



Quick Facts

- 34,000+ global employees
- 17,000+ BPO specialists
- Over 45 global clients with a majority of Fortune 500 clients
- Over 294 million voice transactions handled per annum
- Over 60 million transactions processed per annum

Recognitions

- Ranked among Top 10 in the IT Infrastructure, Finance & Accounting Outsourcing, and Human Capital Development categories in the 2009 Global Services 100 Companies' survey
- Ranked No. 15 and No. 7 respectively in NASSCOM Top 5 BPO Exporter and Top 20 IT-BPO employer categories in the 2009 survey
- Ranked among the Top 20 IT Companies in India – Dataquest 2009 survey
- Ranked No. 18 in the 2009 'DQ BPO Top 20' survey by Dataquest

Client Speak

"We value our partnership so much with Mphasis. The dupe trade issue is a very hot topic here. For me to come in and have our offshore team already diagnosing the problem including proposed solutions is truly value add."

- VP, Operations,
A leading Brokerage firm in the US

In today's changing economy, companies are increasingly focused on cost savings, improved business process quality, and reduced time to market. Mphasis' BPO portfolio is uniquely positioned to support these requirements with an integrated offering of Business Process Outsourcing, technology, infrastructure, process reengineering and knowledge services.

BPO Services

At Mphasis BPO, we provide high quality, value-added voice and transaction based services to Fortune 500 companies across the globe. One of the early movers in the BPO industry in India, Mphasis has proven expertise in customizing onshore, nearshore, and offshore solutions. With over 17,000 BPO specialists, Mphasis has been a critical partner to all its customers in achieving their business goals. Our customers reap the benefits of our robust experiences, ownership affiliations, low cost delivery model, flexible and innovative solutions, and a commitment towards continuous improvement. Above all, we are dedicated towards forging a long-term meaningful partnership with our clients.

Mphasis' Offerings

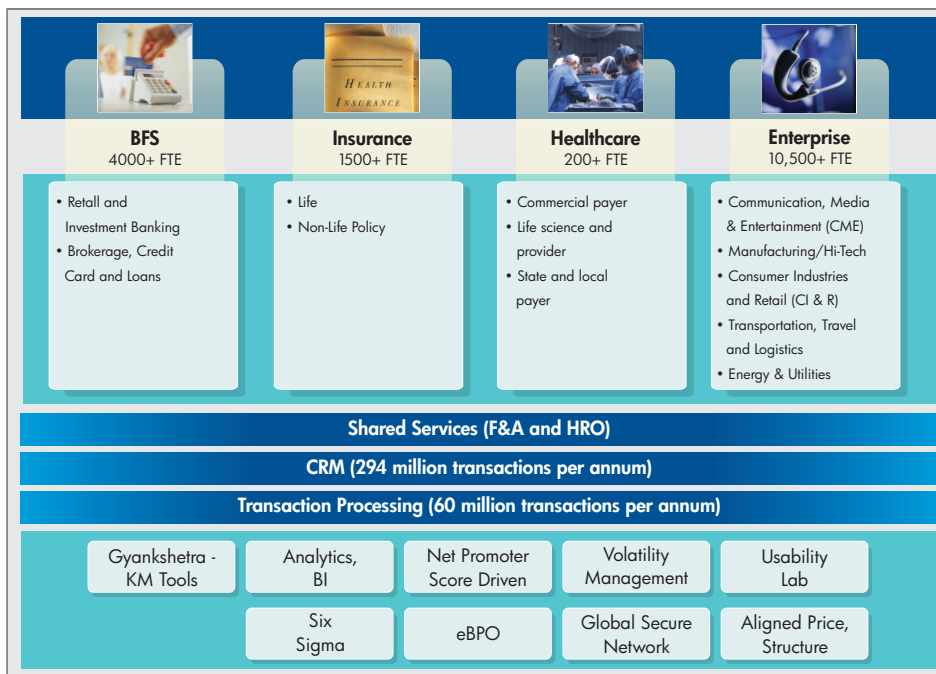
Our BPO centers located across India provide customers around the world with customer relationship management and back-office services, using multiple channels of communication.

Business Process Outsourcing			
CRM - Contact Center Outsourcing	Back Office, Transaction Processing	Knowledge Process Outsourcing	Finance & Accounting, HRO
<ul style="list-style-type: none"> • Order Entry and Sales Support • Customer Care • Consumer Technical Support • Enterprise and Custom Help Desk • Collections • Multi-channel Support (phone, email, chat) 	<ul style="list-style-type: none"> • Claims Handling and Payments • Data Capture • Document and Records Management • Correspondence Support • Account Setup and Maintenance 	<ul style="list-style-type: none"> • Content Management • Market Research and Business Intelligence • Decision Support and Analytics • Tax Document Preparation 	<ul style="list-style-type: none"> • Source to Settle • Order to Cash • Record to Report • Financial Analysis and Reconciliation • Payroll • Recruitment and Staffing • Workforce Development

Global Delivery

We deliver cost and performance arbitrage and continue to focus efforts on cost re-engineering to attain profitability while continuing to provide unique business value proposition to our clients.

We have established a leadership position in the BPO space while expanding our services across verticals. We service clients in Banking and Capital Markets, Insurance, Healthcare, Communication, Media & Entertainment, Consumer & Retail, Transportation & Logistics, and Energy & Utilities.



The Mphasis Difference

- Best Practices - Lessons learnt by servicing over 45 clients
- Flexible - Willing to invest in "what the customer wants"
- Scalability - Proven expertise in managing huge ramps
- Enhanced customer service - Value-added customer interaction services
- Increased customer loyalty through new delivery channels
- Build on assets and investment to deliver consistent high-quality service across the globe
- Robust Governance Model - Ensure rigorous governance at both strategic and operations levels
- Fully resourced Center of Excellence - Automation, and process improvement tools and processes

We have world-class execution capabilities and provide highly customized, scalable business process offerings to meet your requirements with a focus to achieve:

- Revenue growth through effective and targeted up-selling and cross-selling enabling the typical cost centers to become profit centers. Our solution can increase sales conversion rates by 15 - 30% and improve lifetime value of customers
- Reduced operating costs up to 50% leveraging our extensive expertise to optimize your business processes
- Risk mitigation by providing a scalable infrastructure with strong customer and data security standards

About Mphasis

Mphasis is a leading Applications, Infrastructure Technology, and BPO services provider. The company delivers real improvements in business performance for clients through a combination of technology know-how, domain and process expertise. With currently over 34,000 people, Mphasis services clients in Financial Services, Manufacturing, Healthcare, Communications, Media & Entertainment, Transportation & Logistics, Energy & Utilities, Consumer & Retail, and Governments around the world. To know more, visit www.mphasis.com.

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