description
Service Type	Mobile device Management services
Support Hours and Language	24X5 Monday – Friday 24x7 for all P1 and P2 Incidents - All L2 ,L3 support will be provided in English
Infosys Sites	India
Contact Method	ITSM Tool, Service Desk
Solution Components	Mobile Device Management Mobile Application Management

Activities	Client	Infosys
INFOSYS will support Mobile device Services requirements. Specifically, INFOSYS will: · Perform administration and management tasks related to CLIENT corporate “Mobile Device Management” system (Microsoft Intune – contracted by CLIENT) for all corporate mobile phones, – Enrol, configure, de-enrol managed mobile devices – Enforce Multi Factor Authentication, Antivirus, and data encryption – Deploy company resources like Certificate, Wi-Fi, VPN Profile – Configure and deploy policies and conditions to make sure user accepts Client TandC before accessing company resources, data – Monitor devices and troubleshoot issues – Remote actions like Retire, Remote Lock and Reset Passcode for the supported devices can be used to protect the data on managed mobile devices – Remove/Wipe organisation data when device is lost/stolen/not used anymore. • Process requests from Authorised Users to create, modify or delete cellular distribution lists, • Provide the capability to send broadcast notifications to all CLIENT corporate phones or specific distribution lists as designated by CLIENT, • notify Authorised Users of behaviour that may lead to potential fraudulent device usage, • notify CLIENT of OS updates for corporate device sets, • when authorised by CLIENT, distribute recommended operating system and application updates automatically, and where this is not possible, notify Authorised Users of the need to initiate an update and provide user documentation and support for the update process	CI	RA

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.

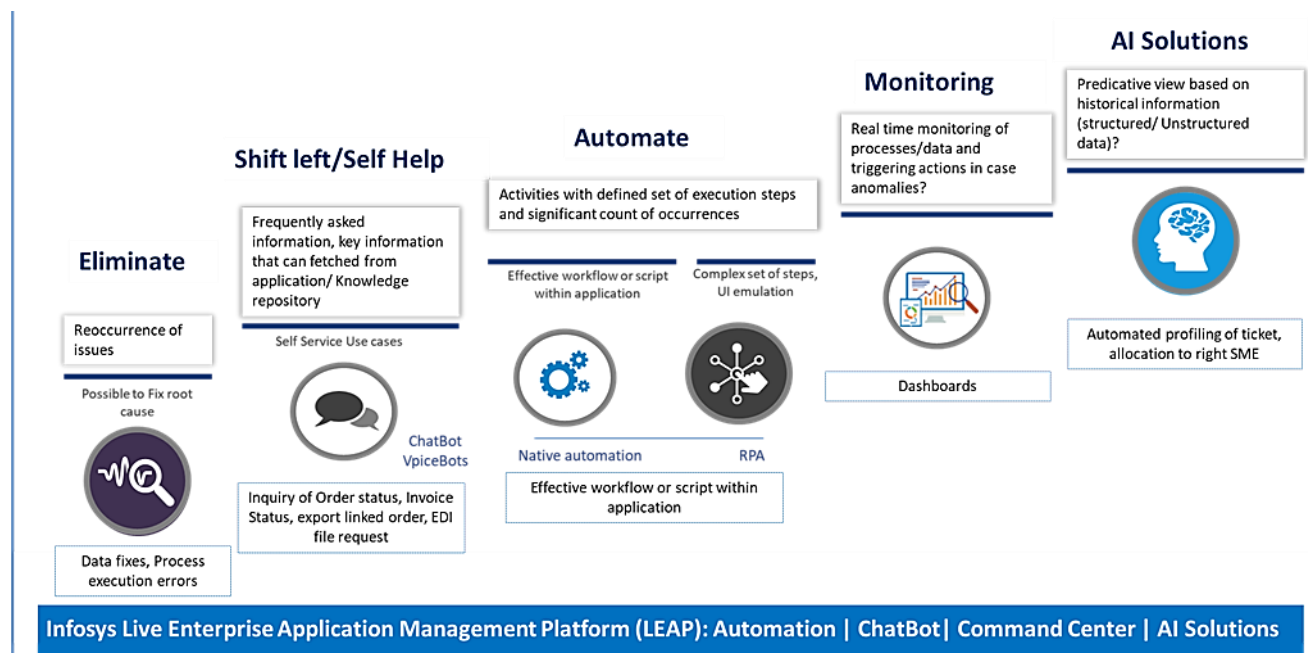


Figure 1. Enhance Support Efficiencies

Apart from these 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 are able to get instantaneous responses to typical queries / using ChatBot. In case the 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 an efficient way. DigiTran helps the team to capture 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 dumps. Helps drive 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) and 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 creating and executing 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

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

BI Analytics:

Tools and 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 and 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 and Update Catalog for Errors; Manage Users

Table 1. BI Analytics - Tools and Accelerators

HCM:

Tools and Accelerators	Purpose
PaaS/Cloud Market Solutions	PaaS based bolt-on created in ESS and 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 2. HCM – Tools and Accelerators

FIN:

Tools and 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

Table 3. FIN - Tools and Accelerators

CX:

Tools and 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 Program Management (PRM)	A bolt-on PaaS solution that complements and enhances Oracle Sales Cloud partner management. Implements partner programs, 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 4. CX - Tools and Accelerators

EPM:

Tools and 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	Reduced manual intervention in the data load process
Metadata Compare Utility	Reduces data issues arising due to incorrect metadata management
Port/Services Status	Solving Hyperion services related issues within a short span of time

Table 5. EPM - Tools and Accelerators

SCM:

Tools and 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 6. SCM - Tools and 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 headquarter 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 7. Credentials

For more information, contact askus@infosys.com



© 2026 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.

Infosys.com | NYSE: INFY

Stay Connected   