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# MphasIS opens global centre in Pune

It will expand the firm's infrastructure outsourcing capability

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Leading IT service provider MphasIS on Wednesday announced the launch of its global command and control centre (GCCC) at the Eon SEZ in Pune. The GCCC will further expand the company's infrastructure outsourcing capability and will extend services to customers in India and global markets including the US, Europe and Asia Pacific.

The GCCC is an integrated infrastructure outsourcing services platform delivering remote outsourcing monitoring (RIM) services. This includes seamless remote monitoring of IT infrastructure, security and network operations located worldwide.

"With a head count of 600



**Ganesh Ayyar**

highly-technical manpower, this centre would look after RIM operations for our clients in the US, Europe and Asia Pacific market. We are currently servicing nearly 450 clients from this centre," said Ganesh Ayyar, chief executive officer of MphasIS.

MphasIS Pune currently has over 6,000 employees and 2,000 of them are working on the infrastructure outsourcing business. This is the third MphasIS centre in Pune after Kalyaninagar and Magarpatta.

"The GCCC is an important addition to our already comprehensive RIM portfolio which will enhance our infrastructure outsourcing capabilities. The centre will position us strongly in the stand alone RIM domain," said PA Krishnan, president global

## Salary hike

Chief executive officer of MphasIS Ganesh Ayyar said that the company would hike salaries from May 1 after a gap of about a year. The company has also decided to hire 3,000 people across locations in India this year.

infrastructure outsourcing and APJ sales.

RIM refers to a system wherein technical experts can help rectify problems face in server, storage at clients location without actually being on the site through remote monitoring. The company has also replicated the same site through a disaster recovery centre at Bangalore.

Some of the sectors to be catered through this centre are health care applications, banking, capital markets, telecom, transportation and manufacturing.