

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	ukps@infosys.com

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1. Infosys Cloud Practice Overview

Infosys has a mature cloud practice with over 11 years of experience, 120,000 active cloud talent, 160,000 cloud professionals, over 1,000 successfully executed projects, over 750 active cloud clients and over 36,000 certified cloud professionals.

Infosys is premier partner with leading cloud service providers such as AWS, Microsoft Azure, Oracle and Google Cloud Platform.

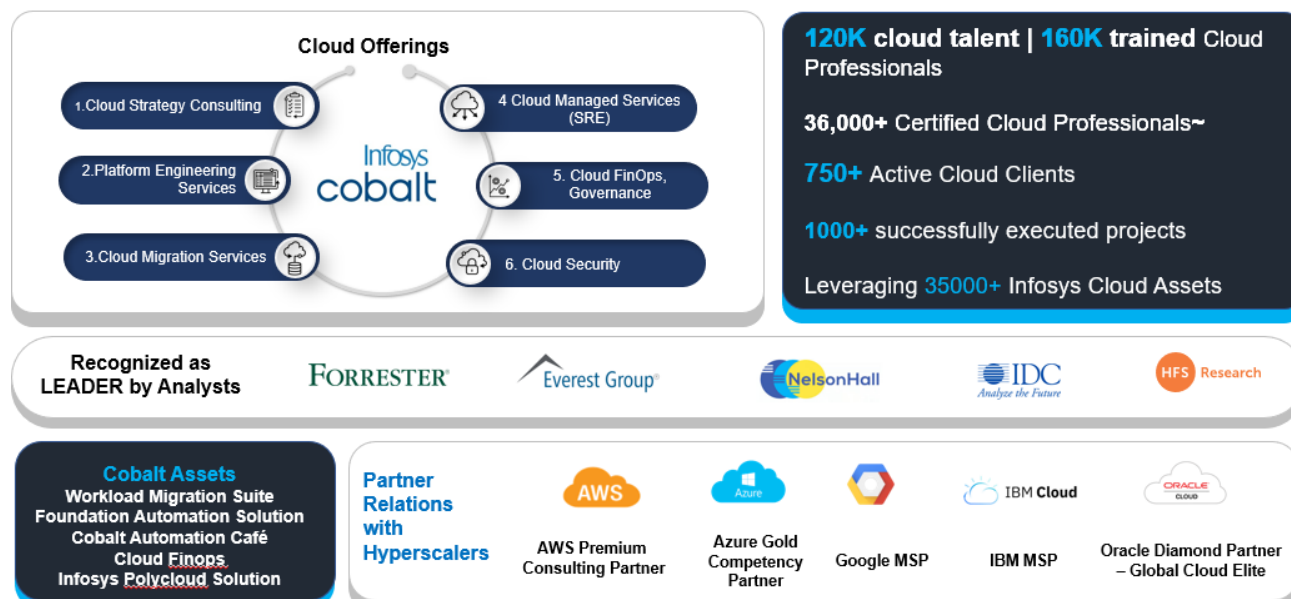


Figure 1 Cloud Practice Overview

2. Cloud Operations Services

Infosys supports each cloud transformation journey, taking into account the varying environments of each client in terms of size and complexity.

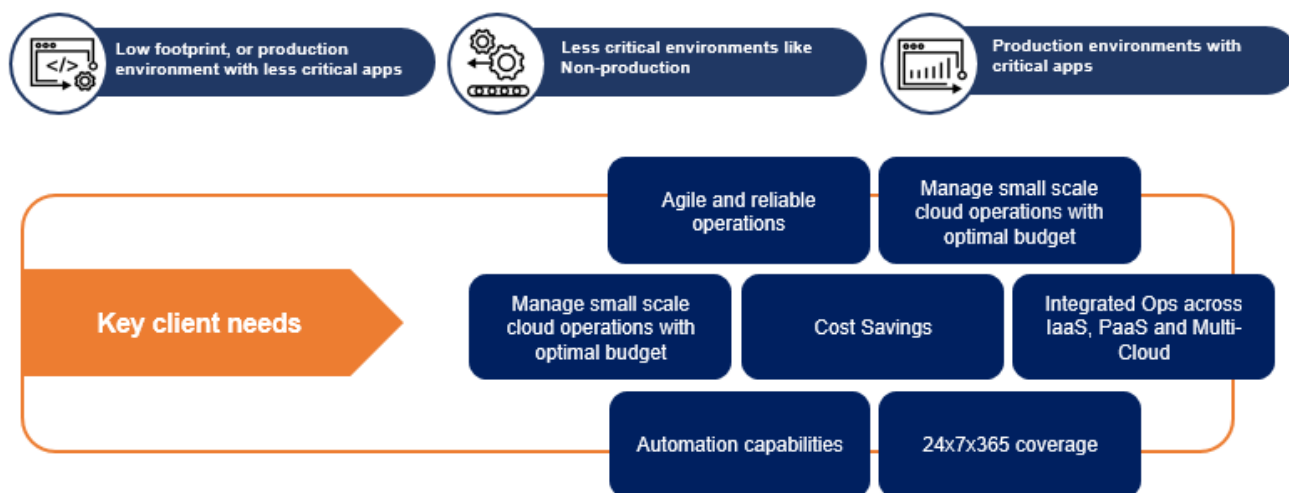
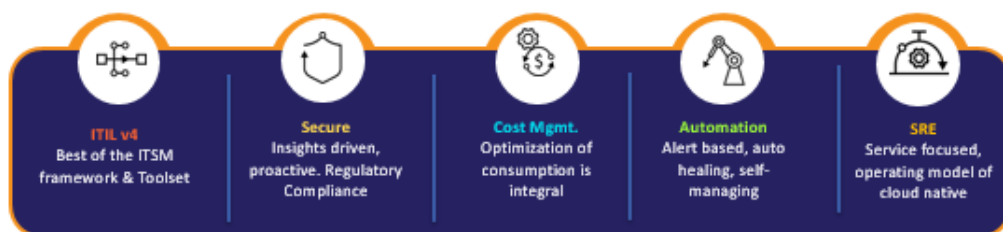


Figure 2 Industry Cloud Requirement

Our cloud operations service catalogue is built around a cloud adoption framework and addresses the needs of basic and advanced cloud operations requirements.

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Catalogue	Scope covered
Baseline operations	Monitoring & alerting: For Cloud resource and service (including IaaS and PaaS) with Azure/AWS/GCP monitor Compliance: Monitor policy drifts and ensure policy compliance Protection & recovery: Backup and recovery for Azure/AWS/GCP and non-cloud workloads, resources for recovery and backup Provisioning & deprovisioning: Provisioning, configuration, and updates for Azure/AWS/GCP resources with full automation using ARM/cloud formation templates Automation: Automate day to day operational & provisioning activities (Infra as code) Operating system (OS) support: OS administration include patch deployment using Cloud native tools Cost optimization: Continuous cost monitoring and optimization.
Add-On services	Observability platform: Building and supporting observability platform to enable SRE operations (open source & 3rd party tools) ITSM tool integration: Integrating monitoring tools with ITSM platform for streamlining alert and incident management process AI Operations: AI-powered insights, and automated / assisted incident handling that leverage AI and BOTs Security Operations: Configure security center for security breach triggers Hybrid cloud operations: Use Infosys Polycloud Platform to manage public cloud and on-premise infrastructure

Figure 3 Cloud Operations: Using cloud native & AI based technologies

Infosys Cloud operation encompasses the below values:

- Everything as Code (Infrastructure, Configuration, Policy, Security and more) to ensure high repeatability and do-it-once approach.
- Deliver continuous value through cost optimisation, architecture optimisation, resource efficiency and evolve through introduction of new services and newer operating models such as Site Reliability Engineering
- Self-service driven approach to drive operational efficiencies, empower the developer and reduce friction between application development, platform engineering and operation teams.

Infosys runs Cloud Platform operations for clients with continuous focus on optimisation across various operational functions. Below are the cloud operation services provided by Infosys:

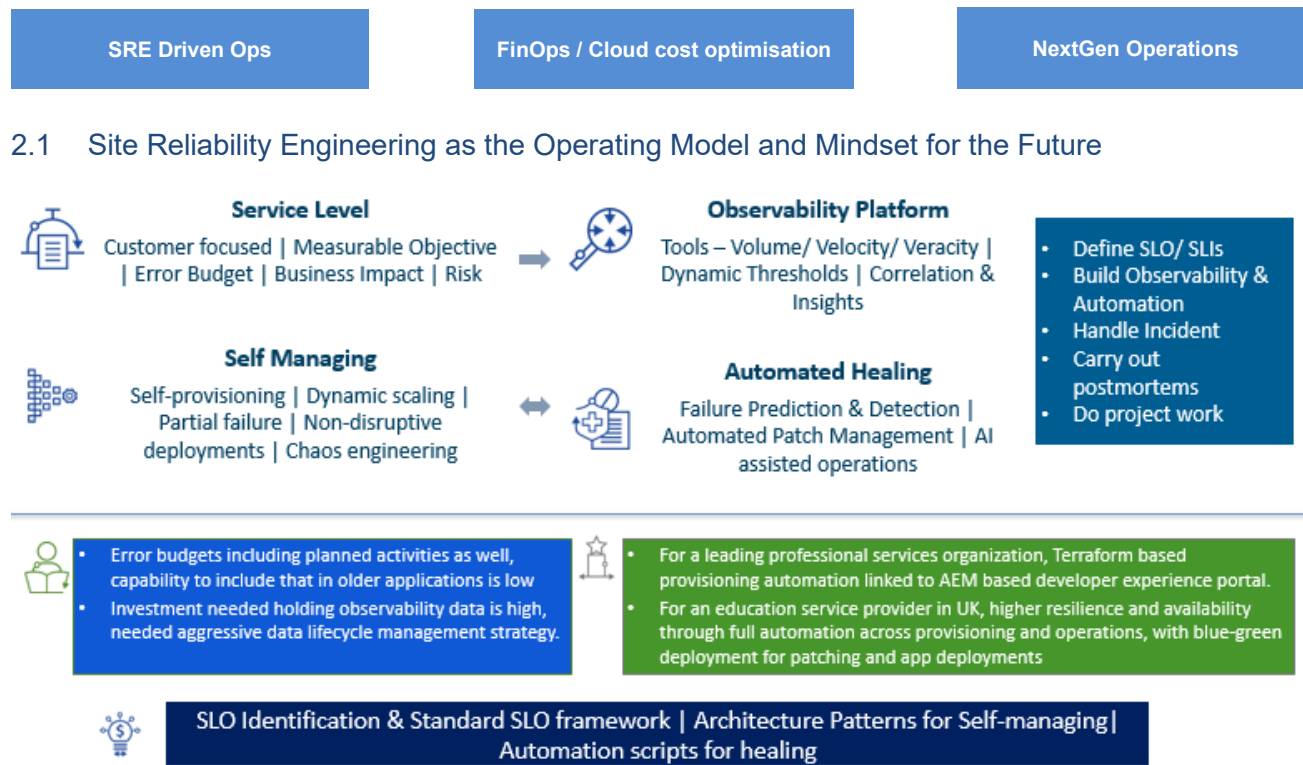


Figure 4 SRE Operating Model

2.1.1 SRE Operations

A structured framework to progress towards SRE-based operations:

1. Defines SLI/SLOs with customer-focused service identification with different service indicators and objectives.
2. Enhances the observability platform and handles volumes, velocity and veracity needs with dynamic thresholds, alerts, correlations and intelligent predications.
3. Is self-managing in term of workloads, capacity and dynamic scaling.
4. Has automated healing and automates routine tasks with scheduled job handling. AI powered operations with workflows.

5. Ensures compliance with tagging, configuration management, asset discovery and cost allocations.

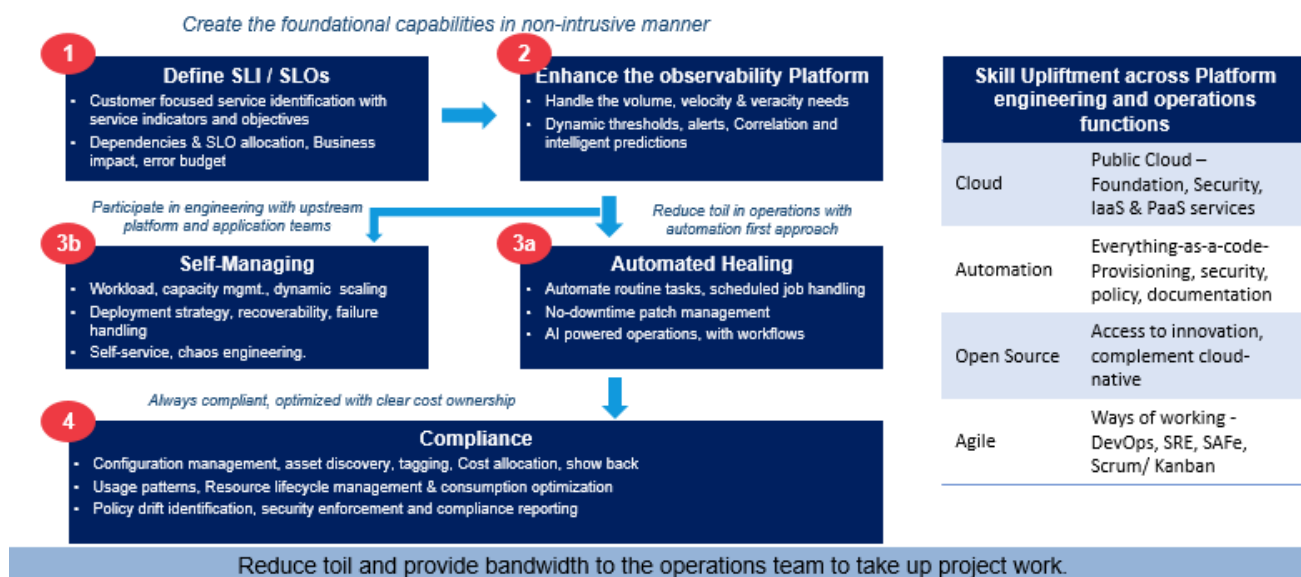


Figure 5 SRE Overview

Key features of engineering-driven operations are:

- Operations team provides day to day operations leveraging native and custom tools.
- Continuous service evolution based on cognitive and predictive analysis.
- Provide inputs to the engineering team to build capabilities to enhance operations.
- Engineering to focus on bringing new capabilities to cloud platform.

Below are the different illustrative SRE dashboards which help us gain insights on overall client's operations:

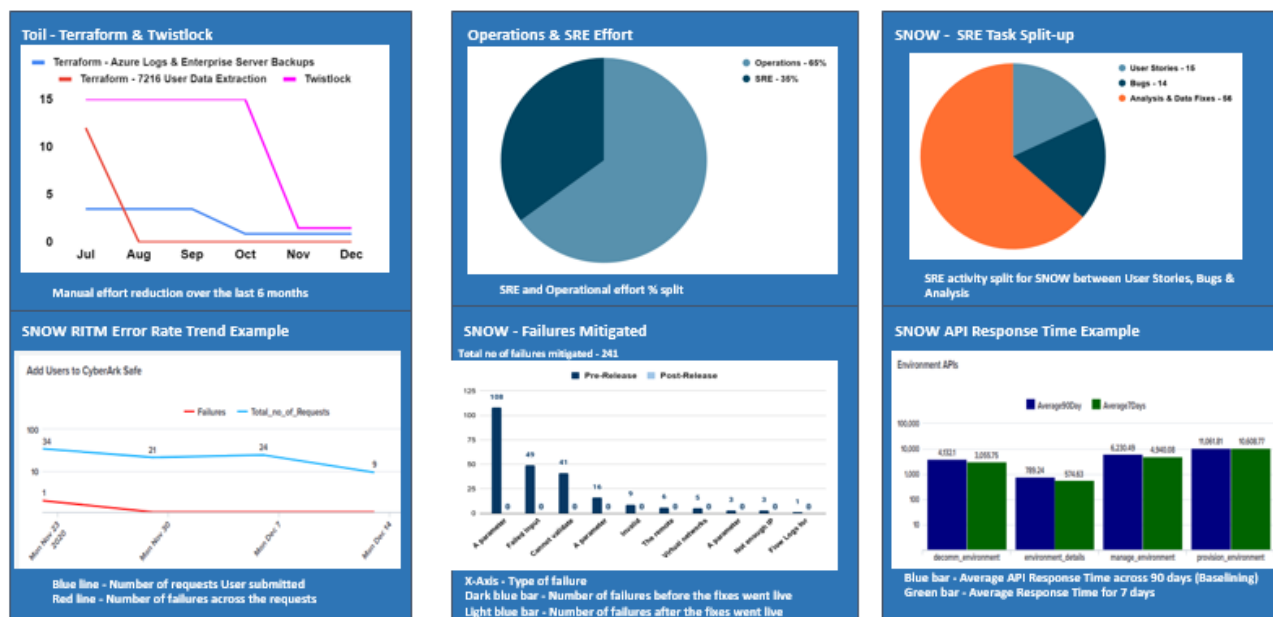


Figure 6 SRE Dashboard

2.2 FinOps

Infosys also leverages our FinOps Framework to deliver financial efficiencies on cloud. A comprehensive framework to provide cloud costs control and drive financial efficiency is shown below:

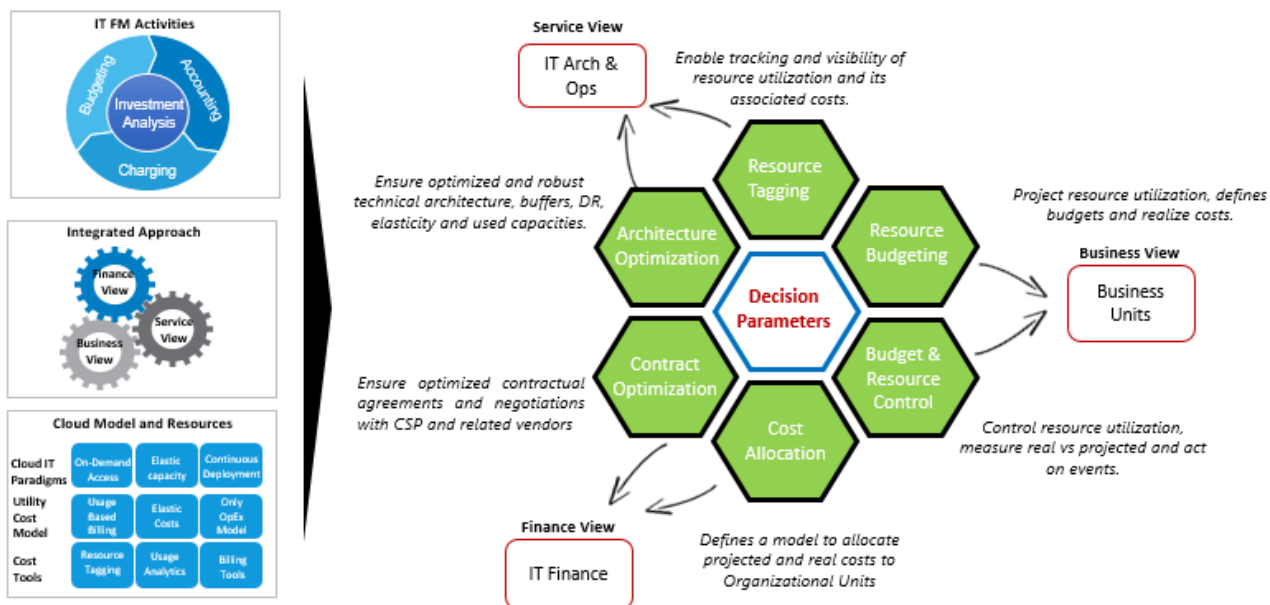


Figure 7 FinOps Structure

Infosys takes a 'holistic' approach and continuously generates ideas for cost optimisation.

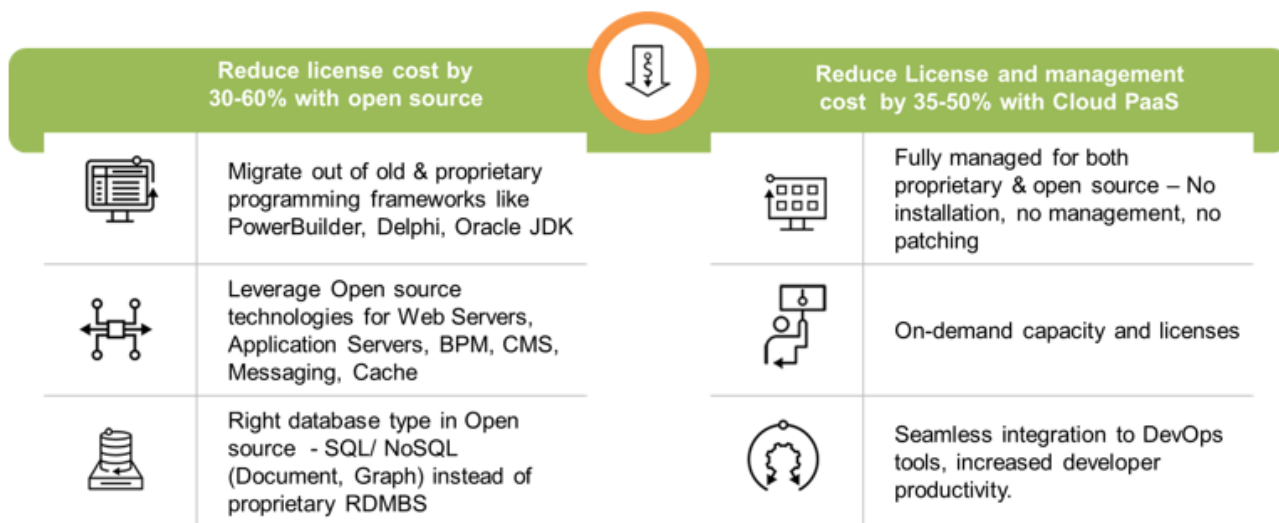


Figure 8 Cost Optimisation Approach

Infosys follows these key principles of cloud consumption in cost management. Cost optimisation initiatives should not deter business benefits of the product.

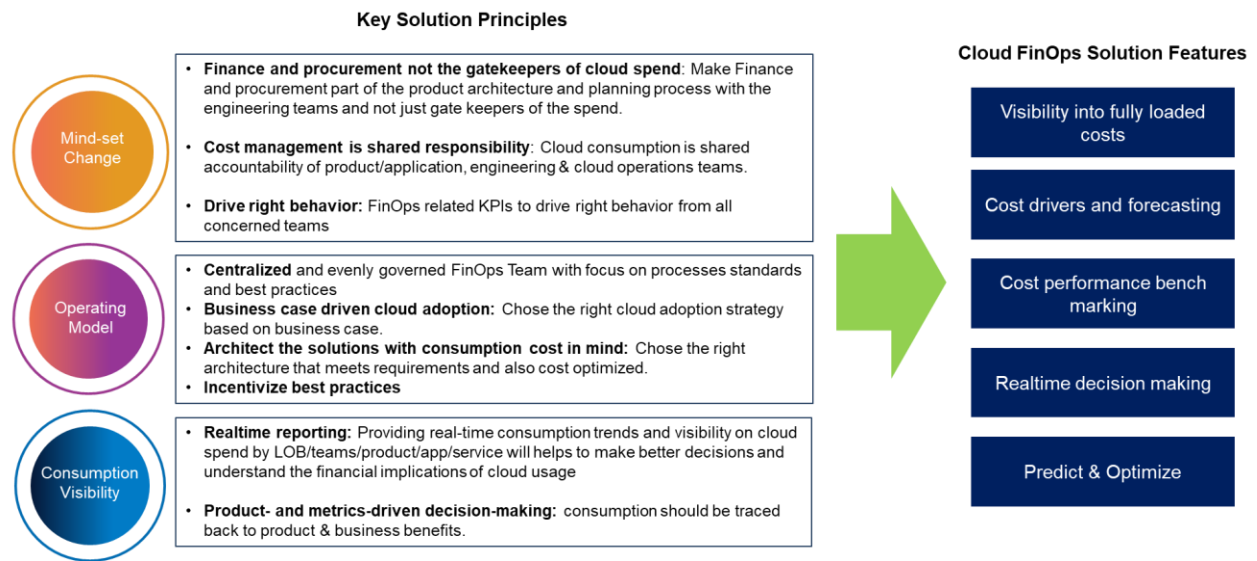


Figure 9 Cloud FinOps: Key Principles

2.3 Infosys NextGen Operations

2.3.1 An integrated cloud operations model

Infosys designs and implements an integrated cloud operations model for seamless cloud operations, orchestration, provisioning and monitoring of target cloud environment.

Infosys adds value to our clients by designing a solution that improves the performance measures of business operations and creates quantifiable business value for the extended enterprise.

Infosys has over 30 years (over 11 years in public cloud) of experience in providing managed services for its customers around the globe. Infosys can provide end-to-end support for the new cloud model right from L1-Service Desk, L2/L3 Services, Project/Programme Management adhering to ITIL policies. Infosys operation model to drive day-to-day operations is shown below:

Cloud operations model

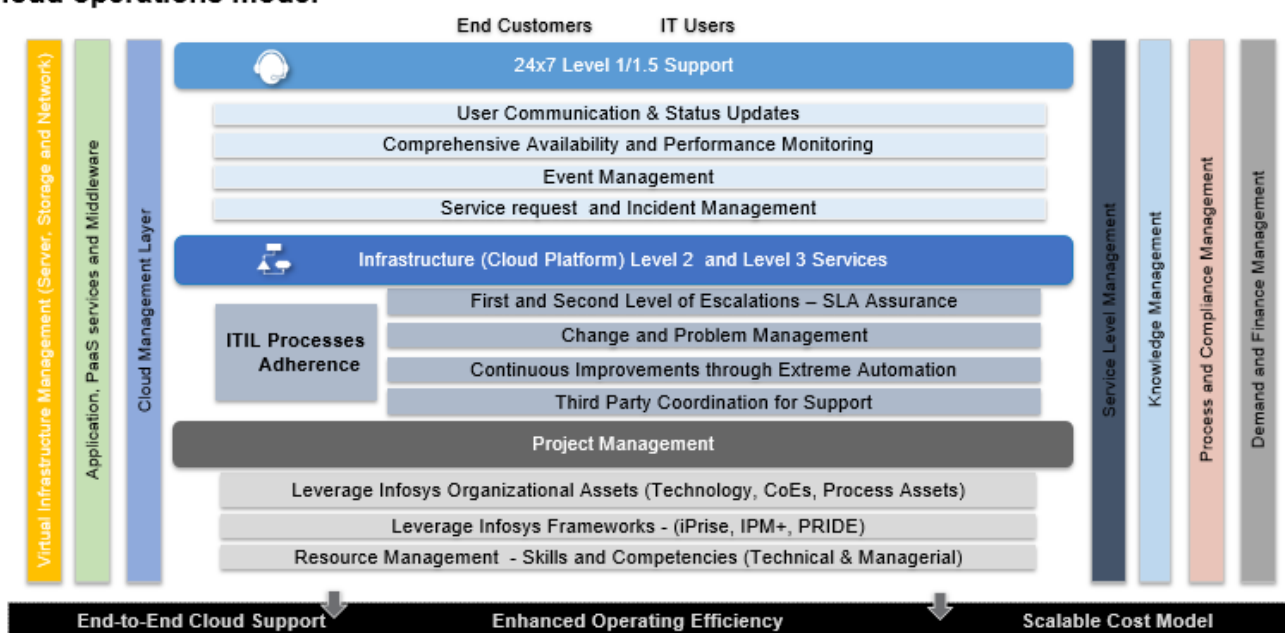


Figure 10 Operation Model

Infosys offers a full spectrum of cloud operational services leveraging cloud-native Infosys IP tools and platforms.

Below are the key activities which are an integral part of our operations:

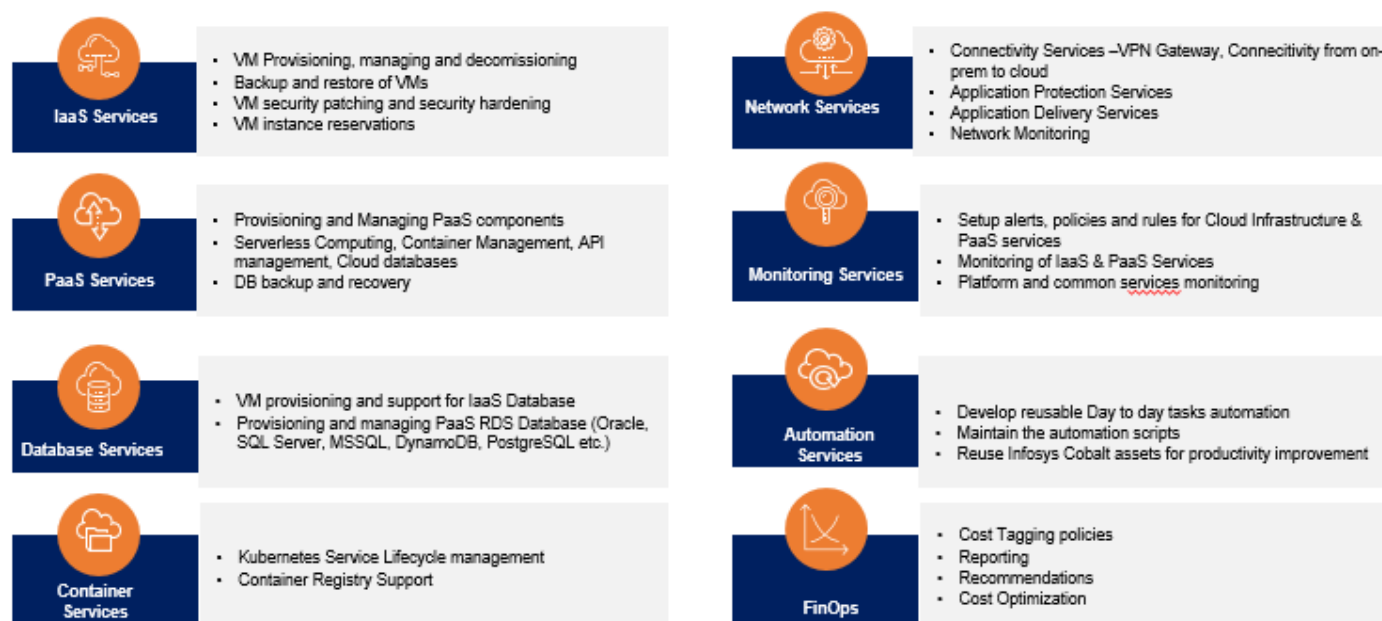


Figure 11 Operations Activities

Below are the key features and benefits of the Infosys Cloud Operating Model:

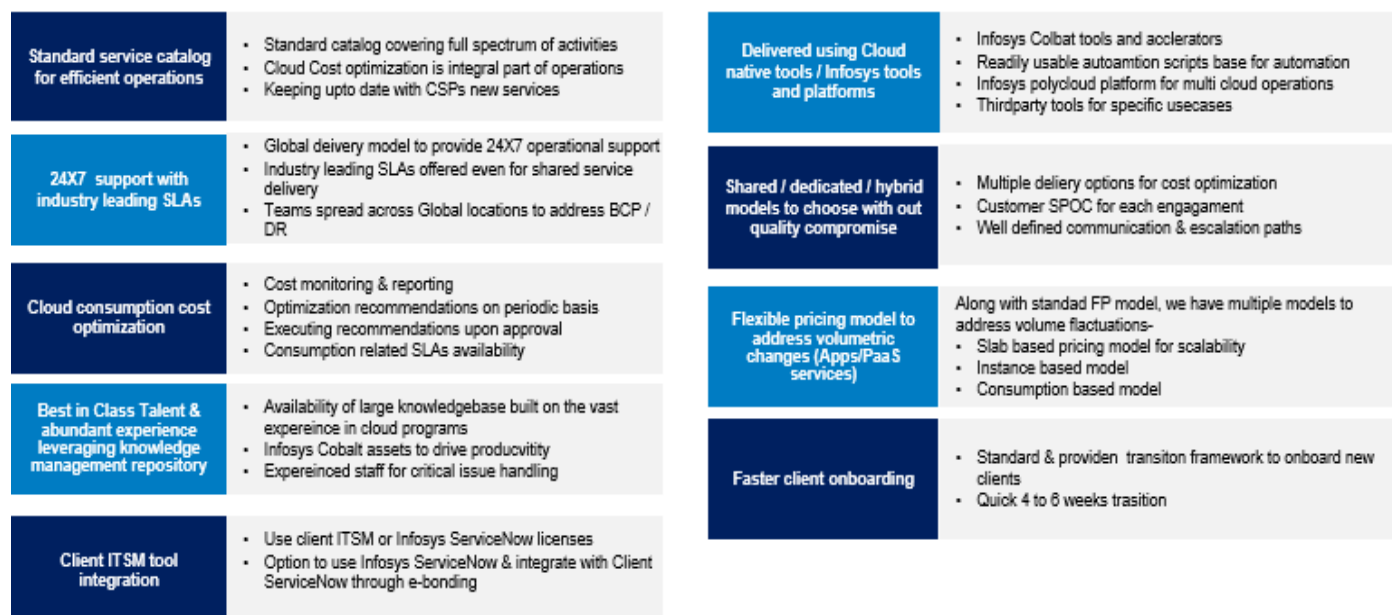


Figure 12 Operation Model Benefits

2.3.2 Continuous improvement is an integral part of our Operational Model

Infosys utilises our Continuous Service Improvement (CSI) framework to start optimising and uplifting services. These run as managed initiatives, with tracking of the results and continuous feedback to further improve the initiatives.

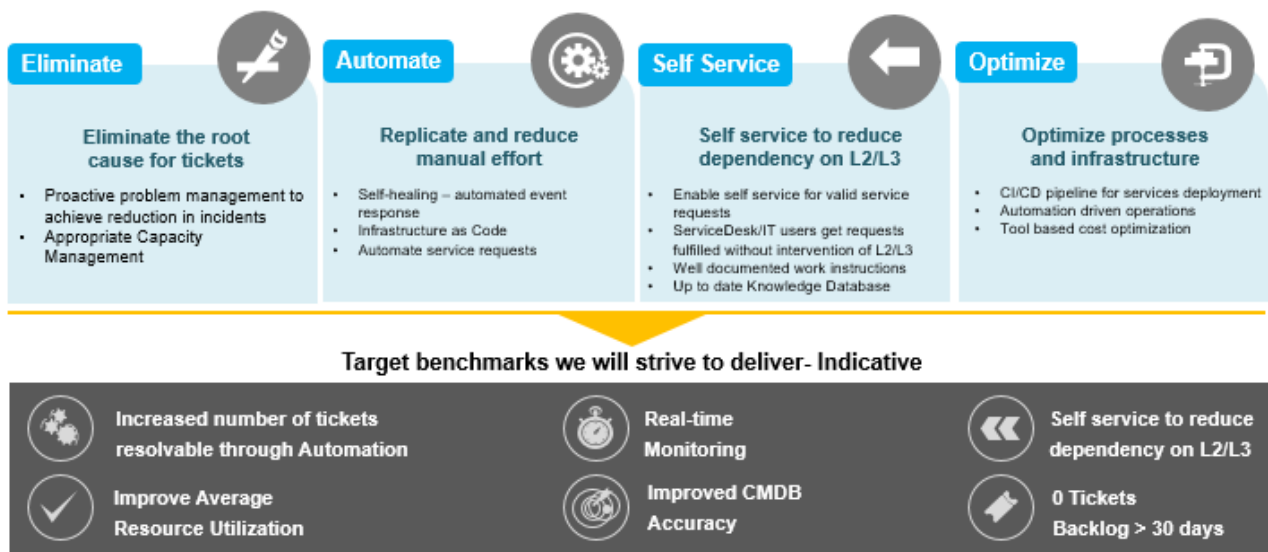


Figure 13 CSI Model

3. Infosys Cloud Migration Services

Cloud Migration Services leveraging factory model driving higher levels of automation

Discover	Assess	Migrate	Validate
Methodologies / In-house Frameworks			
- Infosys discovery templates for static attributes & dynamic characteristics - Infosys business process value chains, for cloud migration	- Cloud Disposition based on Infosys AHP model - Infosys cloud RSF, right sizing tech. stack considerations - Infosys Industry Compliance checklist	- Infosys Cloud Migrator configuration templates - Infosys ETM ruleset, remediation rule for Technology upgrades & Opensource conversion	- Infosys Platform readiness Checklist & Resilience validation templates - Performance checklist for cloud - Infosys Security & compliance verification checklist
Infosys Cobalt Assets			
❖ Infosys WLM Suite	❖ Infosys WLM Suite	❖ Infosys WLM Suite ❖ Infosys Modernization Platform	❖ Infosys Cloud Validation Suite ❖ Infosys <u>CyberNext</u>
Factory Type	Service		
Assessment Factory	- Discovery of the current landscape (tool based) - Cloud Disposition analysis - Creation of cloud migration roadmap		
Migration Factory – Rehost	- Cloud Foundation and platform readiness - Server migration to Cloud		
Migration Factory – Remediate/ <u>Replatform</u>	- Technology debt reduction through version upgrades - Technology standardization thru migration to equivalent commercial/ open-source products		
Migration Factory – Data Migration	- Migration of data to similar database, like SQL Server to SQL Server / Oracle/ PostgreSQL - Migration to NoSQL like Oracle to MongoDB		

Figure 14 Infosys Cloud Migration Assessment Framework

This assessment provides clear cloud compatibility heat map and path for migration.

Recommendation summary will be provided as per below (for all workloads in the portfolio):

1. Cloud suitability disposition results.
2. Cloud suitability distribution based on LOB or functional groups.
3. Migration type disposition results.
4. High level roadmap for migrating the workloads.
5. Cost-spend details including current costs, target costs and migration costs.
6. ROI and breakeven period.

Below table shows how Infosys follows its framework in migration in achieving the business goals.

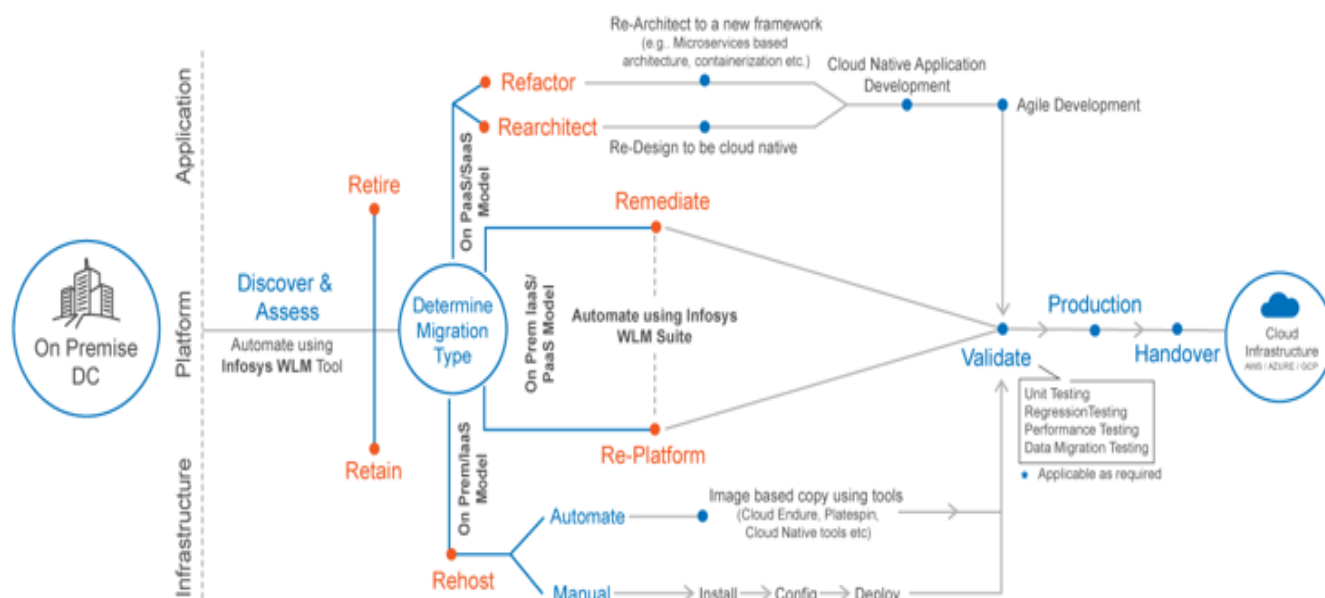




Figure 15 Infosys Cloud Migration Model

Infosys Cloud migration services help the modernisation of the core for efficiency and agility as well as in accelerating the adoption to cloud.

4. Cloud Governance

Infosys provides a strong governance model to drive cloud cost optimisation. This ensures granular visibility and insights, enforcement of best practices in resource lifecycle management and improved decision making, considering the right pricing model for resources.

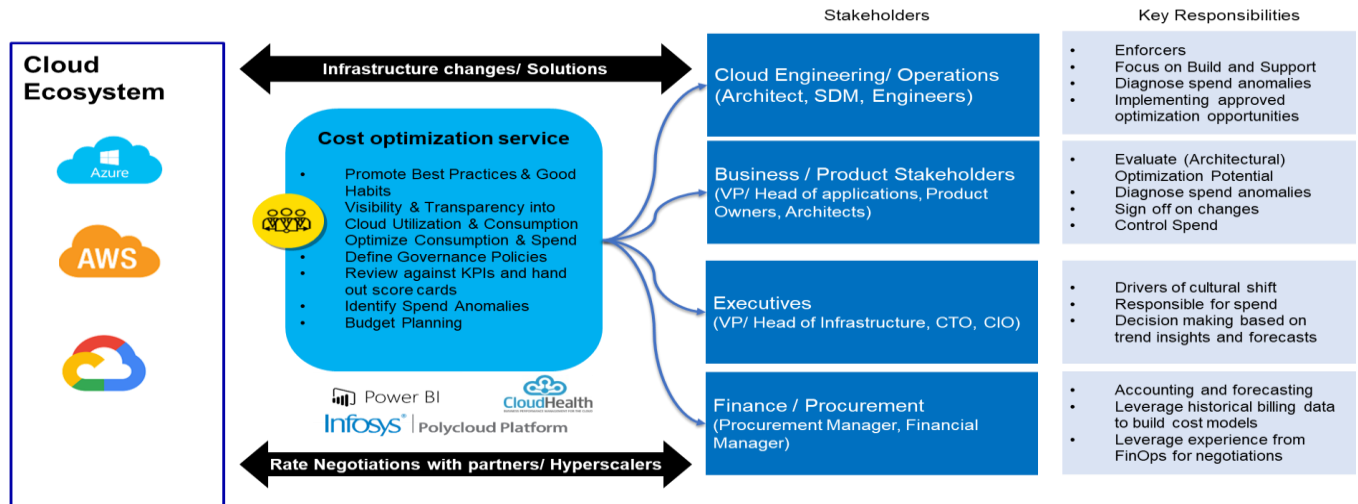


Figure 16 Cloud Governance

5. Cloud Security

Infosys provides cloud security services putting security at the centre of public cloud adoption.

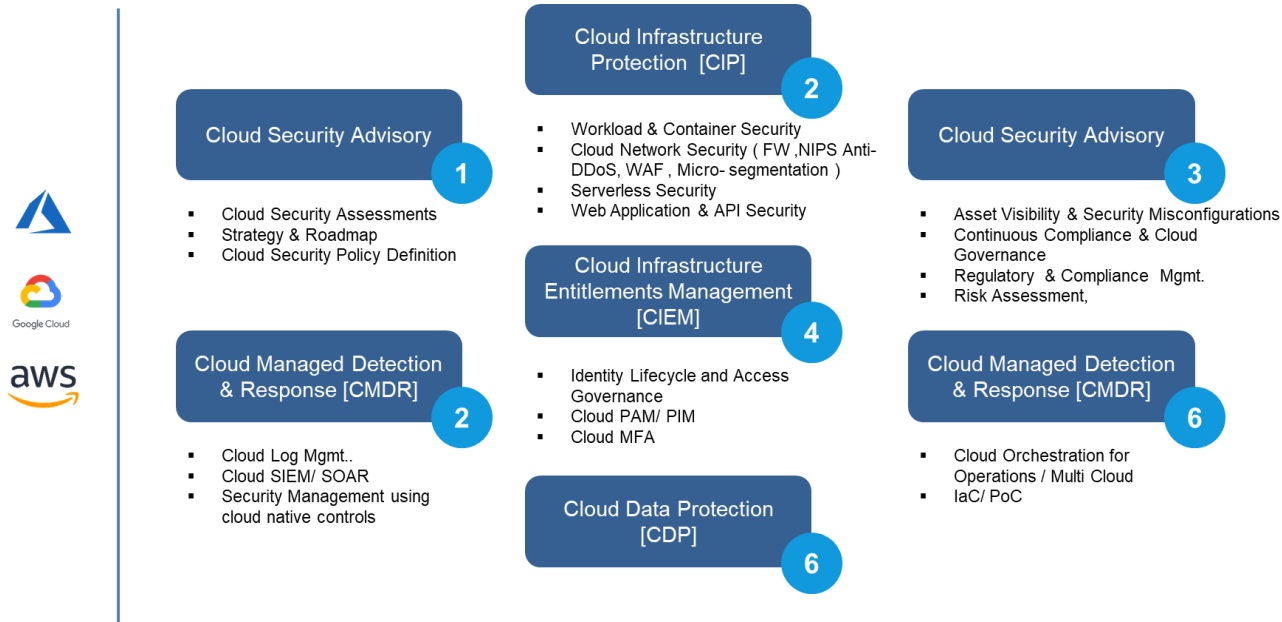


Figure 17 Cloud Security

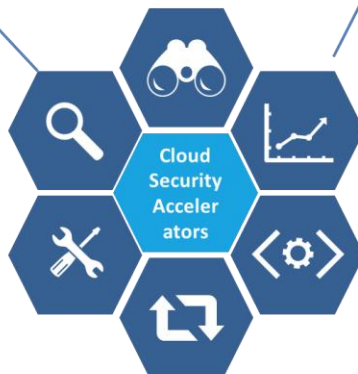
5.1.1 Cloud Security services: Tools and Accelerators

Infosys Cyber Next platform.

This platform ensures comprehensive security at any given point of time. Through this platform, end to end security services are handled in a unified and reliable manner.

Reusable Cloud Security Implementation as code.

Security Automation/Cloud Security Implementation As Code (IaC/DevSecOps). Can help achieve scalability and agility in deployment of network and application Infrastructure. With IaC DevOps teams can include security in their CI/CD pipelines.



Infosys Point Solutions (1)

Cyber Watch: Security Monitoring, Incident Response and orchestration. Log correlation & alerting
Cyber Compass: Single Pane View of all security controls. Visualize security program maturity and Identify control gaps.
Cyber Gaze: Single pane view of security metrics around various controls. Trend charts to track changes. Identify key concerns and Improvement areas.

Infosys Point Solutions (2)

Cyber Scan: Unified vulnerability view across application & infrastructure. Risk scoring to prioritize patching. Vulnerability life cycle management.
Cyber Intel: Aggregation of select threat intel feeds in a single platform. Monitoring threat landscape, brand reputation and IP leakage.
Cyber Hunt: Proactively detect anomalies associated with threats using analytics and Visualization. Hypothesis and techniques based hunting.

Figure 18 Cloud Security Tools and Accelerators

6. Infosys Differentiators

Below are some key differentiators which make our services stand out:



Service Delivery through Platform driven efficiency

- Infosys Cloud Support Accelerators, SOP Vault, , Single-click Automated Scripts
- Zero-waste FinOps Service
- 100% Automation in Infra Provisioning, Patch and Backup management
- High standardization, reusable templates and preconfigured tooling

Operational efficiency – 24*7 support with industry leadings SLAs

- Best in Class Talent & abundant experience leveraging knowledge management repository
- Flexible pricing model to address volumetric changes. Dedicated service manager for large clients

Faster onboarding and scalable operations

- Two weeks onboarding of a client
- Quick scalability, adopting to volume changes

Cloud cost optimization

- Continued focus on consumption cost optimization
- Tool drive solution using cloud native tooling, Infosys cost management dashboards /Cloud Health

For more information, contact askus@infosys.com



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