

Mphasis Practices

Mphasis derives Technology and Business focus in the IT space through the Practices. These Practices are responsible for consciously providing the direction and the capability needed to move our business forward ensuring that we remain competitive while operating in the chosen business segments.



Mphasis Practices

- Business Analysis Group and Process Modeling
- Business Intelligence & Process Management (BI & PM)
- Enterprise Applications
- Enterprise Application Integration
- Mphasis Portals Practice
- Service Oriented Architecture (SOA)
- Microsoft.Net
- Mphasis Application Portfolio Services (MAPS)
- Security
- Testing (Mphasis Testing Services)
- Usability Engineering



Business Analysis Group

In an organization known for its domain skills, the Business analysis group is the primary repository of this domain knowledge.

Strong in the financial services & logistics space, business analysts undertake assignments ranging from quasi-consulting, to playing an integral role in the Software Development Lifecycle (SDLC) for development and implementation of solutions.

Key Capabilities

- ▶ Understanding and representing stakeholder requirements through pre-field activities and requirement analysis, while leveraging domain expertise.
- ▶ Sharing best practices gleaned from our myriad projects and highlighting areas for improvement through Business Process Re-engineering and technology solutions.
- ▶ Using Functional expertise such as 'data-modeling' or established requirements management tools to organize, document and communicate functional requirements for the planned system.
- ▶ Conducting user acceptance tests through granular detailing.
- ▶ Ensuring knowledge transfer to the business users, through user training and workshops to facilitate optimal use of the solution.

Client Need	Mphasis Solution
<ul style="list-style-type: none"> • Better alignment between business and technology solutions • Better insight into business processes that span multiple applications • More in depth documentation of Requirements 	<ul style="list-style-type: none"> • Business Analysis Group with domain expertise, business modeling and UML experience carries out a Consulting assignment for the Client • Best practice templates can be tailored for use by the Business Analysis Group

Business Intelligence & Process Management (BI &PM)

Consolidating, aggregating and analyzing operational data is playing a more and more important role to fine tune and optimize business processes to:

- Uncover business opportunities and issues in real time
- Reduce cost and take business decisions quickly and at the right time

Solutions and capabilities in the areas of MIS/reporting, data warehousing/mining, business intelligence, business performance management and business activity monitoring are also delivered by the BAM/BI practice.

Key Capabilities:

- ▶ Data architecture
- ▶ Business activity monitoring and dashboard design
- ▶ Business Intelligence solutions
- ▶ Data management
- ▶ Support & maintenance

Client Need	Mphasis Solution
<ul style="list-style-type: none"> • To track, monitor and interpret the instance of the business Key Performance Indicator (KPI) using transactional data extracted from transaction processing systems in real time to enable Event based real-time work flow based on the event type and severity. • Provide alarm and email alerts for resolution of issues in real-time to improve the speed and effectiveness and reduce cost of business operations. 	<ul style="list-style-type: none"> • BAM/BI Group develops an Operational Data Store (ODS), linked to the enterprise's workflow structures. • Develop a Lightweight, Event Driven, Rule Based, Alert/Message Generator based on KPIs identified. • Use the Event Delivery feature to communicate with individual agents using the enterprise messaging infrastructure, view their responses on-line instantly.



Enterprise Applications

The Mphasis Enterprise Applications Practice possesses configuration, integration, roll out, maintenance and support expertise for ERP and CRM packages such as SAP, Peoplesoft, Oracle and Siebel.

Key Capabilities:

- ▶ Package led process re-engineering
- ▶ Product configuration and roll out of packaged SW
- ▶ Offshore development of Reports and new functionality
- ▶ Integration with other applications and testing
- ▶ Version upgrade, Data Staging and migration
- ▶ Maintenance and support along with Tech Help Desk

Client Need	Mphasis Solution
<ul style="list-style-type: none"> • A manufacturing Company has SAP R/3 implemented. The efficiency of internal processes are reasonably high and the Company is looking at other means of cutting operational costs and reducing time to market to stay competitive. • Senior management wants to look at efficiency of interaction with suppliers and vendors. 	<ul style="list-style-type: none"> • Mphasis Business Analysis team engages the Client for suggesting SCM solution / product selection. • Mphasis SAP Team implements APO from SAP thus increasing management's visibility of the supply chain thereby improving decision making.

Mphasis Enterprise Application Integration Practice

Organizations are seeking to automate business processes rather than simply connect systems. Mphasis Integration practice helps clients to architect and implement integration strategies that allow access to information within core systems across multiple access channels enabling a seamless execution of a business process. Integration forms the primary middleware or glue that binds systems within the organization.

Client Need	Mphasis Solution
<ul style="list-style-type: none"> • Reduction of business cycle times to increase efficiency and competitiveness. • Improving customer satisfaction. • Facilitation of Mergers and acquisitions. • Regulatory requirements (e.g. Sarbanes-Oxley Act, HIPAA). 	<ul style="list-style-type: none"> • Multiple services such as Vendor Selection Proof of Concept, Frameworks and Architecture, Migration, Implementation and support. • Supported by a global team of people at various levels such as Project Managers, Technical Architects and Business Analysts. • Mphasis Integration framework (MframE) offers reference architecture for enterprises to extract information and transact with enterprise systems and deliver information across channels via portals, substantially reducing product dependent risk.

Mphasis Portals Practice

In this age of information overload through a variety of channels, what today's executives want is a one-window, single-point access to relevant information without compromising security, compatibility and availability - a need that most enterprise portals aim to address.

Mphasis has a proven track record over the last six years building more than 50 large enterprise portals and content management systems for Fortune 500 companies. We have successfully integrated portals with security products, content management systems, search engines, reporting tools, integration brokers and provisioning tools.



Client Need	Mphasis Solution
<ul style="list-style-type: none"> • Providing fully fledged self service capabilities by aggregation of information and access to applications and a role-based work environment. • Consistent enterprise view by utilizing familiar user interface and information architecture. • Providing personalized information to online users. • Multi-channel integration by integrating business process across channels: web, mobile, internal networks. • Integration Platform to establish seamless cross-channel business processes. • Reducing complexity, while improving integration capabilities. • Lowering operational cost by rationalization and consolidation of application platforms. • Reliability, Availability, Manageability, Performance, Security (RAMPS) improvements. 	<ul style="list-style-type: none"> • Mphasis' Portal Development Process and our MframE integration framework make it easy for our clients to manage and optimize portal implementation. • Execution of portal projects from conceptual stage through implementation and ongoing maintenance/ support. • Portal services include Portal Vendor Selection, Proof of Concept, Portal Frameworks and Architecture, Information Architecture and Usability, Portal Migration, Portal Implementation, and Web Site Rationalization

Mphasis Service Oriented Architecture Practice (SOA)

Many organizations have adopted web services (both on SOAP and XML standards) in the early stages of its emergence. Implementations which used web services as point-to-point integration architectures have not realized advantages beyond loose coupling. Reusability of services across enterprise offer great benefits, but requires strong governance, methodology and contractual agreements.

Mphasis SOA (Service Oriented Architecture) Practice has helped leading global organizations by setting up strategies and policies for service manageability, and governance across the enterprise and implementing best practices in the development space.

Client Need	Mphasis Solution
<ul style="list-style-type: none"> • Reduction of internal and external integration costs. • Understanding the value of SOA and its appropriateness to the enterprise. • Development of web services for definite functionalities. • Setting up of a development environment and testing capability. 	<ul style="list-style-type: none"> • Aligning business and IT strategies and design and rollout of Service Oriented Architectures. • Delivers readiness analysis to strategy, policies and governance definitions to road maps, and web services design to development and testing. • With its mature methodologies, best practices and world-class frameworks such as MframE for channel integration and MpacT for business process management, Mphasis has a unique advantage of providing “concept to implementation” capabilities

Microsoft .Net

Microsoft .Net (.Net Connected) is a key technology on which enterprise business solutions are being architected and implemented. Net Framework for component based development and Share Point, Portal Server, Content Management Server, BizTalk Server and other. Net products form key components for Portal, Document Management, Business Process Management, Application Integration and B2B solutions. Our Mphasis .Net Practice has a deep understanding of these products and has deployed them extensively using our platform independent Integration Framework.



Key Capabilities:

- ▶ MframE a platform independent MphasiS Integration framework for channel, content, application, process and information integration is available for mapping to .Net technology platform.
- ▶ This provides medium and large enterprises an integration solution path based on .Net technology.
- ▶ .Net Lab, Prototype building, Best Practices.
- ▶ Building Smart Client Applications for Occasionally Connected Use.

Client Need	MphasiS Solution
<ul style="list-style-type: none"> • Movement from VB/ASP/VC++ based technology to .Net based solution. Some additional applications also need to be migrated to .Net. • Driven by technology reasons (for using component based development) and greater security needs. .Net framework also offers lower TCO. 	<ul style="list-style-type: none"> • Our MphasiS .Net Practice has a deep understanding of the .Net framework / products. Our .Net team designs and implements the new solution. Migration of the application suite to .Net framework is also carried out. • We bring in 'MFRAME' which is our own platform independent Framework which significantly reduces product dependant risk.

MphasiS Application Portfolio Services (MAPS)

MphasiS has developed competency around MAPS (MphasiS Application Portfolio Services). MAPS consists of a detailed process framework for collaborative management of applications based on portfolio evaluation and knowledge management principles. MAPS is able to deliver improved ROI over a group of applications through SLA based management as opposed to resource based management of individual applications. The beauty of MAPS is that you will have continuous ROI improvement year on year, since the cost reduction is based on process improvements, not just wage arbitrage.

Key Capabilities:

- ▶ Application Outsourcing assessment using our own model MphasiS Outsource Strategy Evaluation Model (MOSEM). Based on our experience in outsourcing, we created the MOSEM. MOSEM provides a simple way to evaluate applications at a very high level to understand if they are suitable for outsourcing, highlights potential issues and concerns when outsourcing them, and identifies a strategy for the next steps.
- ▶ Using the outcome of a MOSEM analysis, our architects will be able to arrive at technology road maps and ROI indicators for your IS initiatives.
- ▶ Improved ROI for a group of applications using SLA based management.
- ▶ Management covers multiple technologies (Mainframe, Client Server, 3 tier, Java and .Net based applications).
- ▶ Establishing knowledge base of existing applications (Meta model of applications).
- ▶ Roadmap development for application extension and transformation to comply with reference architecture.
- ▶ Process optimization for maintenance and support resulting in continuous improvement of ROI.
- ▶ Resource optimization for enhancements, maintenance and support.
- ▶ Porting and consolidation.

Client Need	MphasiS Solution
<ul style="list-style-type: none"> • On average 70% of application Budget goes to maintenance and support. • Reduce cost of ownership and complexity of proliferated applications. • Improved performance management (SLAs) on legacy applications. • Flexible, simplified architecture for Integration. 	<ul style="list-style-type: none"> • MAPS carries out Portfolio analysis to study the suitability for outsourcing. • MAPS architect arrives at road map including ROI estimation, SL acquisition as per current environment. • Working closely with the Client, we obtain the needed technical information about the application portfolio and formulate and execute Processes and templates for Portfolio maintenance. • We provide continuous ROI improvement year on year due to Process based improvements.



Security

The management of user identity and access control across the enterprise has been put in the forefront by leading businesses. The Security Practice at Mphasis designs and implements Identity and Access Management (IAM) solutions. Mphasis' services help organizations.

- Define and execute sustainable IAM implementation plans that address business pains and delivers business benefits at every stage.
- Craft enduring architectures for IAM supported by realistic evolution plans.
- Accelerate the integration of applications into the IAM infrastructure using integration factory teams.
- Reduced Business risk in a major way.
- Reduce the risk of delays due to unforeseen quality of user data.

Mphasis Security services cover the entire range of Identity and Access Management technologies (enterprise directories, single sign on and provisioning) and range from strategy, planning & design to implementation and support.

Key Capabilities:

- ▶ Enterprise Security Architectures
- ▶ Directory Design and Directory Integration
- ▶ Provisioning and Identity Administration
- ▶ Access management and Application security
- ▶ Web Services Security
- ▶ Application Integration Factories
- ▶ Id data cleansing and conversion

Client Need	Mphasis Solution
<ul style="list-style-type: none"> • A single database for Identification and authentication of employee, Clients and other stake holders needed with near real time update particularly when employees leave the Company and when Suppliers have been discontinued etc. Can result in losses and business risk for the Company if not implemented particularly when employees leave. • Single Sign on for convenience of stakeholders, centralized rules based access management for applications results in better monitoring and management. • Secure and more efficient information management, cost savings and centralized control of vital information resources. 	<ul style="list-style-type: none"> • Security Practice studies the need and designs Enterprise security architecture. • With our Partnership with leading product vendors, we design and implement the security architecture and services such as Meta Directory, Provisioning, Access management and Web services security. • Business risk is reduced very significantly for the client.

Testing (Mphasis Testing Services)

Quality is a key component of the software development life cycle and the project management process. Increased complexity of systems, compressed project timelines, frequent application changes, and lack of well defined business requirements magnify risk of failure. Testing has hence become an important aspect of any development process.

The benefits of outsourcing testing are multifold:

- ▶ Complete objectivity is assured.
- ▶ Specialized resources available that have expertise in testing processes/methodologies and tools.
- ▶ Flexible ramp up/down of testing team possible with access to an experienced pool of resources.
- ▶ Significant cost savings through use of onsite-offshore model, as well as reduction in operating costs for the client as investments in software/hardware are minimized.
- ▶ Shorter test cycles and saving of development time with the 24x7 advantage, due to operations across different time zones.



Key Capabilities:

- ▶ At Mphasis, we provide the entire gamut of testing services needed for enterprise applications, portals, products and product implementations. These include Test Management, Functional Testing, Non-functional Testing, and automation
- ▶ Quality Assurance Life Cycle Approach (QALC), that complements and overlaps the client's development process, resulting in reduced turnaround times as bugs get detected earlier on in the project life cycle
- ▶ Unique Methodology - Reliability, Availability, Maintainability, Performance and Scalability (RAMPS) focused on operational requirements. This is a well-crafted and proven technique for building lasting architecture, design, configurable applications, product based customizations, and surround services that are able to sustain and thrive in the enterprise ecosystem
- ▶ Building and managing dedicated offshore development centers for global clients. 24x7 testing processes, leveraging offshore testing centers

Client Need	Mphasis Solution
<ul style="list-style-type: none"> • Testing is not a core activity for software/product development Companies. • Involves specialized product knowledge, infrastructure and a separate team which adds to cost. • Reduce cost, time for testing and to concentrate on core development work by outsourcing testing to select, trusted Vendors. 	<ul style="list-style-type: none"> • Mphasis Testing Team brings in specialists with product knowledge, functional expertise, as well as the ability to understand the client need in order to provide full fledged testing services from our Offshore Facilities. • Results in reducing costs; a 35% reduction in costs with a 10 member team (20% onsite 80% offshore) is possible. • The Client is relieved from non core activity and with a 24x7 model (on-site and offshore) round the clock testing is possible which crashes the time required from development to production. • Offshore Ramp up is also possible at short notice.

Usability Engineering

"What's inside the software application is not as important as what it means to the humans using it". The effectiveness of any application is to a large extent dependent on the quality of the User Interface. The Mphasis Usability Engineering Team (UET) comprises of specialists in Usability and Human Computer Interface Design. It has the expertise to implement 'usable' solutions in a variety of application areas viz. portals, content management solutions and rich media applications. We also specialize in designing Sites using "assistive" technologies in accordance with World Wide Web Consortium web accessibility initiative.

Key Capabilities:

- ▶ Information Architecture
- ▶ Interaction Design
- ▶ Graphical Interface Design
- ▶ Creation of functional front-ends for development
- ▶ Americans with Disabilities Act (ADA) compliance and "assistive" technologies
- ▶ Usability Testing

Client Need	Mphasis Solution
<ul style="list-style-type: none"> • Complex User interfaces are a frustrating Client experience resulting in reduced productivity. • Additional costs are incurred for training people to use the products. • Reduce costs and increase user productivity. 	<ul style="list-style-type: none"> • Mphasis UET Team brings in 4-D Methodology (Data Gathering & Analysis, Designing, Development and Deployment & Testing) and specialists in Human Computer Interface Design to develop interaction and visual designs based on the end user study.



About Mphasis

Mphasis supports G2000 companies around the world in the improvement of their business processes. Our unique strength lies in the intersection of our Information Technology (IT) and Business Process Outsourcing (BPO) capabilities. While our forte is in the BFSI (Banking, Financial Services, Insurance) and Technology industries, our focus extends to the Healthcare, Mobile, Logistics, Telecom, Life Sciences, Consumer Electronics and Utilities industries. The convergence of technologies such as web services, workflow software and business performance monitoring along with business intelligence and customer focus drive all our services delivery offerings.

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