

## G Cloud 12- Framework Service Definition

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### Crown Commercial Service

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#### Response to Request for Proposal

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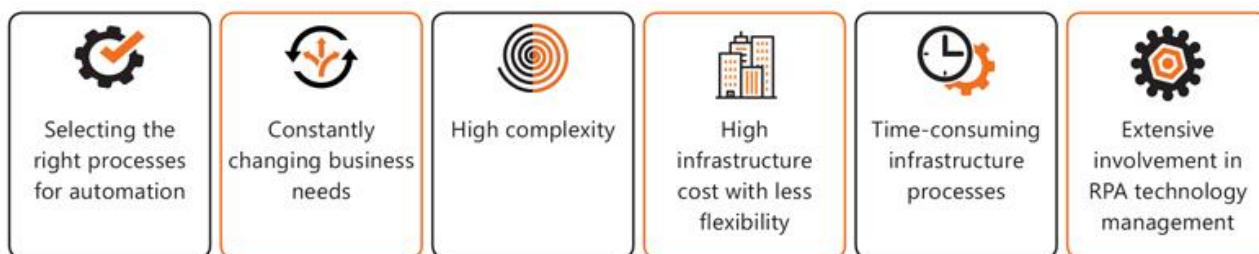
## 1. Managed Automation Overview

Managed Automation offers a **readily available Robotic Process Automation (RPA) platform on cloud**, powered by **AssistEdge™**, for clients to build Robots (referred as BOTs) and automate their business and operational processes. It helps clients in significantly reducing **the cost, complexity and time** involved in setting up and maintaining RPA platform within their organizations. It provides the ability to **elastically scale up and scale down** the BOTs based on business demand and provides **cutting edge automation capabilities** through continuous product upgrades.

**AssistEdge™** is a best-in-class automation suite with comprehensive product offerings that address diverse client requirements in the automation continuum including process discovery (**AssistEdge Discover**), assisted automation (**AssistEdge Smart User Environment**), robotic process automation & intelligent automation (**AssistEdge RPA**) & automation orchestration (**AssistEdge Orchestrate**).






With the intense pace of RPA adoption there are a few key areas which all enterprises must address to continue successful expansion.

### Key Areas of Concern for Businesses















### The Solution: Harnessing the power of Cloud + AssistEdge + Deep Automation Expertise



Key Benefits				
				
Easy to use RPA cloud platform	Experienced RPA experts for analysis & implementation	Real-time availability of AssistEdge cloud, RPA platform and Bots	Ability to scale up and down the Bots and infrastructure	Ability to move from capital expense to operational expense model

### Managed Services Vs Traditional Services.

	Managed Services	Traditional Services
<b>Resilience</b> 	 <p>Information distributed between multiple servers which act as one. Provides minimal or no loss of data, minimal downtime &amp; better computing power. Round the clock monitoring &amp; recovery</p>	 <p>High dependency on specific and limited servers and other infrastructure, low computing power, business impact due to downtime, potential loss of data</p>
<b>Scalability</b> 	 <p>Tremendous scalability available on demand through unlimited storage space and huge number of interlinked servers</p>	 <p>Poor and limited scalability. Limited storage capacity</p>
<b>Capital Expenses</b> 	 <p>Very effective in managing the capital expenses as you pay only for what you use. Low investments with heavy returns and powerful computing experience</p>	 <p>Heavy cost of buying all the infrastructure and later maintaining the same. The value of infrastructure reduces with time. Heavy investment in hiring people to maintain the infrastructure</p>
<b>Security &amp; Control</b> 	 <p>Good amount of security with no direct control on data once being processed or transferred to cloud</p>	 <p>Dedicated and only approved personnel to monitor and control data flow. Can control the network and infrastructure as they are available physically on premise</p>

## 1.1 Managed Automation Platform (AssistEdge BOTs on Cloud)

- Provides a secured cloud infrastructure with ten (10) BOTs for automating processes.  
There are two (2) models you can choose from
  - No Touch Model:** Enables BOTs to run on cloud and automate processes executed on software applications that can be accessed over web/internet or secured network
  - Low Touch Model:** Enables BOTs to run on customer network and automate processes executed on software applications that cannot be accessed over web/Internet or secured network
- Provides an additional '**Sandbox**' environment on cloud for first 3 months to configure and train the BOTs on automation.  
(Additional information on managed automation provided in Error! Reference source not found.)

	No Touch Model	Low Touch Model
Monthly price per BOT	\$ 1,850	\$ 1,670

Figure 1. (Price assumes minimum ten (10) BOTs, hosted on Infosys Cloud, for a contract period of 12 months)

## 1.2 Automation (BOT) Sustenance Service (Recommended)

- Covers BOT operations and maintenance to deliver sustained and stable automation functionality as per agreed service levels with the client
  - Primarily involves BOT monitoring, execution of automation processes, verification and reporting of BOT runs, escalation and resolution of issues in BOT execution.
  - Comprehensive performance management of automation (BOTs) based on mutually agreed SLAs
  - Continuous upgrade of platform with cutting edge Automation capabilities
- (Details on this service is available in **Appendix 2**)

	Monthly price
Standard (8 x 5 India business hours)	\$ 5,000
Premium (16 x 5 India business hours)	\$ 7,500

Premium Plus (24 x 5 India business hours)	\$ 10,000
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(Price assumes a maximum of five (5) processes or ten (10) BOTs for a contract period of 12 months)

### 1.3 BOT Configuration Service (Optional)

- Enables configuration and training of BOTs to automate up to five (5) processes within a period of 12 calendar weeks. (*Details on process definition is available in **Appendix 2***)

	Price per process
Simple process	\$ 10,000
Standard process	\$ 14,000
Complex process	\$ 18,000

(Price assumes minimum volume of five (5) processes. Total BOT configuration charges shall be calculated based on the number and category of processes and shall be paid upfront)

### 1.4 Automation Consulting (Optional)

- Provides Automation Expert services that can be utilized for identification of processes for automation (discovery & feasibility), business case preparation, automation design, configuration of BOTs and improving performance of automation (BOTs)

	Per Month Price
Automation Consulting	\$ 7,000

(Price assumes delivery of expert services from EdgeVerve India offices)

Role	Indicative Onsite Hourly Rate
AssistEdge RPA Functional Consultant	\$ 160
AssistEdge RPA Technical Consultant	\$ 140
AssistEdge RPA – Automation Developer	\$ 120

(Price assumes delivery of expert services from Client location)

## 1.5 Automation Training (Optional)

- Provides training and support on automation. There are two options
  - **Classroom Training:** Five (5) days of in-person training program on AssistEdge automation delivered at client location (up to 15 members)
  - **Virtual Training:** Five (5) days of remote training and support on AssistEdge automation provided over call and online collaboration tool

Price	
Classroom training	\$ 10,000
Virtual Training Price	\$ 3,000

(Price per training program)

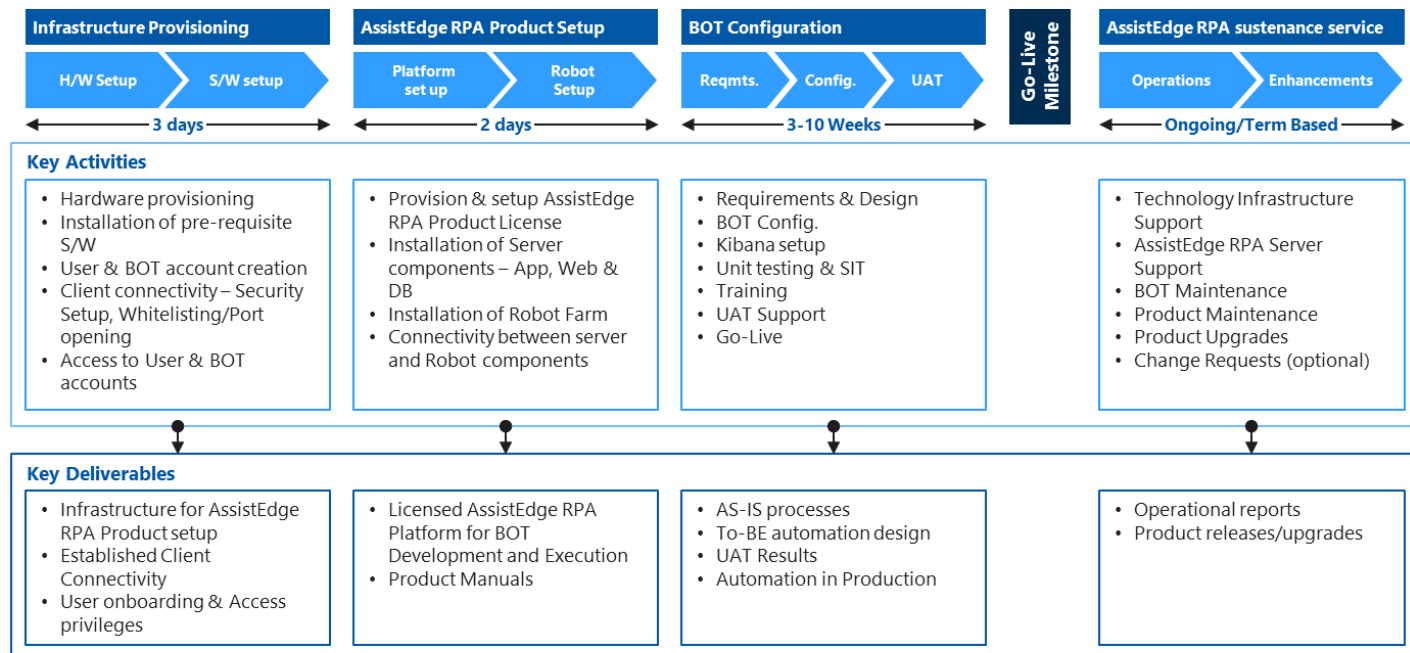
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## 2. Commercial Assumptions

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- Pricing is in USD and excludes any taxes or VAT
- Managed Automation Platform shall be hosted on IDC (Infosys Data Center) cloud infrastructure. In addition, alternate hosting options on AZURE and AWS in US and Singapore regions shall be available at a premium price.
- Managed Automation platform and BOT Sustenance service shall be subscription pricing with monthly payment in advance
- The charges for BOT Configuration service and Automation Training service shall be paid in advance by the client
- Minimum contract period for Managed Automation Platform and BOT Sustenance service shall be 12 calendar months
- Managed Automation Platform pricing assumes minimum of ten (10) BOTs
- Low Touch model, in Managed Automation Platform, requires client to provide machine(s) on their network for running the BOTs
- Connectivity shall be established with client network for automating applications using secured connection
- Training and Consulting services that require travel will be charged to client on actuals
- The pricing assumes all managed automation services, except classroom training, shall be delivered from India offices during business hours (9am to 6pm IST). For any onsite requirements, the pricing shall be calculated and charged based on the roles and rates provided under Automation Consulting service.

### 3. Service Delivery Approach



Customer dependency on connectivity and access provisioning shall impact the time to commence RPA platform usage

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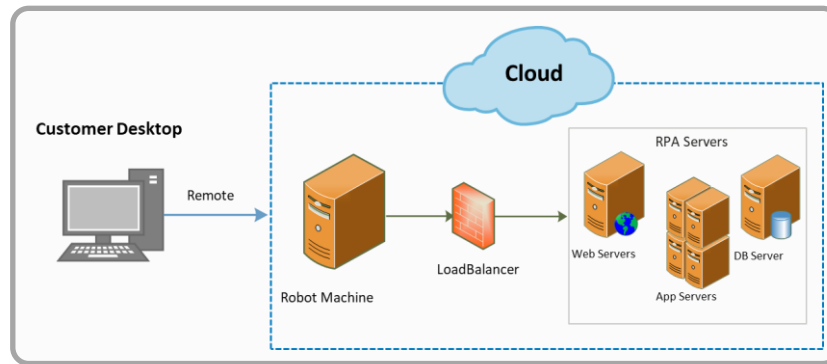
## 4. Appendix 1

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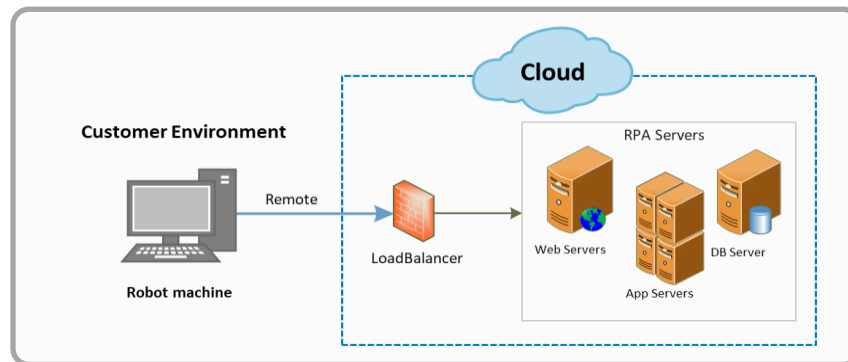
### *Managed Automation Platform*

**Managed Automation Platform** shall cover the Cloud infrastructure, AssistEdge RPA product license for 10 BOTs and all activities related to cloud infrastructure setup and maintenance.

- **Infrastructure Technology Operations:** Covers all activities related to cloud infrastructure setup and maintenance for successful execution of Managed automation platform. The typical activities are:
  - a. Infrastructure Provisioning
  - b. Security policy implementation
  - c. System and User Administration
  - d. System Vulnerability Assessment
  - e. System Compliance Audit
  - f. Backup and Retention
  - g. Change management of infrastructure
  - h. IAM reconciliation
  - i. OS patch update
  - j. Connectivity setup and maintenance
- **Cloud Infrastructure:** Managed Automation Platform shall be hosted on IDC (Infosys Data Center) cloud infrastructure. In addition, alternate hosting options are available on AZURE and AWS in the US and Singapore regions
- **Managed Automation Models:** Two (2) models are offered under Managed Automation
  - a. **No Touch Model**
    - RPA servers and BOT machines are hosted on Managed Automation cloud
    - Software applications of the client accessible over web/internet/VPN are automated using this model
    - Connectivity shall be established between Managed automation cloud and client network for automating applications using secured connection

**Figure 1 – No Touch Model****b. Low Touch Model**

- RPA servers are hosted on Managed Automation cloud
- BOTs shall be deployed on machines provided by client on their network. BOTs from client machines will access software applications (thick clients, legacy apps, etc.) natively, execute the automation and interact with RPA servers on cloud.
- Connectivity shall be established between client BOT machines and RPA servers on cloud over VPN and secured connection

**Figure 2 – Low Touch Model**

- Client will enable whitelisting and port opening for access and automation of their software applications
- Client shall allow the solution to access, store & process their underlying application data
- Data stored during a client engagement shall be archived and retained for a maximum period of 3 years during engagement or 6 months after termination, whichever is earlier

## 5. Appendix 2

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### *Automation (BOT) Sustenance Service\*\**

BOT sustenance service shall cover BOT operations and maintenance activities to deliver stable automation functionality as per agreed service levels with the client

- **BOT Availability:** Availability of 95% committed on production cloud infrastructure, excluding regular planned maintenance windows
- **BOT operations\*\*:** the typical activities include
  - a. Monitoring and managing
    - BOTs and other RPA components (e.g. Dashboard and Admin module)
    - BOT Performance
    - CPU and Memory Utilization by BOTs
    - Connectivity between RPA server components
  - b. Daily/Weekly/Monthly BOT Performance Reporting
  - c. Incident Management
    - Collaborate with Client, Cloud Infrastructure and other teams to handle and resolve incidents
  - d. Impact and testing of Infra upgrades in collaboration with Infrastructure team
  - e. Manual /Auto RPA Activation
- **BOT Maintenance\*\*:** the typical activities include
  - a. Deploy product patch releases
  - b. Upgrade the platform with minor product versions
  - c. BOT Issues: Impact analysis and resolution of BOT issues working with client, cloud infra and other teams
  - d. Exception processing/ Additional volume processing

**\*\*Note:** Below are the key activities excluded for which cost and schedule will be estimated and agreed with the client on a case to case basis.

- Excludes Enhancements and implementation of Changes Requests (CRs)
- Excludes support for issues related to underlying applications apart from RPA and their outages, UI related changes in native underlying applications
- Excludes Transition of BOTs developed by client and third parties to EdgeVerve

## 6. Appendix 3

### *BOT Configuration Service*

- BOT Configuration service shall deliver automation of up to five (5) client processes using the BOTs in Managed Automation Platform
- Processes are broadly defined and grouped into three (3) categories based on size and software applications involved. The 3 categories are:
  - a. Simple Process – typically involves automation of 2-3 software applications spanning 4-5 screens
  - b. Standard Process – involves automation of 3-5 software applications spanning 6-8 screens
  - c. Complex Process – involves automation of 5-7 software applications spanning 9-12 screens
- BOT configuration of all the five processes shall be completed within 12 weeks from the date of commencement
- Client shall enable whitelisting and port opening for access and automation of their software applications, on need basis
- Client shall provide detail automation requirements for all the five processes and access to their relevant software applications within 2 weeks from commencement of engagement
- Client shall provide required information and support to address queries and issues on their software applications that are involved in automation
- Client shall provide comprehensive test scenarios and test data, for validating the automation functionality, within 2 weeks from requirements finalization
- Client shall be given 1 week for validating the automation (BOTs) on managed automation platform before production deployment & usage
- Automation (BOTs) for all the five processes shall be deployed for production usage towards end of 12 weeks

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)



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