

G Cloud 15 – Framework Service Definition

Crown Commercial Service

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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

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1. Service Overview

Infosys helps enterprises navigate their next by accelerating their enterprise business process transformation. Our investments in automation and custom models for value realisation helps you become a connected and agile enterprise. Our solutions and services streamline your Implementation to cater to the growing needs of business expansion and changing requirements.

Infosys business and technology advisors help to translate client's strategies into viable technology-enabled outcomes through ACT (Accelerated Cloud Transformation) 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.

Infosys combines technical and industry leading practices to deliver successful business solutions and enables maximised return on investments for Cloud and On-premises Oracle applications. The following is an overview of the Infosys Oracle Cloud practice:

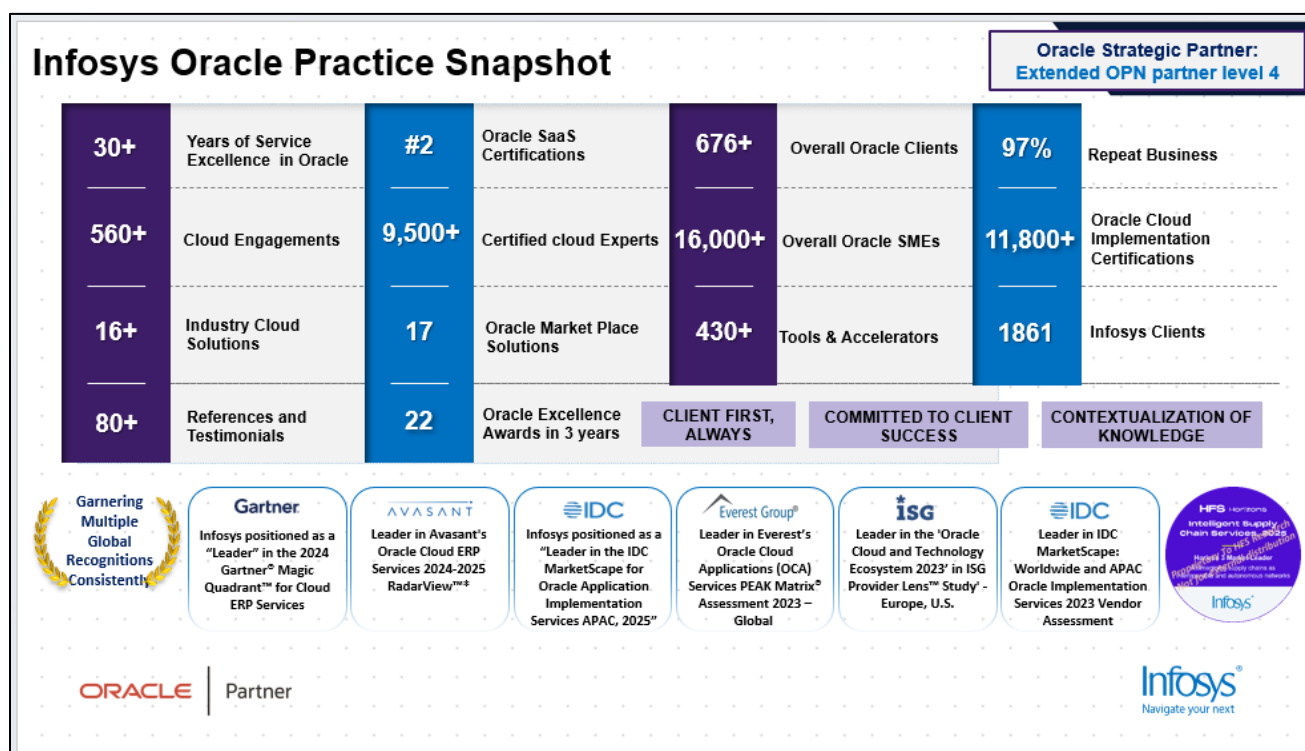


Figure 1. Infosys Oracle Cloud Practice

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

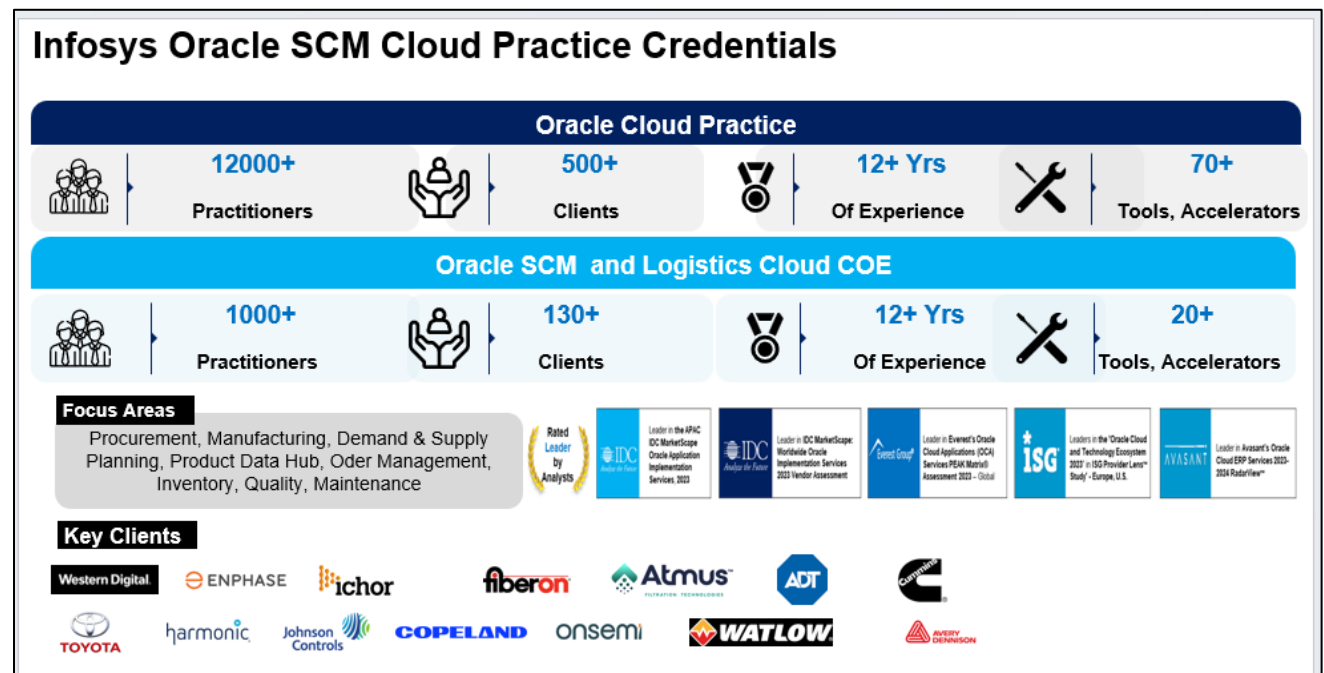


Figure 2. Infossys Oracle SCM Practice

Our proven track record of delivering large-scale, high-impact transformations is reflected in the below key success stories, showcasing how Infossys partners with global enterprises to drive innovation, modernisation and measurable business outcomes:

- [Infossys helps Brent Council become a Digital Council](#)
- [The Transformation Story of Western Digital](#)
- [Infossys collaborates with Telenor to transform its finance and supply chain operations through standardised, Oracle Cloud](#)
- [Deployment of state-of-the-art, integrated platform is a key component of UNDP's new digital corporate management system](#)
- [Infossys Industry solution helps Avery Dennison with Accelerated Transformation](#)
- [Multi-Pillar Cloud Transformation for Harmonic with Oracle Cloud](#)

2. Service Description

We provide **end to end solution on Oracle SCM Cloud** for the below modules/ offerings:

- Logistics cloud,
- Order Management Cloud
- Procurement Cloud
- Product Management Cloud (PLM / PIM)
- Service Logistics Cloud
- Supply Chain Collaboration and Visibility Cloud
- Supply Chain Execution Cloud (Inventory, Maintenance, Manufacturing)
- Supply Chain Planning Cloud

Our **key service offerings** are:

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

2.1 Cloud Assessment Services

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

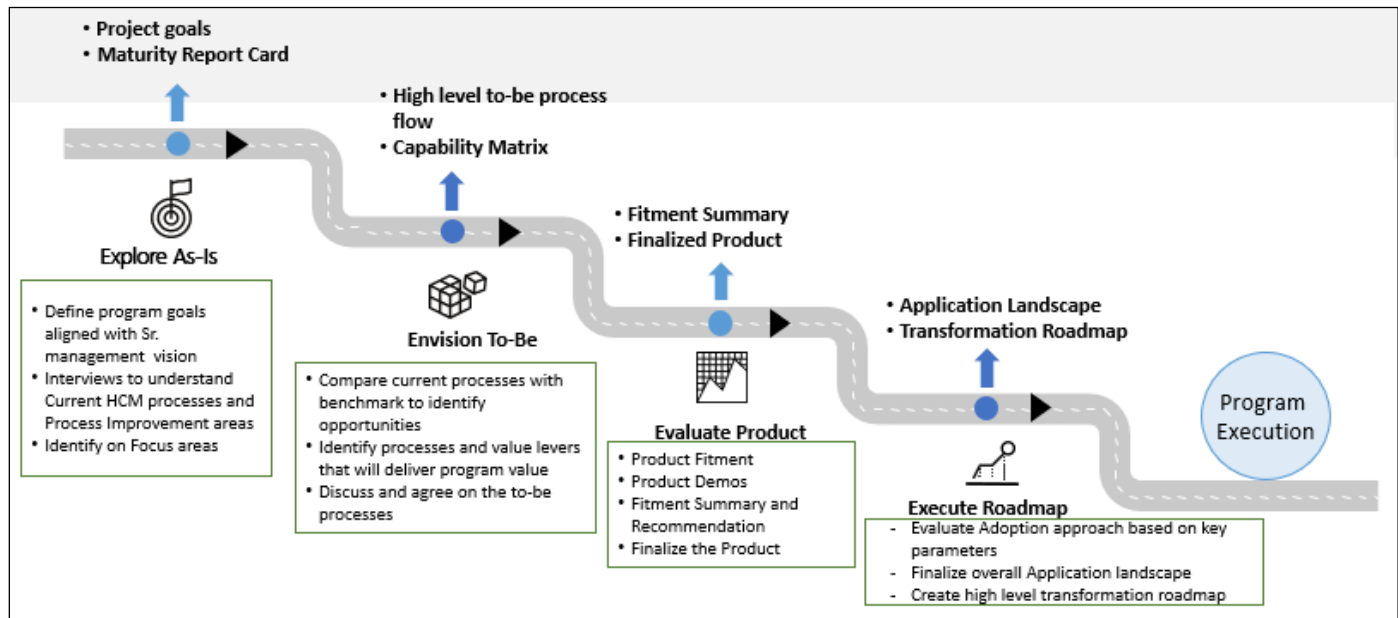


Figure 3. Infosys Cloud Assessment Steps

2.2 Cloud Advisory Services

Our design-thinking-led Cloud advisory enables organisations choose the right path to the Cloud by assessing their 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 Cloud Implementation Services

Infosys provides end-to-end services to complete cloud or partial cloud (co-existence mode along with legacy) transformation. Infosys Cloud SCM practice works with customers across all the phases and decision points in a complete transformation to Oracle Cloud.

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) Cloud Implementation Methodology is a unique way to deliver the best possible solution with tangible benefits to our customers. This paves the way for a de-risked implementation approach to ensure faster and scalable solution deployment that meets the requirements across different businesses.

It accelerates time-to-value by leveraging **pre-configured solutions, automation, and a hybrid Agile–Waterfall model**, ensuring predictable outcomes with reduced risk and faster adoption.

Overall, ACT provides a **rapid, business-focused, and de-risked transformation framework** that emphasizes design validation, iterative build cycles, value realization, and seamless go-live support.

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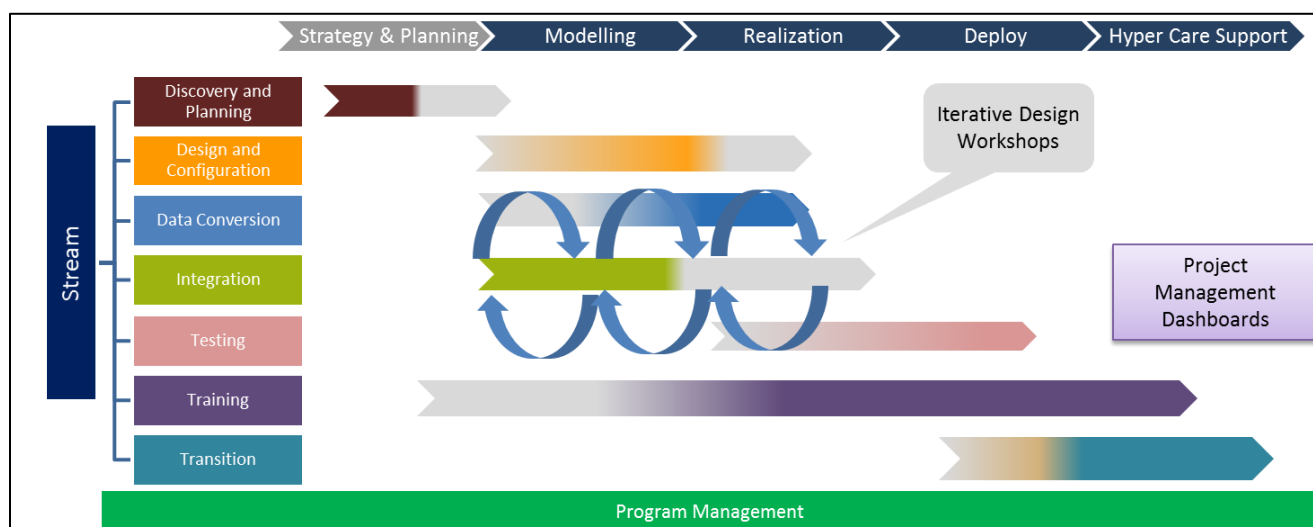


Figure 4. Infosys Accelerated Cloud Transformation Methodology

ACT methodology follows the Agile based solution closely to Improve Business Agility and Reduce time-to-market. The core philosophy is to Eliminate, Automate or Shift-Left, so that the resultant funnel is a significantly reduced maintenance work with maximum up-time for the end-users.

The ACT methodology consists of 5 basic process areas as listed below:

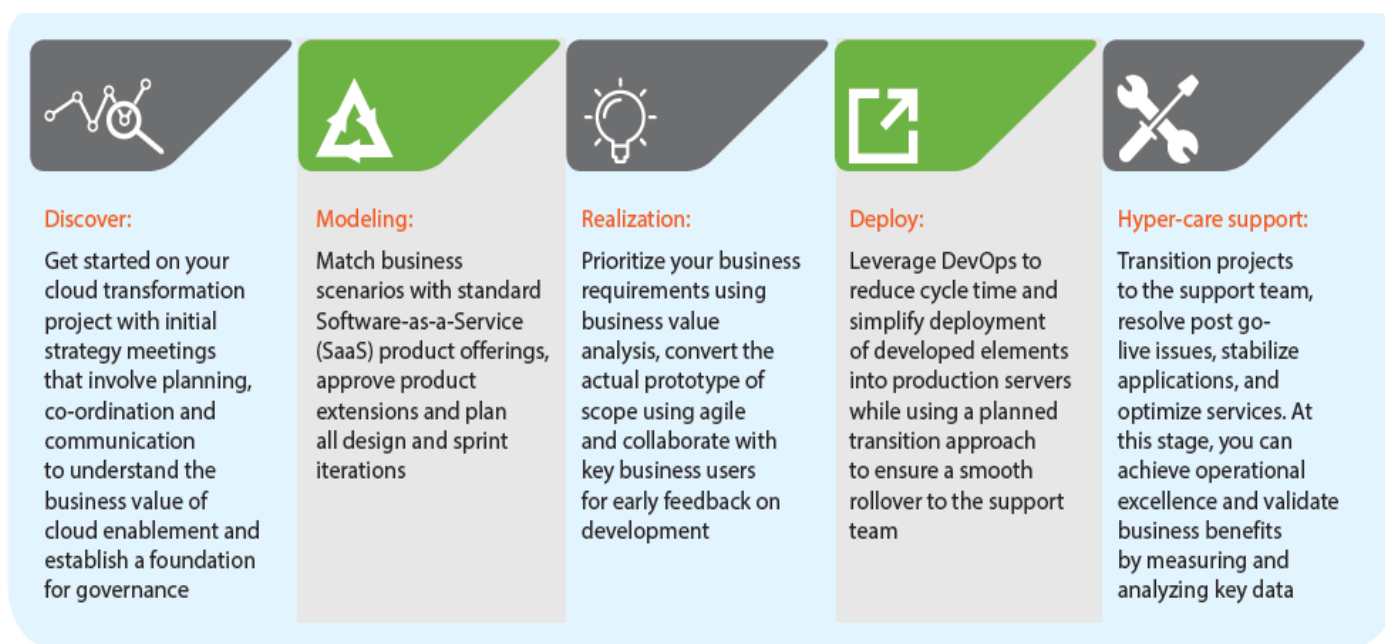


Figure 5. ACT Methodology Process Areas

Below are the **key features of implementing Cloud using the Infosys ACT methodology**:

- Pre-configured business process management solutions
- Design and development of cloud integration solutions
- Migration, system reengineering and updates inbuilt
- Application implementation and maintenance
- Transition and post go-live support

- Package upgrade and continuous monitoring
- Utilising global delivery model

2.4 Cloud Support services

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

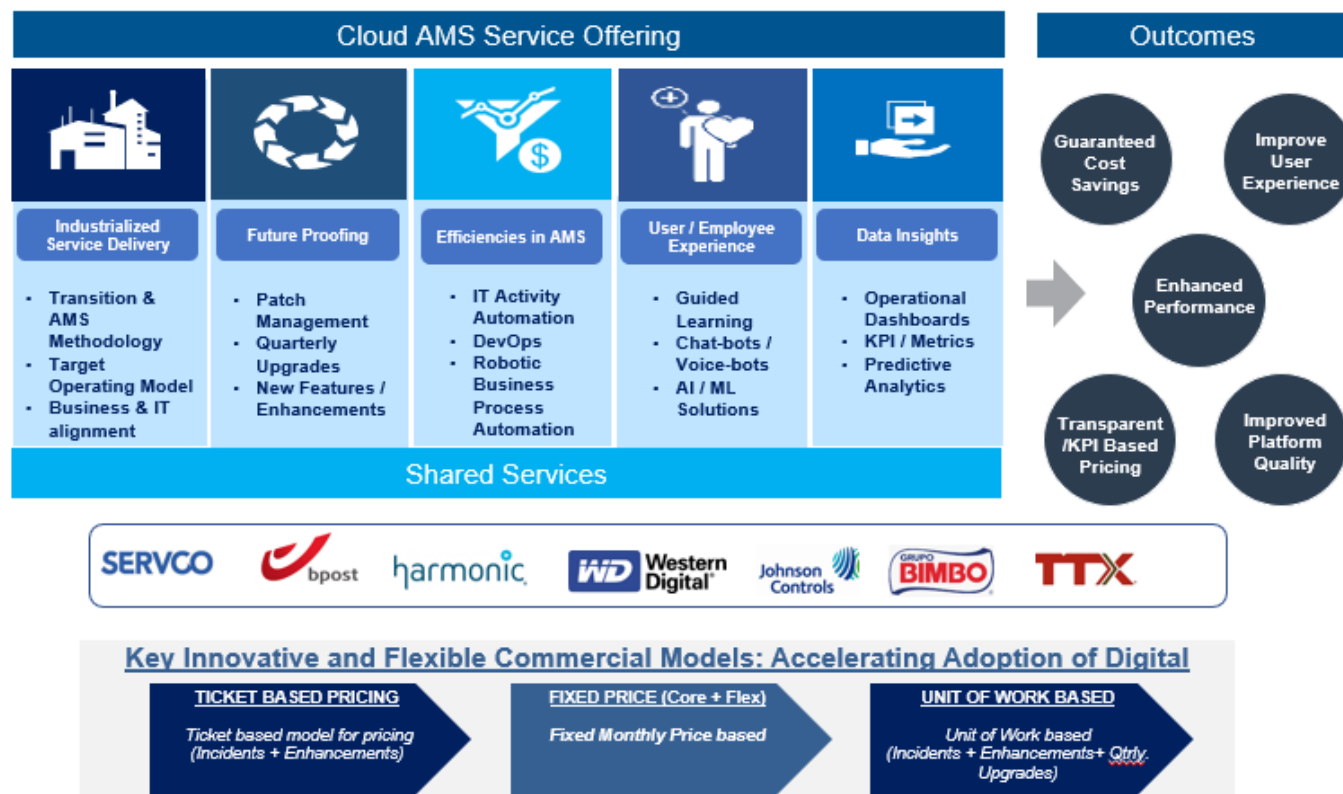


Figure 6. Infosys Oracle Cloud AMS Service Offerings

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

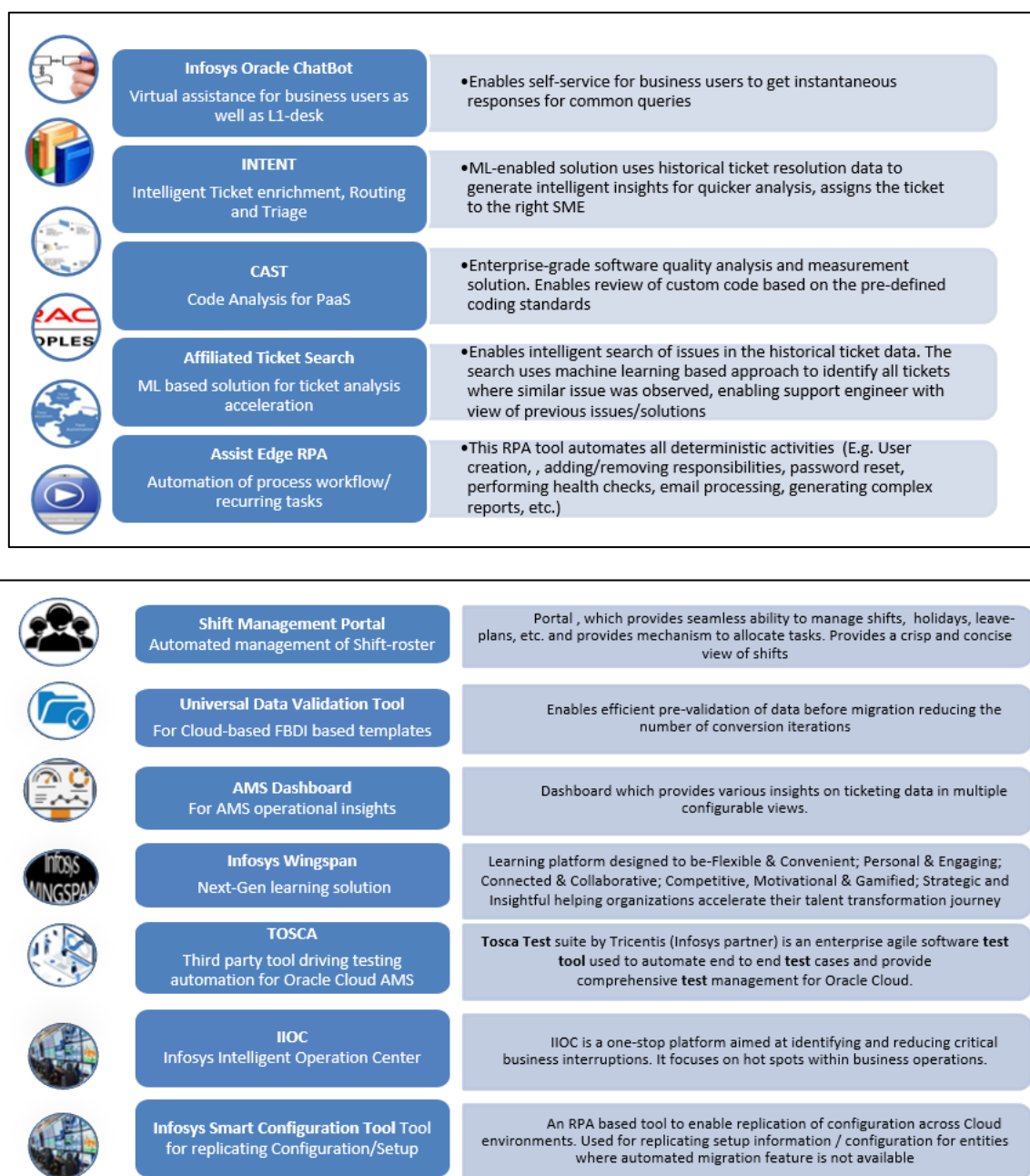


Figure 7. Infosys AMS Tools and Accelerators

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 offers a variety of tools and accelerators to ensure a minimum of 20-30% productivity increase.

Smart Suite – A unique cloud deployment accelerator

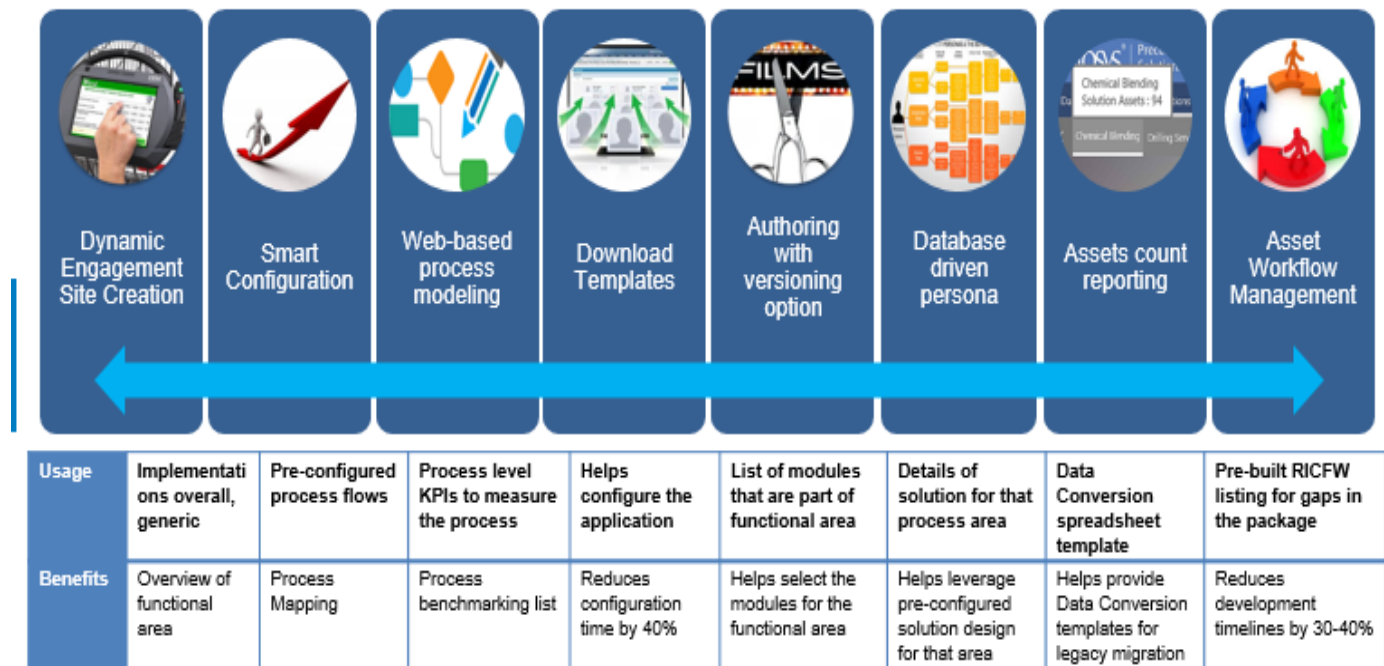


Figure 8. Smart Implementation Suite

3.1 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 – One-click-configure.
- Eliminate majority of manual configuration efforts migrating from test cloud instance to Production instance with low risk.

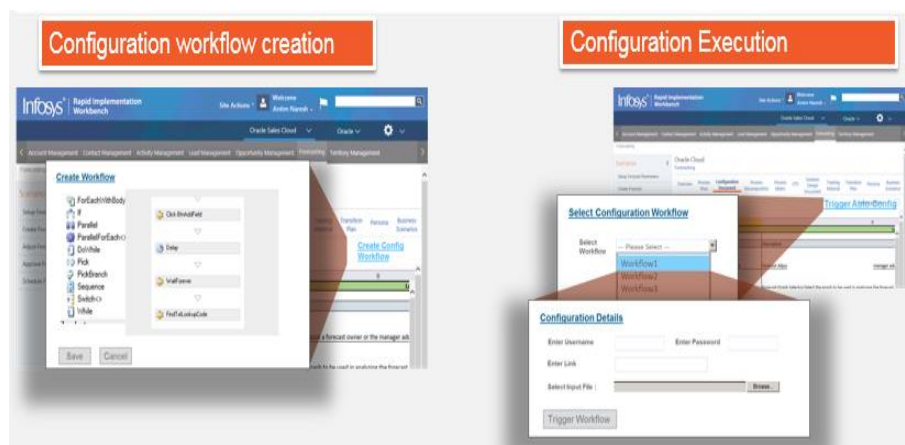


Figure 9. Rapid Configuration Load

3.2 iBridge – Infosys Solution to Fast Track Cloud Integrations

- The Infosys Pre-Configured solutions approach helps to integrate Cloud solutions for known co-existing scenarios.
- This tool helps to reduce the implementation integration effort significantly.

iBridge: Infosys Solution To Fast Track Cloud Integrations

A tool that will help accelerate the integration design and development phase for Cloud Deployments

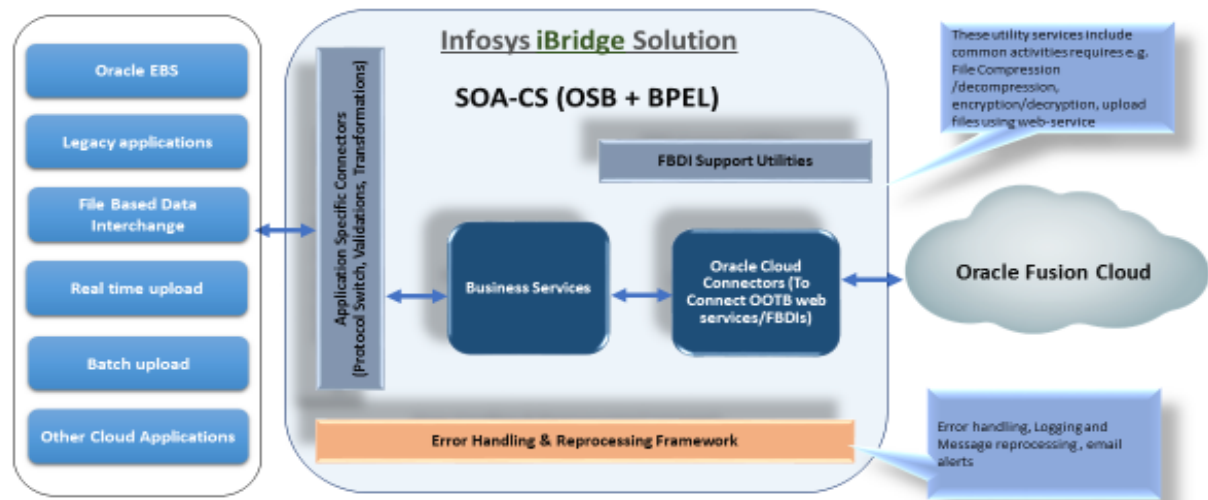


Figure 10. Infosys Solution to Fast Track

3.3 iTAF: Infosys Test Automation Framework – Cloud Testing Automation and Management

The Infosys Test Automation Framework (ITAF) is a **script-less, web-based test automation platform** designed to accelerate functional and regression testing across Web, Mobile, and Desktop applications. It offers **record-and-playback**, **keyword/data-driven testing**, **parallel execution**, and **integrated CI/CD support**, making it a comprehensive automation accelerator.

ITAF helps teams achieve **50–60% manual effort reduction**, **15–30% faster test cycles**, and improved accuracy through robust reporting and reusable automation assets

It is widely recommended for **all Oracle Fusion Cloud engagements**, ensuring consistent, high-quality, and faster validation across implementations and support programmes.

3.4 Infosys Wingspan – Learning Platform for Oracle

Wingspan provides a digital learning experience that makes learning convenient, relevant, fun and most importantly, it makes learning matter. The core tenets of Wingspan are Accessibility, Content, Engagement and Telemetry.

Wingspan offerings for Oracle Cloud are given below:

**Oracle Cloud
Implementation Training
Content**

- Contextualized Training content from prebuilt repository for all Cloud modules and training/certification before UAT/ go live
- Training assessment by role and responsibilities for the application
- Demo videos of standard processes

**Cloud New Release
updates**

- New Oracle application capability webinar every quarter when a new release is generally available
- Demo of new capabilities
- Tips on enabling minor enhancements

**New Employee
onboarding, training &
certification**

- Ongoing training and certification for all user roles
- Role based learning paths
- Periodic assessments and skill assessments

Figure 11. Wingspan offerings for Oracle cloud

4. Credentials

We are sharing case studies of some of our key ERP customers who have undergone successful Cloud implementations.

Client	Problem Statement	Infosys Solution	Benefits Delivered
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 V 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
Driving process harmonisation leveraging Oracle Cloud – Global materials science and digital identification solutions company	- Lack of harmonised processes across the businesses - Ageing legacy systems that could not meet growing business needs - Lack of single source of truth for master data - Inaccurate and inefficient pricing processes - Lack of inventory visibility across the locations	- Global process template - Solution deployment across multiple business Units including Apparel Solutions, Intelligent Labels and Avery materials - Streamlined 30+ end to end processes across the business units - Centralized reporting platform leveraging OAC and ADW - Oracle WMS Cloud solution for large manufacturing plant in Mexico integrated to	- Minimised customer order lead time and reduce inventory risks through integrated planning - Improved and automated order promising - Reduction in pricing errors and automated customer invoicing process through integrated pricing and AR - Improved global inventory visibility - Improved social and legal compliance processes during

	Inefficient supplier onboarding processes leading to delays and dissatisfaction	order management and inventory	- supplier onboarding, tracking and automatic renewal reminders - Streamlined manufacturing and costing processes with full lot traceability and visibility to WIP/job variances - Reduction of period close processes to 2–3 days resulting in lesser disruption to supply chain operations
Oracle Cloud-led supply chain and distribution transformation for a global engine and parts manufacturer	- Standardise and harmonise the highly customised order fulfilment and distribution business to a centralised way of working. - Phase out the existing outdated on-premise ERP and onboard to Oracle Cloud	- Order fulfilment standardisation across different order types – drop ship and stock (Regular, B2B) - Automated supply identification for unique customer demands through pre-defined sourcing/supplier agreements - Complex automated pricing solution based on pricing categories and supplier agreement built on RPA + SaaS platform - Centralised procurement for US and UK business units with shared service business model - Real time supplier collaboration for fast moving inventory - Weekly supplier forecast communication via EDI for both stock and drop ship orders - Demand and supply exception handling and management	- Delivered centralised procurement functionality, enhancing control and visibility, yet offering localised requisitioning capability - Improved supply chain visibility by 25% - Reduced inventory costs by 20% - Provided centralised view for planners - Standardized and seamless drop shipment process reducing TAT

Supply chain transformation for home and security business	• Many disjointed, customised systems resulting in inaccurate and outdated data • Outdated legacy system to meet growth objectives • Duplicate efforts and manual transactions • Manual interventions in business process • Inefficient order pricing • No real time inventory accuracy	• Modern supply chain transformation programme using industry best practices • Eliminating outside system processes • Improved master data governance • Streamlined production process and planning • Exception driven analysis in demand planning • Integrated business processes • Improved forecast accuracy	• 100% improvement in EDI communication • 50% improvement in existing order return process • 50% improvement in order orchestration • 67% reduction in billing cycle time • 70% reduction in new item introduction time – 10 days to 1 day • 100% elimination of paper-based quality data
Cloud powered business transformation and operational maturity – Manufacturer of audio gears and equipment	• Replace MS Dynamics with scalable platform • Consolidate IT landscape • Process harmonisation • Achieve flexibility and agility • Enhance trust in data via digitisation • Ensure adherence to J-SOX compliance	• Oracle SaaS Cloud and fusion apps deployment • Forecast to plan, maintain to optimise, schedule to product, source to fulfil, quote to cash, acquire to retire • Shipping/packing integrated automation with 3PL logistics system • Employee expense integration • Approval automation and planning automation	• ~£298,000 yearly cost benefit • Improved productivity by ~75 person-months/year • 25% reduction in order-to-cash cycle time • Higher user adoption with enhanced customer experience • Increased scale of global operations

Table 1. Case Studies

For more information, contact askus@infosys.com



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