



## **Mphasis BPO Services Ranked #1 By *Customer Inter@ction Solutions*' Top 50 Teleservices Agencies**

***Mphasis leads in both Interactive Inbound Domestic and International categories***

New York, March 31, 2005 Mphasis, a leading provider of IT and Business Process Outsourcing (BPO) solutions announced today that *Customer Inter@ction Solutions*<sup>®</sup> (CIS) Magazine has ranked Mphasis BPO Services number one among all CIS Top 50 Teleservices Agencies. Having grown 70% in minutes gained between 2003 and 2004 over the previous year, Mphasis BPO Services earned the top spot in both the interactive inbound domestic and international categories.

“Ranking number one in the *Customer Inter@ction Solutions*' Survey and Ranking of the Top 50 teleservices agencies is a testament to the remarkable growth and success of Mphasis BPO Services,” said Jeroen Tas, Vice-chairman and cofounder of Mphasis. “It is our relentless focus on delivering the best customer experience and our domain expertise in financial services and technical support which got us to this position. We continue to invest heavily in the technologies that allow us to provide seamless multi-channel customer interaction and to gain the business intelligence to optimize the processes on behalf of our clients. ”

In its 20th year, *Customer Inter@ction Solutions* magazine's exclusive Top 50 Teleservices Agencies Ranking recognizes the top 50 inbound and outbound teleservices agencies, both domestic and international, as well as interactive inbound, as measured by the amount of billable telesevice minutes they have completed during the past year. The survey's rankings recognized the rate of growth between the period of November 2002 and October 2003, and November 2003 and October 2004.

“The Top 50 Teleservices Agencies list offers the industry the most honest and reliable ranking of companies. It is truly the benchmark for choosing large-size teleservices agencies,” said Nadji Tehrani, Executive Group Publisher and Editor-in-Chief of *Customer Inter@ction Solutions*.

*Mphasis met the stringent criteria set by the editors of CIS. Mphasis' billable minutes were verified by the editors for accuracy and reliability. In addition each agency was required to submit a letter of verification from each of its telephone service providers certifying the number of minutes for which it billed the agency during the 12 month period from November 2003 to October 2004.*

### **About Mphasis:**

The Mphasis Group is a provider of Information Technology and Business Process Outsourcing services for customer focused organizations. The Company currently has over 9,000 employees spread across 24 offices and 9 delivery centers worldwide. Additional information can be found at <http://www.mphasis.com/>