

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 5
- 2. Service Description 7
 - 2.1 HCM Cloud Assessment Services8
 - 2.2 HCM Cloud Advisory Services8
 - 2.3 HCM Cloud Implementation Services9
 - 2.4 HCM Cloud Mid-Market Offerings 11
 - 2.5 HCM Cloud Support services..... 11
- 3. Assets and Tools 14
 - 3.1 Co-Development with Oracle 16
- 4. Client Credentials..... 17

Index of Figures

Figure 1. Infosys - Oracle Practice Overview 6

Figure 2. Infosys-Oracle HCM Capabilities 6

Figure 3. Our HCM Cloud Services 7

Figure 4. Infosys 4E Framework and solutions 8

Figure 5. Advisory Services..... 9

Figure 6. ACT Methodology 9

Figure 7. ACT Objectives and Drivers 10

Figure 8. Solutions for ACT framework 10

Figure 9. HCM Cloud Mid-market offerings 11

Figure 10. Value proposition for mid-market customers 11

Figure 11. Infosys Oracle Cloud AMS Solution 12

Figure 12. Infosys AMS Tools and Accelerators..... 13

Figure 13. Tools and Accelerators..... 15

Figure 14. Cloud Development Initiatives 16

Figure 15. Clients Credentials 18

1. Service Overview

Infosys is a Strategic SI Partner of Oracle and the Infosys Oracle collaboration spans across a wide variety of technologies including but not limited to ERP, IaaS, PaaS, SaaS, SCM, HCM, CX, Autonomous Database, Oracle Cloud, Oracle Cloud Infrastructure and emerging technologies such as blockchain and machine learning. Infosys is combining these next-gen technologies with industry solutions and best-in-class user experiences to help companies grow and reinvent their businesses. Infosys and Oracle have forged a strong alliance with a vision to help customers maximise benefits, increase satisfaction and achieve high performance. Infosys has partnered with Oracle in key geographies across verticals such as life sciences, financial services, CPG, retail, logistics, high-tech, and discrete and process manufacturing.

The Infosys-Oracle relationship is a global alliance that encompasses joint solutions and product development. This **collaboration benefits** the clients in the following ways:

- Brings the right stakeholders from Oracle on-board
- Provide direct link into Oracle support and development
- Involve Oracle in early stage of project, mostly focus is on development
- Enable best support to assist client with targeted project issues with Oracle
- Raise visibility for critical project SRs and bugs to Oracle support and development management
- Oracle conducts regular reviews with Infosys on Support and Development Issues
- Oracle dedicates an Enterprise Account Manager and Partner Support Manager to Infosys as a single POC under this programme.

Infosys combines technical and industry leading practices to deliver successful business solutions and enables maximised return on investments for your Cloud and on-premises Oracle applications. Leveraging its extensive expertise against various Oracle applications and rich domain expertise, Infosys enables you to use Oracle applications for your business advantage. The following is an overview of Infosys Oracle practice.

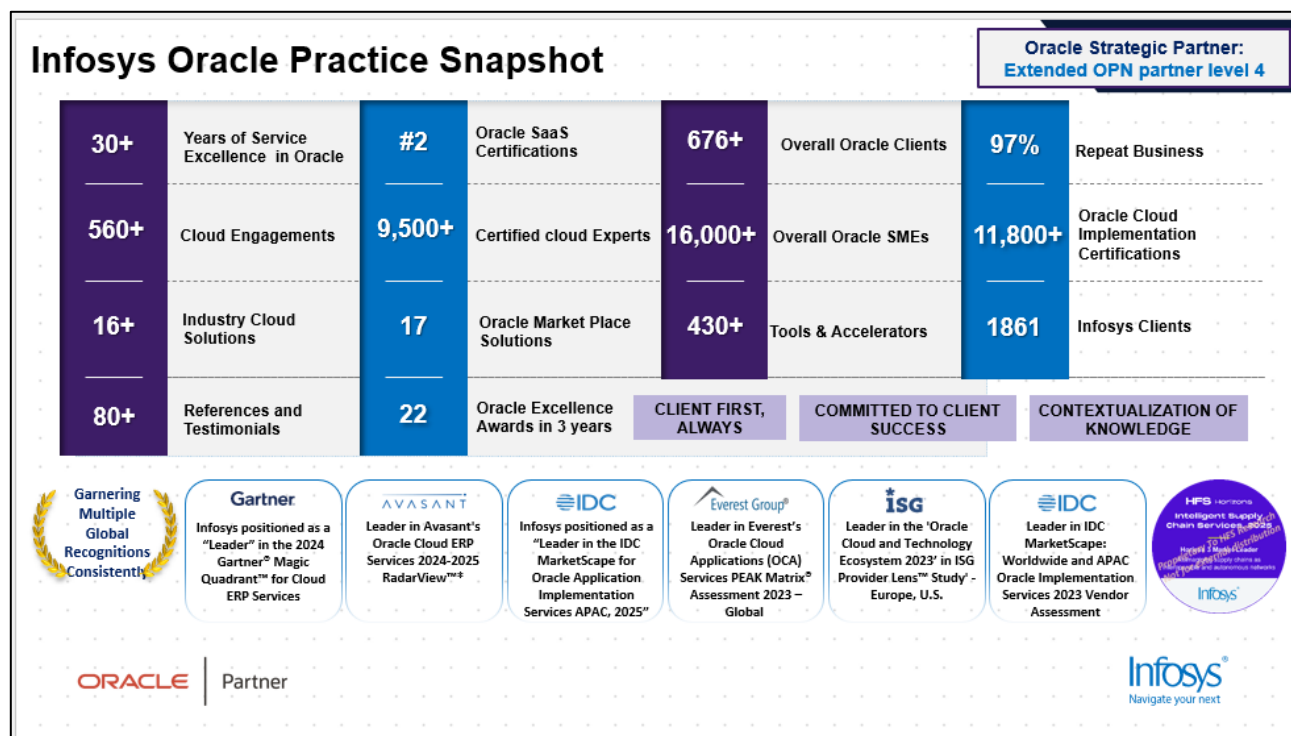


Figure 1. Infosys - Oracle Practice Overview

Infosys is one of the very few organisations, which has a dedicated Human Capital Management (HCM) practice that offers a whole spectrum of consulting and HCM application related services for its global customers in a seamless fashion.

Below is an overview of the Oracle HCM practice

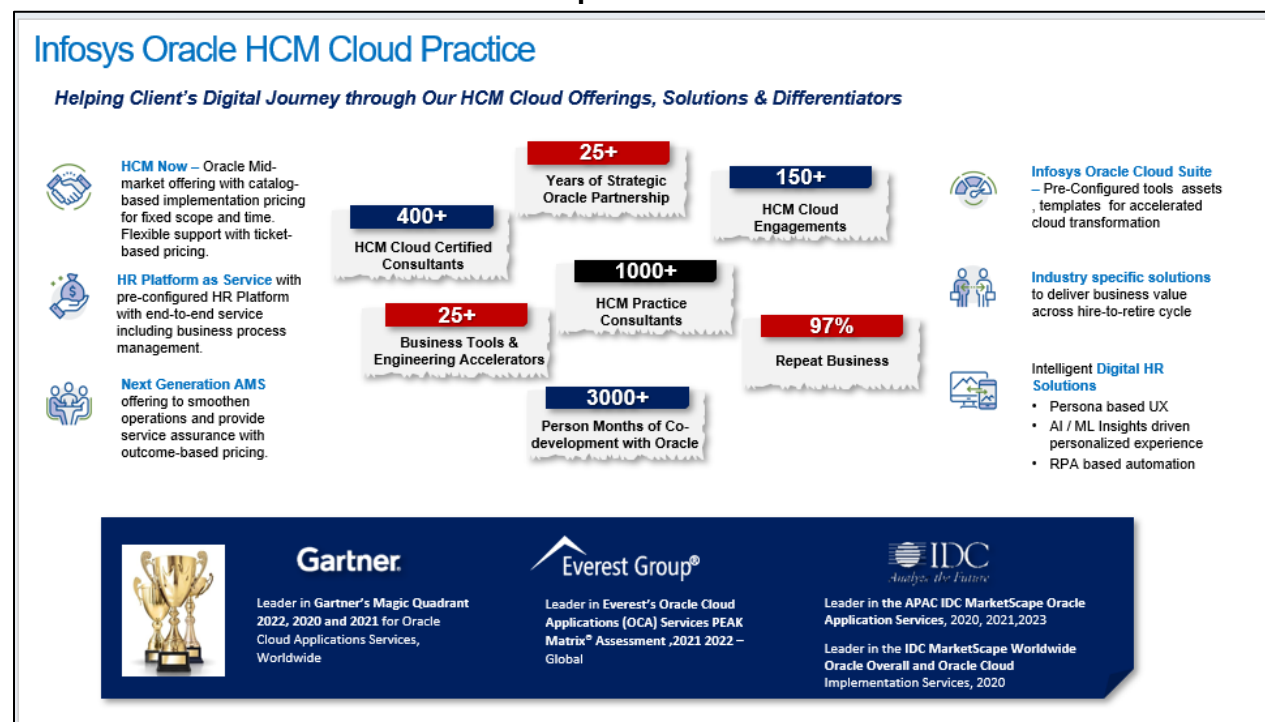


Figure 2. Infosys-Oracle HCM Capabilities

2. Service Description

Infosys provides end-to-end services to complete cloud or partial cloud (co-existence mode along with legacy) transformation. Infosys Cloud HCM practice works with customers across all the phases and decision points in a complete transformation to cloud HCM. Below is an overview of the services provided on HCM cloud and how can we help customers make the appropriate decisions during their entire cloud journey:

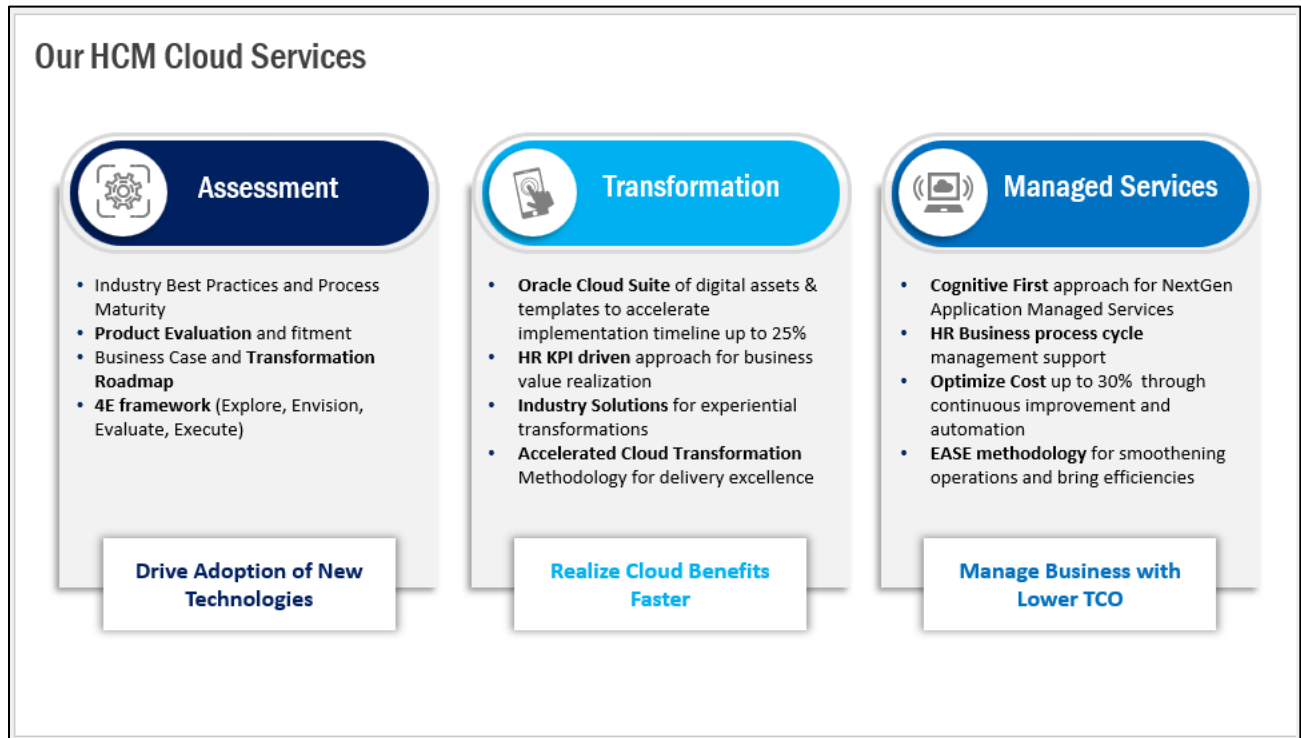


Figure 3. Our HCM Cloud Services

Oracle HCM Cloud product is offered under the functional modules/Categories such as Human resources and employee management, applicant tracking, benefits administration, employee scheduling, employee self-service, holiday planning and absence management, payroll, performance management, recruitment, salary, talent (retention management), time and expense tracking, training, workforce analytics and workforce management. With this extensive **Oracle products** as backbone, Infosys offers its customers:

- Complete and integrated human capital management solutions
- Best-in-class human capital management processes
- World-class technology capabilities
- HCM cloud advisory services
- Metrics driven HCM cloud migrations

2.1 HCM Cloud Assessment Services

We can help our customers in initial conversations on HCM cloud using Infosys 4E framework based on comprehensive assessment of organisation readiness, process capability and HCM Cloud fitment.

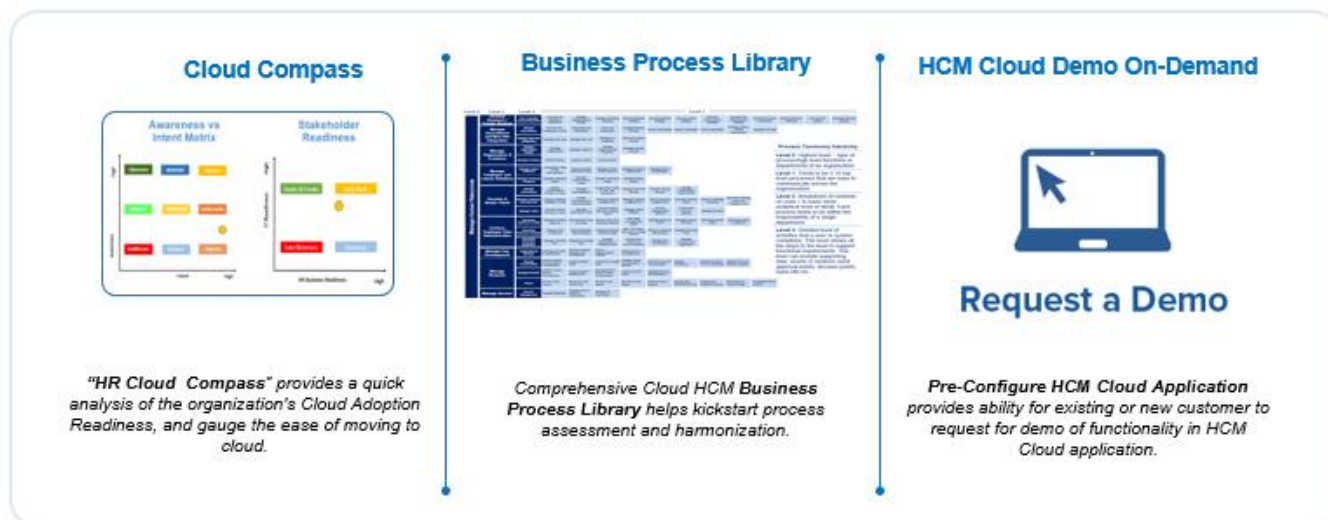
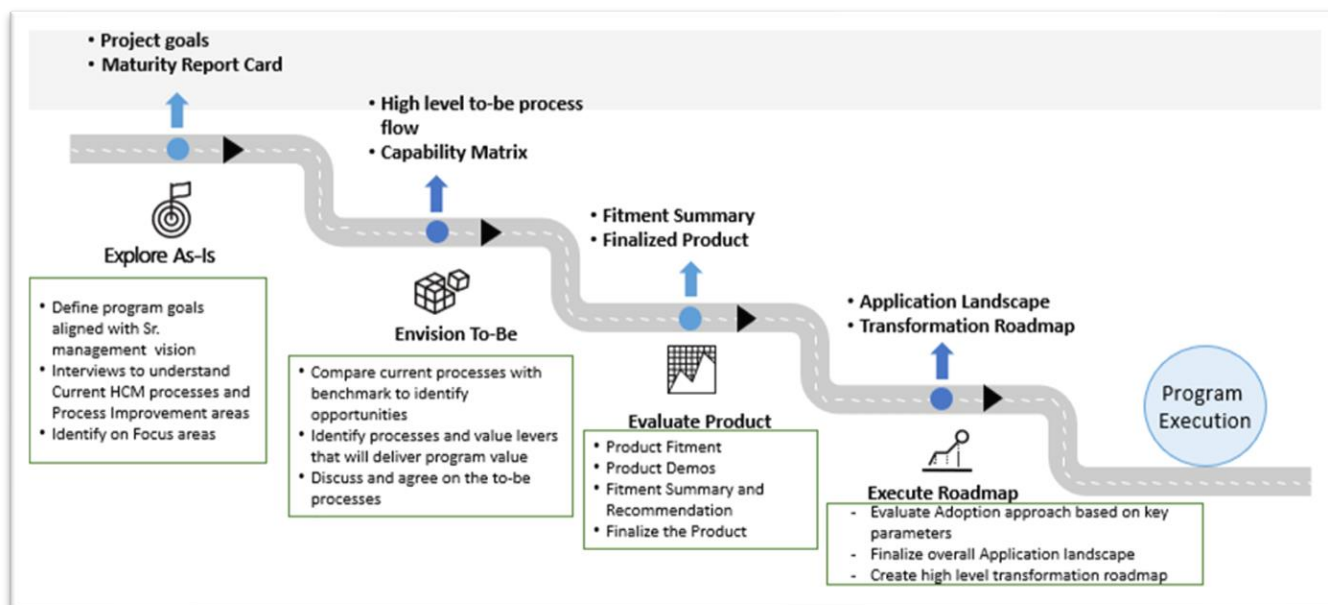


Figure 4. Infosys 4E Framework and solutions

2.2 HCM Cloud Advisory Services

We can help our customers in defining their HCM cloud strategy/roadmap, success factors, process consulting services, status assessment, etc.



Figure 5. Advisory Services

2.3 HCM Cloud Implementation Services

Infosys HCM Cloud practice has a lot of pre-build solutions and methodologies which helps our customers in implementing HCM cloud rapidly. To start with, Infosys has a proven Cloud implementation methodology, called Accelerated Cloud Transformation (ACT). It is based on our vast experiences on working with various customers across the globe and across industries.

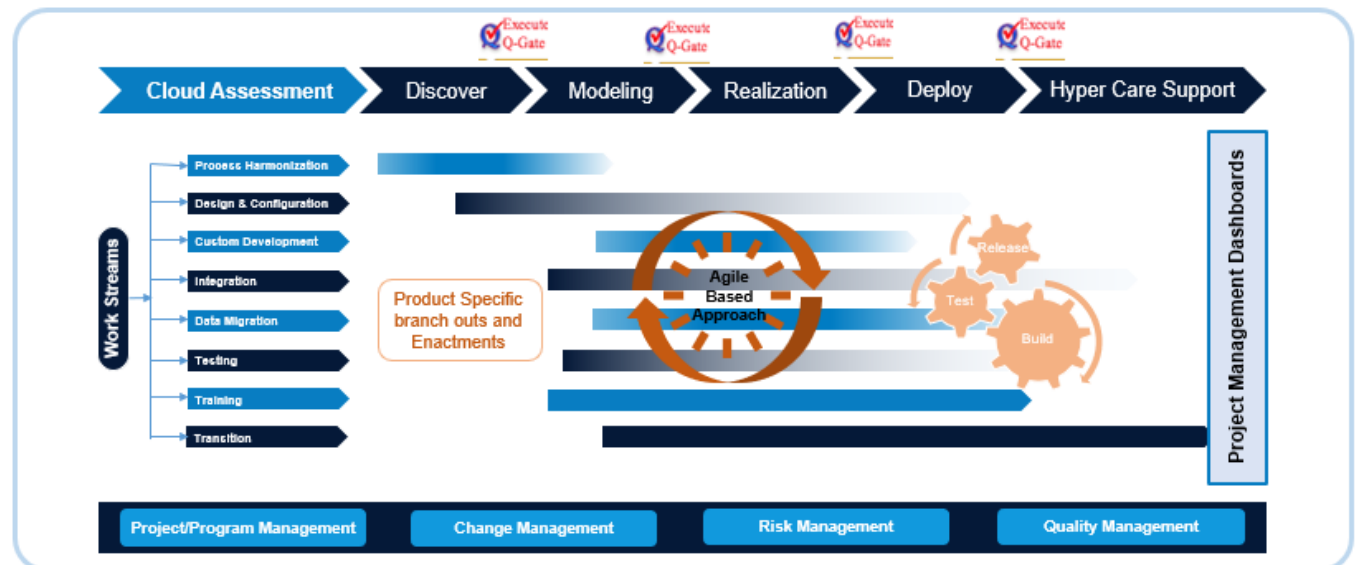


Figure 6. ACT Methodology

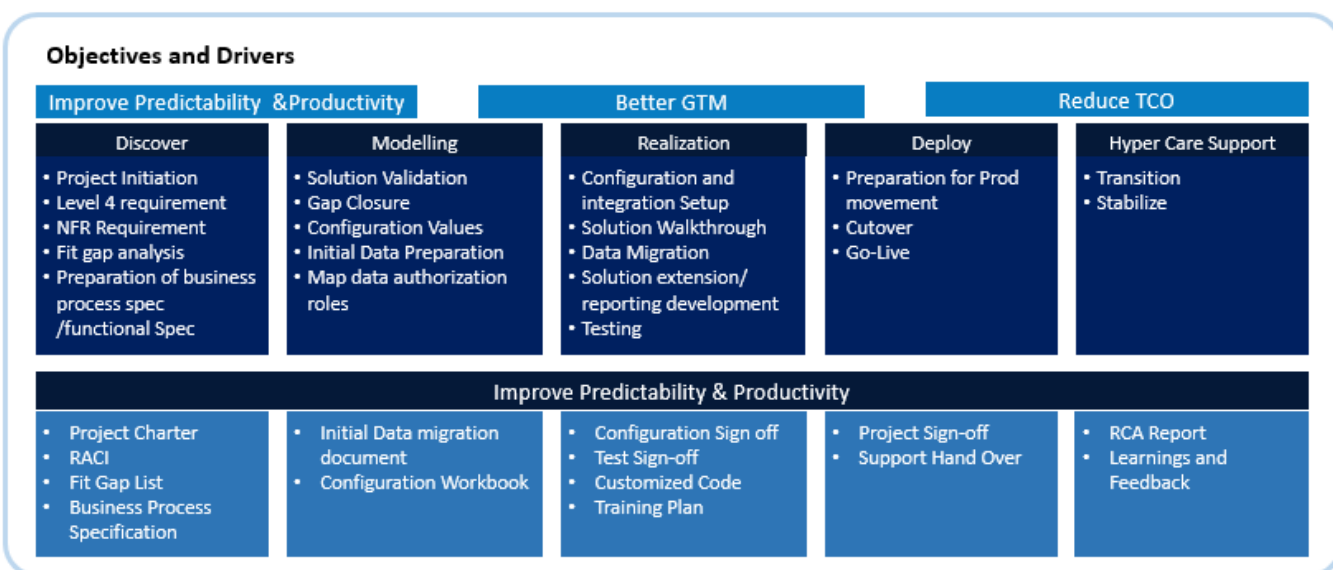


Figure 7. ACT Objectives and Drivers

The picture below gives a comprehensive view of our tools and solutions that are available through our ACT framework. These tools, accelerators and solutions can be used across all the phases of HCM cloud implementation.

Cloud Migration Toolkit to accelerate transformation

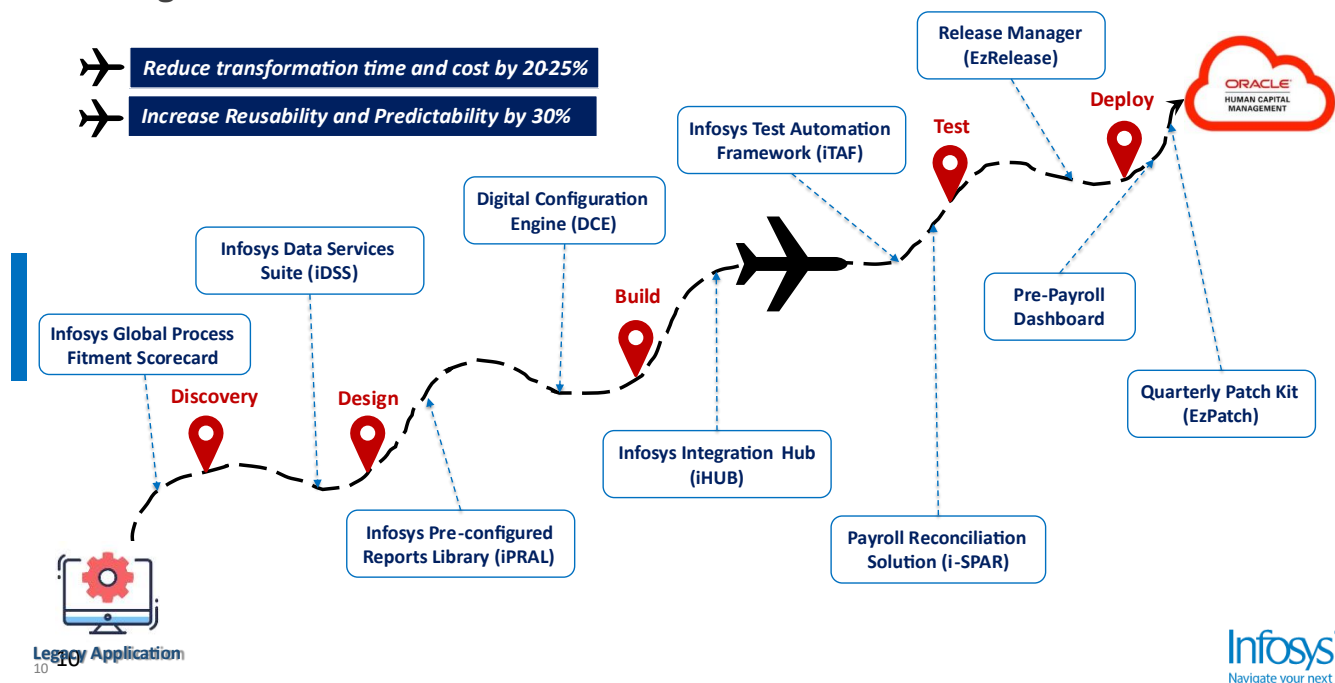


Figure 8. Solutions for ACT framework

2.4 HCM Cloud Mid-Market Offerings

Infosys tailor-made offering for mid-market customers helps them to leverage the benefits of HCM cloud with ease by optimising their investments without compromising business outcomes.

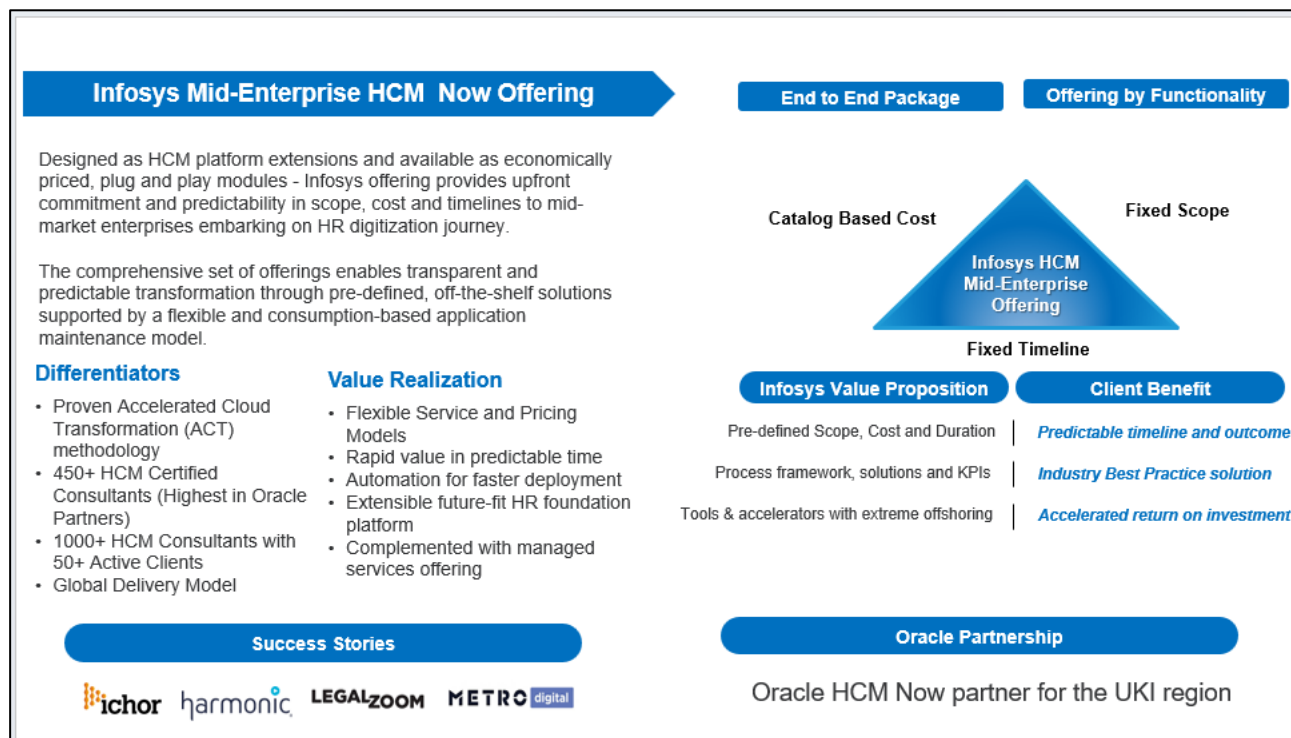


Figure 9. HCM Cloud Mid-market offerings



Figure 10. Value proposition for mid-market customers

2.5 HCM Cloud Support services

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

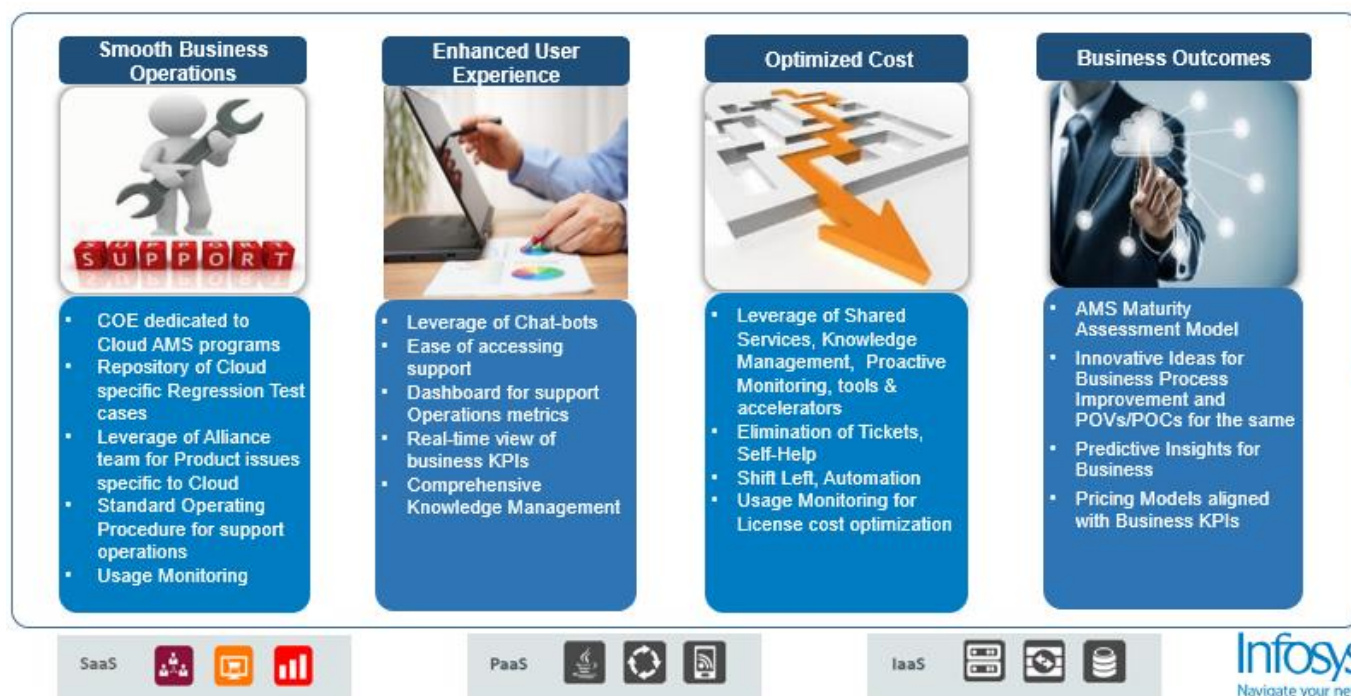
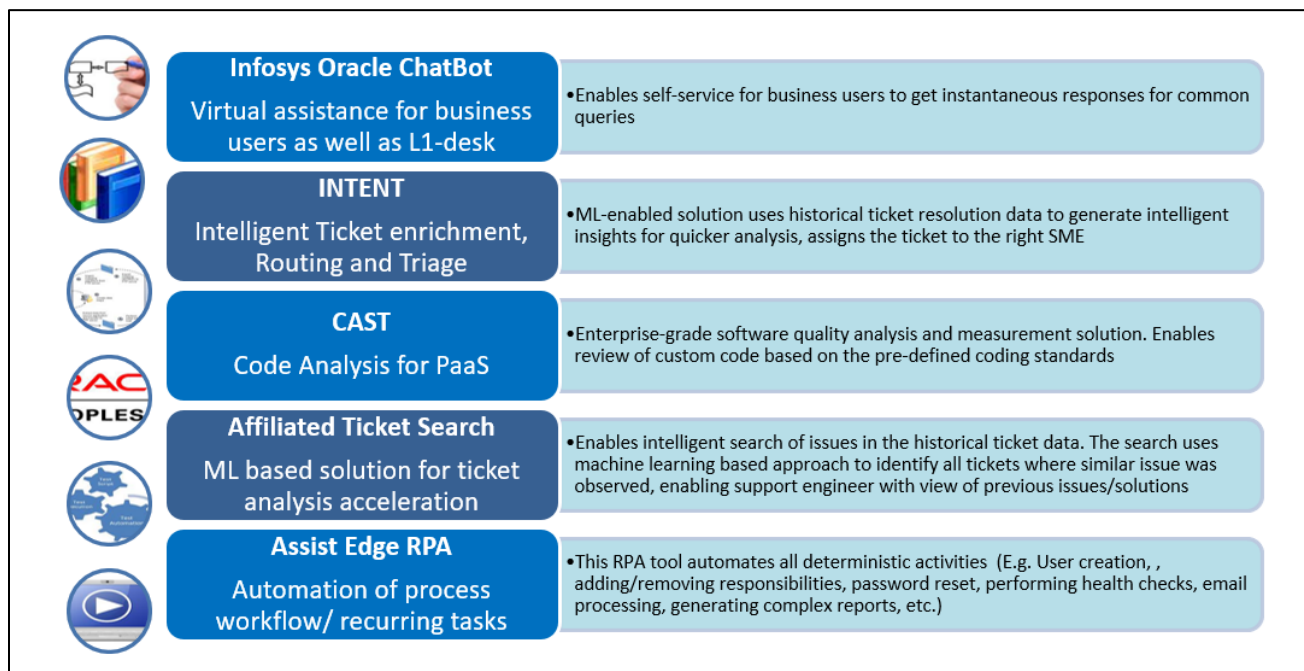


Figure 11. Infosys Oracle Cloud AMS Solution

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



	Shift Management Portal Automated management of Shift-roster	Portal , which provides seamless ability to manage shifts, holidays, leave-plans, etc. and provides mechanism to allocate tasks. Provides a crisp and concise view of shifts
	Universal Data Validation Tool For Cloud-based FBDI based templates	Enables efficient pre-validation of data before migration reducing the number of conversion iterations
	AMS Dashboard For AMS operational insights	Dashboard which provides various insights on ticketing data in multiple configurable views.
	Infosys Wingspan Next-Gen learning solution	Learning platform designed to be-Flexible & Convenient; Personal & Engaging; Connected & Collaborative; Competitive, Motivational & Gamified; Strategic and Insightful helping organizations accelerate their talent transformation journey
	TOSCA Third party tool driving testing automation for Oracle Cloud AMS	Tosca Test suite by Tricentis (Infosys partner) is an enterprise agile software test tool used to automate end to end test cases and provide comprehensive test management for Oracle Cloud.
	IIOC Infosys Intelligent Operation Center	IIOC is a one-stop platform aimed at identifying and reducing critical business interruptions. It focuses on hot spots within business operations.
	Infosys Smart Configuration Tool Tool for replicating Configuration/Setup	An RPA based tool to enable replication of configuration across Cloud environments. Used for replicating setup information / configuration for entities where automated migration feature is not available

Figure 12. Infosys AMS Tools and Accelerators

3. Assets and Tools

Some of our most popular tools and accelerators are:

HCM Cloud Demo On-Demand



Request a Demo

Pre-Configure HCM Cloud Application provides ability for existing or new customer to request for demo of functionality in HCM Cloud application

Workbench



Workbench provides Standard Business Process documents which can be customized to ensure documentation standards are followed in all the modules reducing efforts at least by 20%. The Standard Business Process functionality will help to finalize the new process. Reusable persona driven test scenarios are available ensuring Test effort reduction of min 18%

Payroll Reconciliation



Payroll Parallel test Recon is a solution that helps to reconcile the Payroll between New and Old application. The solution has prebuilt process and reports to perform Gross to Net compare for key Payroll components of Paychecks

HRapp



The HRapp provides a digital solution which enhances the user experience. A ONE Stop to view all Information app. Provides Key HR Transactions on your fingertips. Also provides timely Notifications and Enhanced Data Security

HR Pulse



HR Pulse provides a configurable, platform-independent solution available on SaaS model. Helps in Comparing performance with organization benchmarks and industry standards. Connects to all leading HCM applications along with Mobile friendly user experience

HR Bot



The HR Bot app serves User request info through Text/Voice by identifying the web services and fetching/ creating the data and analyzing and displaying the fetched data to the end user

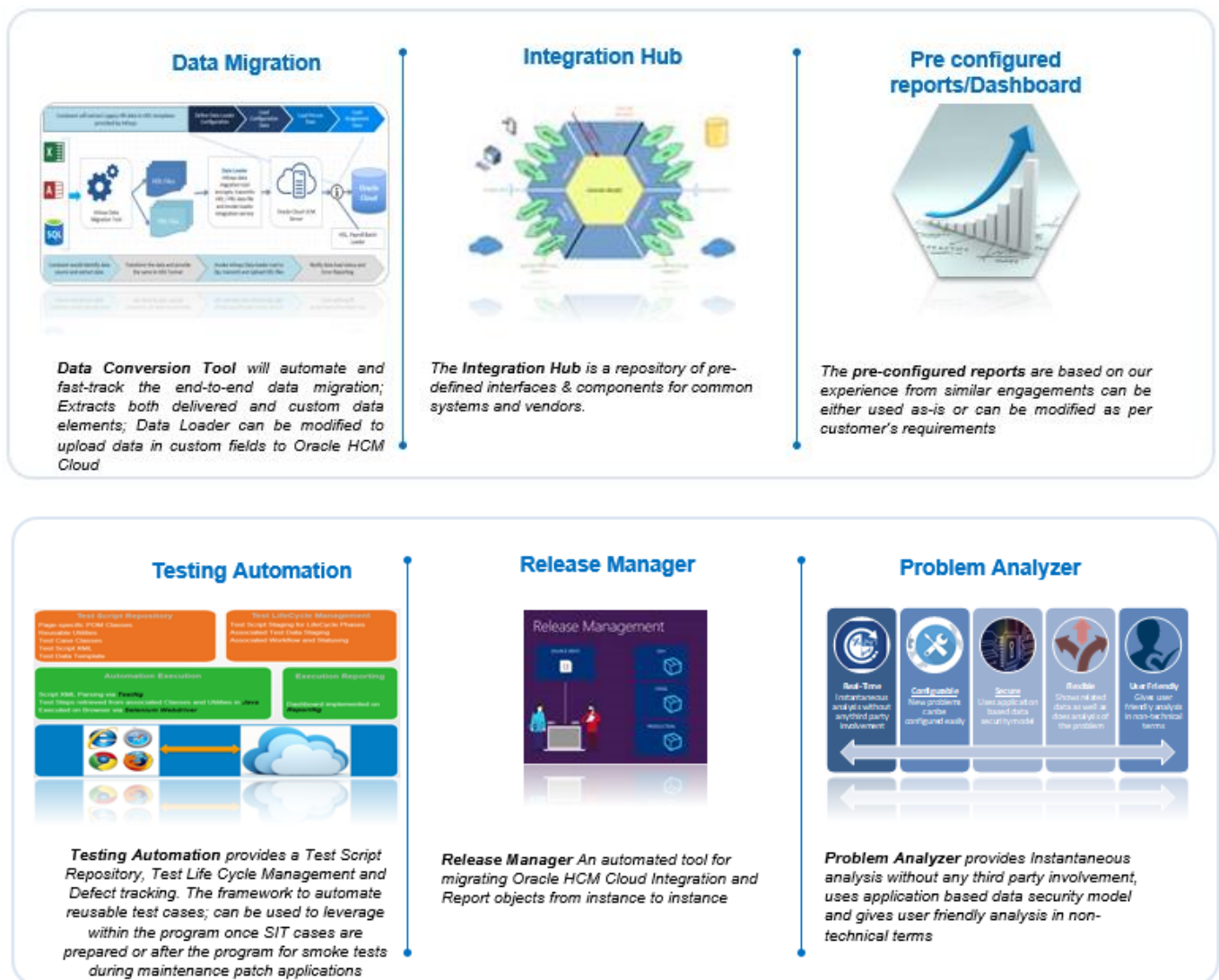


Figure 13. Tools and Accelerators

3.1 Co-Development with Oracle

Apart from the above, we also differentiate ourselves as **Oracle HCM Cloud co-development initiatives with Oracle**. We are the only SI investing heavily in Cloud HCM co-development with Oracle. We have invested more than 3,000 person months' effort in areas such as development of migration tool kits, payroll localisation, BPM testing, etc.

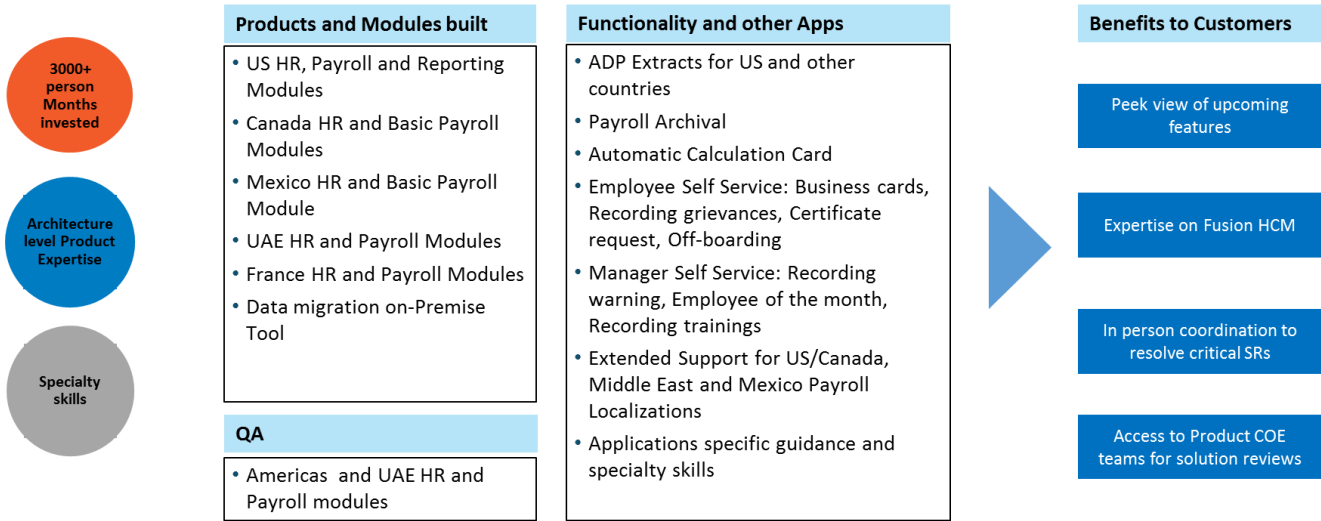


Figure 14. Cloud Development Initiatives

4. Client Credentials

Below is a snapshot of some of our success stories in HCM cloud implementations:

Client Name	Global HCM	Profile Mgmt.	Benefits	Absence Management	Time and Labor	Payroll	Payroll Interface	Goal Management	Performance Management	Career Management	Succession Planning	Talent Review	Compensation	Learning Management	Recruitment	Onboarding	Taleo	Geography	Industry
Multinational media and entertainment company*													X	X				Americas	Communications
Large Communication service provider	X		X	X				X	X	X	X	X	X					Americas	Communications
Canada based natural gas and electricity retailer	X		X			X	X											Americas	Energy
Multinational engineering, procurement, construction and installation company focused on Oil and Gas sector		X						X	X		X	X	X					Global	Energy
One of the largest Banks in Australia	X																	APAC	Financial Services
UK based retail bank	X		X	X			X	X	X								X	Europe	Financial Services
One of the largest fund manager in the world																	X	Asia	Financial Services
Europe based global insurance major	X			X				X	X		X						X	Global	Insurance
Leading provider of technology solutions	X			X									X					Americas	Hi-Tech
Provider of video delivery and cable access solutions	X																	Americas	Hi-Tech
One of the leading group in automobiles	X	X	X	X					X				X					Europe	Manufacturing
Europe based global player in Steel	X						X	X	X				X					Europe	Manufacturing
Leading global distributor of communications and security products									X									Americas	Manufacturing
Large privately held manufacturer of electrical wiring equipment								X	X									Americas	Manufacturing
World's leading independent Distributor & Supply Chain services in aerospace industry	X		X										X					Americas	Manufacturing

Client Name	Global HCM	Profile Mgmt.	Benefits	Absence Management	Time and Labor	Payroll	Payroll Interface	Goal Management	Performance Management	Career Management	Succession Planning	Talent Review	Compensation	Learning Management	Recruitment	Onboarding	Taleo	Geography	Industry
Global specialist in Electric equipment and energy management																	X	Global	Manufacturing
US based manufacturing company serving Aerospace and Defense markets														X	X			Americas	Manufacturing
Japan based global supply chain specialist	X		X	X			X	X	X		X	X	X					APAC	Logistics
US based global Sporting goods leader											X	X	X					Americas	Retail
US based manufacturer of vitamins and nutritional supplements	X					X							X					Americas	Retail
Leading global provider of office products, services, and solutions	X			X		X		X	X				X	X	X			Global	Retail
Parent company building portfolio of world's best fashion brands	X		X	X	X												X	Americas	Retail
A Dubai based group with business in Luxury and lifestyle retail, Automobile sales and service, Real estate etc.														X				Middle East	Retail
US based Retail and Consumer packaged goods Sales and Marketing company	X																X	Americas	Services
Diversified industrial group of UAE								X	X				X					Middle East	Services
One of the world's largest global professional services firms								X	X				X					Americas	Services
Leading global consulting firm	X	X					X						X					Americas	Services
Global Development Network headquartered in NY, US									X									Americas	Public Sector
Global Entity dedicated to Women empowerment									X	X								Americas	Public Sector

Client Name	Global HCM	Profile	Mgmt.	Benefits	Absence	Manage	Time and	Labor	Payroll	Payroll	Interface	Goal	Manage	Performance	Manage	Succession	Succession	Planning	Talent	Review	Compensation	Learning	Manage	Recruitment	Talent	Recruitment	Co-	Geography	Industry
American biotechnology company	X		X																	X								US and Europe	Life Science
Leading independent distributor and provider of comprehensive supply chain management services to the aerospace industry																				X						X		Global	Manufacturing
Leading global consulting firm	X																											Global	Services
Japan based freight forwarding major	X			X								X	X							X								Singapore/ North America	Retail & Logistics
A Dubai based group with business in Luxury and lifestyle retail, Automobile sales and service, Engineering, Real estate etc	X		X	X								X	X							X						X		MEA - UAE	Retail & Logistics
Large health plan provider in USA	X		X																	X								US	Health & Insurance
Canada-based natural gas and electricity retailer	X								X																			US, Canada	Services
Multinational engineering, procurement, construction and installation company												X	X							X						X		US, Global	Services
Provider of health insurance through government programs	X		X	X								X	X							X						X		US	Health & Insurance
Manufacturer of vitamins and nutritional supplements	X								X			X	X							X								US	Retail & Logistics
One of leading consulting group in USA												X	X					X	X	X							X	US	Services
Multinational media and entertainment company																				X				X		X		Global	Services
One of the largest Banks in Australia	X																											AU	Banking
One of the largest global providers of insurance	X		X	X	X	X						X	X							X			X					Global	Health & Insurance

Figure 15. Clients 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](https://www.infosys.com) | NYSE: INFY

Stay Connected   