

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 accelerate their business process transformation efforts to realise their Digital Finance vision. Our investments in automation and custom models for value realisation helps our clients become a connected and agile enterprise. Our solutions and services streamline implementation to cater to the growing needs of business expansion and changing compliance requirements.

Infosys business and technology advisors help to translate a client's strategies into viable technology-enabled outcomes through our 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-premise Oracle applications. The following is an overview of the Infosys Oracle Cloud practice:

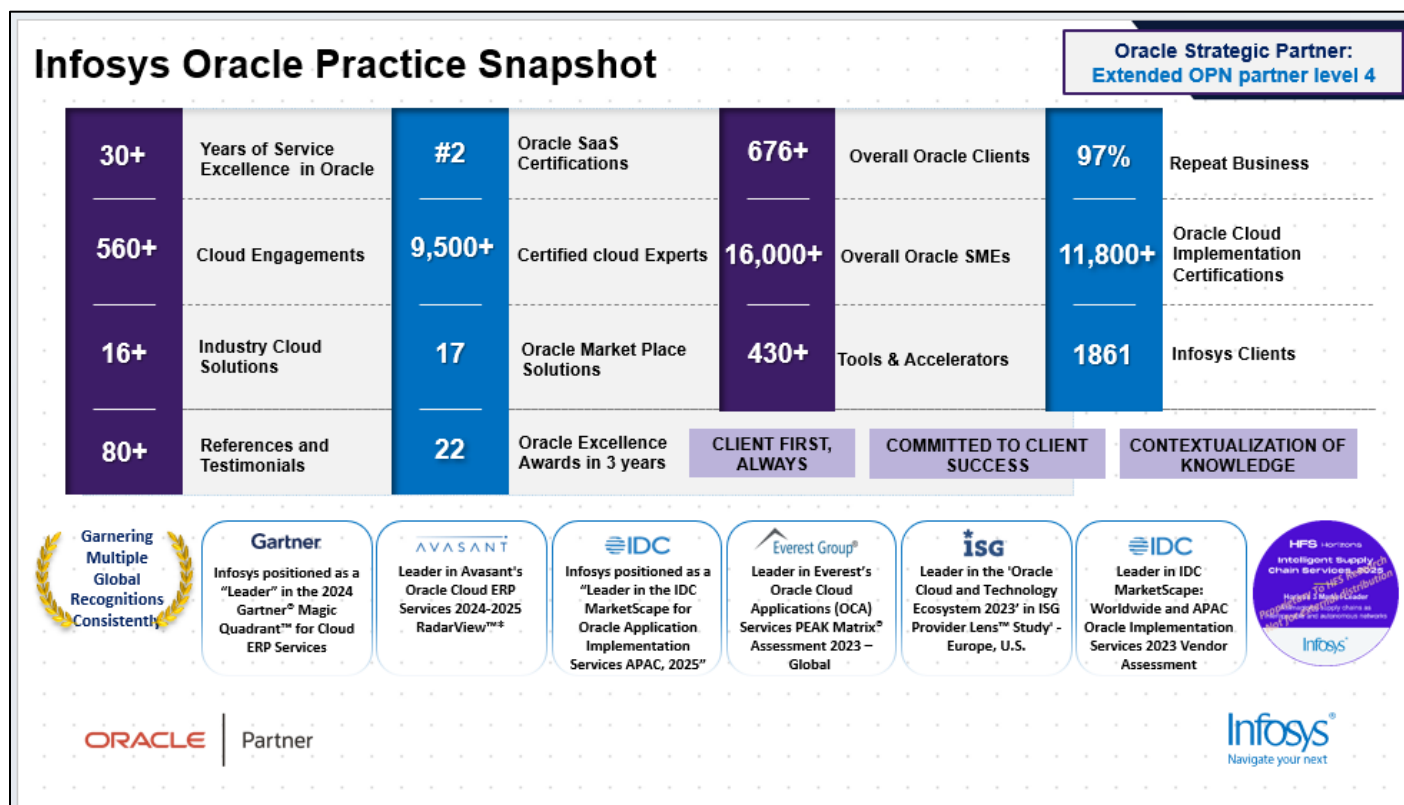


Figure 1. Infosys Oracle Cloud Practice

Infosys has over **500 Oracle Analytics** consultants offering services across Cloud BI strategy consulting, implementation, upgrades, migration and support.

Infosys BI practice serves more than 200 clients globally and more than 100 active engagements. Nearly 60% of these engagements involve implementation. The BI application consultants are experienced in end-to-end services around BI Cloud Analytics Applications, Tools and Technologies. The below points highlight the strength, expertise and hands-on implementation experience of a highly skilled, well-trained and certified Infosys BI practice consulting team:

- Proficient resources comprising of **Technical Architects, Project Managers, and Analysts.**
- Enriched resource pool of Oracle Cloud, **Data Analytics, Data Visualisation and Data Integration**
- Dedicated servers for R&D of BI Cloud technologies are setup and maintained across development centres for applied hands-on training and proof of concepts.
- Consultants have undergone extensive training from Infosys and Oracle University, attended regular workshops conducted by Oracle on Cloud and On-premise implementations
- The team includes consultants who are Certified by Oracle
- Consultants have end-to-end implementation experience on diverse tracks and vertical domains

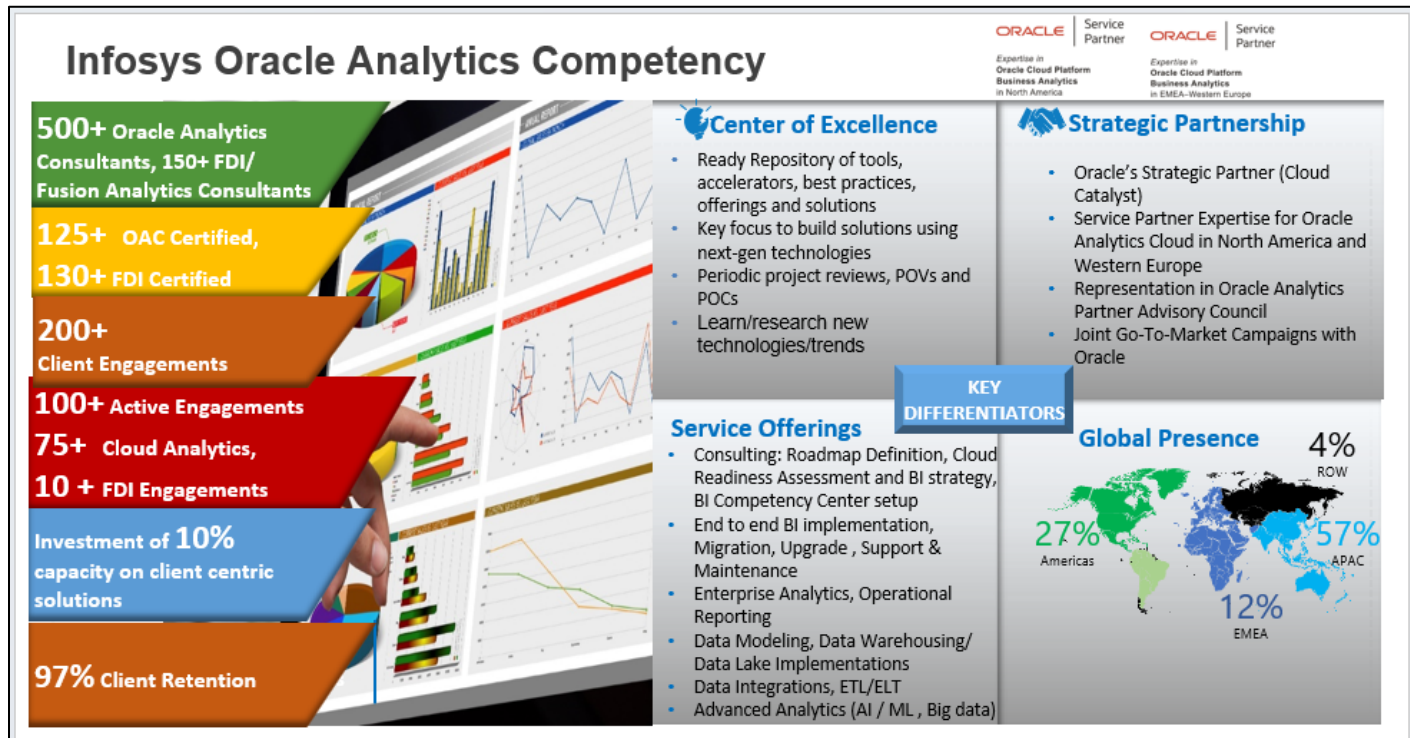


Figure 2. Infosys Oracle Analytics Competency

2. Service description

2.1 Infosys BI Offerings

We provide Implementation and support services for Oracle BI Cloud products. We specialise in business consulting, requirements gathering, solution design, implementation and migration.

Our offerings on Oracle BI cloud cover the below products:

BI/EPM tools stack serviced for

1	Enterprise Analytics • Oracle Analytics Cloud (OAC) • Fusion Analytics Warehouse • OBIEE 12c, OAS
2	Operational Analytics • OTBI • BI Publisher / OAP
3	Data Integration • Oracle Data Integrator (ODIMP / ODI) • BICCC (For Fusion Data Extracts and Integration)
4	Discovery and Data Visualisation • Data Visualisation Cloud Service
5	Data Lake Analytics • Oracle Big Data Compute • Data warehousing

Table 1. Infosys' Oracle BI cloud offerings and Product Coverage

Benefits derived by Clients from our Oracle BI Cloud services are summarised below:

- Acceleration of deployment
- Automation and faster deploy through reusable processes and artefacts
- Robust visualisation and reporting
- Rich Data Integration
- On-the-go mobile analytics

Infosys BI competency builds upon Infosys vast experience in leading BI Solutions. Our rich industry experience to complement our technology expertise, helps us deliver comprehensive business solutions to our customers and drive cutting edge transformation programmes and define Business Intelligence roadmaps.

Functions and Activities	Enterprise Analytics	Customer Analytics	Performance Management	Regulatory Compliance
	- Financial Analytics - HR Analytics - Supply Chain and Order Management Analytics - Procurement and Spend Analytics - Project Analytics	- Sales, Service, Marketing Analytics - Profiling & Segmentation - Customer Acquisition and campaign - Cross-Sell/Retention/Life time value	- Balanced Scorecard Strategy Evaluation & Mapping - KPI Definition & monitoring - Financial and Profitability Management - Capital Allocation and Analysis	- Entity verification and regulatory analytics - KYC, AML, Sox Compliance etc
	Consulting : Roadmap Definition, Readiness Assessment, BI Competency Center setup			
	Greenfield Implementation : Analysis, Architecture, Design, Develop, Test & Deploy			
	Support : Transition, Maintenance, Upgrades, Migration, Enhancements			
Oracle BI Service Offerings	Predictive Modeling & Advanced Analytics : Predictive Scorecards. Forecasting Models etc.			

Figure 3. Infosys BI offerings

Our BI Cloud team works upon various cloud-based service-offerings which include the following:

- Consulting services
- Scoping, Implementation and Rollouts
- System Reengineering
- Application Upgrades
- Access to Proprietary tools and accelerators
- Customisation and Integration
- Application Maintenance and Productions Support

Infosys' Application Support and Maintenance services meet the requirements across the entire support and maintenance cycle. The Infosys Global Support Centre (GSC) provides Enterprise Application Management Services on a 24x7x365 basis to support and maintain customers' environments, delivering highest quality of services with high amount of flexibility, predictability and scalability of operations. Infosys's solution for Application Support and Maintenance include:

- Managed Services Support
- Core – Flex based development model
- Business Event support

2.2 Our Implementation methodology

Infosys' ACT (Accelerated Cloud Transformation) Cloud implementation methodology is a unique way to deliver the best possible solution with tangible benefits to our customers. It 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.

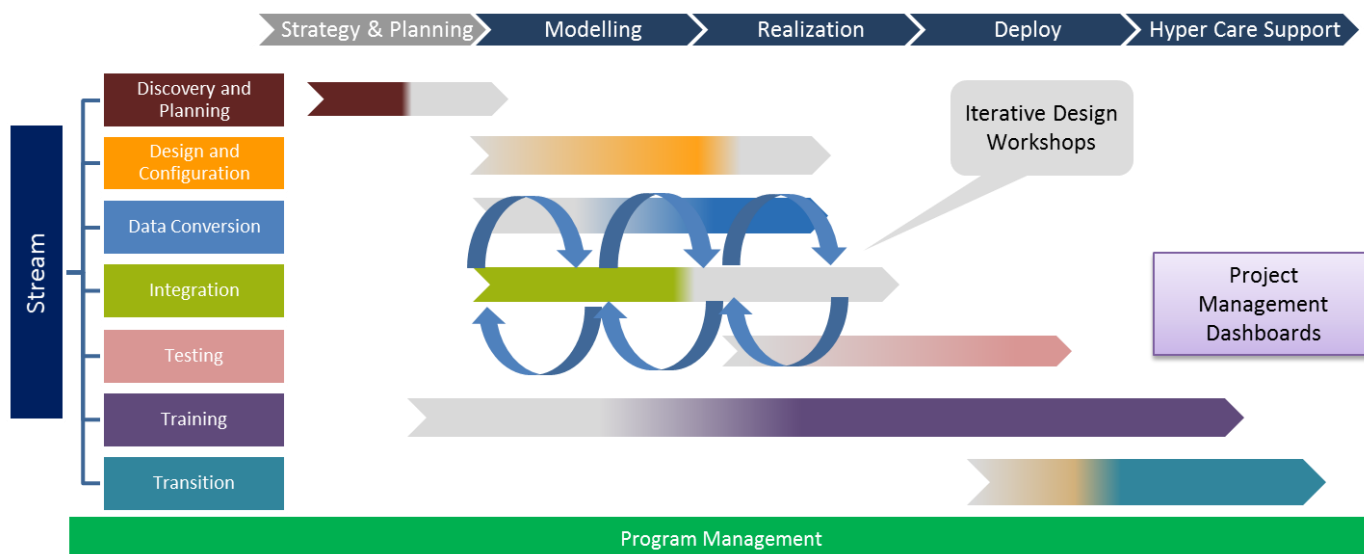


Figure 4. Infosys Accelerated Cloud Transformation Methodology

ACT methodology follows the Agile-based model 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:

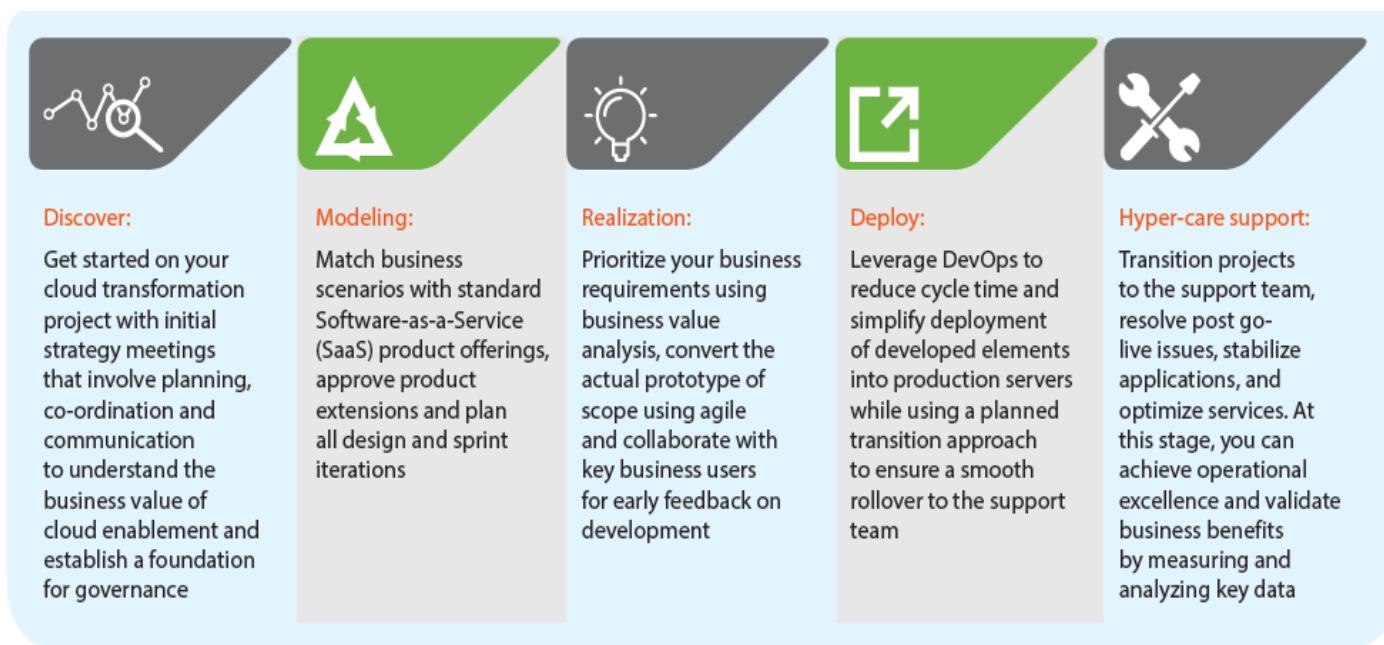


Figure 5. ACT Methodology Process Areas

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

3. Assets & Tools

Infosys understands the business complexities and market dynamics that affect BI cloud analytics implementation.

Infosys has developed various tools and accelerators, which fit a wide range of BI Cloud analytics implementation scenarios. Some key tools and their features are as follows:

Swift Upgrade

- Rapid OBIEE upgrade framework
- Iterative upgrade process
- Retrofit newly developed code with ease

Swift Test Automate

- Comprehensive regression testing suite
- 100% reusable with no manual intervention
- Dashboards, reports and data validations

Swift Command Centre

- Monitor all OBIEE Components
- Administer and manage servers
- Get alerts to avoid downtime

Swift Enhance

- Assess issues in catalogue
- Auto apply fixes across reports
- Enable new BI features in reports/dashboards

Swift Clean

- Catalogue inventory reports
- Scan and update catalogue for errors
- Manage users

Swift Migrate

- Swift BI catalogue migrator
- Swift merge
- Swift deploy

Infosys's BI Cloud Analytics Services Differentiation

Infosys offers a differentiated set of cloud-focused tools, solutions and accelerators designed to streamline analytics modernisation and migration initiatives. The capability set includes domain-specific advanced analytics solutions, comprehensive KPI-driven dashboards and ready-to-use PoCs and PoVs. Infosys also provides structured OAC implementation and migration offerings ranging from standard to advanced packages supported by cloud readiness assessments and strong end-user enablement.

To accelerate delivery, Infosys leverages a rich suite of deployment accelerators, including migration checklists, best-practice templates and pre-built data mapping assets for commonly used sources. Complementing these are Infosys' proprietary Swift BI tools, such as Swift Enhance, Swift Migrate, Swift Upgrade and Swift Clean, which automate catalogue management, migrations, upgrades and environment readiness across both cloud and on-premise platforms. Together, these assets create a robust foundation for efficient, scalable and high-quality cloud analytics transformations.

4. Credentials

Infosys's value propositions for BI Cloud services are summarised below:

Focus on reducing Total Cost of Ownership

- Proven Global Delivery Model to deliver an effective onsite-offshore model that helps achieve cost reduction
- Retention of key team members to help reduce operational costs, improve service delivery quality, and enable greater innovation
- Established Maintenance Centre of Excellence for support projects, to help reduce TCO
- Upfront productivity gains for same volume of work

Team with vast experience in BI Analytics Cloud Engagements

- Team composed of individuals with extensive BI experience
- Experience and Expertise in carrying out BI support engagement
- Understanding of key challenges, risk mitigation strategies in spin off transactions based on prior experience

Focus on incessant Process Improvement

- Proven process and tool-based transition methodology, with defined checks and intermediate milestones to ensure that the right knowledge has been transferred to Infosys prior to transfer of service responsibilities
- Deployment of a Process Integration team to enable seamless integration between customer and Infosys (ITIL and CMMI-compliant) processes
- Focused approach towards continuous improvement as an ongoing activity in the engagement, leveraging knowledge management, defect prevention, and transformation opportunities

Commitment to partnership and corporate values

- Highest levels of corporate governance, human resource management, and training and development
- Focus on transparency, people and overarching focus on customer delight reflected in over 95% of repeat business

Customer	Implementation Details	Key Outcomes
Leading food and beverage manufacturing company	• Modernise analytics landscape by migrating from Snowflake + Informatica based analytics platform to Fusion Data Intelligence (ERP+SCM) for existing business unit • Implement Fusion Data Intelligence Reporting for new business unit • Integrated Fusion Data Intelligence with external	• Approx. 30% reduction in Total Cost of Ownership (TCO) of analytics platforms due to reduction license costs, maintenance costs, cost for new builds, etc. • Easy maintenance with seamless patching and upgrades

	systems like Oracle Netsuite, Oracle Transportation Management (OTM) and other legacy systems using ODI based ETLs to consolidate data in Fusion Data Intelligence	
Leading health and life sciences organisation	• Implementation of Fusion ERP and SCM Analytics and Extending to integrate with EPBCS and Salesforce data to enable cross functional reporting • Setup and configure FDI out of box reports and dashboards for better decision making using the pre-built KPIs • Custom integration using ODI to EPBCS and EDM to bring additional operational company hierarchies and vendor budgets and actuals allocations • Leverages Salesforce native connector in Fusion Data Intelligence to integrate Salesforce to bring sales data for operational expense dashboards	• Improve on time payments to Vendors, Insurance, Doctors • Bring efficiency in the PO request to Payment lifecycles • Enabling No PO No Pay to avoid revenue leakage • Reconciliation revenue for different Sales, Consulting channels to avoid revenue leakage • Added visibility to the Planning and Budgeting process with detail reports
Leading global materials science and digital identification solutions company	• Key objective was to implement a modern analytics platform for consolidated reporting with enhanced self service capabilities for users primarily for ERP • Leveraged Fusion Data Intelligence for ERP and SCM and extend the solution by integrating with other sources like Salesforce, Profit Management Cloud Service (PCMCS). Also integrated with on premise legacy ERP system for historical data • Integration with PCMCS and SFDC through native connector available in FDI, while leveraged ODI Marketplace to integrate with legacy ERP system	• Single source of truth analytics/data requirements with elevated business Analytics" capabilities • Help business for better monitoring of production and scrap and reducing scrap, • Tracking shipment and improving on time deliveries

	Outbound interfaces created from Fusion Data Intelligence data warehouse to other systems	
Leading logistics company	- Enabling FDI for Oracle ERP including configurable account analysis. - Design and development custom report to cross subject area reporting from GL to AP subledger	- Best practice KPIs and dashboards - Build cross finance reports easily

Table 2. Credentials

For more information, contact askus@infosys.com



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